

## Business Rules and Workflow Automation

### Business Rules

Titanium ORE provides you with an unprecedented ability to create and modify workflow parameters and automate the decisions that take place as a part of your collection operations. It increases the efficiency of your collections operations by decreasing the need for human intervention. Its integrated Rules Engine gives business users the power to add, modify, and delete business rules on the fly. Business changes can be implemented when you need them, along with a complete revision history and audit trail, in an up-to-the-second fashion. The Rules Engine enables your business users to change key components of the software decision-making mechanism, allowing you to customize the software's behavior to meet your needs as specific criteria are met.

### Dynamic Decision Making

Within Titanium ORE you can inject and override business decision making throughout dozens of key points within the software via the Rules Engine. Customize complex decision logic for key business decisions, such as:

- Taking a promise to pay
- Sending a notice
- Merging and transferring accounts
- Determining eligibility, suppression, and compliance for credit bureau reporting
- Setting a next contact date/time.

You can also customize how and which decision making variables are evaluated using the intuitive user interface. With traditional collection software vendors, changes such as this would require a professional services engagement entailing custom programming. With Titanium ORE, you control your own destiny.

### Intuitive User Interface

If you can use a spreadsheet, you can use the Titanium ORE Rules Engine. It is an intuitive web interface that is designed for business users, not software developers. Users can manage their business policies and rules as the company's business needs change.

### Strategies

The strategy functionality provides life-cycle management of the accounts in your Titanium ORE system. You have the ability to set up a series of time-based decisions and actions to automate the workflow associated with your accounts over time, such as letter sequences, callback schedules, and collector work assignment. For even more flexibility, the Rules Engine can be incorporated at any/every step of a strategy for comprehensive user-defined decision-making capabilities.

### Real-time Account Workflow

Titanium ORE has the capacity to react to events that occur in the system in real time. You are given the ability to take action based on the work that is being performed as a part of your collections operations, without the need for human intervention. For instance, let's say a collector takes a promise to pay. Titanium ORE's real-time event workflow can automate the sending of a notice that details the terms of the promise and the transfer of the account to a specified workgroup without any action needing to be taken by a user. One action taken by a user yields many immediate results, allowing your collections personnel to focus on what they do best while reducing your overhead and eliminating human error.

### Jobs

The Titanium ORE Jobs module provides a way for you to apply wholesale changes and actions to any group of selected accounts. Jobs can execute instantly in an on-demand fashion and allow you to dynamically query the entire database to select a desired population of accounts to work on. Once the population is identified using the criteria you supply, the actions you define for the job are executed against each account in the population. There is no need to wait for any sort of night processing, and your selection criteria, as well as actions, can be changed at any time.