

# ClientNet Smart Buttons

## Overview:

Smart buttons on Clientnet aid in the customer's navigation of the CollectNet system. The smart buttons can perform a function or task with simplicity. They are helpful for both the client and CMI. Below are the smart buttons viewed on ClientNet as well as the function performed and CMI's role in the Client's request.

## Smart Buttons:

<i>Button</i>	<i>Description and Function</i>
<i>Post a Payment:</i>	This button will automatically enter in the code: <b>SC/CN</b> (Supervisor Call / Client Notes). The client then will have the ability to enter in the payment (this will be attached in the comment section of collectNet). The SC/CN queue will be given to the Quality Control Manager (Jennifer) on a daily basis. It is their responsibility to work this queue on a daily basis. If clarity on the payment is necessary the Manager can either call the client, send it to accounting (SC/DP, SC/AC) or send it to sales manager to call the client (CC/CS).
<i>Customer Service Request:</i>	This button will automatically enter in the code: <b>CC/CS</b> (Clerical Call / Customer Service). The client will be notified that a customer service representative will call then within 24 hours. The CC/CS queue is the responsibility of the sales team (Sharon Smith). It is their (sale) responsibility to work this queue on a daily basis. The Sales Manager can either call the client or send it to the CSD representative. If sent to the representative a printed copy of the request will be given to the rep. and gather up at the end of each day. Follow up is the key (CMI guarantees a 24 hour response).
<i>Post a Note:</i>	This button will automatically enter in the code: <b>SC/CN</b> (Supervisor Call / Client Notes). The client then will have the ability to enter in a note (this will be attached in the comment section of collectNet). The SC/CN queue will be given to the Quality

Control Manager on a daily basis. It is their responsibility to work this queue on a daily basis. It is the Quality Control Managers responsibility to get the request to the correct person or department on a timely manner. It is also the Credit Manager responsibility to follow-up and make sure the request has been completed.

***View Payments:***

This will be a short cut to view the debtor's Payments. It will be flat data and no manager or customers service is necessary. This button will be an easy way for the Client to View the debtor's payments.

***View Contact History:***

This will be a short cut to the collection history on the account. It will be flat data and no manager or customers service is necessary. This button will be an easy way for the Client to View the collector's notes.