

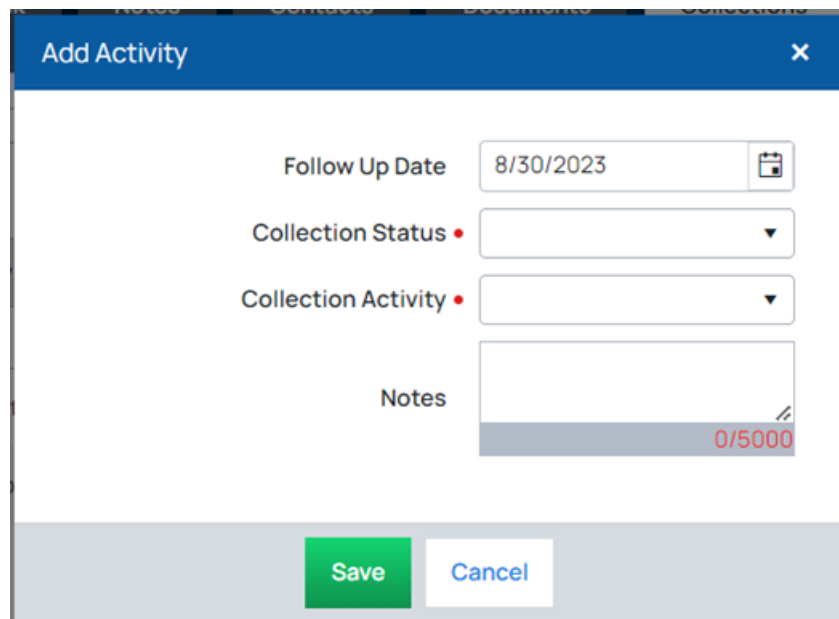
Collections Activities

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Collection activities record actions taken by users while trying to collect on a customer.

You can add a collection activity from either the collection queue or the customer's detail page on the Collections tab. Click the Add Activity button:

- Collection Status – This is a dropdown that contains all collection statuses. This defaults to the status that is currently assigned to the customer; if this is changed, the customer's collection status is updated as well.
- Collection Activity – Activity name as defined in the setup
- Notes – The notes added to that activity when it was created



The screenshot shows a modal window titled "Add Activity". It features a blue header bar with the title and a close icon. The main content area includes a date field for "Follow Up Date" (8/30/2023), two dropdown menus for "Collection Status" and "Collection Activity", and a text area for "Notes" with a 0/5000 character limit. A green "Save" button and a white "Cancel" button are positioned at the bottom.

After adding and saving an activity, it appears on the customer's collection activities, recording the date and time that the activity was created; the queue that the customer was in when the activity was created; and the user that entered that activity.
