

Manage the Information challenge

Getting all the relevant information in a single view is one of the biggest challenges to the resolution of disputes, claims and charge backs. The coAction system presents consolidated electronic and non-electronic information from multiple internal systems, customer data, e-mails, documents, and images in a single container enabling quick resolution to exceptions.

Exceptions/Chargebacks

There are typically a finite number of causes for the vast majority of exceptions. And for each cause, there are procedures for resolution - some formal and some informal. The information and documentation needed for favorable resolution of common exception types can also be pre-defined.

Image Enabled Workflow

Multi-function devices can be configured to capture and route image data to a repository. Images such as supporting documentation for a dispute can be submitted by suppliers over the web using any scanner, e-mail, or fax.

Case Management System

A comprehensive case management system provides the means to allocate work load, and work on a case with all relevant information from internal systems and operators along with relevant documents to be sent to suppliers with complete tracking history.

Work Queues

Work queues can be set up to map organization roles and responsibilities. Features such as manual over rides, escalation and re-route allows for dynamic allocation of work across organization departments.

Business Rules Engine

An easy to use rules engine allows for exception transactions to be matched against internal systems. The rules engine is used to dynamically assign, prioritize and route work. It can be used to perform complex calculations on series of transaction and line items. The rules engine is also used to make workflow decisions in the exception flow.