

EasyDone Dunning System

Features	Detailed Items
Main	<i>Automated tracking of overdue invoices</i>
	<i>Automated execution of bad debt. collection business processes</i>
	<i>Automated actions for overdue invoices and their associated subscribers/contracts</i>
	<i>Automated calculation of penalty fees</i>
	<i>Automated management of subscriber states considering other business reasons such as FRAUD, LEGAL, SUBSCRIBER DEMANDED BLOCKING etc.</i>
	<i>Automated management of multiple business policies depending on subscriber credit profiles or segments.</i>
	<i>Reporting</i>
Segmentation	<i>Dynamical customer segment category calculation</i>
	<i>Dynamic criteria adding</i>
	<i>Dynamic condition adding</i>
Workflow Manager	<i>Define scheduled tasks using flexible calendar and timers.</i>
	<i>Automatically react to external events</i>
	<i>Flexible workflow configuration</i>
	<i>Supports configurable events</i>
	<i>Supports Conditional stage transitions</i>
	<i>Supports Conditional Action Fullfilment</i>
	<i>Workflow instance persistancy in DB</i>
	<i>Flexible timer configuration</i>
<i>Holiday configuration, weekend and workday configuration.</i>	
Action Proccesing	<i>Reacts events with configurable number of actions</i>
	<i>Takes actions with configurable multiple conditions</i>
	<i>Supports actions like SMS notices, calls, dunning letter, e-mail, barring / de-barring of services,</i>
	<i>Sending birthday flowers!</i>
	<i>Non-blocking action processing</i>
	<i>Pluggable action interface</i>
	<i>Configurable action execution date and times</i>
	<i>Multiple action processing with single request</i>
	<i>Multi Threading</i>
	<i>Fully Paralel execution</i>
	<i>Configurable action policies like action start time, action end time, weekend or workday and weekend.</i>
	<i>Holiday configuration, weekend and workday configuration.</i>
	<i>Pluggable architecture for future developed actions.</i>
	<i>Taking of specific actions can be suspended or resumed on operational demand.</i>
	<i>Failed actions can be retried by updating state of the actions.</i>
	<i>Cancellation of actions is possible.</i>
<i>History of actions are hold DB and reports can be generated.</i>	
<i>Necessary action details and history are hold for Customer Care operations.</i>	

Scalability	Vertical Scalability: Multiple instance can be instantiated
	Horizontal Scalability: Multiple hardware nodes can be instantiated
	Multi Threaded Installation
	Load Balancing
Notification Actions	SMS
	MMS
	Email
	Letter Generation
	Auto Dialer Trigerring
History Management	Dunning Life Cycle History Handling
	Event History Handling
	Action History Handling
Timer Management	Calendar Type 1 : Days regardless of weekdays, weekends or holidays.
	Calendar Type 2 : Days regardless of weekdays, weekends or holidays but; if the last day is a weekend or holiday, move it to the first workday.
	Calendar Type 3 : Workdays (weekends and holidays will be skipped).
	Absolute date timer setting
	Periodic timer set (e.g. 17th of every month)
Contract-related actions	Deactivate/activate contracts
	Suspend active contracts of a given customer.
	Reactivate a suspended contract.
Customer-related actions	Deactivate customer
	Suspend customer
	Reactivate a suspended customer
Finance related actions	Create a charge for a given customer/contract
	Write off a delinquent customer
	Generation of other credit and charges
	Calculation of interest for late or no payment
Note-Notification related actions	Generate a dunning letter.
	Generate a Short Message.
	Generate a BSCS ticklers.
	Generate a follow-up memo.
	Generate an e-mail.
Service-related actions	Unbar out coming calls for all contracts of a customer
	Unbar incoming calls for all contracts of a customer.
	Convert a specific service for all contracts of a given customer to postpaid
	If required convert a specific service for all contracts of a given customer to prepaid.
	Activate a specific service for all contracts of a given customer (bar outbound/inbound call, hotline and other services).
	Deactivate an active service for all contracts of a given customer.
	Bar outbound calls for all contracts of a customer.
Bar inbound calls for all contracts of a customer.	