

On a Call ▼

Line 1 On Call

Dialed Number 4155551212

Duration 00:51

Account Fred Flamel

End Call

Hold

Transfer

Conference

New Line

Current Call Log

Log will auto-save when call ends.

Subject Call 8/17/2009 10:15 PM

Related To Account: Fred Flamel ▼

Comments Talked to his wife

Powered by

Create New... ▼

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Fred Flamel

Person Account
Mr. Fred Flamel

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[Service Orders \(2\)](#) | [Open Activities \(1\)](#) | [Activity History \(10+\)](#) | [Bills \(3\)](#) | [Notes & Attachments \(1\)](#)

Person Account Detail Edit Delete Request Update Accounts Close By

Status ? Active	Phone (415) 555-1212
Account Name Mr. Fred Flamel	Account Number 123456
Call Type ? Billing Call	DOI ? 1/5/2009
Languages Spanish	Collections Status Reminder Call
Fraud Alert <input type="checkbox"/>	Last Bill Due Date ? 8/12/2009
Email fredf@porto.com	Total MRC ? \$27.00
Employer ? Port Of Oakland	Total MRC ? \$2.00
Billing Address 425 Main St Oakland, CA 94201 USA	Shipping Address

Balance Information

Previous Balance	\$54.00
Last Payment	\$15.00
Last Adjustment	(\$5.00)
Balance Past Due	\$34.00
Current Charges	\$20.00
Current Balance ?	\$54.00

Credit Information

CDL 002	TRT 28373991
CCI Update 8/17/2007	Credit Rating ? Class 2
Birthdate 3/30/1975	Credit Score ? 597
SSN ? 540-01-7893	Customer Value ? Bronze
Password	Toll Limit \$200.00
Deposit Paid ? 3/1/2001	Toll Restriction ? <input checked="" type="checkbox"/>
	Deposit \$55.00

Edit Delete Request Update Accounts Close By


Service Orders New Service Order Service Orders Help ?

Ready for Calls

Line 1 Open

Last Call







My Calls Today

Powered by 

Search

 Limit to items I own

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-  [Fred Flamel](#)
-  [A-0000121](#)
-  [Frank Gill](#)
-  [A-0000115](#)
-  [000115](#)
-  [Lena Schuler](#)

 **Task**
Call 8/17/2009 10:15 PM
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Task Detail

 Assigned To [Benafsha Irani](#)

 Status **In Progress**

 Subject **Call 8/17/2009 10:15 PM**

 Collection Status **Reminder Call**

 Due Date **8/17/2009**

Name

Phone

 Related To [Fred Flamel](#)

 Priority **Normal**

Email

 Call Reason **Collection-Outbound**

 Call Result 1st **Attempt** **Left a Message to Call**

 Commitment **Talked to wife - will pay in 1 week**

 Call Result 2nd **Attempt**

 Follow Up **8/24/2009**

 Commitment Complete

 Created By [Benafsha Irani](#), 8/17/2009 10:18 PM


 Last Modified By [Benafsha Irani](#), 8/17/2009 10:31 PM

Reminder


 Reminder

1 Reminders - Windows Internet Explorer

https://na6.salesforce.com/ui/core/activity/ActivityReminderPage

 **Reminder Call**

Due Date: 8/12/2009 8:00 AM
Name: Fred Flamel
Related To: Fred Flamel

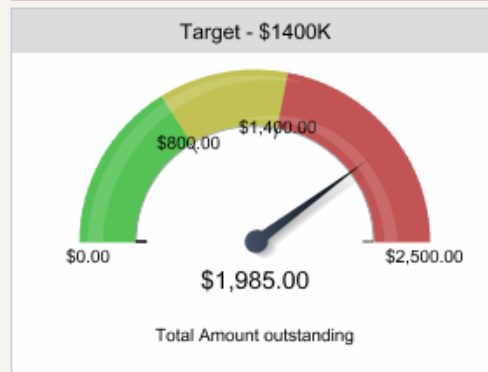
<input type="checkbox"/>	Type	Subject	Due In
<input type="checkbox"/>		Reminder Call	5 days overdue

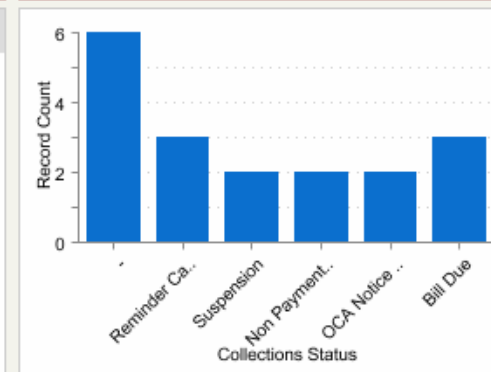
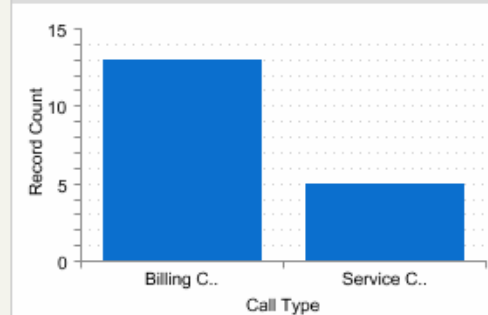
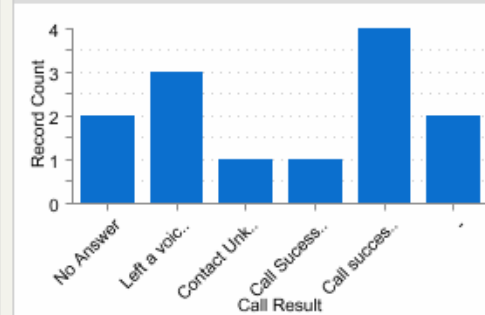
Done Internet 100%

Dashboard
Collections Rate
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As of 8/2/2009 9:39 PM

Collections Performance

Team Performance

Collections status

Accounts By Call Type

Team Call Results

Collections Stage by Vaue

Collections Status	Sum of Amount Due
-	\$3K
Bill Due	\$446
Non Payment Disconnect	\$220
Suspension	\$213
OCA Notice Mailed	\$170
Reminder Call	\$114