

Powerful Oversight for Audits & Collections

Simply a Better Process



If you've ever managed field teams conducting audits and collections you know the challenges – dispatching and tracking collection team activities, collecting paperwork from distributed teams, and verifying the authenticity of audit reports. We fully understand these challenges ourselves, and that's why we created the Open Door Solution.

Open the Door to an Improved Process for Audits & Collections

Open Door is a turn-key system for managing field audit and collection teams that uses mobile technology to bring a new spin to old problems. The system started out as a tool for door-to-door sales teams and has evolved into a powerful platform for managing geographically dispersed sales and service teams. We've taken Open Door and created customized modules that specifically speak to the needs and demands of field audit and collection teams.

Easy and Fast, Map-Based Work Order Management and Assignment

- Simplify the task of dispatching work orders. You Manage and distribute all work orders electronically.
- Import large amounts of work orders into the system and view them on a map.
- Assign work orders to field reps by outlining an area on the map and

automatically assigning all work within the selected area to an individual, or place a point on the map and assign all addresses within a specified radius.

- Push work orders out immediately to rep's mobile device in the field.
- Ensure assigned work orders are worked to completion before assigning new work.

GPS Track Teams and Individual Rep Performance in the Field

- See where reps are working in real time on an interactive map.
- Review a history of audit or collection activity for reps on specific days and observe their walk sequence.
- Match up rep activities to their physical location to confirm that audits or collections actually occurred at the residence.
- See how long a rep spends at a particular location.

- Track the time a field rep works with an integrated Clock-in/Clock-out feature.
- Setup Geofences to outline turf for your reps and receive automatic notification when a rep enters or exits their assigned turf.





Capture and Store Data Electronically to Gain Valuable Insights

Open Door is a unified system where data is captured in the field on mobile devices and consolidated in a Web-accessible system for reporting and management. Using the system you can:

- Leverage custom designed electronic forms that are easily modified to capture information specific to your audit or collections process.
- Use built in picture capture to capture visual verification of audit job details.
- Define custom work order dispositions and outcomes for each job.
- Enforce workflow and process steps such as defining a consistent approach for returning to addresses not home.
- Setup and keep records for returned appointments and reminders
- Capture and store detailed copies of work order information.

Detailed Activity Reporting

Open Door puts detailed information at your fingertips that you can use to track and analyze your audit and collection activities. Through the reporting features you can:

- Generate reports on rep-level audit and collection activity.
- Identify sales conversion rates from unauthorized accounts.
- Monitor and quantify collections and disconnect totals.
- Analyze individual field rep efforts and overall effectiveness.



Key Features:

- Electronic work order management, dispatch and tracking
- GPS tracking and map views of reps in the field
- Custom designed electronic forms that are easily modified to meet your needs
- Photo and signature capture
- Reporting and management analysis tools

Device & Carrier Support:

- Compatible with Android and Blackberry mobile devices
- Runs on mobile phones, Android tablets and netbooks
- Deploy using any of the major cellular carrier networks

ANDROID

BlackBerry

Contact Us To Learn How to Power Up Your Door-to-Door Sales Staff:

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