System Configuration Guide

Delta M CRM

Table of contents

1. Purpose of the document

The Delta M. CRM is a document that is intended to assist users in using the Delta M. CRM system. CRM. It is part of the technical documentation for the system.

The document contains text descriptions and screen shots with examples that help the user to navigate faster when working and customizing the system.

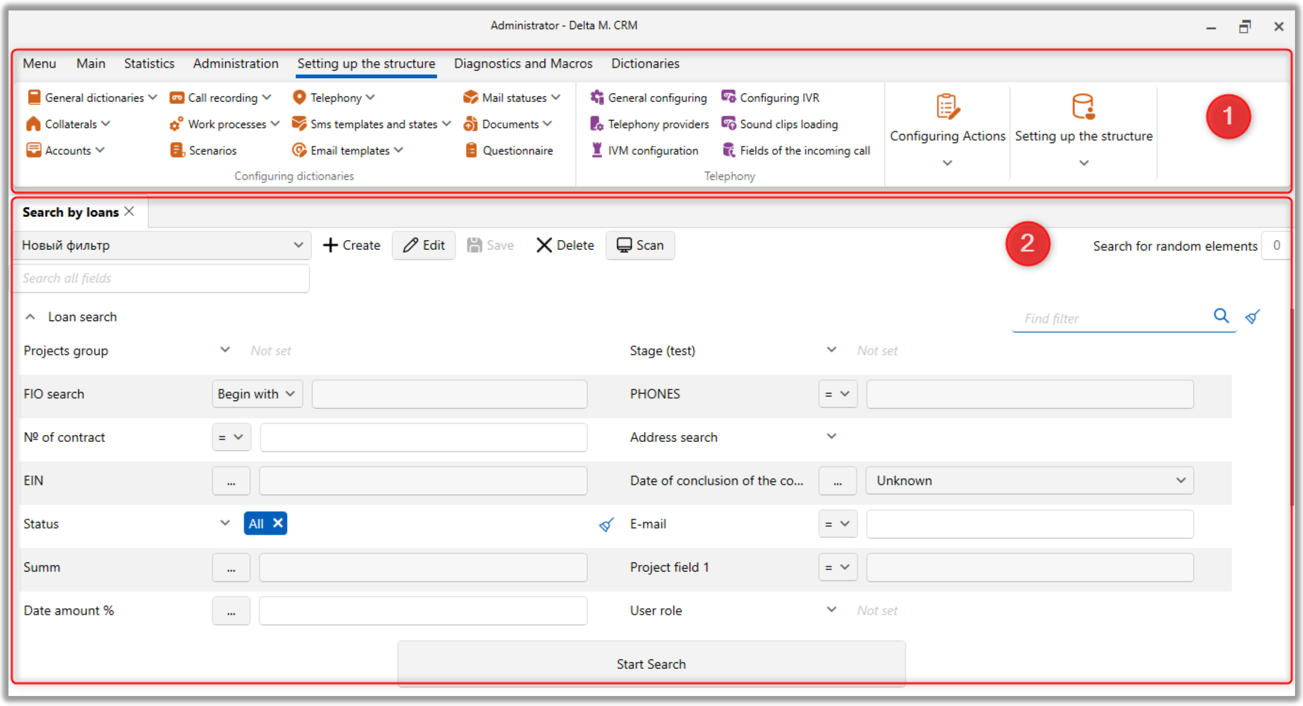
This guide is intended for system administrators, department managers and business analysts who are involved in customizing the automation of business processes.

The main purpose of the document is to provide information about the system functionality and customization of the internal logic of working with data through the DELTA M. CRM administration client. CRM, ensuring effective utilization of the system.

It is assumed that a specialist starting to work with DELTA M. CRM, has an understanding of simple Boolean algebra operations, such as AND and OR operations, an understanding of common data types (int, boolean, string, etc.), as well as an understanding of filtering data according to criteria.

2. General view and main tabs

The user client interface in Delta M. CRM is divided into two working areas:



1. Navigation panel, divided into tabs, inside which there are blocks with buttons and modules, which are used to work with the system functions and its customization. For example: tab [Main], block [Data Import], with buttons [Clients], [Accounts], [Collateral], etc.

By double-clicking on a tab title in the navigation bar, it can be hidden or displayed.

2. Tab windows opened when working with CRM modules are intended for displaying the functionality of modules and data contained in the system. They provide users with an opportunity to further process the information. Depending on the module, these tabbed windows can contain different types of data, such as contacts, loans, tasks, etc. In addition, some modules may have additional tabs intended for setting parameters and performing other operations linked to the module. When working with tabbed windows in CRM, users can perform various

operations with data, including viewing, editing, deleting, adding new records and other actions according to the requirements of their business processes.

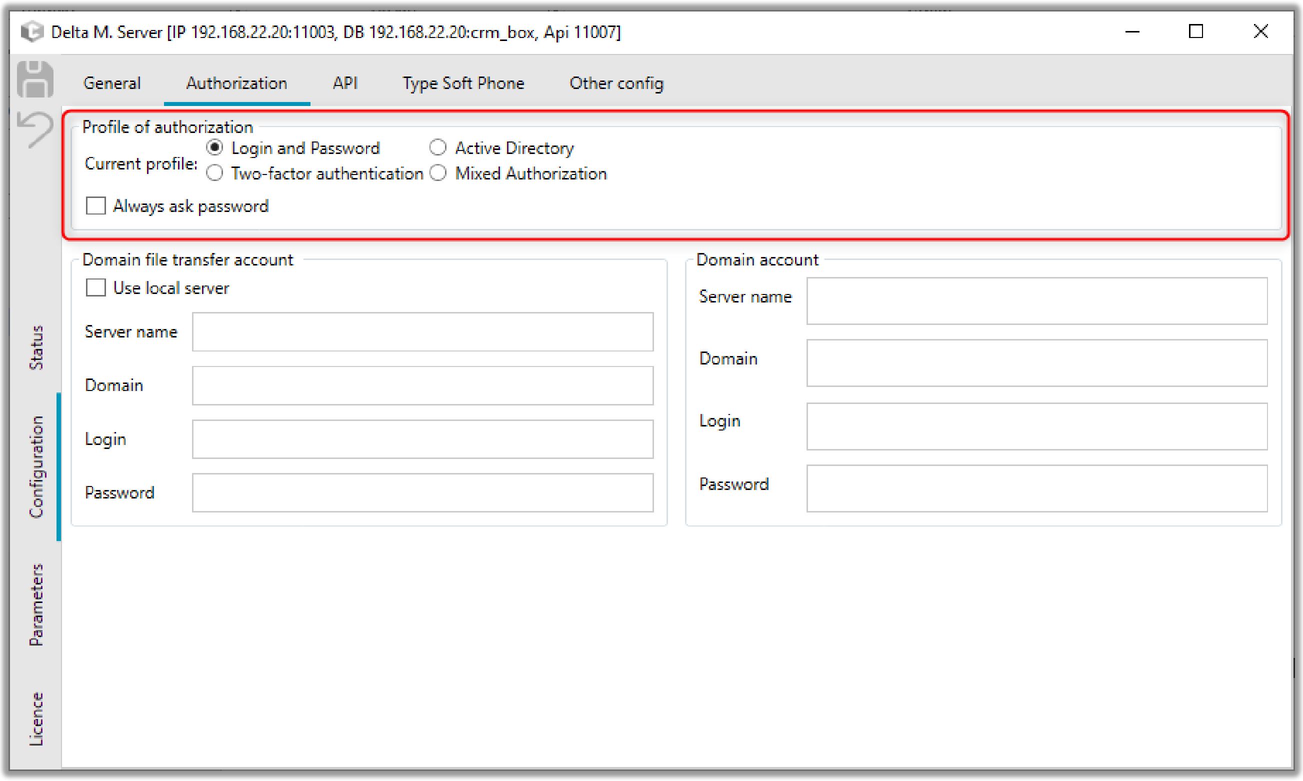
2.1 Menu

The tab is a context menu with the following items: [Open], [Create], [Import], [Change User], [Profile], [Customize], [Logout].

2.1.1 Open

Item [Open] represents a list of previously opened entity cards, which the user has recently viewed or worked with, and by clicking on them you can quickly jump to the corresponding cards. The following information is displayed in the [System Information] block: server address and port, the name of the database to which WPF is connected and where all data is stored, the authorization type set in the system, and the version of the software product. The authorization type can be changed in WPF (on the [Configuration] tab, [Authorization] block, [Authorization Profile] parameter).

WPF (Delta M. Server) is an administrative tool in which settings are made when the system is deployed.



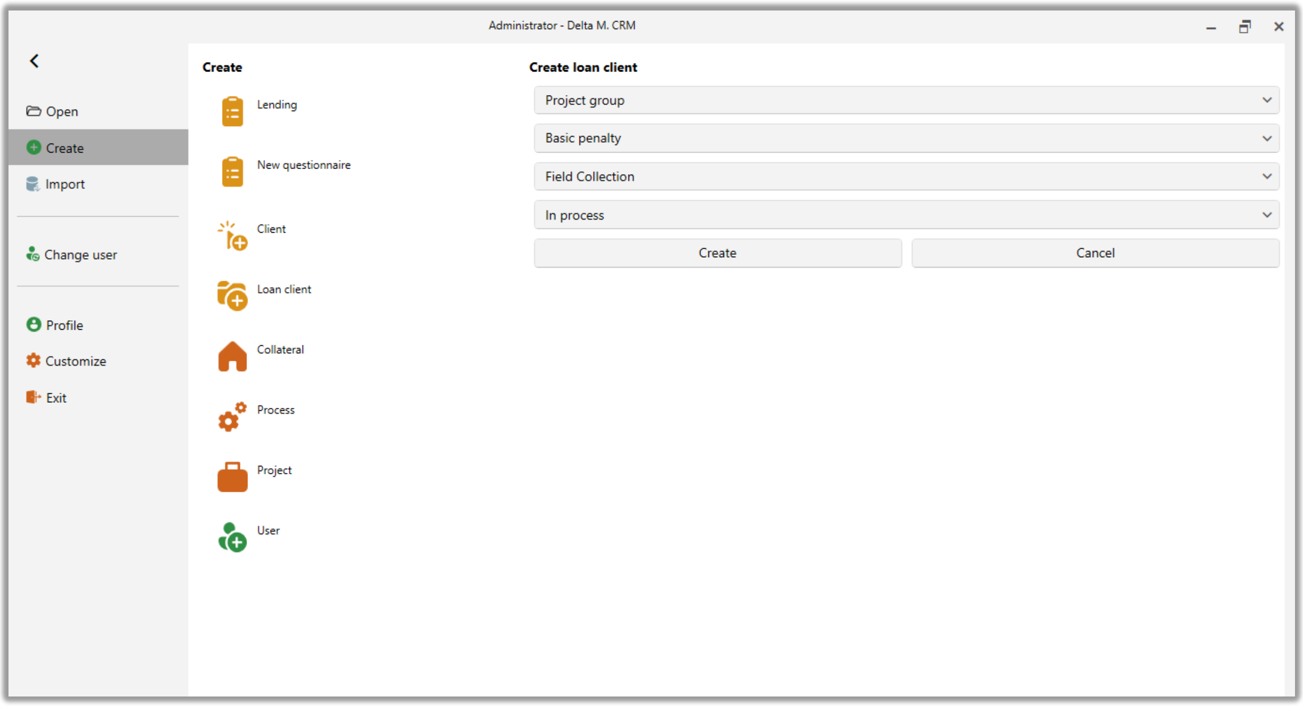
The [Temporary files directory] button is located below, if you click on it, the temp folder where the uploaded reports or documents are located will be opened. The folder itself is optional and appears only if the corresponding files are available. If the user uploads reports or documents with the same template name, such files will automatically have a numeric index added to the name. This folder is automatically cleared after the client is closed.

2.1.2 Create

When clicking on the [Create] item, a list of entities available for creation is displayed to the user, based on the permissions set in the roles from the main menu for that user. A total of seven entities are available:

- **[Questionnaire]** — customized form for questionnaire with step-by-step filling of fields, intended for quick entering of data about a client and its loan or adding a new client and its loan, if they are not in the system. This menu will display all data questionnaires that are used for entity creation and have the [Entity creation] option active (more details in section 2.5.1.12).

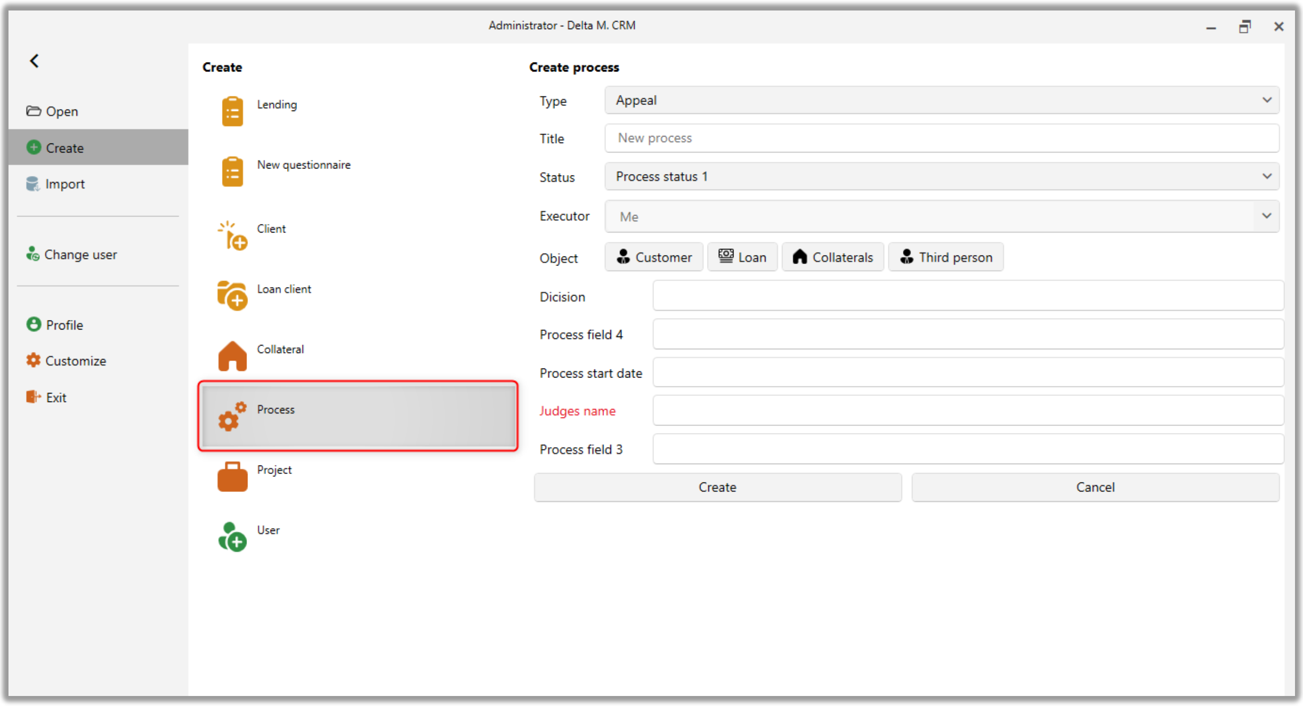
- **[Client]** — creation of a new client card with filling in the fields and entering all linked information (assigning responsible persons, setting the stage, etc.). Working with the client card is described in detail insection 3. By default, the card is assigned to the user who created it.
- **[Client's Loan]** — creation of a new Loan card. After clicking on this button, the user can select the project group, project and stage for creating a Loan within this project. By default, the card is assigned to the user who created it.



After clicking [Create], a window will open for the user to enter information about the client and loan data. Working with the loan card is described in detail in section 4. The [Cancel] button cancels the creation of the client's loan card.

- **[Collateral]** — creation of collateral. Collateral in the system can be client's property (moving or non-moving), resource, goods, services, etc. Work with the collateral card is described in detail in section 5.

- **[Process]** — add a new process. A process can be created simultaneously for one or several objects (loans, clients, resources, third parties), which can be connected or unconnected. The process card creation function will not be available if the [View process cards] checkbox is not selected in the current user role settings. This function is also unavailable if there is no process card view selected for the current user role in the system. Working with the process card is described in detail in section 7.



[Type] — select the type of the process. Only the process types available for the current user will be displayed.

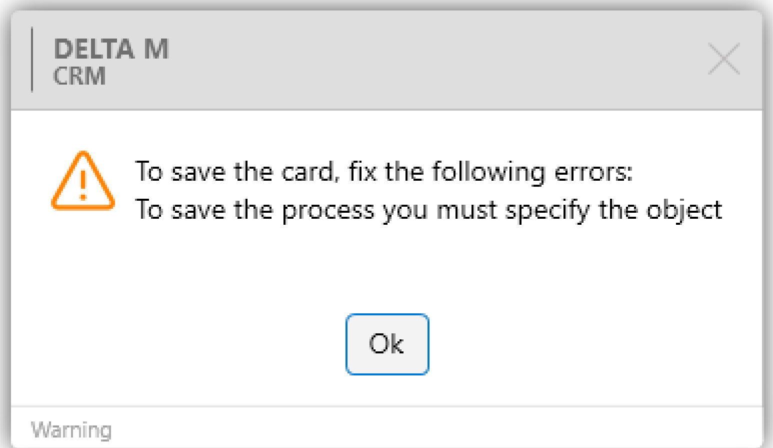
[Name] — enter the name of the process.

[Status] — select the status of the process.

[Executor] — selection of the responsible person for this process, which will be set after its creation.

[Object] — buttons for searching objects in the system, by which the process will be created. The system allows you to select, for example, several loans that are not linked in the system, and their resources or collaterals will be located lower in the hierarchy. The names of the displayed entities will coincide with the names that have been configured for the entity card tab. For example: the displayed name of loans in the list of entities will be displayed according to the value set on the [Name] tab in the project settings.

The list of process fields that have been set for the selected process type is displayed below the list of objects. Mandatory fields are highlighted in red (these fields are set in the process card view settings). If the mandatory fields are not filled in, the card will not be created and a warning will be displayed to the user.



[Cancel] — cancel the process card creation. All selected parameters and entered data will be reset.

After entering all data, you must click the [Create] button. The created process is opened as a separate card and will be automatically added to the selected objects.

- **[Project]** — adding a new project to the Delta M. CRM. After clicking on this button, a project configuration window will open, through which you can add a new project group and add a new project to it or add a new project to an existing group. After entering all project data, you should click [Save]. Setting up projects is described in detail in section 2.4.2.3.

- **[User]** — adding new users to the system. After pressing this button, a window with role and user settings opens, through which new users and user groups are added and their parameters are configured. After entering the data it is necessary to press [Save]. Setting up users is described in detail in section 2.4.1.1.

2.1.3 Import

After clicking on [Import], the user is presented with a list of available types of data imports into the system, where:

- [Clients, loans, repayments] — import of loans, clients and repayments. You can import both new data and update entities already existing in the system. After pressing the button, a window-tab opens for configuring import into the system with assignment to the selected project. To start the import, after it is configured, click the [Start import] button.
- [Collateral] — import new collaterals or update current ones. It is also possible to import collaterals with loan or client relation by selecting the appropriate relation type. After pressing this button, a tab window with the settings for importing collateral into the system opens. After making all the appropriate settings, click [Start Import].
- [Clients] — import clients, their contact data and links to other entities. In the opened window-tab it is necessary to configure import of clients and click the [Start import] button.
- [Work history] — import work history by clients and loans. In the opened window-tab you should customize import of work history and press the [Start import] button.
- [Dictionaries] — import of items into dictionaries created in the system. After pressing this button in the opened tab-window make necessary settings of

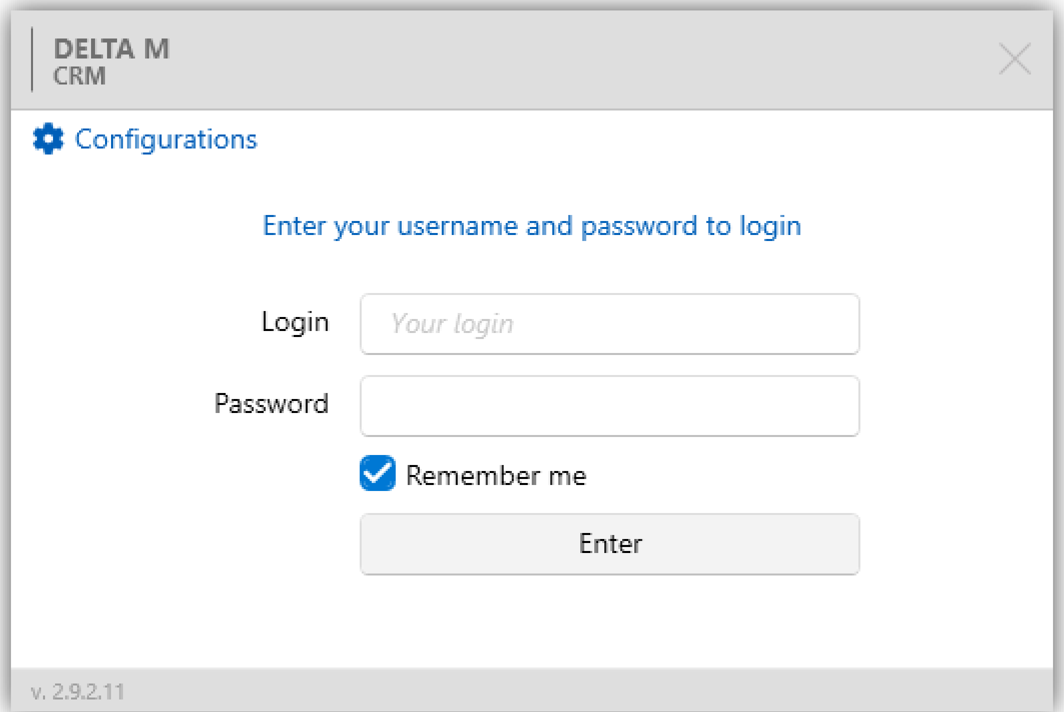
importing dictionaries and press the [Start import] button. Dictionary import operation and its setting are described in detail in Section 2.2.5.6.

- [Accounts] — import of accounts and limits with binding to the client or loan entity. The button opens a window-tab, through which the import of accounts and limits into the system is performed, it is necessary to customize the import and click [Start import]. Account import operation and its customization are described in detail in Section 2.2.5.7.

2.1.4 Change user

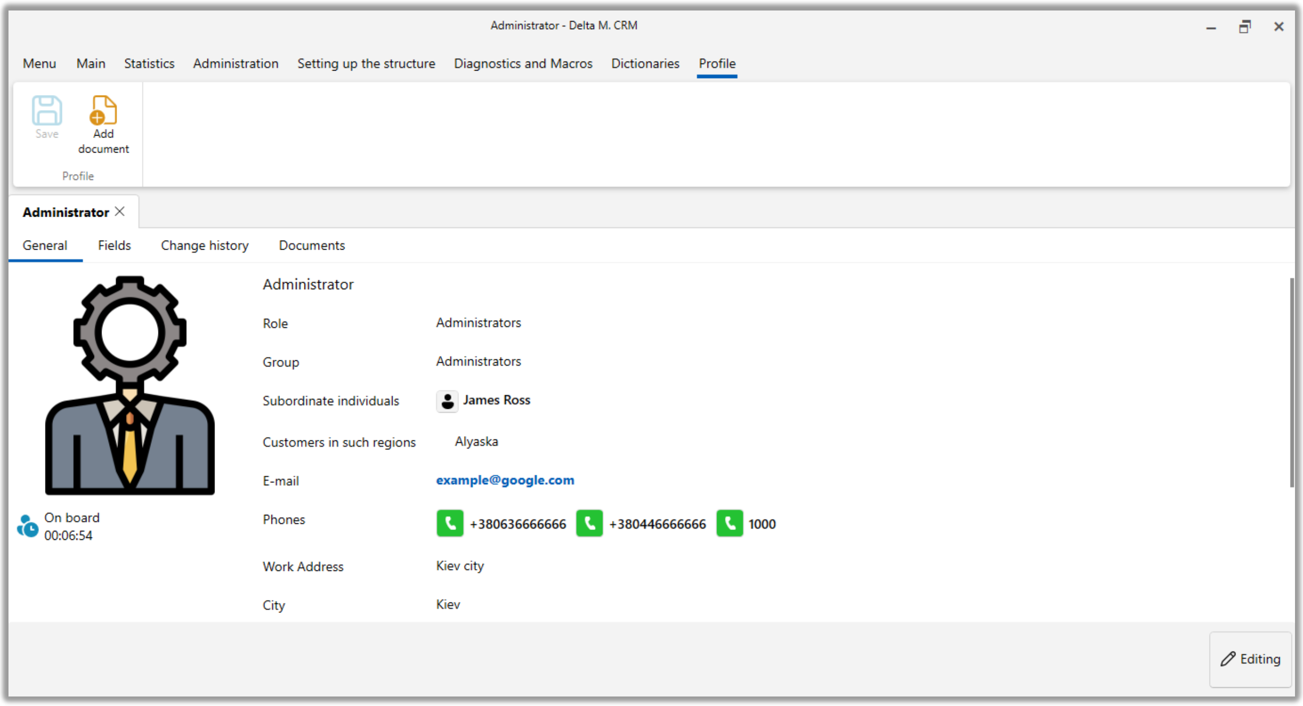
The [Change user] item allows you to quickly switch between different user accounts in the Delta M. CRM system. In the window that opens, you must enter the login and password of the account you want to switch to

The [Change user] function is especially useful when several people work on the same computer or when you need to check the system operation on behalf of another user.



2.1.5 Profile

Selecting [Profile] will open a tab with basic information about the user's account, where:



- [General] — general information about the user (role, group, subordinates, etc.).

The user can change his password, if necessary. To do this: enter the current password, specify a new password and re-enter the new password in the corresponding fields. After that it is necessary to click the [Save] button.

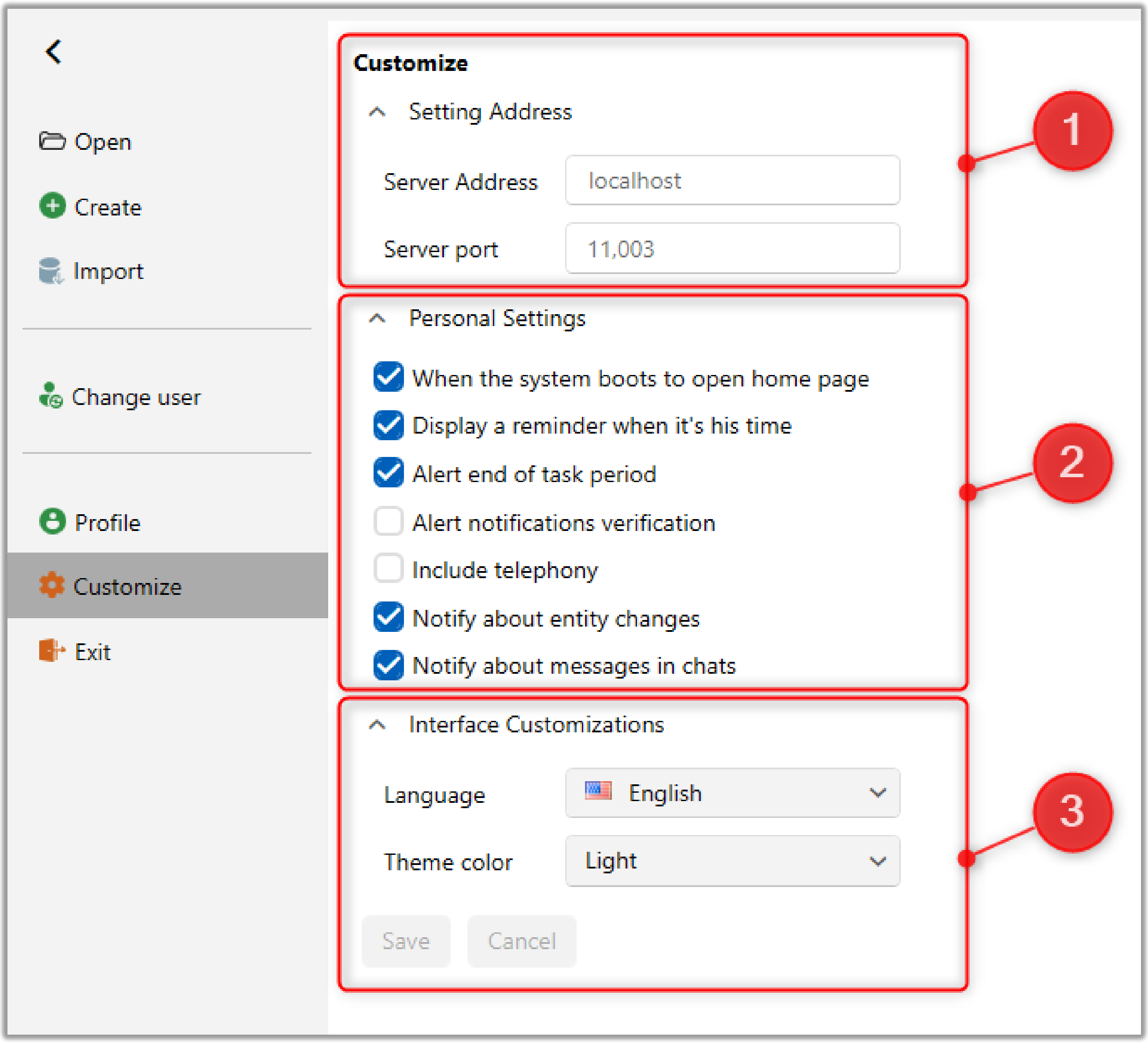
- [Fields] — user fields are filled in after user creation in accordance with business goals. User fields are used to enter personal and corporate information about a particular user.
- [Change history] — the history of user logins to the system, adding actions, setting reminders, promises, tasks is displayed in the form of a graph. The

graph is used to visualize information about the nature of user activity when working with Delta M. CRM.

- [Documents] — a list of documents assigned to the user, sorted by type, with the ability to view and edit them. Documents can be uploaded by both HR specialists and managers. For example: scans of documents, applications, sick leave, etc.

2.1.6 Customize

The [Customize] item sets the system operation parameters, and the settings are divided into three items:



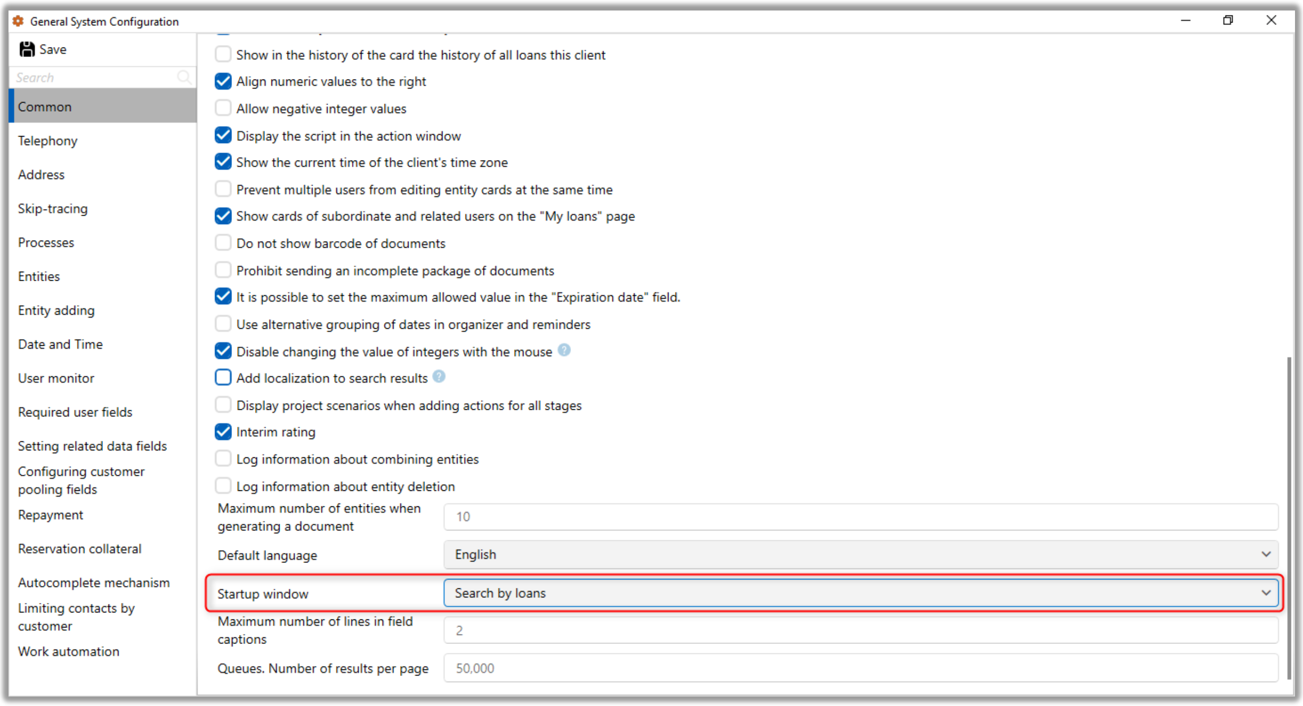
1. [Setting Address] — configuring the client-server connection where:

- [Server Address] — ip address where Delta M. Server client connects to. CRM;
- [Server port] — the port that is used to connect to the Delta M server. CRM.

2. [Personal Settings] — section intended for setting the parameters of the current user, with the possibility of enabling and disabling the necessary functions by checking respective checkboxes. The following functions are available:

- [When the system boots to open home page] — checkbox, after setting it, the user will automatically open the start page selected in the settings (tab

[Administration] → [General configuring] → item [Common] → section [Other] → parameter [Start page]). CRM client will open the start page selected in the settings (tab [Administration] → [General Configuring] → item [General] → section [Other] → parameter [Startup window]). Three variants of the start page are available: search by loans, search by clients, my loans (more details in section 2.4.2.1).



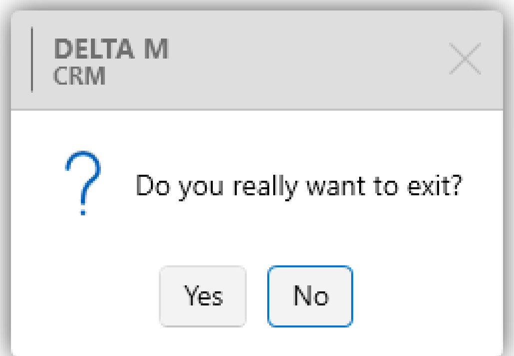
- [Display a reminder when it's his time] — setting that will display reminders if they have been set for adding an action or process (also reminders can be viewed in the [Reminders] module);
- [Alert end of task period] — when the deadline set for task completion is over, the user receives a notification that the task has moved to the [Struck through] status, because it was not completed within the specified time frame. Tasks are assigned to users within the system manually or via strategy, by loan or other main entities of the system.
- [Alert notifications verification] — the user will receive notifications when other users change data in verification fields (for example: notifications about verification of changes on a loan, provided that this user is responsible for this loan);

- [Include telephony] — this setting allows users, when integrating the system with telephony, to use it when working with CRM;
- [Notify about entity changes] — if this checkbox is checked, the user will receive both system and custom notifications when an entity is changed or added in the system (for example: when tasks are assigned and their statuses are changed, etc.). Custom notifications are configured in the [Entity change notifications] module (see section 2.4.3.6 for details);
- [Notify about messages in chats] — the user will be notified when new messages appear in CRM chats (in which he/she is a member).

3. [Interface Customization] — in this section select interface theme and user interface language of the system.

2.1.7 Exit

The [Exit] option disconnects the user from the Delta M. CRM system. After confirming the logout, the client application will be closed.



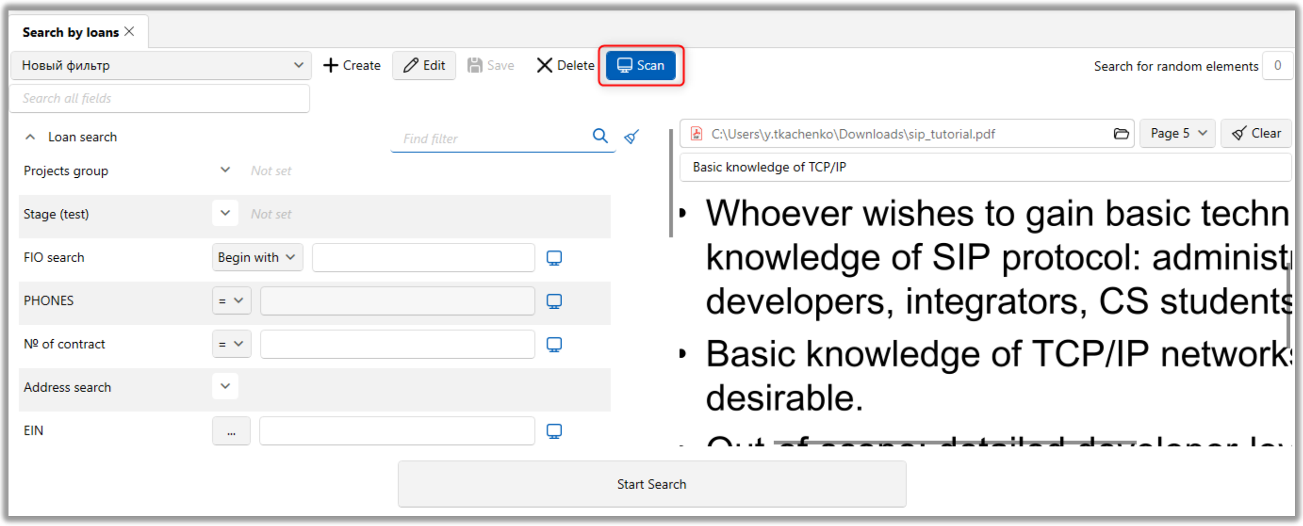
2.2 Main

This tab contains blocks with the main modules for working with data in the system: [Search], [Queues], [Work status], [Organizer] and [Data Import].

2.2.1 Search

This module allows you to perform a quick search in the system thanks to the configured search filters (the settings of search filters are described in paragraph 2.4.2.4 and its subparagraphs). All types of entities can be searched (provided that the corresponding filters are configured). It is also possible to open the card type of interest by its id or by its document id.

When performing a search, the user can use the scanning function to attach documents and quickly fill in the search fields from a document (pdf or image format). To work with this function, the Use scanner in search filter checkbox must be set in the system settings (see Section 2.4.2.1.1.1 for details).



The [Search Filter] menu is only available to users who have the appropriate entity search permissions set in the role settings. You can also configure the fields displayed to users for the search type and its results.

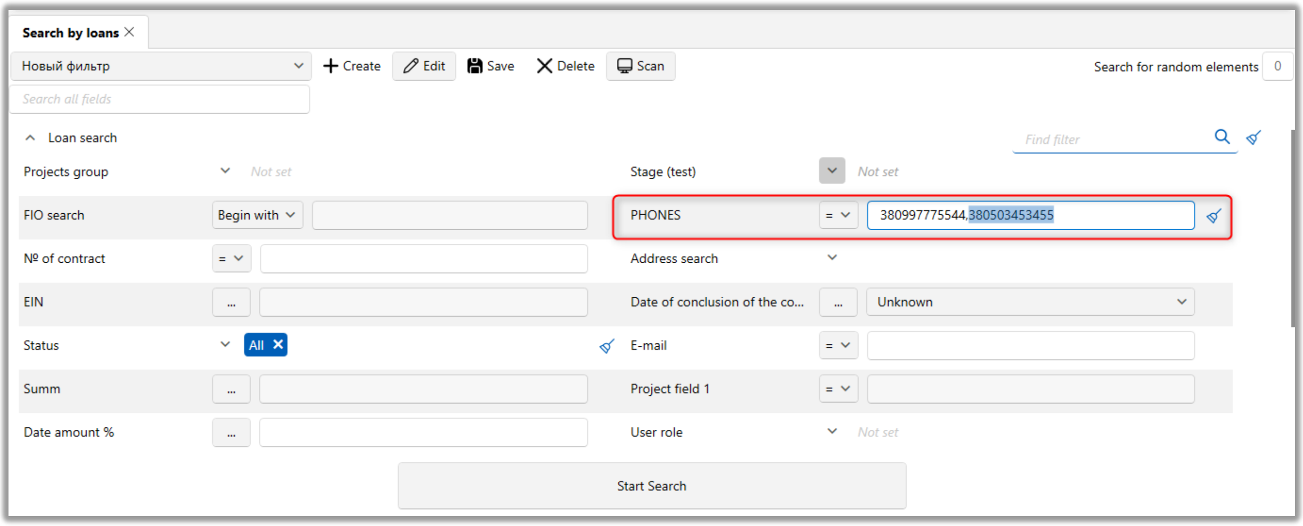
In the project setting, on the [Search Type] tab, all search fields that have been configured in the [Search loans] setting are displayed in the [Available] field.

In role configuration, the [Search Form Fields] tab selects the fields that will be displayed to users in the search form. In [Role Customization], the [Search Result Fields] tab selects the fields that will be displayed to users in the search results.

The search results will display the fields that have been displayed in Project Setup and Role Setup.

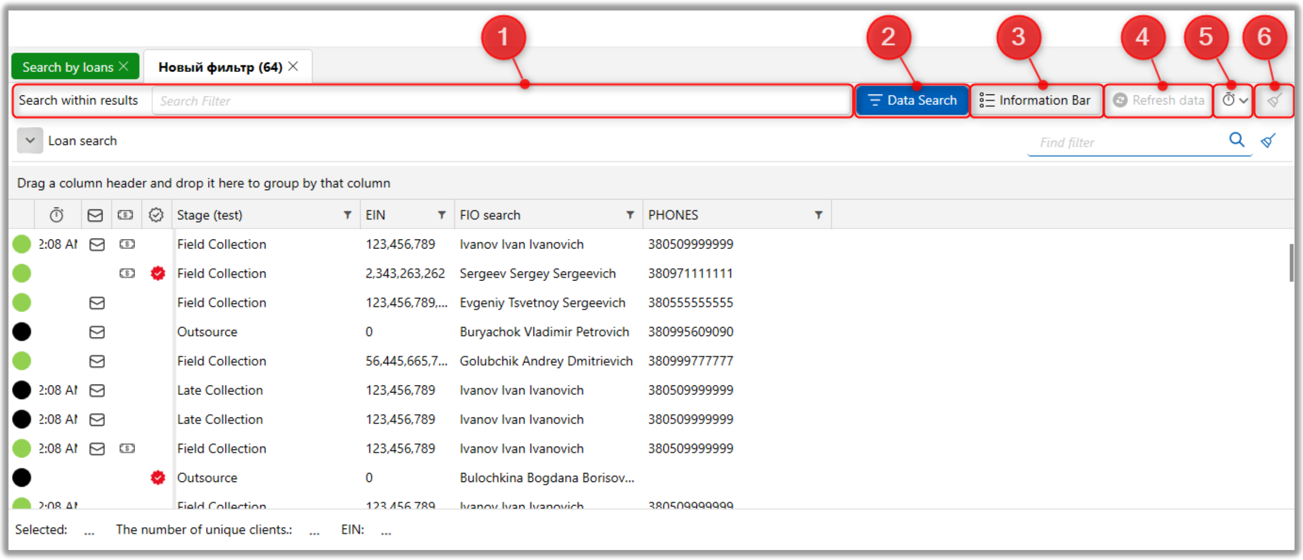
The user can search for several values at once for fields that support value entry (the results will be displayed for all found values). To do this, you must enter the values you are looking for using commas (the location and presence of spaces does not affect the search) or copy them from an Excel spreadsheet and paste them into the required field, then the system will automatically separate the commas (each value must be in a separate cell of the Excel file).

NOTE: extra characters are automatically deleted when you copy a phone number and paste it into the phone lookup field (field with [Phone] data type selected).



After clicking the [Start Search] button, the search results will be displayed to the user according to the set filter settings. The search results window will display the entity fields that were selected for display in the project settings, as well as the stage status color, the current time of the client, the presence of actions on the card, the presence of Payments and the status of card processing (if it is being processed in the [Queues] module). If necessary, the user can call the context menu with the functions of working with the searched entity. To do this, right-click on the found items.

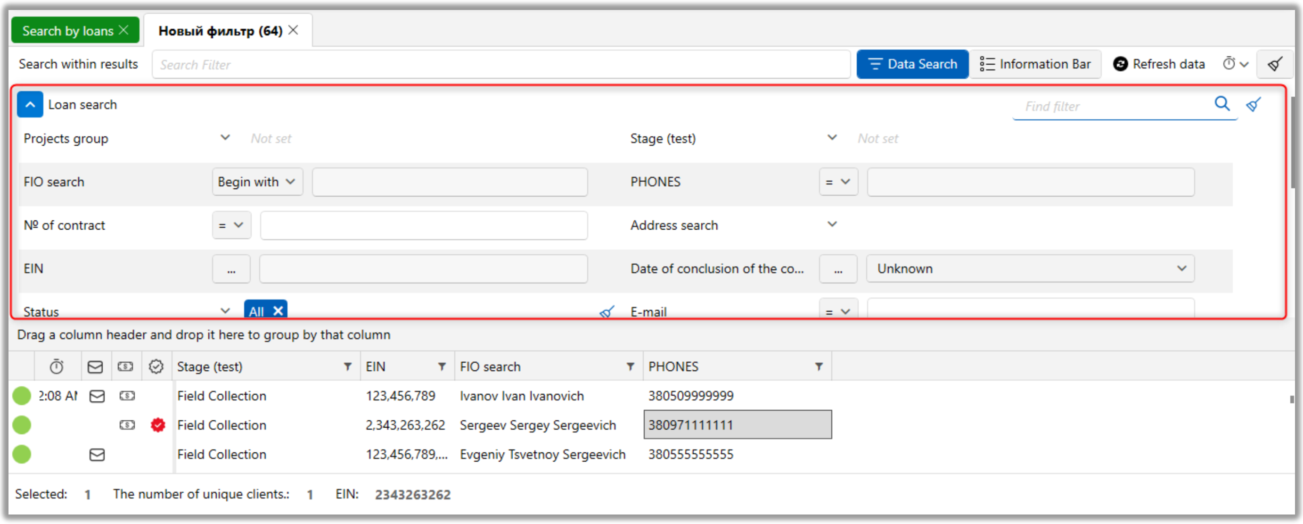
The search result window contains the following controls:



1. [Search within results] — search for cards in the displayed search results.

2. [Data Search] — enable the form of searching for loans inside the search results. To start the search by the obtained results it is necessary to enter data and press [Enter] key on the keyboard or press [Refresh data] button.

3. [Information Bar] — opening of the information panel with displaying of the last added actions and Payments for the selected item. If several items are selected, the information will be displayed only for the first selected item. If you press this button again, the information panel will be hidden.



4. [Refresh data] — the user can update the displayed data in the search results window. If the sorting filters of the displayed data have been previously applied, they will not be reset, but will be automatically reset when starting a new search.

5. [Auto Refresh] — set timer for automatic updating of information in the search results window. In order to enable updating by the set timer it is necessary to check the Auto update checkbox. The timer can be set in hours, minutes or seconds.

6. [Clear visual search settings] — reset the filtering configured in the search results window.

The following information is displayed in the footer (bottom panel):

- [Selected] — number of selected elements;
- [The number of unique clients] — number of unique elements;
- Field information if the search settings include a field with [Output field summary] enabled (see section 2.4.2.4.1 for details).

In the search results window the user can perform grouping by column headings. Grouping is used for greater visual clarity when analyzing the obtained data.

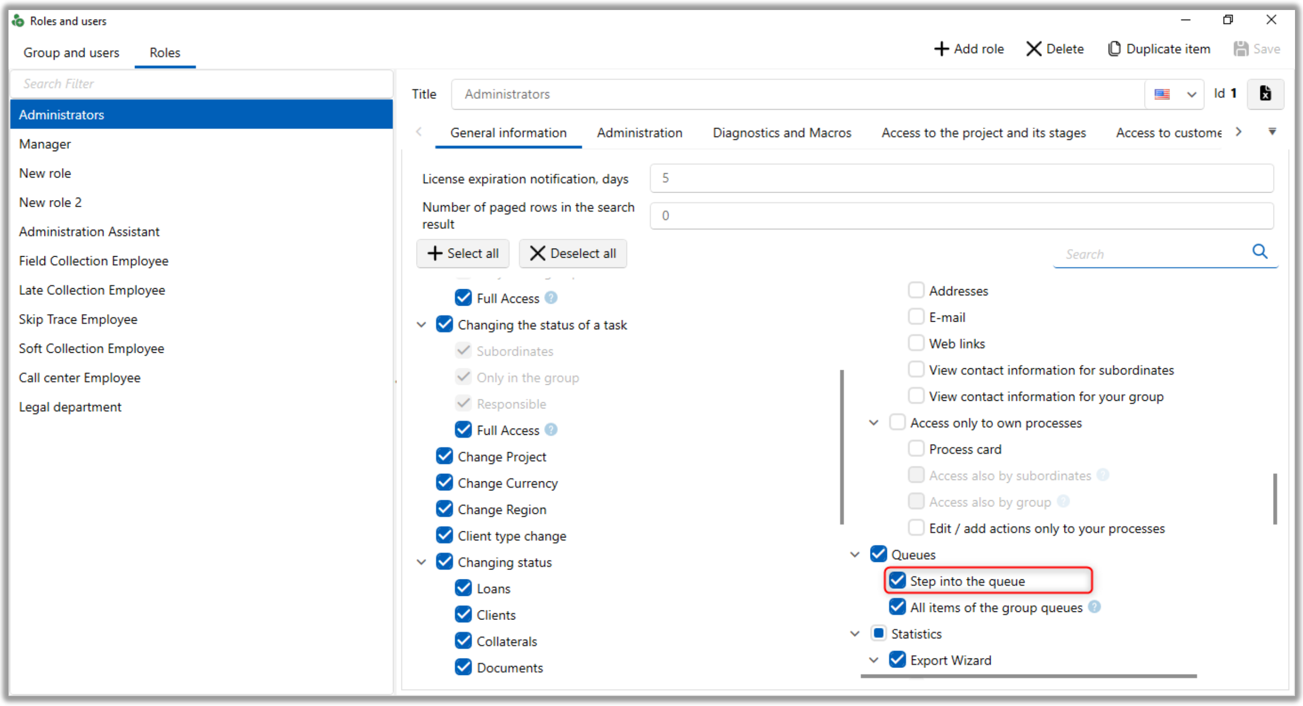
IMPORTANT: when grouping by columns in the search results and pressing Ctrl+A key combination, all items selected in the search results will be highlighted**, not just the grouped ones.**

2.2.2 Queues

The [Queues] module allows you to create queues for automatic or manual filling with items and then allow users to make manual calls to clients. It is also possible to manually create a queue by call records for their further evaluation.

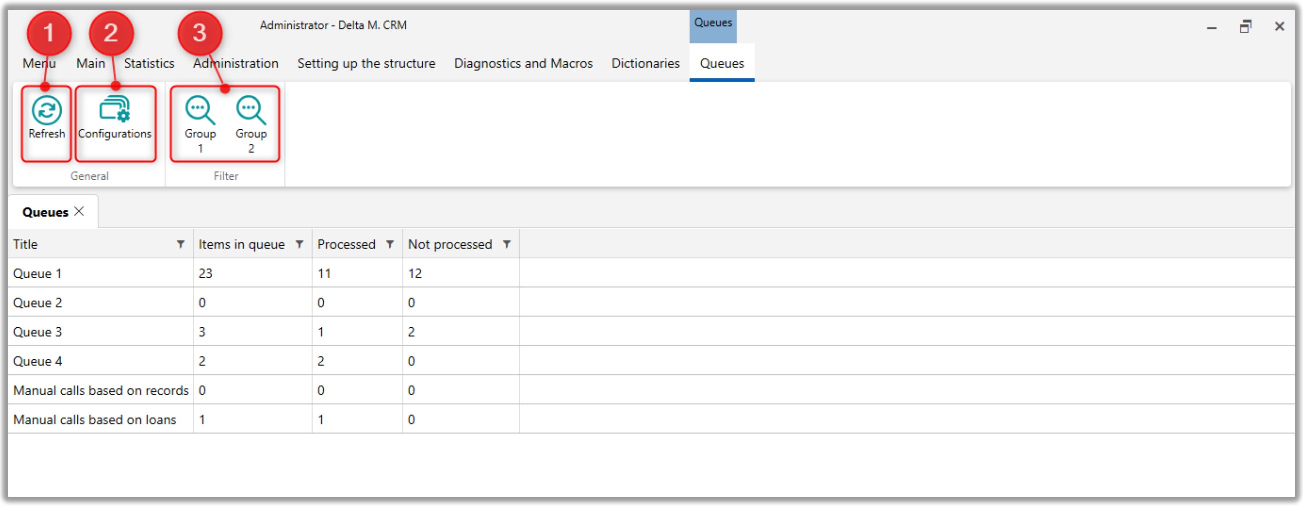
The [Queues] functionality is designed to simplify the work of operators. When queuing, the operator automatically receives the loans/clients that are contained in the queue for processing.

To work with the [Queues] module, the [Step into the queue] checkbox must be set in the user role settings.



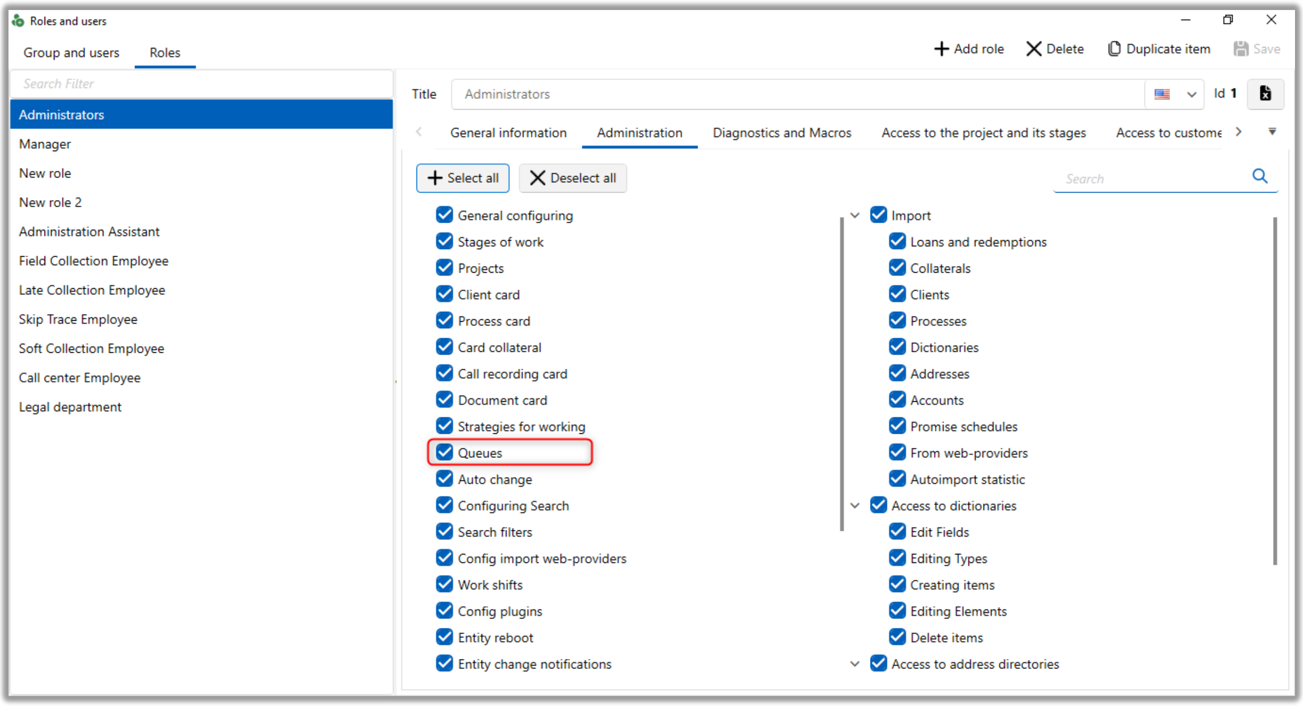
When queuing, the operator is automatically given the loans contained in the queue for processing. The operator has no possibility to choose neither loans for processing, nor the order of their processing. The operator has an opportunity to process the loan completely (set the status [Processed completely]) or send the loan for re-processing if necessary (set the status [Processed]).

On the navigation bar in the [Queues] module, there are [General], [Filter] blocks where:



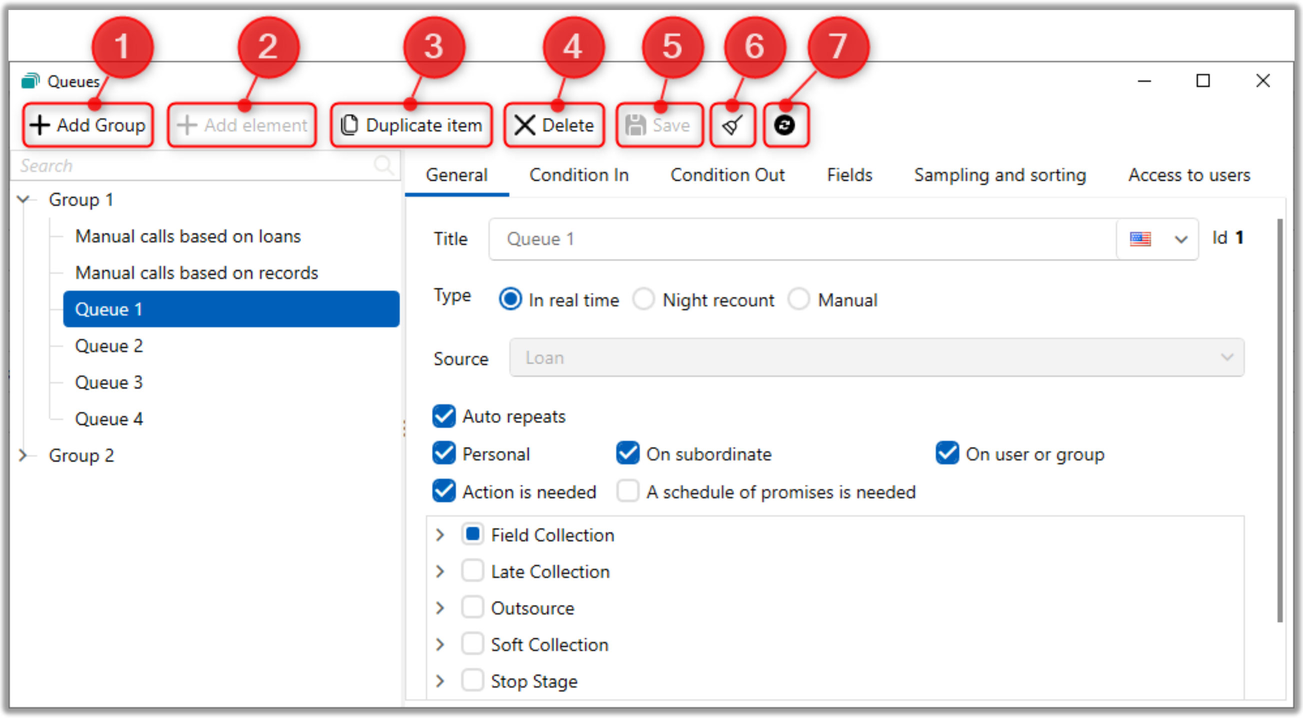
1. [Refresh] — update data that is displayed in the queue window. This function updates only the list of available queues.

2. [Configurations] — open-the window for the queues configuration and creation. The ability to configure queues is available only to those users who have the [Queues] checkbox checked in the role settings on the [Administration] tab.

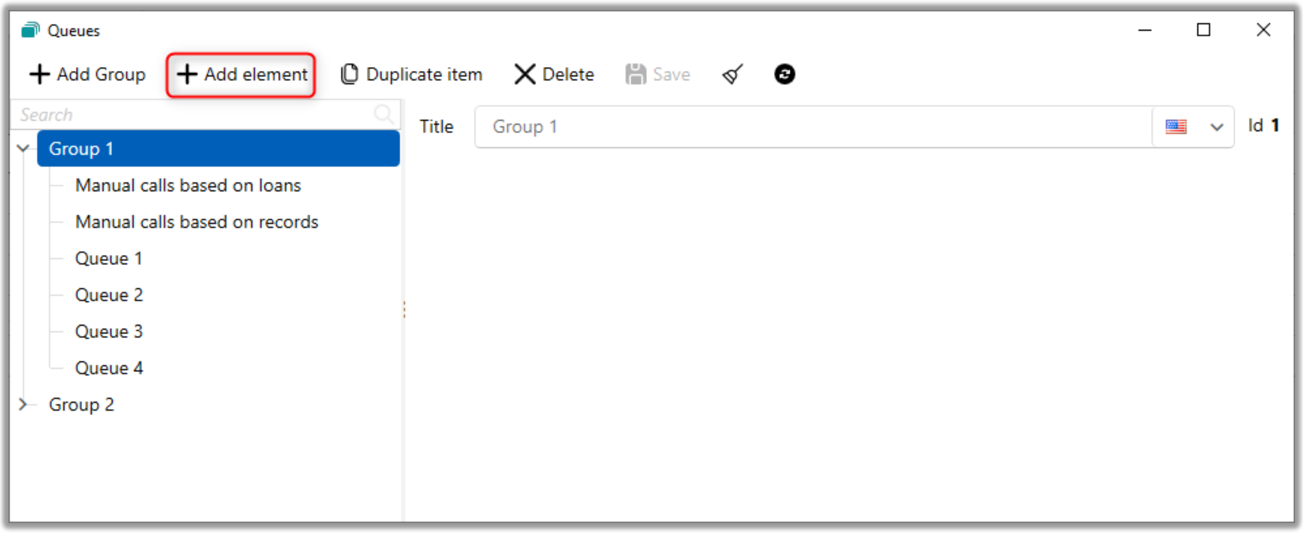


3. List of filters for switching between queue groups created in the system.

To configure queues, click the [Configurations] button, where the following functions are available:



1. [Add group] — creation of a new group of queues with the possibility of specifying its name.



2. [Add element] — adding the queue to the selected group (the queue cannot exist as a separate element).

3. [Duplicate item] — create a duplicate of the selected queue. The new queue will have the same settings as the selected queue.

4. [Delete] — deletion of the selected item.

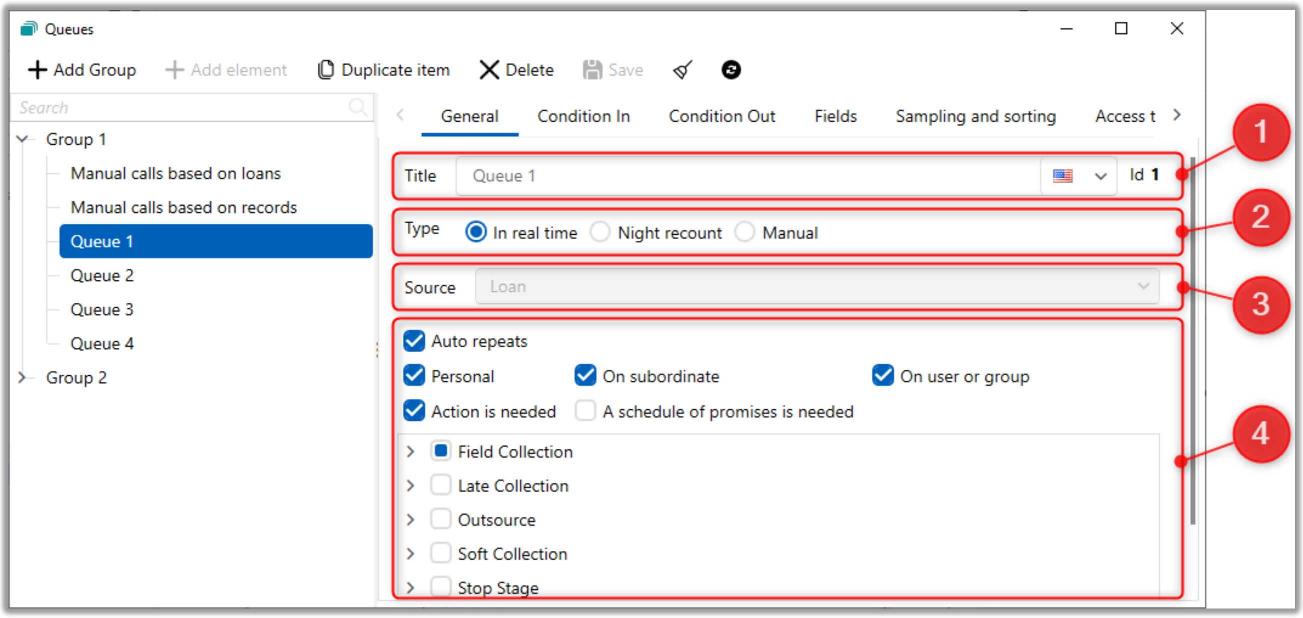
5. [Save] — saves the changes made.

6. [Clear selection] — deselect the selected item.

7. [Refresh data] — updates data in the queues setting window.

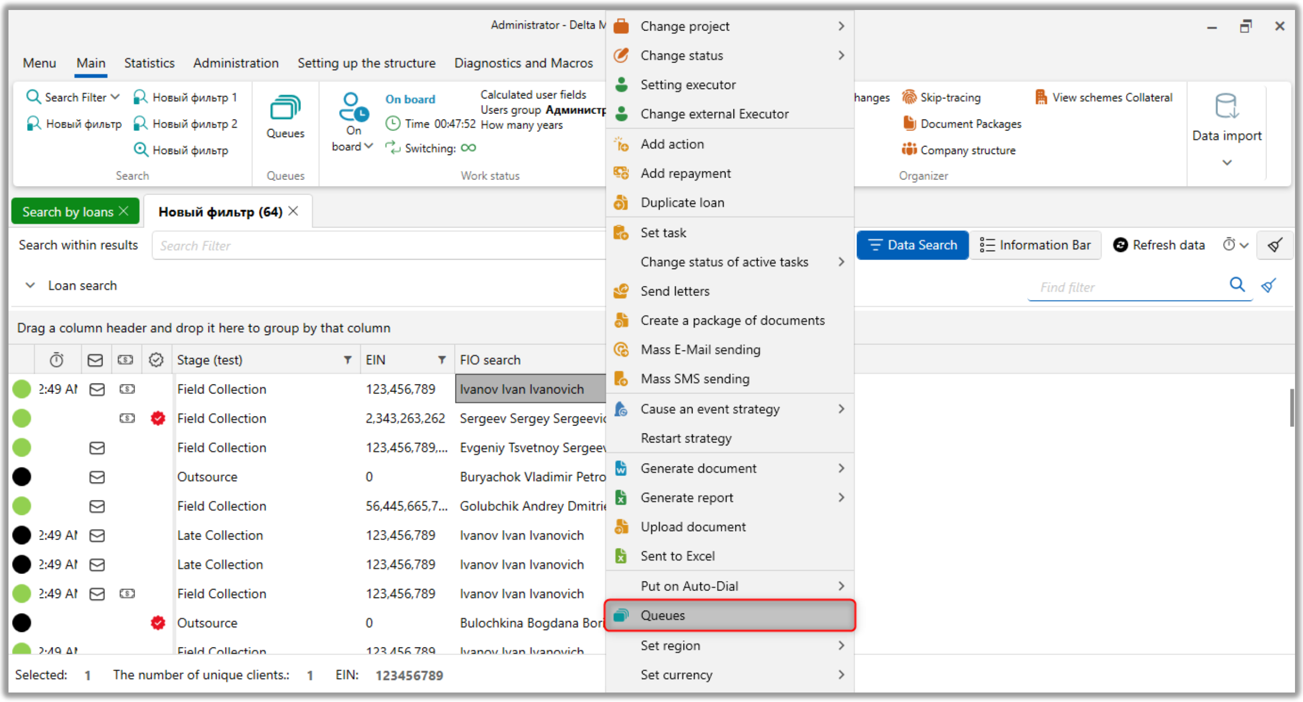
Settings of the added queues diveded and grouped in the following tabs: [General], [Conditions In], [Condition Out], [Fields], [Sampling and sorting], [Access to users].

On the [General] tab user can set following parameters:



1. [Title] — enter the name of the queue. You can also specify a name for the queue in different languages using the multi-language functionality and filling in the appropriate fields for each language in the drop-down list.
2. [Type] — select the type of queue: [In real Time], [Night Recount], or [Manual].

- The queue type [In real time] implies that as soon as there is a change in the loan/customer/recorded conversation that fits the [Condition In], then the entity will be sent to the queue immediately.
- The queue type [Night Recount] implies that when the date changes (at 00:00), the system will start checking all queue entities by [Condition In], and the eligible ones will become queued.
- Queue type [Manual] has no [Condition In] tab, and implies that the user will manually add loans/customers/call records to this queue using the context menu in the search results window.



Via the context menu of the search results, you can manually add loans or customers to the queue with any type, even if [Condition In] is not met.

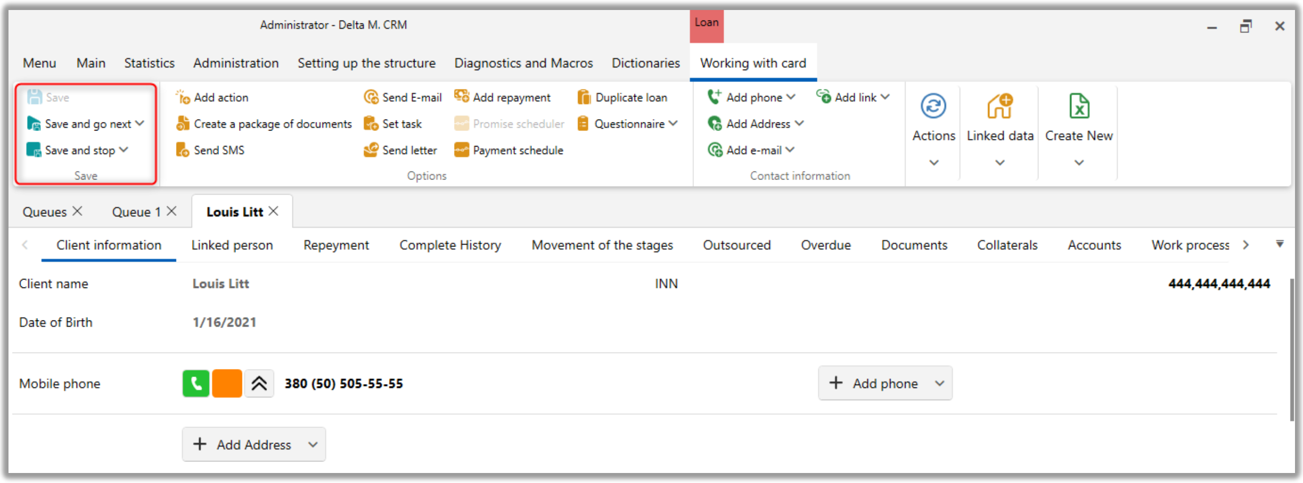
3. [Source] — it is possible to select loans, clients or conversation records as the source of the queue. The source cannot be changed after saving.

4. Additional parameters are available for the queue:

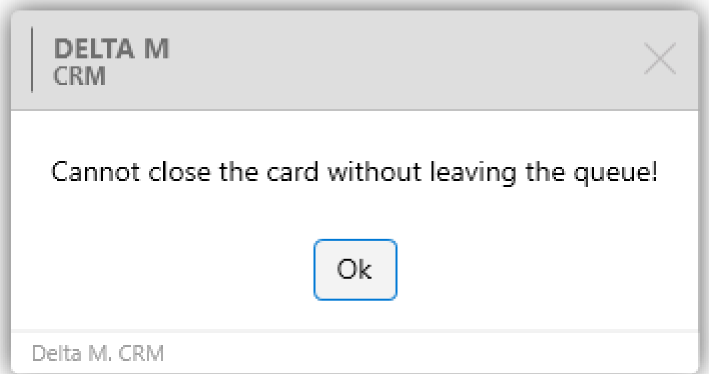
- [Auto repeats] — the loan/customer card will be queued again after processing, until the conditions that were set on the [Condition Out] tab are met.
- [Personal] — the user will be able to access only those loans in the queue, for which the user is responsible. Provided that the [All group queue items] checkbox is not selected for this user's role. This setting is not available for the queue with the selected source [Customer].
- [On subordinate] — the user will be able to access only those loans in the queue for which the user is responsible or users who are subordinate to this user (more details on setting up subordinates in the section), if the [All group queue items] checkbox is not selected for this user's role. This setting is not available for queue with client source.

- [Action is needed] — if this checkbox is checked, actions must be added to process and close the card, the required action tree items are marked in the block that appears after this checkbox is checked (more information about creating and configuring actions in section 2.5.3.1.2). This checkbox becomes unavailable for the queue if [Conversation Records] has been selected in [Source].
- [A schedule of promises is needed] — if this checkbox is selected, the communication schedule must be added to process and close the card. This checkbox becomes unavailable if [Conversation Records] has been selected in [Source].
- [On user or group] — a user can process loans for which other users in his group are responsible. A user group is a set of accounts that includes employees who hold a certain position or perform a certain job.

If the [Action is needed] or [A schedule of promises is needed] checkbox is checked — the card will be exited only after adding an action or promise schedule respectively, and the buttons for saving and exiting will not be available.

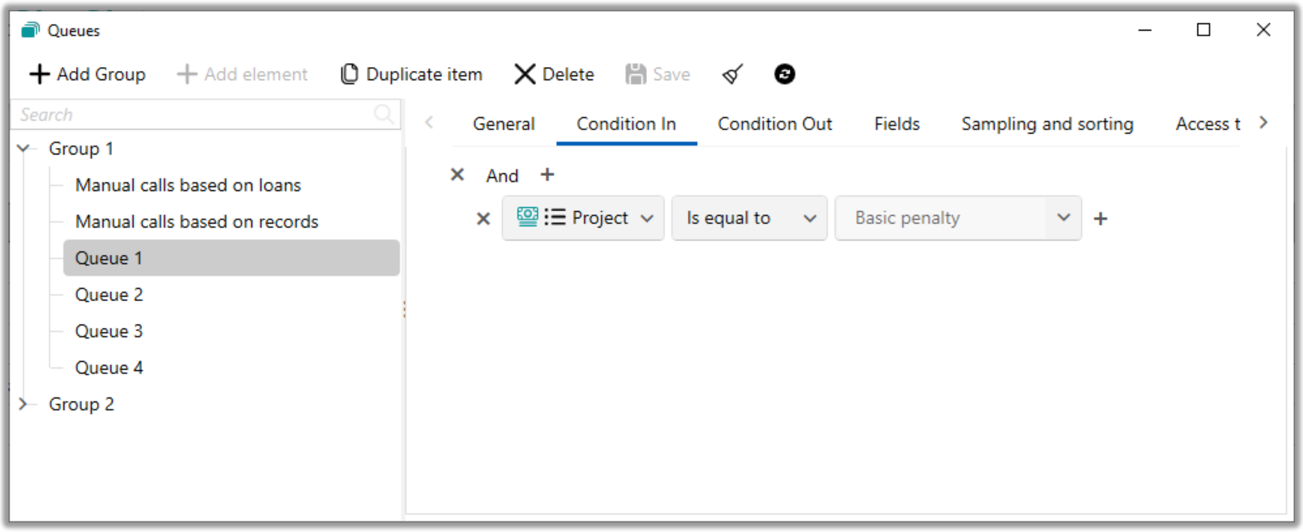


Users cannot leave the queue without completing the entity card, a warning message will be displayed when they try to close the card: [Cannot close the card without leaving the queue!].

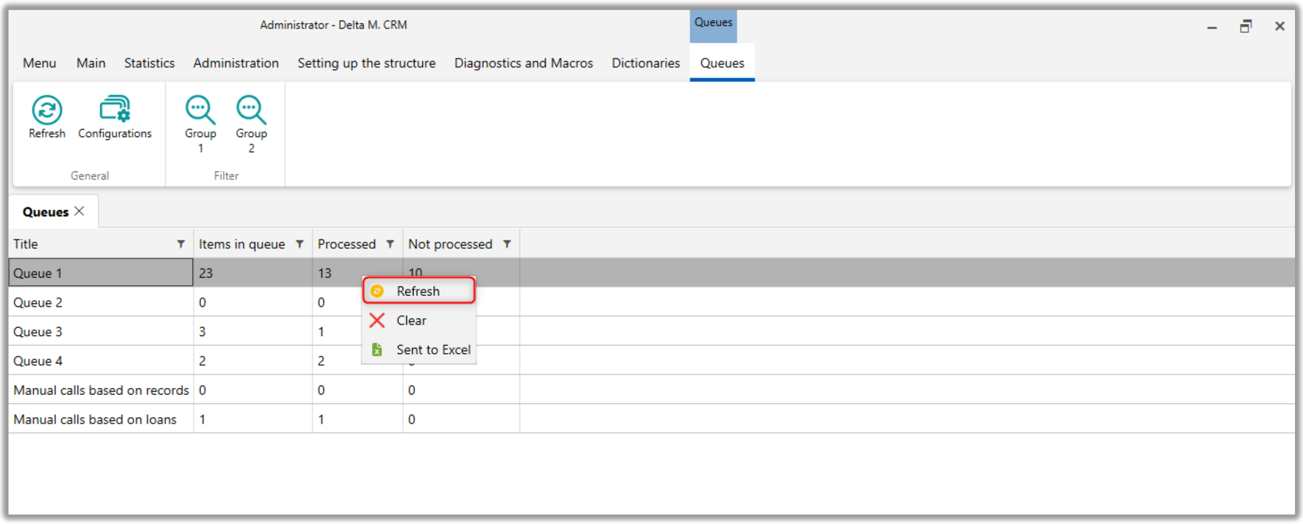


The [Condition In] tab is available only for queues of [Real Time] and [Night Recalculation] type.

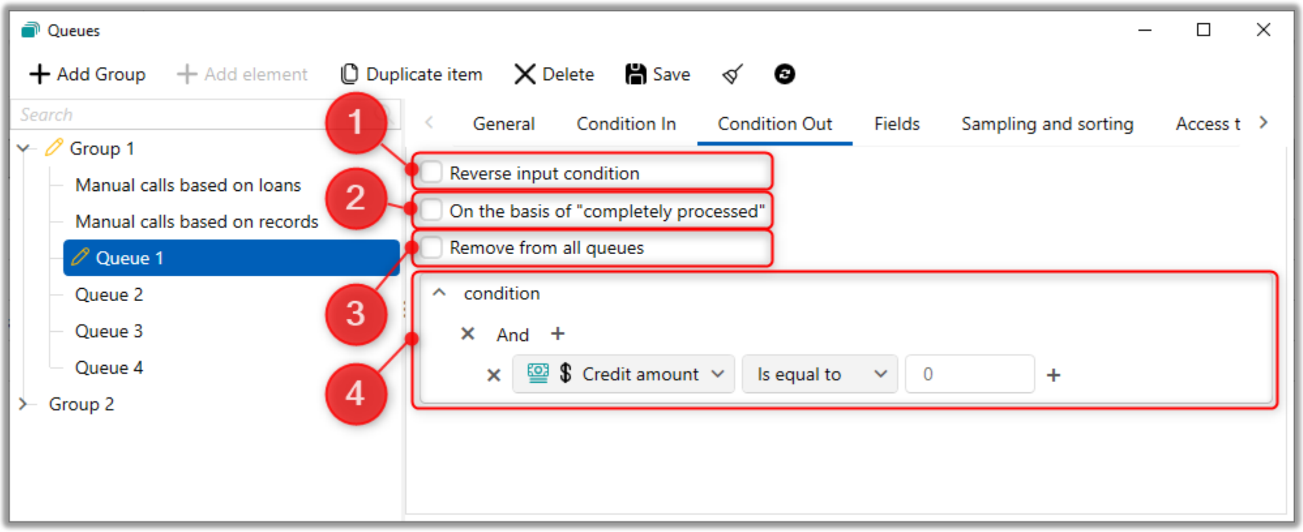
This tab is used to set up the condition for entry by a loan or client field. It is possible to set up conditions on several fields using "And", "Or" operators. If the set condition is met, the Loan/client is added to the queue.



If the input conditions for the queue with the selected [Real-time] recalculation type have been changed, the user should go to the list of queue groups, right-click on it and select [Refresh] (the button will be hidden if the user has no rights to edit the selected queue). After that the queue will be filled with items according to the set conditions.



The [Condition Out] tab configures the conditions for exiting the queue similar to the conditions for entering the queue.



1. [Reverse input condition] — the Loan/client will leave the queue if the opposite condition from [Condition In] is met during processing. If in this case the value of the field in the Loan/customer will not be changed to a field that does not match the set parameters on the [Condition In] tab, such Loan will be queued again.

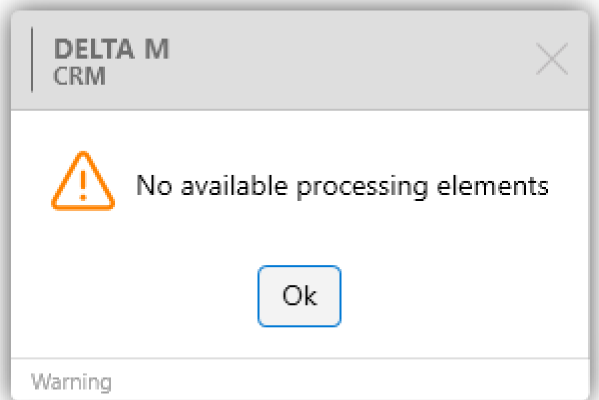
2. [On the basic of "Completely Processed"] — the loan/client will be exited from the queue if the user has selected [Completely Processed] after processing the loan/client, after clicking on [Save and stop] or [Save and go next]. If the value of the

field in the loan/client is not changed to a field that does not match the [Condition In], otherwise the loan/client will be queued again.

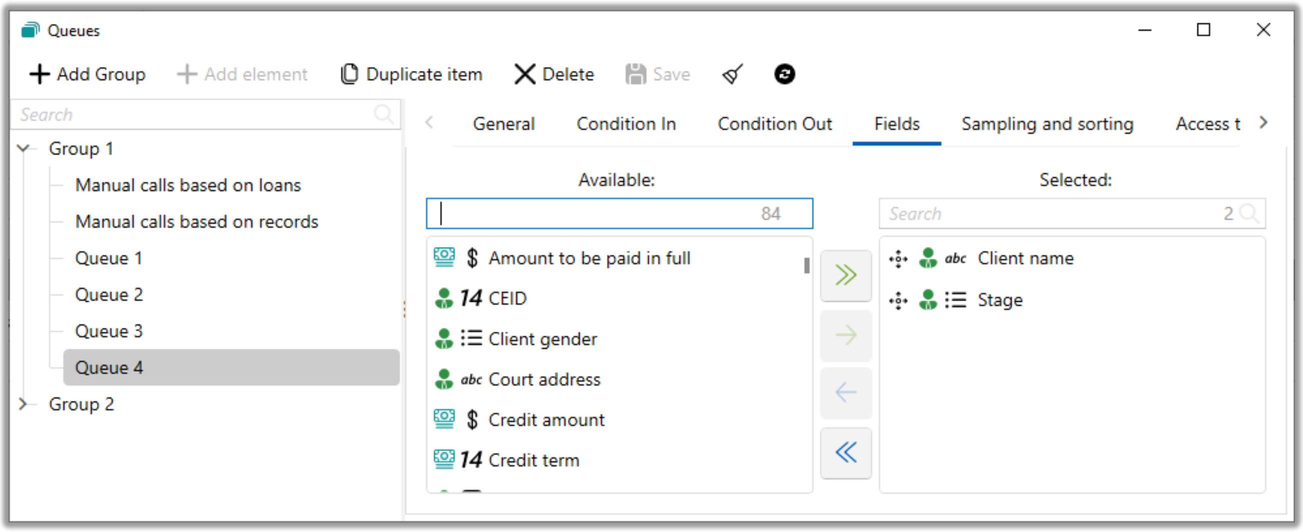
3. [Remove from all queues] — if a loan/customer will be processed in this queue, and the condition for leaving this queue is met, such loan/customer will be removed from this queue, as well as from all other queues it was in (provided that the loan/customer processed by this queue is in one or more other queues in the unprocessed state).

4. [Condition] — setting of condition for output by fields of loan or client (it is set similarly to [Condition In]).

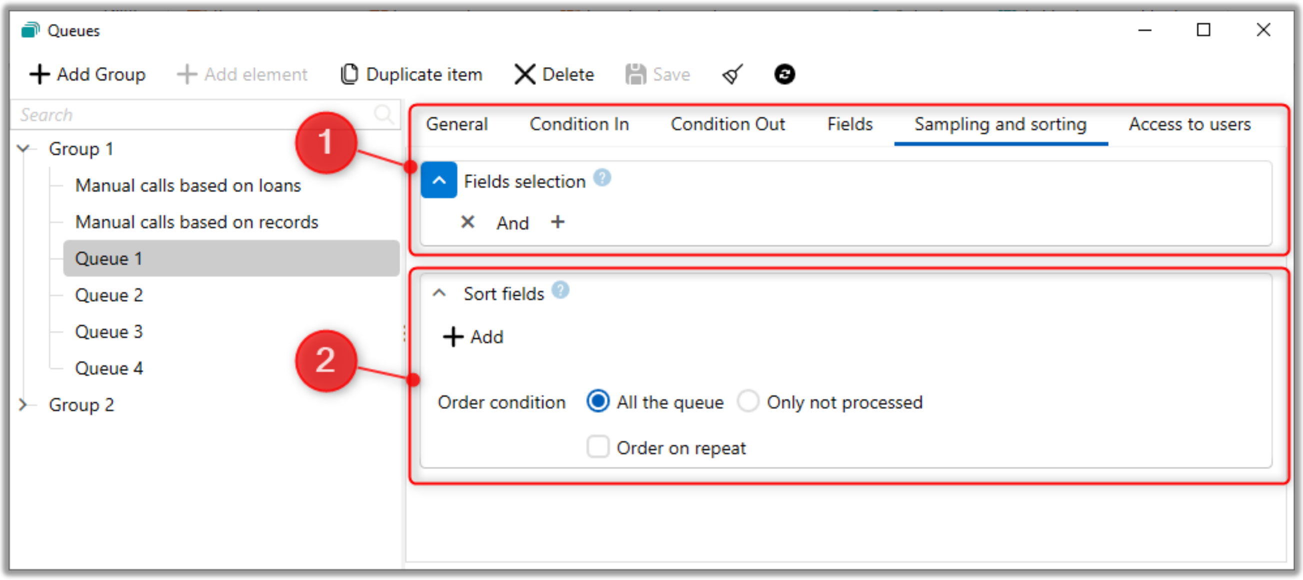
If all items in the queue have been processed, then a notification will be displayed to the user: [No available processing elements].



The [Fields] tab configures the fields that are displayed when working with the queue. In [Available] the fields of loans and clients are displayed. Fields moved to [Selected] will be displayed when opening the queue (list of loans in the queue).



On the [Select and Sort] tab, you can select the fields by which the loans in the queue will be selected and sorted.



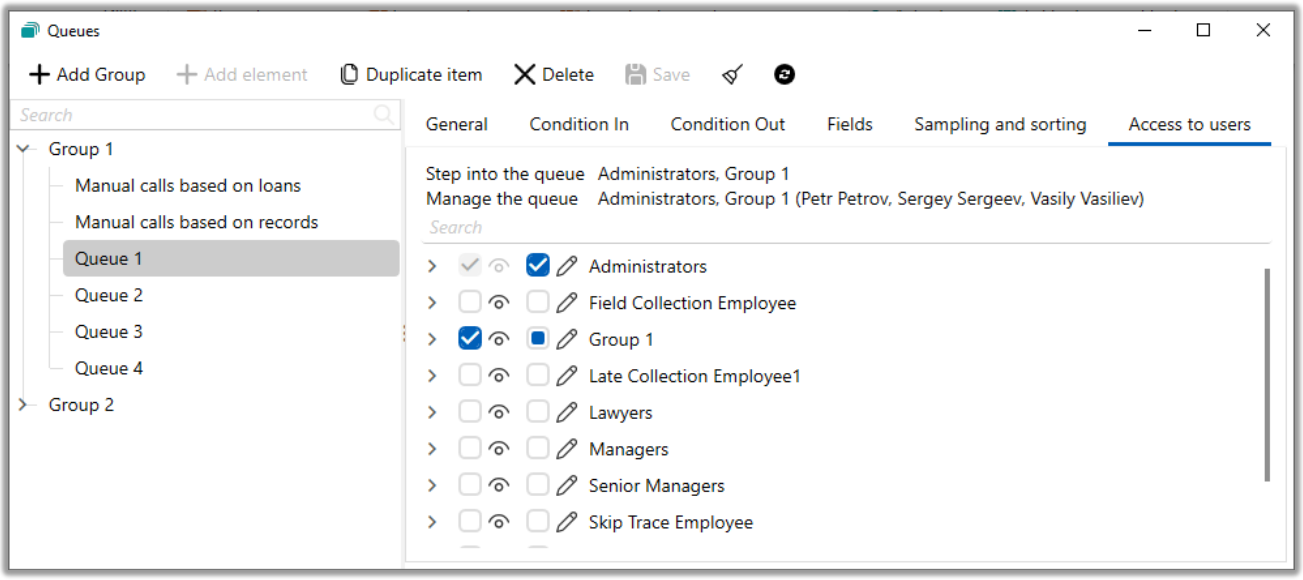
1. [Fields selection] — when forming the queue, filtering will be performed by selected fields in the specified order. If necessary, the field selection can be hidden by pressing the button ;

2. [Sort fields] — when forming the queue, taking into account the configured field selection, the queue will be sorted alphabetically or in reverse order

for the specified fields. Also, it is necessary to set the [Sorting conditions] parameters (optional):

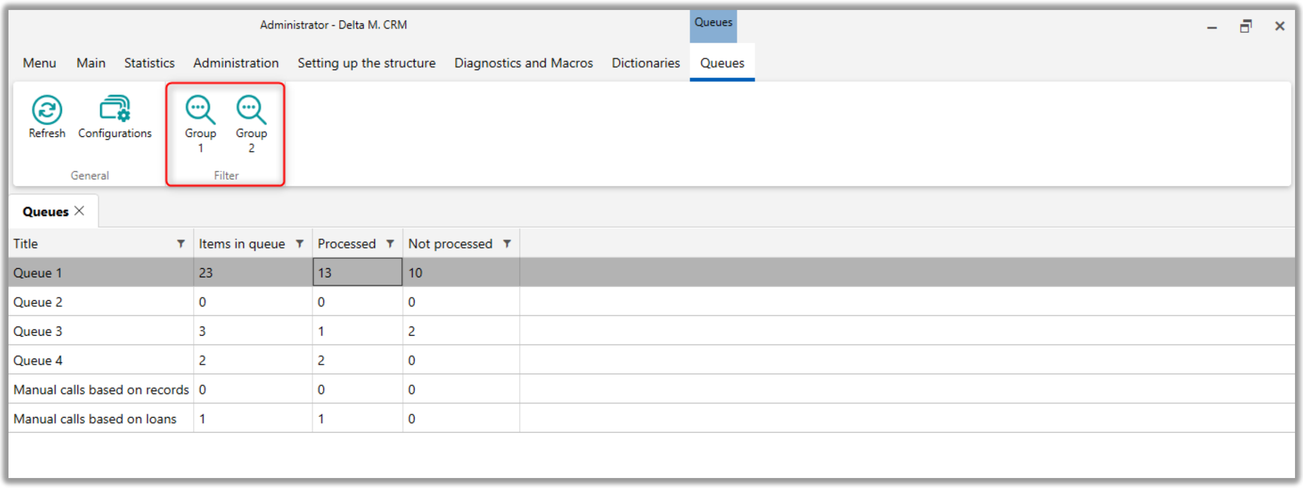
- [All the queue] — sort all loans in the table of queue loans;
- [Only not processed] — sort only unprocessed loans in the table of queue loans;
- [Order on repeat] — sorting of loans in the table of queue loans after queue processing is finished.

The [Access to users] tab configures the ability to manage the queue and the ability to become queued for call processing, using the [Manage the queue] and [Step into the queue] checkboxes respectively for selected groups (or individual users).

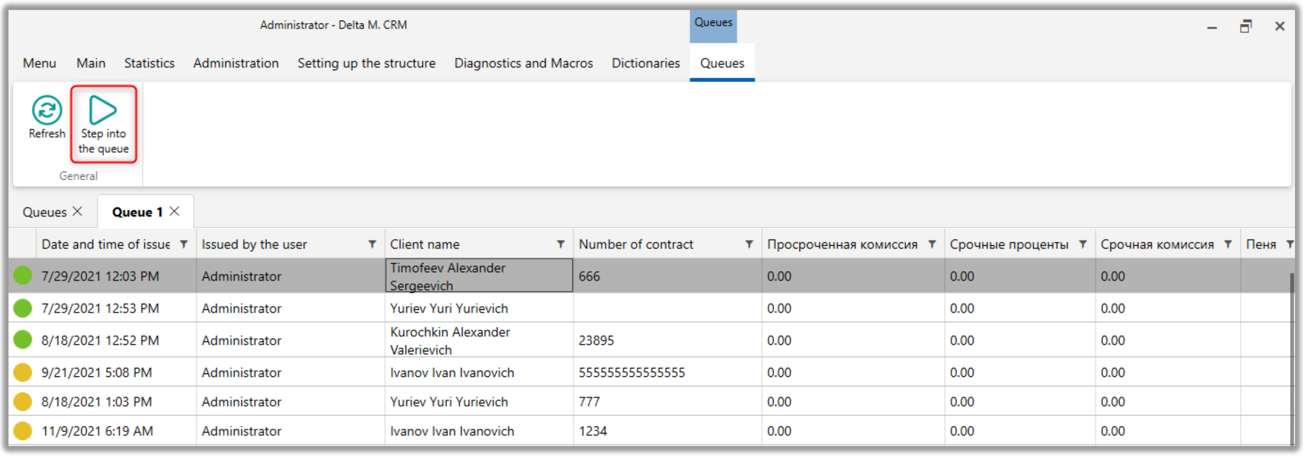


When the [Manage the queue] checkbox is checked, the [Step into the queue] checkbox is automatically checked.

In the window of working with queues there is the [Filter] block, where the queue groups created in the settings are displayed (if the user has the appropriate permissions to view them).



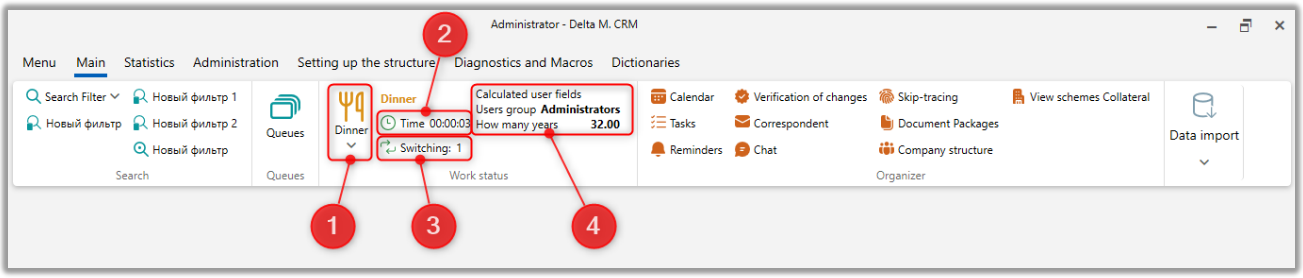
To move to one of the created queues, you should double-click on it with the left mouse button. The opened tab will be signed in accordance with the set queue name. To join the queue, select any entity card in the opened tab and click the [Join queue] button.



When working with entity cards the user can process the loan completely — by setting the status [Processed completely], or if necessary set the status [Processed], after which the entity card will be sent for re-processing. The user can also search by clients' full names using the Ctrl+F key combination.

2.2.3 Work status

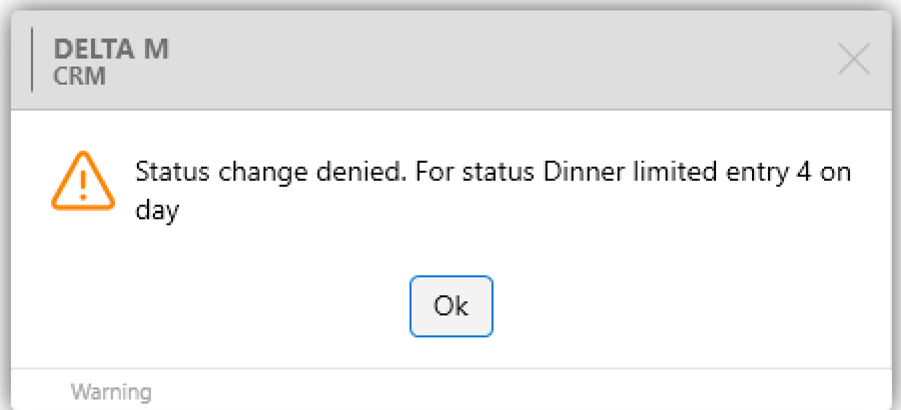
In this box the user has the ability to toggle their status (lunch, at work, work issues, etc.), it also displays a summary of the current session where:



1. Current status with possibility to switch to one of the available statuses in the drop-down list (creation and setting of statuses is described in paragraph 2.4.1.5).

2. Time spent in the selected status. The system counts all the time spent by the user in the selected status until he/she completely logs out of the CRM client, even if he/she is not online (no connection to the server or the computer is in sleep mode).

3. [Switching] — displays the limit on the number of switches to this status. If this limit is exhausted, the user will not be able to switch to this status, and the system will display a corresponding notification:



4. Block with information from calculated fields that have source [Users] and have been added in the role settings of the current user.

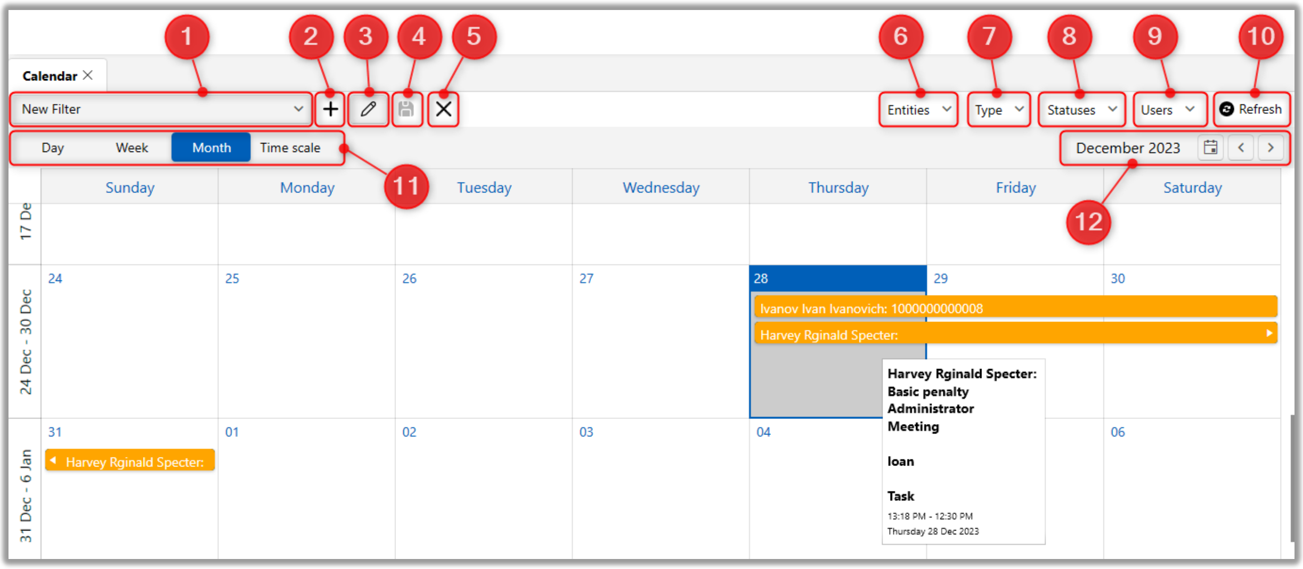
2.2.4 Organizer

The [Organizer] block contains modules that allow you to quickly monitor system events and user actions. It contains the following modules: [Calendar], [Tasks], [Reminders], [Verification of changes], [Correspondent], [Skip-tracing], [Document Packages], [Company Structure], [View schemes Collateral].

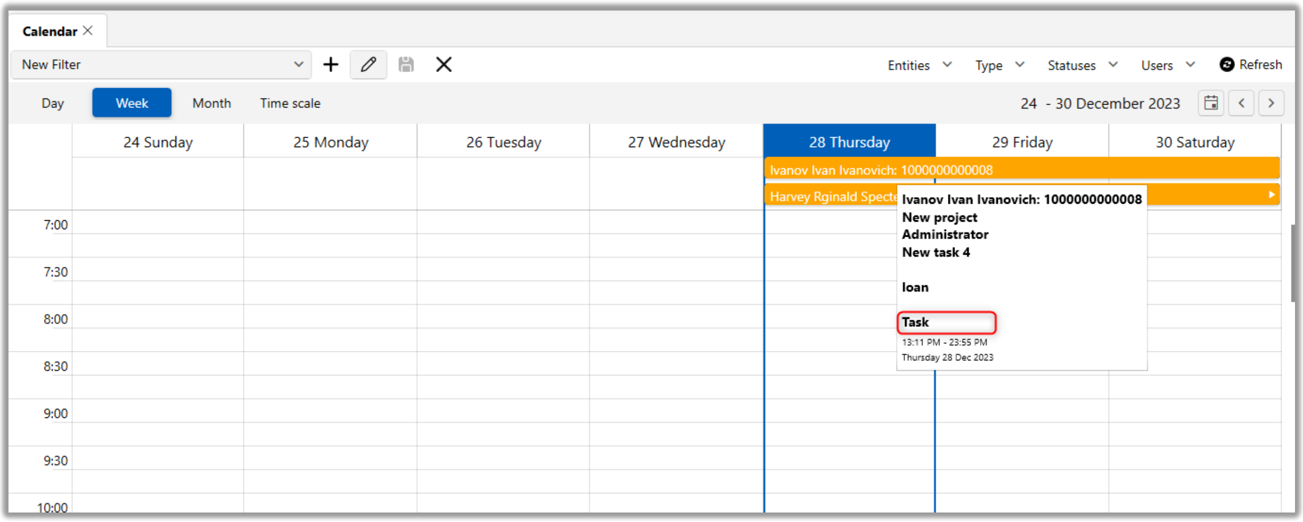
2.2.4.1 Calendar

The [Calendar] module allows you to visually display tasks and reminders in the form of a calendar by day, week, month or seven consecutive days by marking the beginning on the timeline. Filters can also be used to customize the calendar display with differentiation for employees by task type.

Users can double-click the left mouse button to navigate to the entity card for which tasks or reminders have been assigned.



1. Switching between the created filters.
2. [Create] — creation of a new filter with selection of data filtering parameters. You can customize display of entity, type, statuses, users.
3. [Edit] — edit the selected filter.
4. [Save] — apply the changes made to the filter settings.
5. [Delete] — delete the filter selected from the list.
6. [Entities] — select whether to display tasks or reminders. Tasks and reminders are displayed by default. Entity type is displayed in the tooltip when the mouse cursor is over.



7. [Type] — setting of filtering of displayed task types. It should be taken into account that tasks are available for viewing only for users with appropriate access rights.
8. [Statuses] — customize display of tasks and reminders depending on the selected statuses.
9. [Users] — enable displaying tasks or reminders for selected users or user groups.
10. [Refresh] — the button to update the displayed information in the calendar window.
11. Selects the type of information display in the calendar.

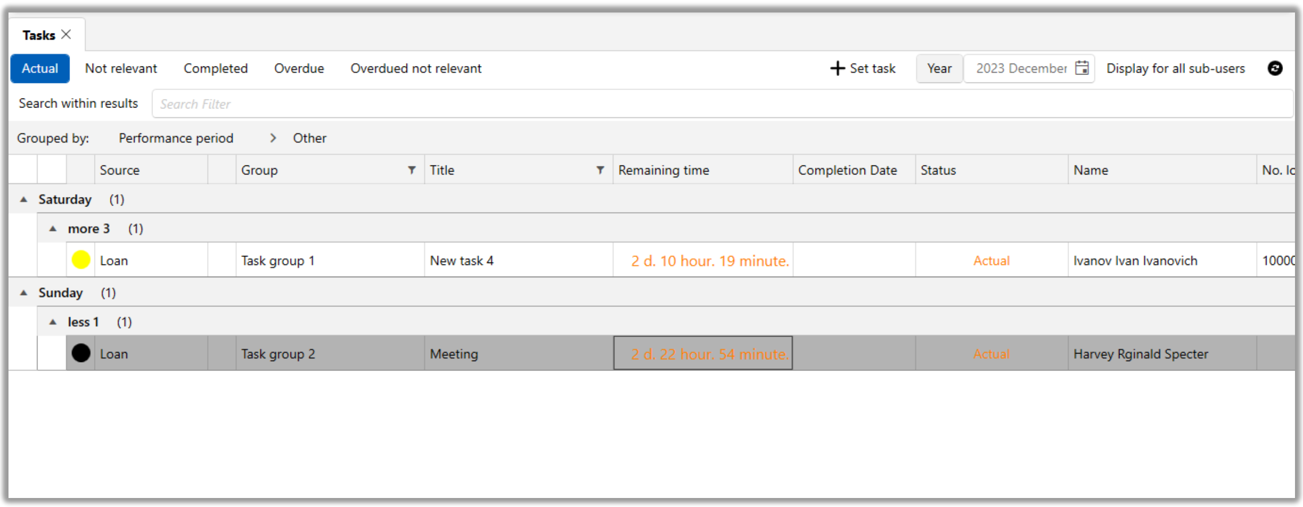
- [Day] — display tasks and notifications for the day according to the set settings of display filters.
- [Week] — display tasks and alerts for a calendar week (7 days from Monday to Sunday).
- [Month] — display tasks and alerts for the month.
- [Time scale] — display tasks and notifications for seven days starting from the selected day. By default, the countdown starts from the current day.

12. Selects the time period to view information based on the selected display type and filters.

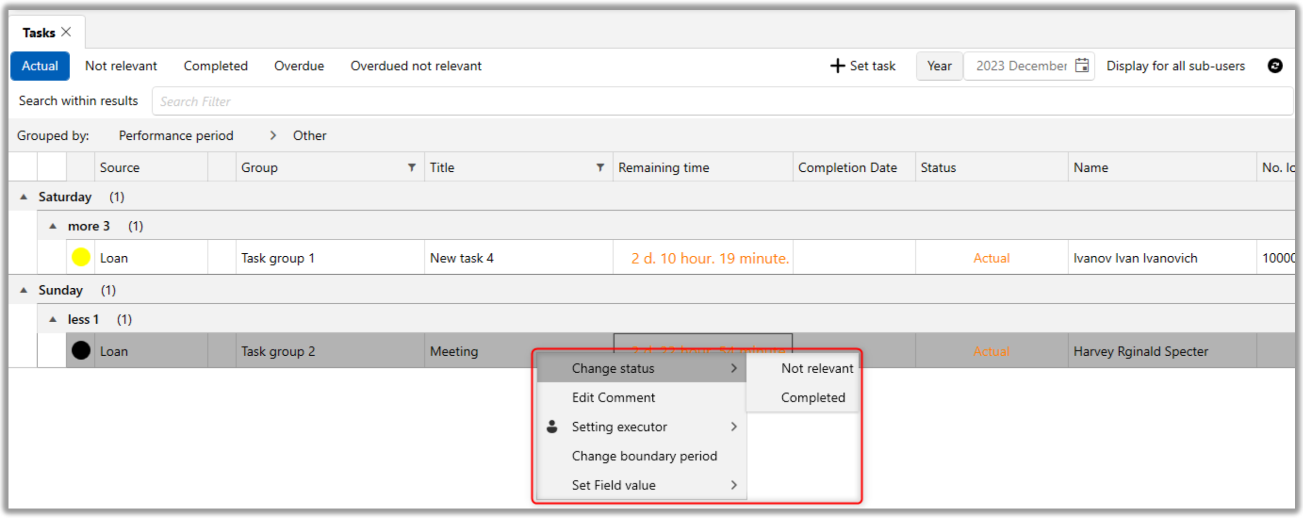
If you change the settings of the parameters of the displayed data in the calendar (change of entity, users, etc.), you must click the [Update] button.

2.2.4.2 Tasks

The [Tasks] module provides an opportunity to track tasks for the current system user and their statuses. The tab displaying tasks is presented in the form of a table, where each column corresponds to a field containing information on the tasks assigned to the user.

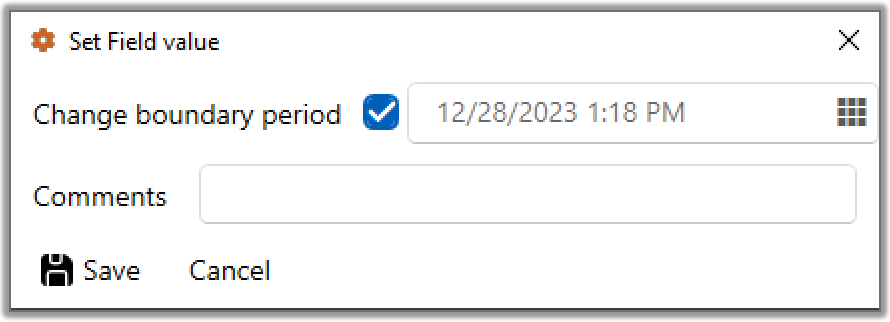


In this menu you can customize filters for displaying tasks by statuses, periods (by months), as well as displaying by subordinates. You can group data by field by dragging the required field to the corresponding area. Also available is the function of filtering data within each field, where there is such an option. If necessary, you can change the tasks that are in [Actual] or [Overdue] status using the context menu.

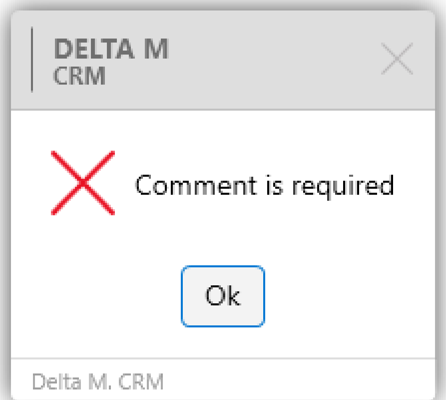


The following functions are available in the context menu of the displayed tasks:

- [Change status] — change task status. You can change the status of a task if the current user: is not responsible, but has a responsible user for the task in his subordinate; is simultaneously responsible for the task and its author. Available statuses are [Not revelant] or [Completed].
- [Edit comment] — change the comment to the task.
- [Setting executor] — change the person responsible for the task. The current system user will be absent in the list.
- [Change boundary period] — the user can change the deadline for the selected task (including tasks with [Overdue] status).



If the boundary term is changed, the [Comments] field must be filled in, otherwise a warning message will be displayed to the user.



- [Set field value] — change values of task fields. In the list of fields only those fields will be available, in the setting of which the [Field can always be edited] checkbox is checked.

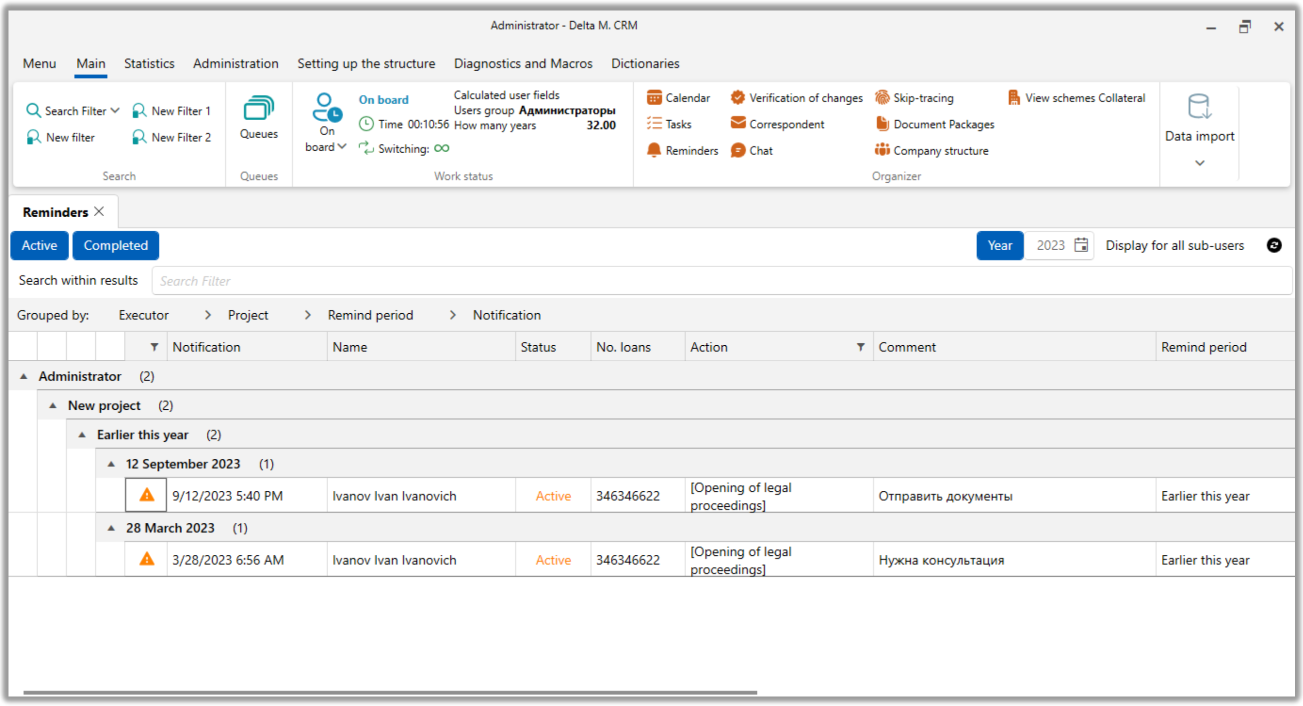
It is possible to switch to the loan in which this task is assigned by double-clicking on the task.

If the task is assigned by [Skip-tracing], double-clicking on the task will open the [Skip-tracing] module.

If the task is assigned to the [Correspondent] functionality, double-clicking on the task will open the [Correspondent] module.

2.2.4.3 Reminders

The [Reminders] module allows you to display all existing reminders in the system and sort them by required parameters (more details on creating reminders in section 2.8.2.6). Reminders can be used when working with processes and actions.

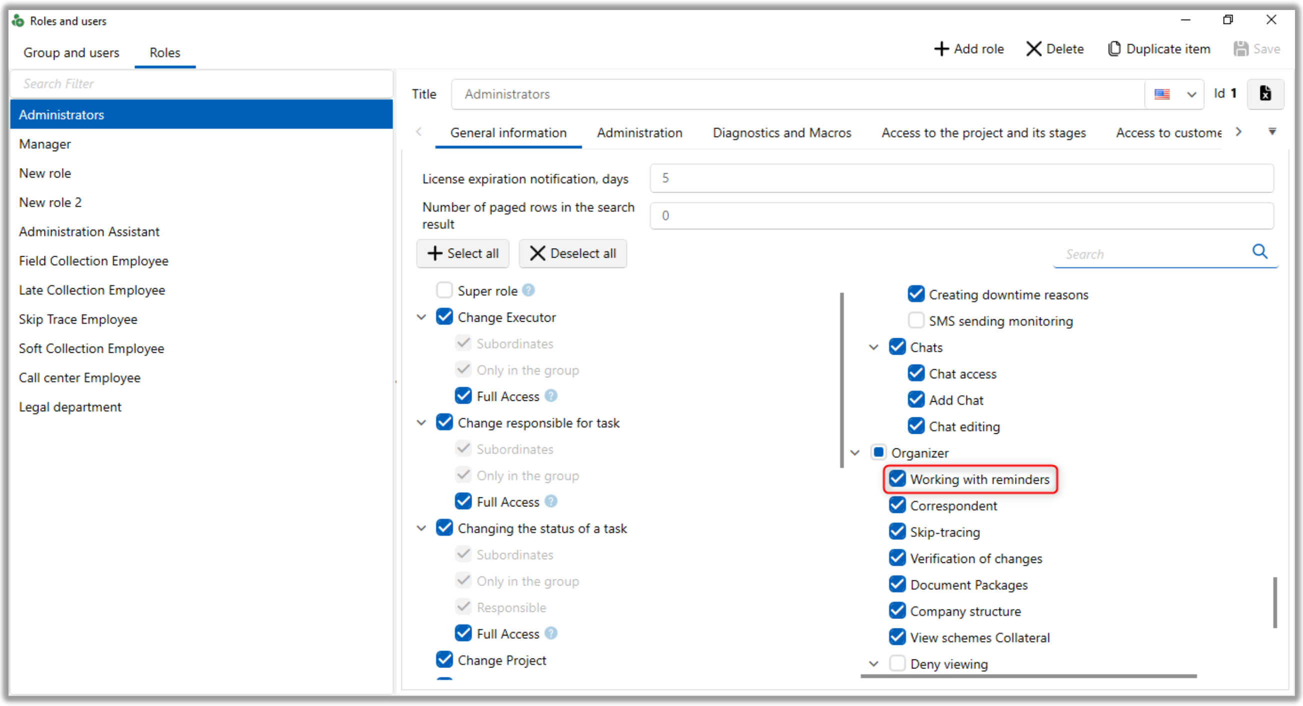


User can use the context menu to mark a reminder as completed or generate a report/document for it.

Reminders can be filtered by their statuses ([Active], [Completed]), date and responsible persons. You can also filter data by any field by dragging it to the appropriate area.

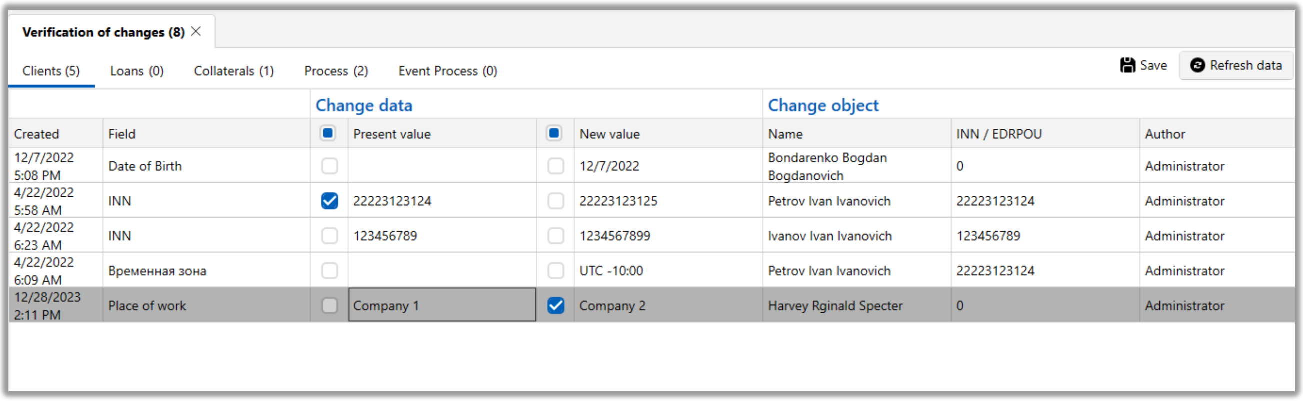
If you double-click on a reminder, you will be passed to the card of the entity for which it was created.

To access the [Reminders] module, the [Work with reminders] checkbox must be set in the role settings of the current user.



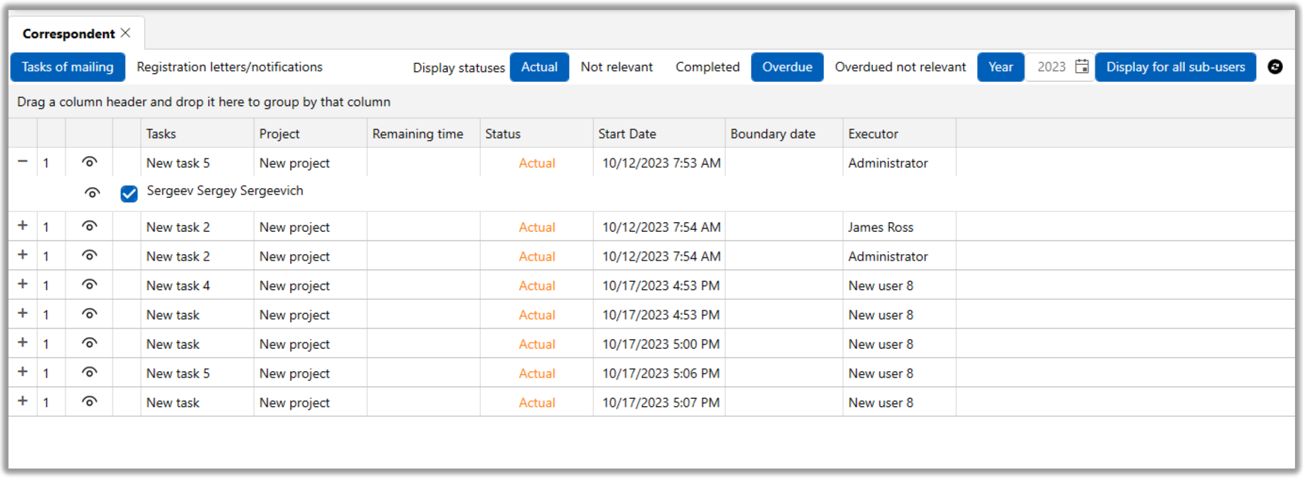
2.2.4.4 Verification of changes

The [Verification of changes] module is an organizer for controlling the changes made by users in the card fields for each of the entities presented (entities are divided into sub tabs). The user can select the current or new value to be set in the corresponding field. After selecting the field value, the [Save] button must be clicked. The list of fields that require verification is configured separately for each project.



2.2.4.5 Correspondent

The [Correspondent] module is a service of forming registers for sending letters to correspondents. The [Tasks of mailing] tab displays the list of assigned tasks, according to which letters are sent. The displayed mailing tasks can be sorted by status, date or column headings by dragging the required column to the corresponding field.

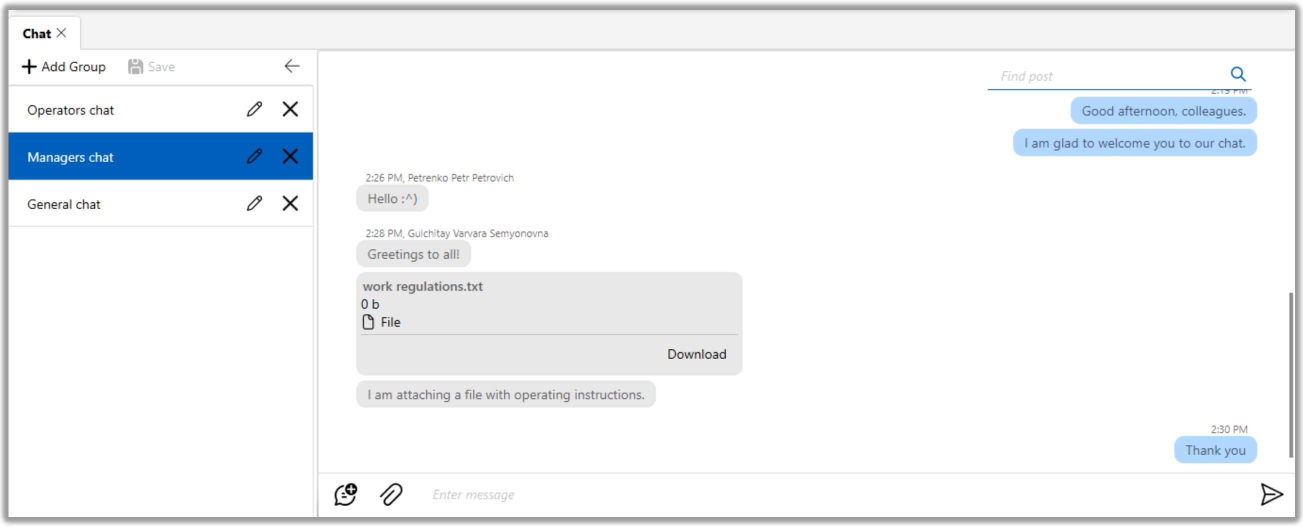


By clicking the [View] button the user can view the document to be sent, print it and send it to mail. Using the context menu it is possible to change the task status, responsible person or deadline.

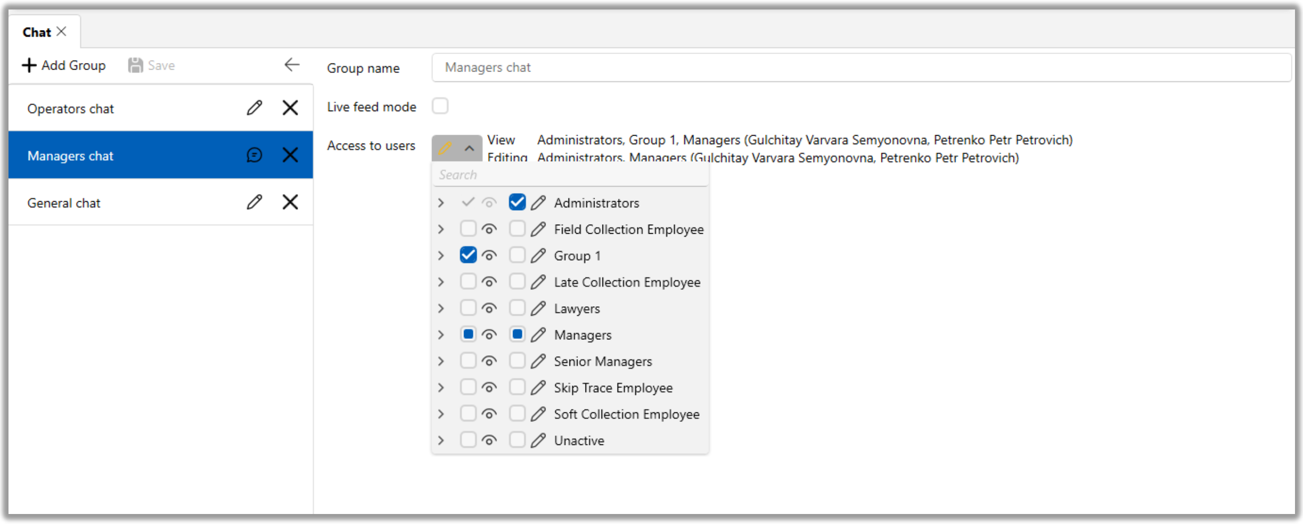
On the [Registration letters/notifications] tab you can customize actions when mail is returned or notifications are received. Incoming mail can be automatically entered into the system using a barcode or manual entry. After making the settings, you must click the [Save] button.

2.2.4.6 Chat

The [Chat] module allows you to organize messaging and attachments for users within CRM. If necessary, access to viewing chats can be restricted for certain roles and users.

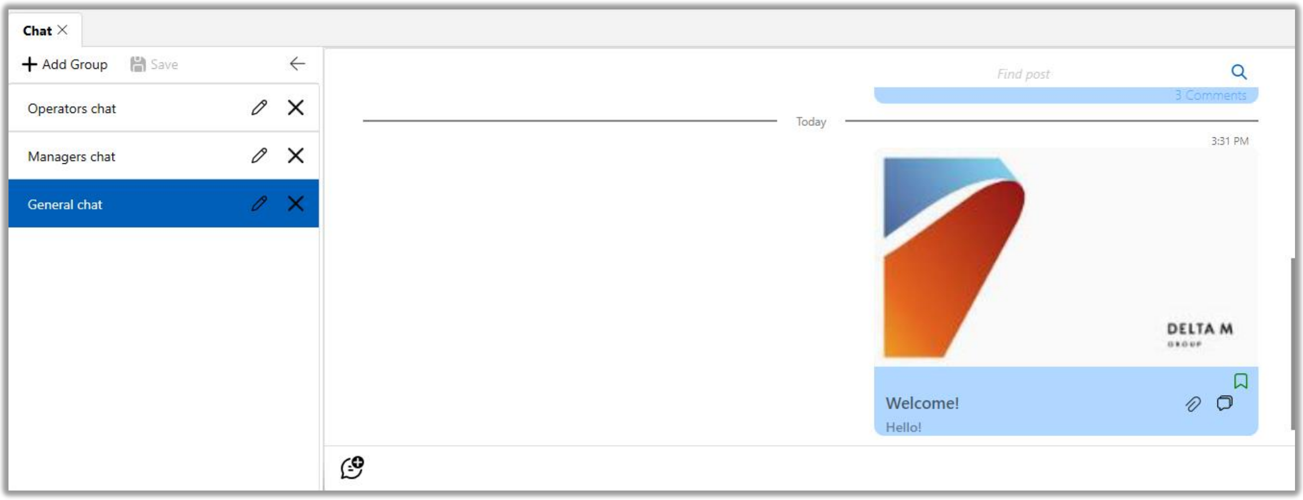


To create a new chat you should click the [Add Group] button. To customize already created chats you should click the [Editing] button, after which the following parameters will become available:

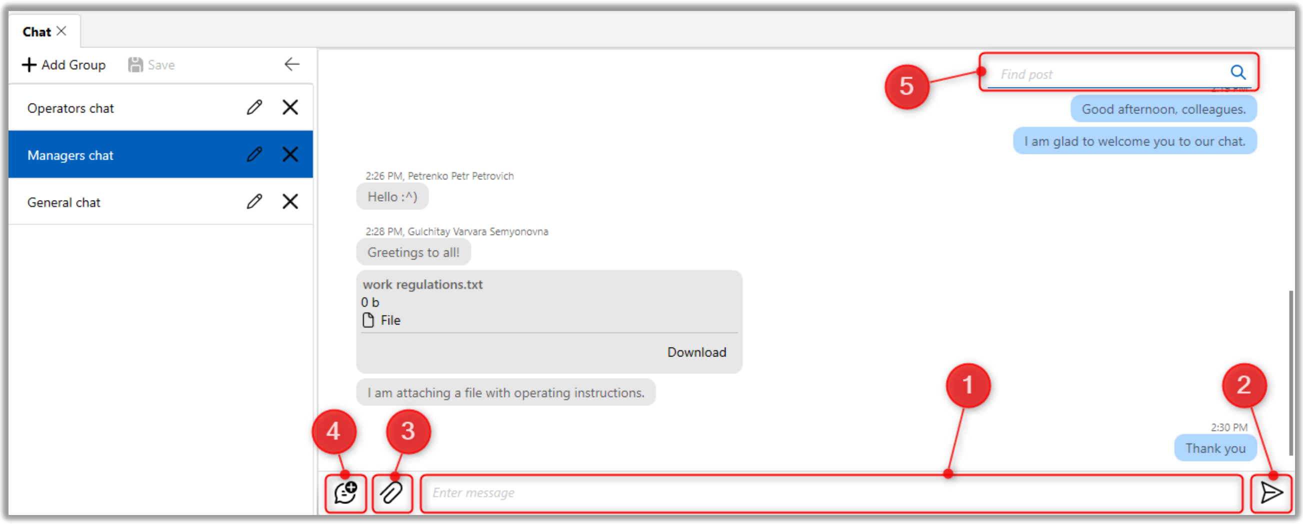


- [Group name] — specify the name of the chat that will be displayed to users.

- [Live feed mode] — this checkbox enables the chat in the news feed format, where users' messages are posted in the form of an informational post with the possibility of commenting on them. Correspondence within the chat itself becomes unavailable.



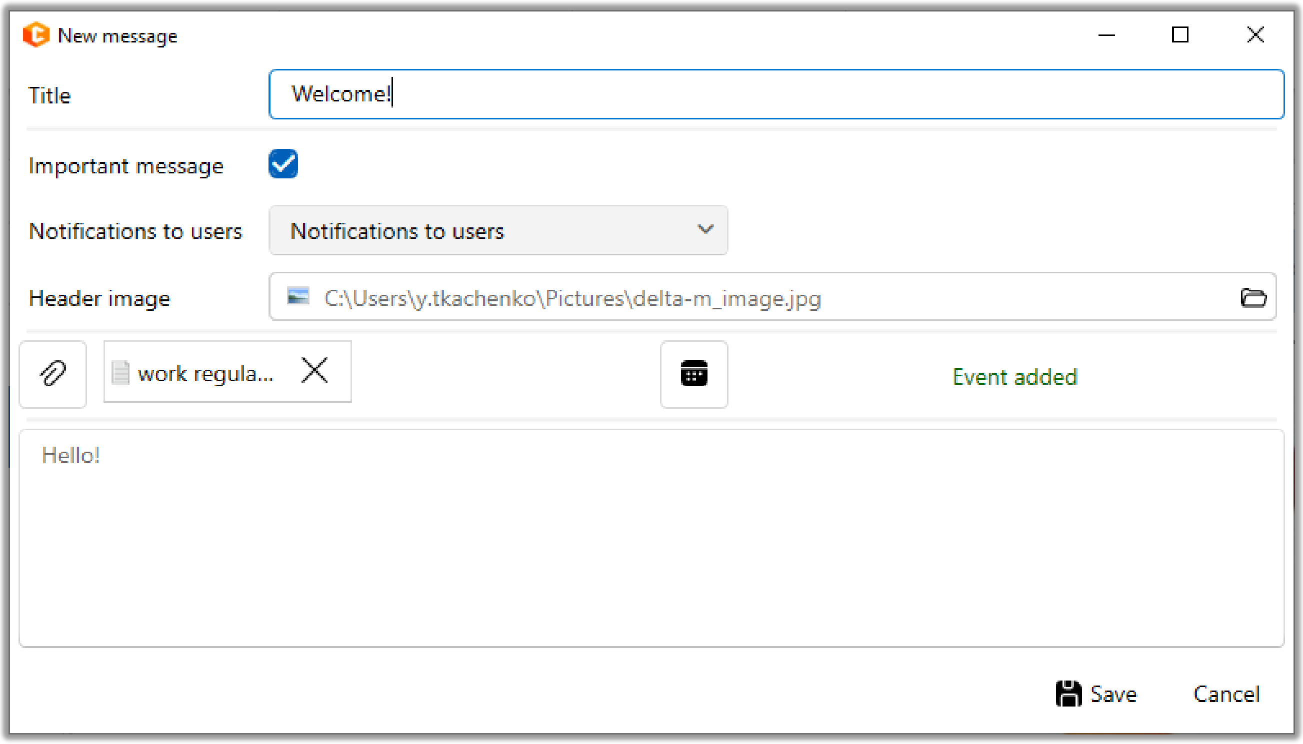
- [Access to users] — in this parameter checkboxes are used to mark users who will be able to view this chat ([View]) and send messages in it ([Editing]).



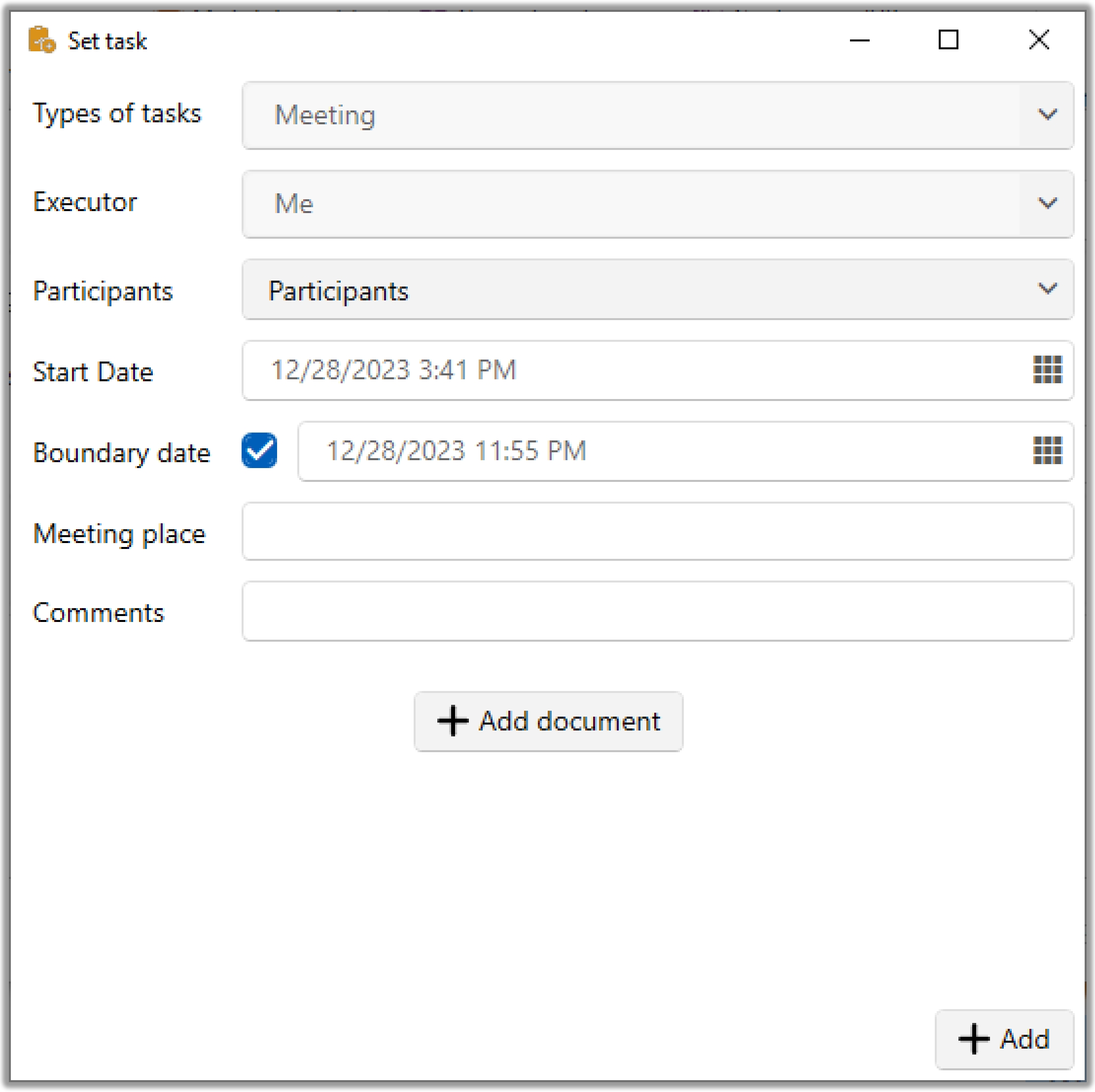
1. Field for entering the message text.
2. Button for sending a message.

3. Attach a document to your post (other users will be able to download and view the attached file).

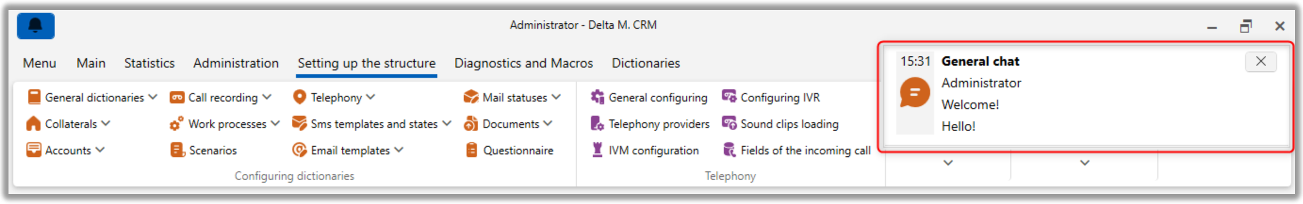
4. Button for adding a post to the chat. In the opened window it is necessary to enter the topic name; set the checkbox Important message (then the topic will be marked with a special icon); select users to whom the notification will be sent; if necessary, set the title image to be displayed in the post; add an event; then enter the text of the post and click the [Save] button.



When adding an event, the task assignment window opens for the user. Only tasks with the [Meeting (event)] checkbox checked will be available for selection. Also, when adding an event, the ability to comment on the post will be disabled.



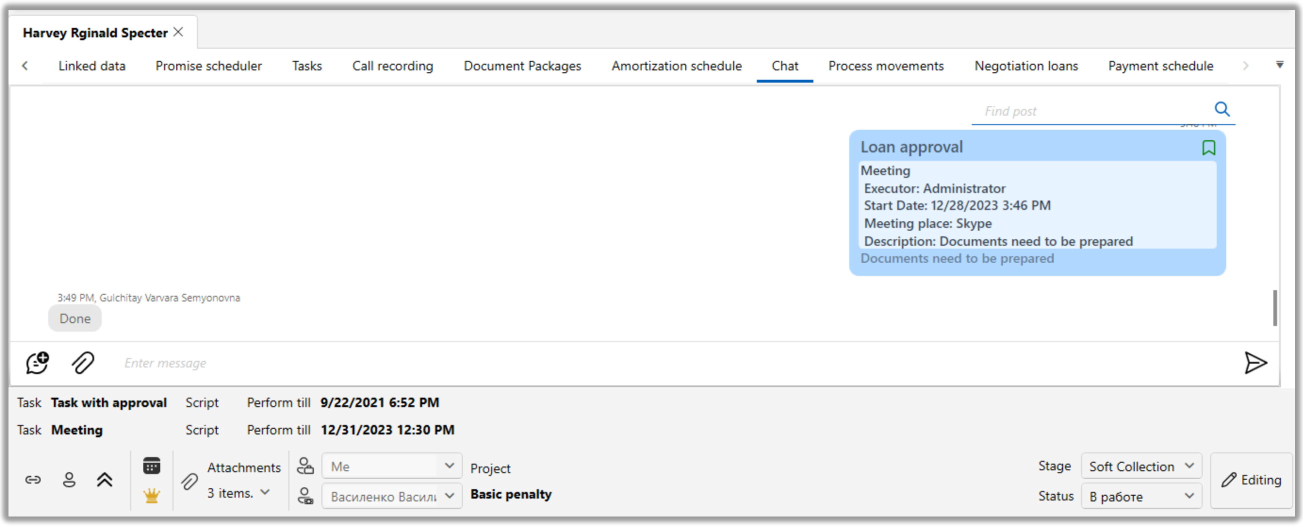
Once an appointment is scheduled, a corresponding pop-up notification (in the top right corner of the CRM client) will be displayed to all marked users.



5. Search field by the name of added posts in correspondence.

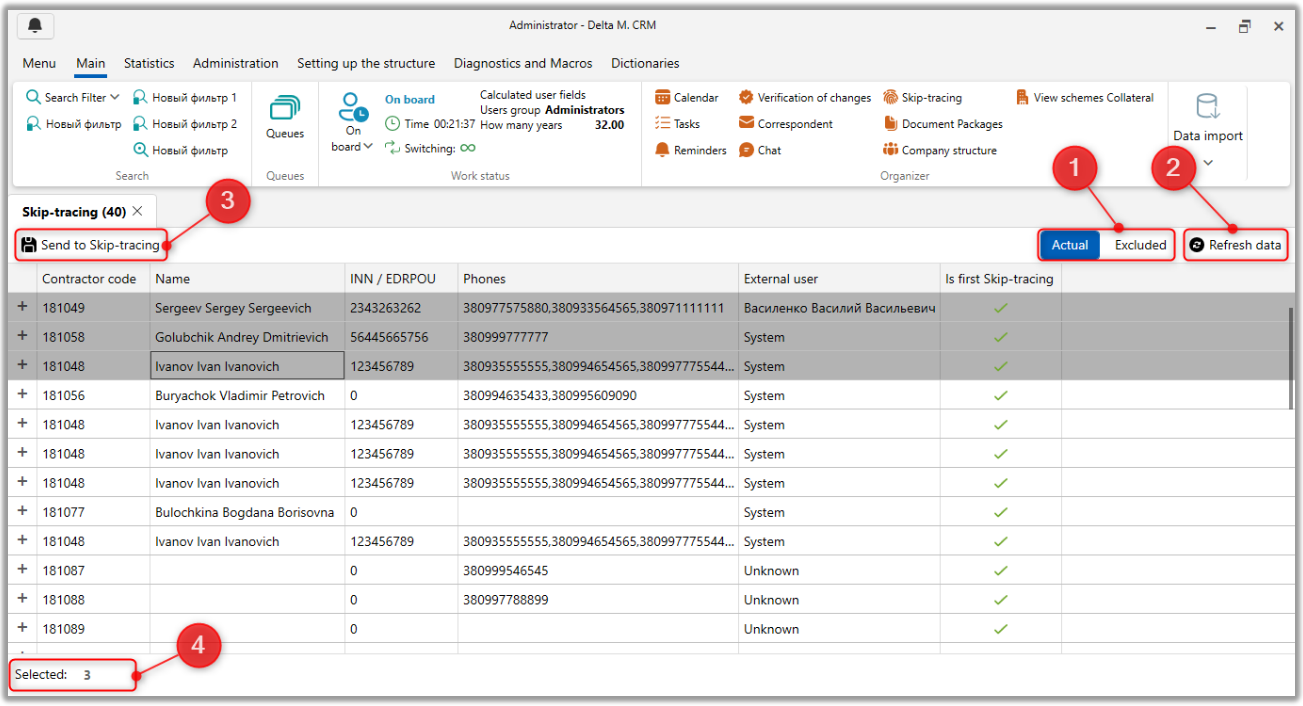
2.2.4.7 Chat in the loans card

The system implements possibility of correspondence between users inside a loan card. For this purpose it is necessary to add a special insert [Chats] in the card view settings. Also in the settings of user roles it is necessary to set the checkbox [Access to correspondence in loans] and accordingly configure access of users of the selected role only to chats of loans assigned to them or to all chats.



2.2.4.8 Skip-tracing

The [Skip-tracing] module is intended for sending customer registers for searching information on them (enrichment with contact data). The tab displays the loans that have been sent to [Skip-tracing] by assigning the corresponding task. For each loan you can select external users to whom they will be sent or exclude them from the list. Also, clicking the [+] button to the left of the loan will display a list of the most recently added actions. The number of displayed actions is configurable in the general system settings, parameter [Number of display action] (more details in section 2.4.2.1.4).



1. Display by status:

- [Active] — loans ready to be sent to external companies.
- [Excluded] — loans that were excluded from sending to Skip-tracing

2. [Refresh data] — actualization of data on loans on Skip-tracing.

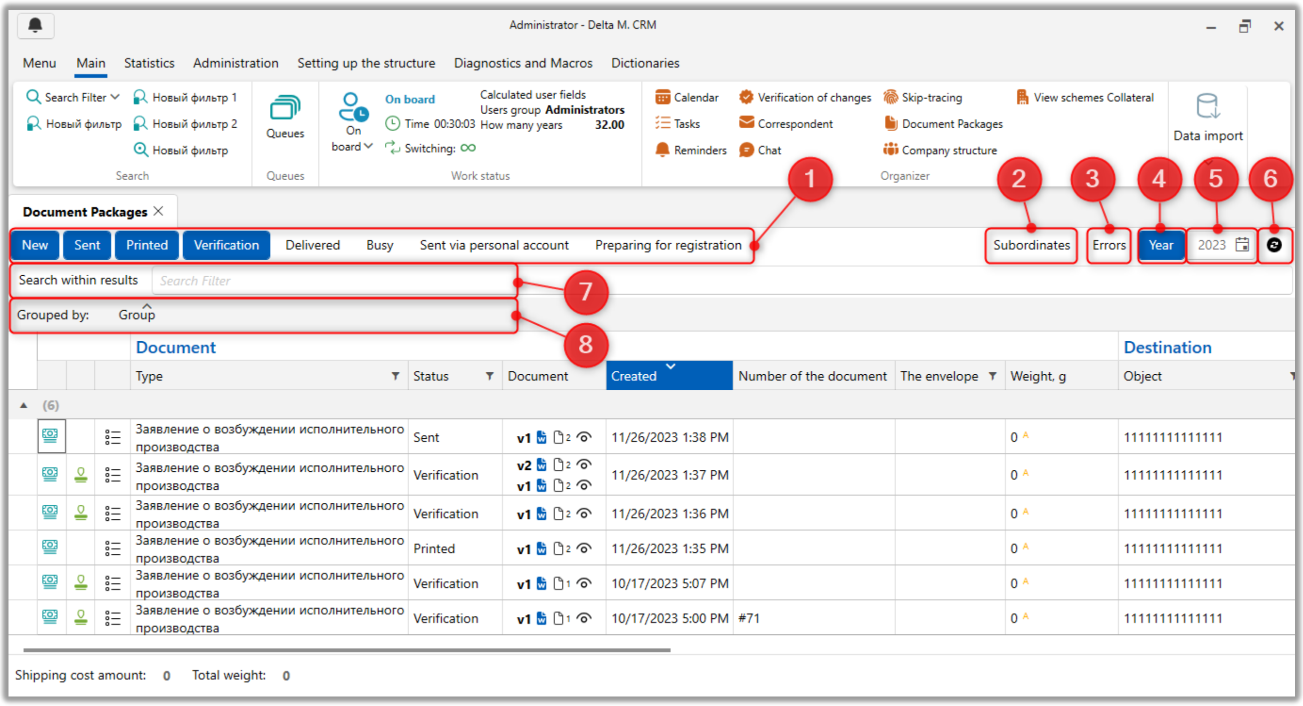
3. [Send to Skip-tracing] — send marked loans to Skip-tracing. Loans are sent as an automatic export, the rules of which are configured in the general settings (more details in section 2.4.2.1.4). The checkbox [Can be externally responsible] must be checked in user groups.

4. [Selected] — number of selected items.

Tasks that have been assigned when sending to Skip-tracing are displayed in the special [Tasks] insert of the loan card.

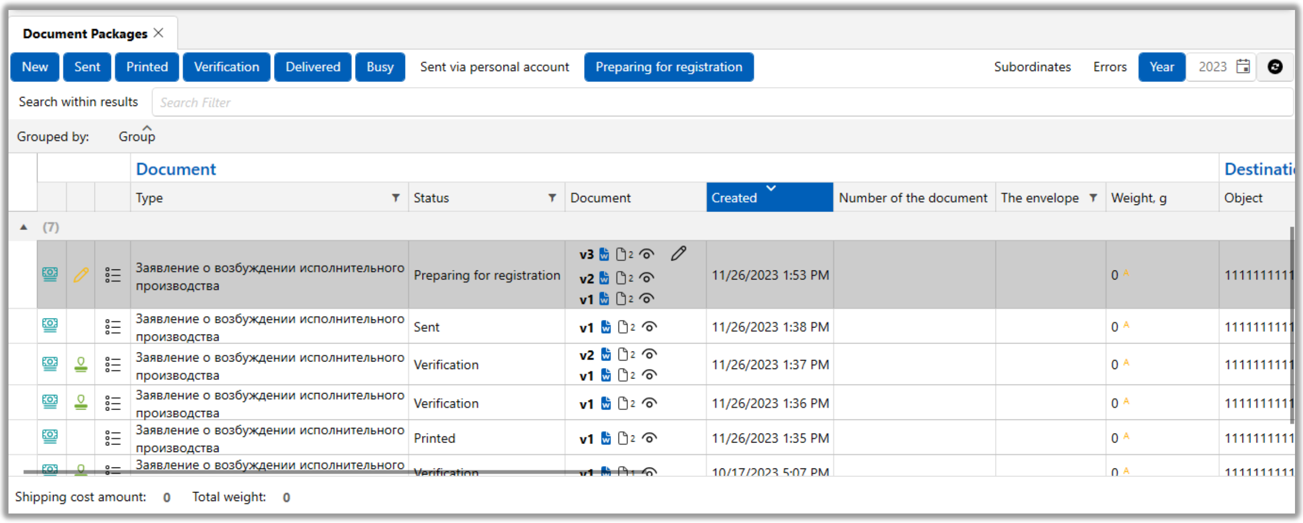
2.2.4.9 Document Packages

The system has an opportunity to form packages of documents to be sent to mail for further distribution to clients. This organizer displays all document packages by different statuses. In it you can change the statuses of packages up to the status that will initiate sending a document to mail via API (integration with mail services is required).



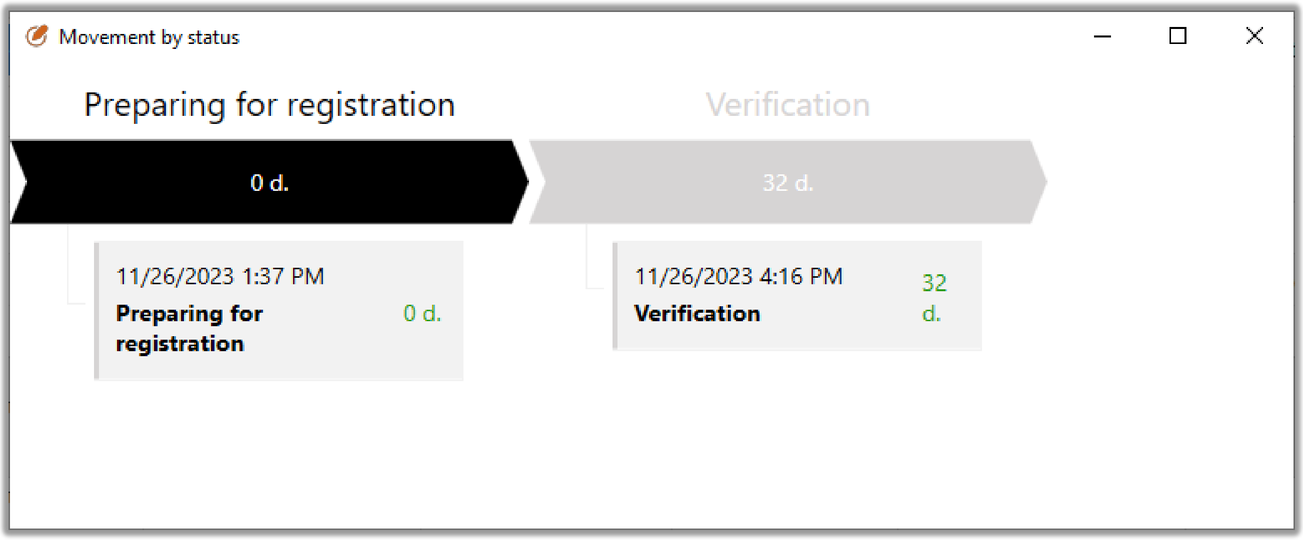
1. Filtering of displayed document packages by statuses.
2. [Subordinates] — Displays document packages of subordinate users.
3. [Errors] — display of document packages with errors.
4. [Year] — enable displaying of document packages for the selected year.
5. Enabling the display of document packages for the selected month.
6. [Refresh data] — update the list of displayed document packages.
7. [Search filter] — search for packages by document.
8. The user can customize grouping by required columns. To do this, it is necessary to drag the required column to the corresponding area.

The area with the displayed list of document packages is divided into three blocks:



1. [Document] — displaying of parameters of document packages created in the system.

- An icon of the type of entity for which the document batch was generated.
- Status icon of the status of the document package in progress.
- [Movement by status] — the button to view the history of transition by statuses of the document package.



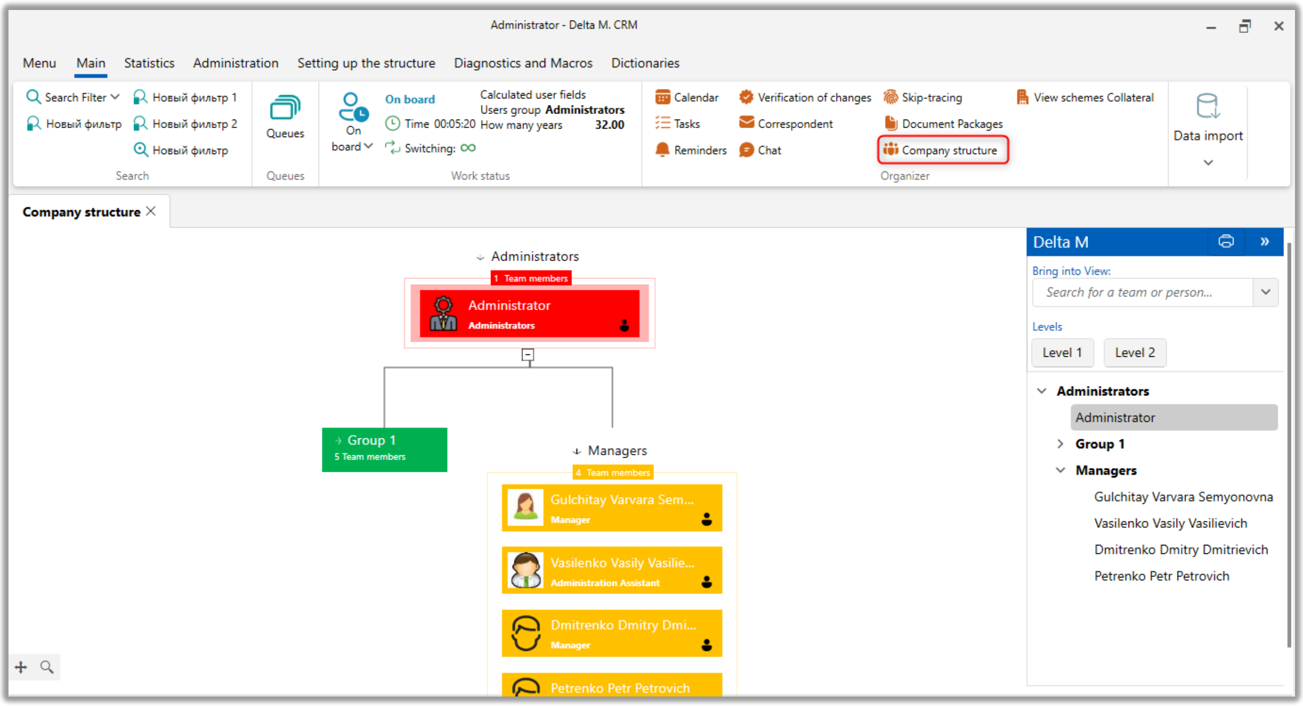
- [Type] — display the name of the created document package type. More details on creating and customizing types of document packages in section.

- [Status] — display current status of the document package. You can change the status of the package using the context menu. Statuses and their order are bound to checkboxes in the document package settings [Package types]. More details on creating and customizing document package types in section 2.5.1.11.6.
- [Document] — display of basic information about the document package with possibility to view it. If the package is at the [Review] stage, the [Edit] button will be available in this field. Each edit increases the version number of the document package. When placed in submission status, the document is generated in .pdf format and becomes unavailable for editing. When the last status is reached, information about the document package such as envelope, weight, etc. is filled in.
- [Created] — date of creation of the document package.
- [Number of the document] — display the sequence number of the document package.
- [The envelope] — display of selected envelope type for the document package. If the envelope type is not configured, then the system will not calculate the weight and cost of the shipment. For more details on creating and configuring envelope types, see Section 2.5.1.11.5.
- [Weight,g] — estimated weight of the document package.

2. [Destination] — display of addressee data.
3. [Mail] — display of the main parameters that allow you to track and manage the process of sending documents.

2.2.4.10 Company structure

The [Company Structure] module displays the company structure and subordination of an employee, as well as all departments of the company, employees in it and employee cards with internal information about the employee. Setting up subordinates and supervisors is discussed in more detail in section 2.4.1.1.1.2.



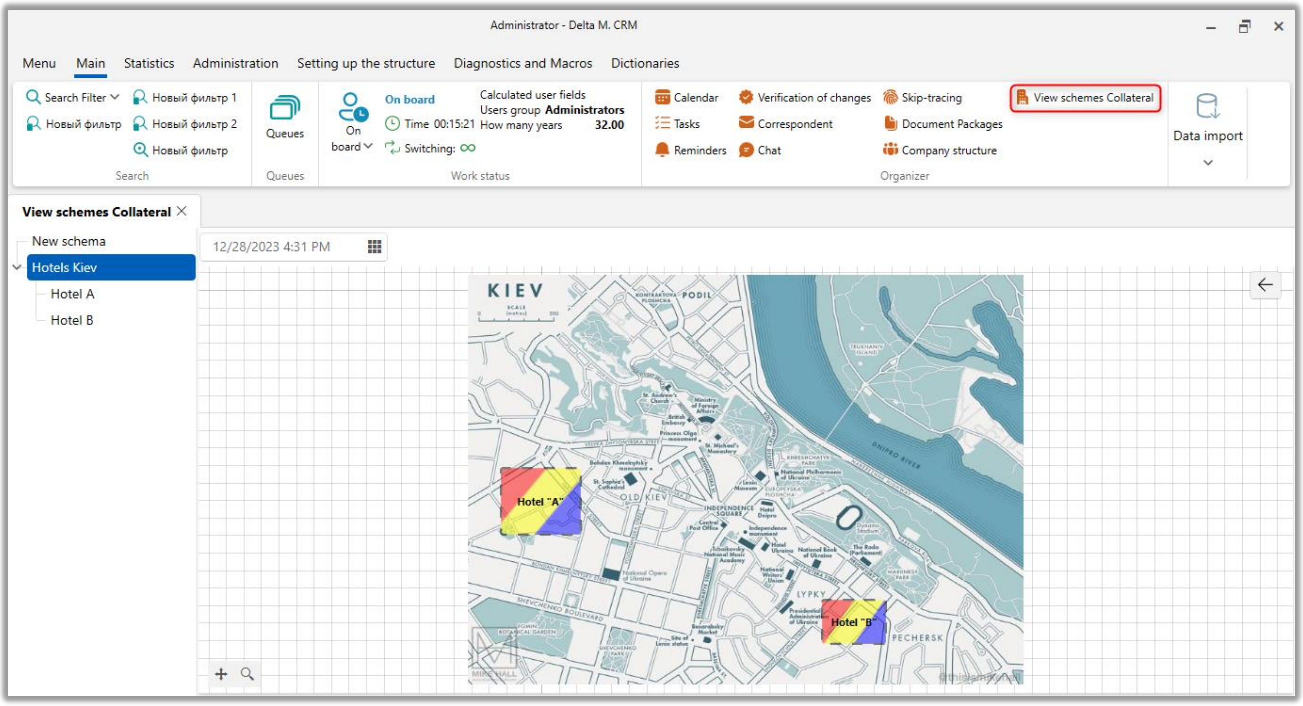
Display of the company structure according to the configured subordination parameters.

- [Bring into view] — a function that allows you to quickly move to a group or user on the [Company Structure] tab.
- [Levels] — display the command structure according to the configured subordination levels.
- [Roles and users] — display groups and roles of users that are subordinate.

Users and their groups are displayed in the color that was set in the user group settings (module [Roles and Users]).

2.2.4.11 View schemes Collateral

The [View schemes Collateral] module displays the customized Collateraling map. The administration of Collateraling schemes is discussed in more detail in section 2.5.1.2.8. The user can switch between viewing the Collateraling schemes created in the system and viewing them for a specific date and time.



2.2.5 Data import

By means of the [Data Import] block the data from external sources is added to the database for their further processing. In Delta M. CRM import is the creation of new and updating of old data for: clients, loans, repayments, processes, collaterals, work history, dictionaries and accounts. Import is performed using a buffer file (with the required fields and data types) or using gateway tables at the database level.

Two types of imports are available for all data types:

- [Automatic] — data import, which is performed by the system automatically and depending on the selected setting: when receiving a buffer file (in Excel or CSV format) or at the set time when filling the gateway table (more details in section 2.2.5.9).

IMPORTANT: when editing the settings of the auto import template from gateway tables — the time of the last import triggering is reset. If the auto import start time is less than the current one and there is data in the gateway tables, then import of items into the system will be started automatically. When making changes to auto import, make sure that the gateway tables are empty. For example: the [Start Import] is set to 14:00, for example, and the changes were made and saved today at 11:00.

- [Manual] — data import is performed manually from a prepared Excel or CSV file. It is intended for imports that are not performed on a regular basis.

If a CSV file is used for import, it must have the following format:

- File in text form with Windows—1251 encoding.
- The file consists of lines, where each line ends with the characters 0d 0a (\r \n).
- The first line is the header, which contains the names of the columns. The column names are separated by a vertical line (7c). Example data:

Loan ID | type | external identifier

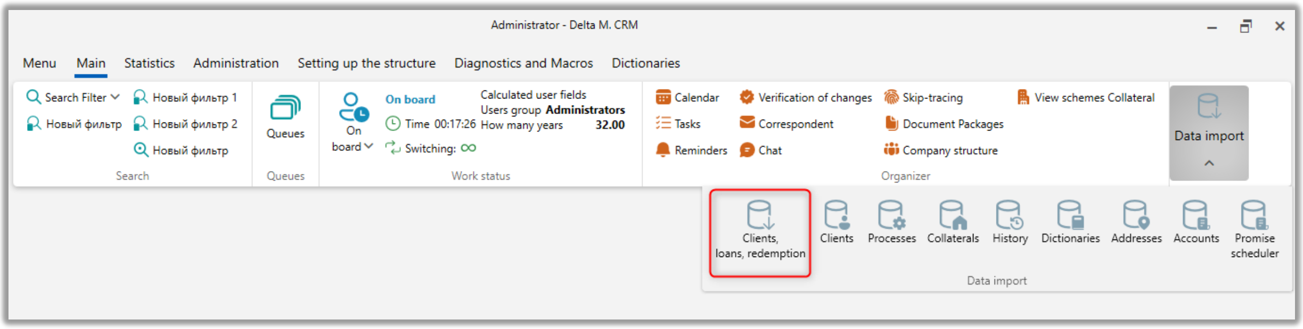
- Starting with the second line, the data are shown. Each column is separated by a vertical line (7c). Example data:

11011146 | 7 | 654789

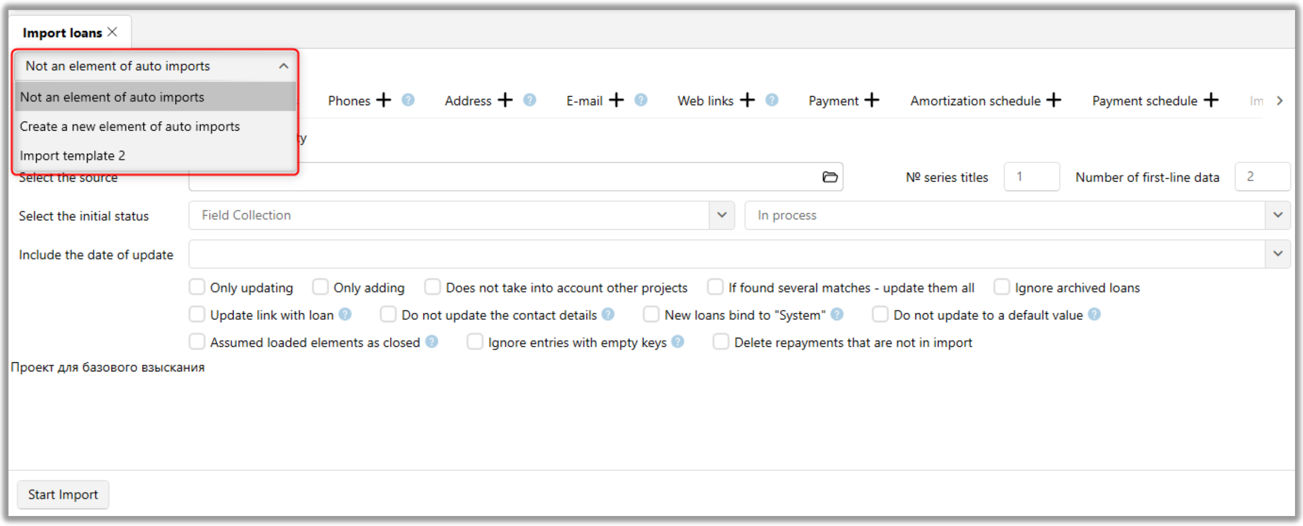
2.2.5.1 Clients, loans, Payment

This type of import allows to import simultaneously data on loans, clients and their repayments, amortization schedules and payment schedules, which are in one source (table). To perform this type of import at least one stage and status must be created in the system (more information about their creation in section 2.5.4.10).

To start import you should press the [Clients, loans, Payment] button located in the [Data import] block, in the [Main] tab.



After that the [Import Loans] window with import settings will open, where in the [Saved import settings] parameter you should select one of the previously created templates from the drop-down list, create a new auto import template (from Excel file or gateway table) or perform manual import of items (from Excel file or CSV).



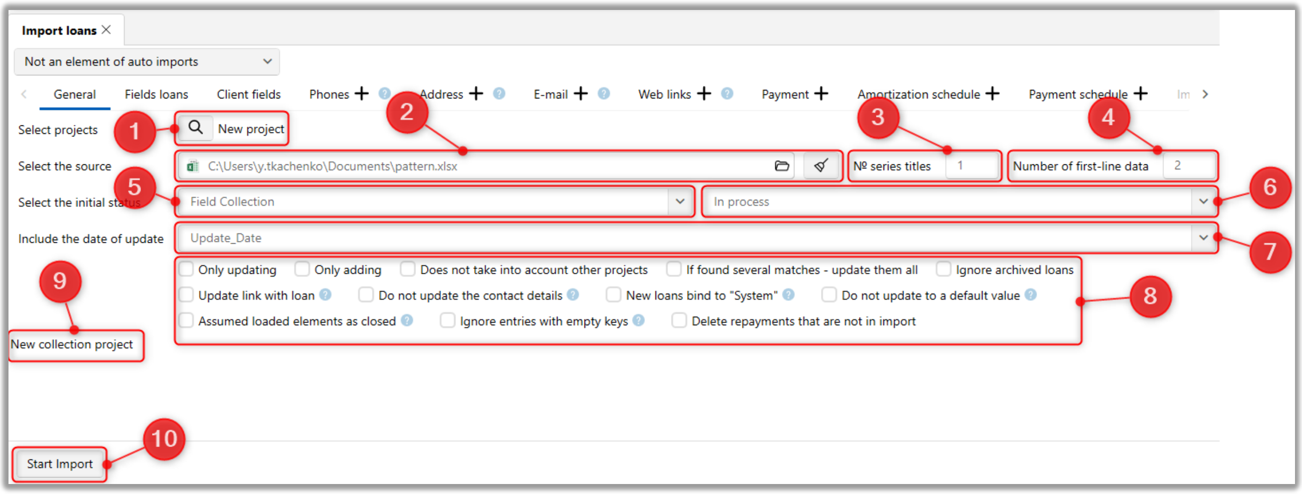
Import customization type:

- [Not an element of auto import] — carrying out one-time manual import of items into the system from the selected file according to the set parameters.
- [Create new element of auto imports] — create a new template of automatic import of items to the system from a file or gateway table. Or select one of the previously created ones.

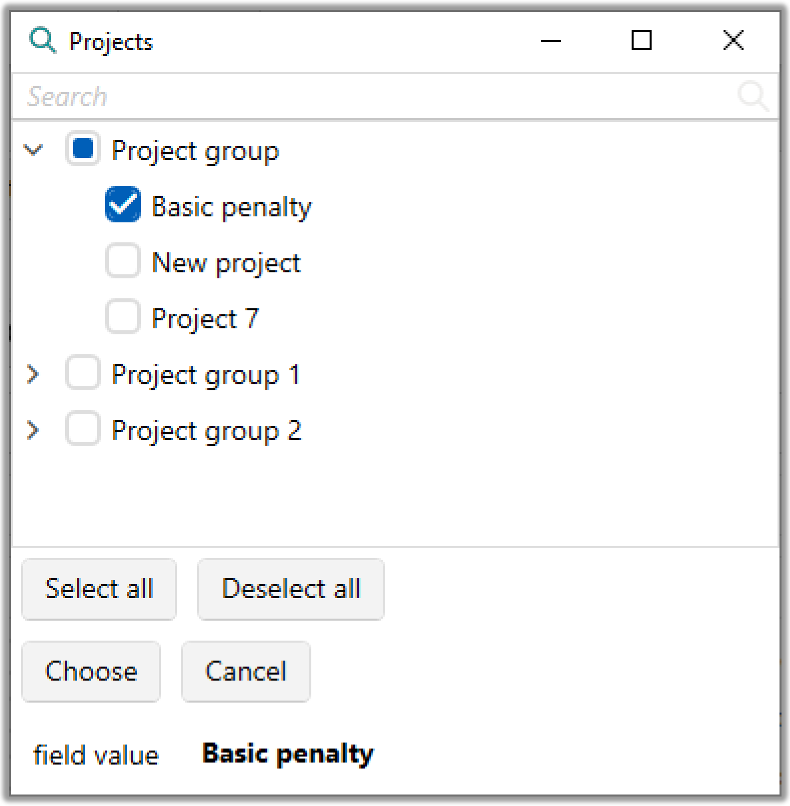
After selecting the import type, you need to configure its parameters, which are divided into ten tabs: [General], [Loan fields], [Customer fields], [Phone numbers], [Address], [E-mail], [Web links], [Repayment], [Amortization schedule], [Payment schedule]. Let's consider them in detail.

[General] — configuration of adding items to the system and selection of the project to which the import will be performed.

When the manual import type is selected, you must configure the following settings:



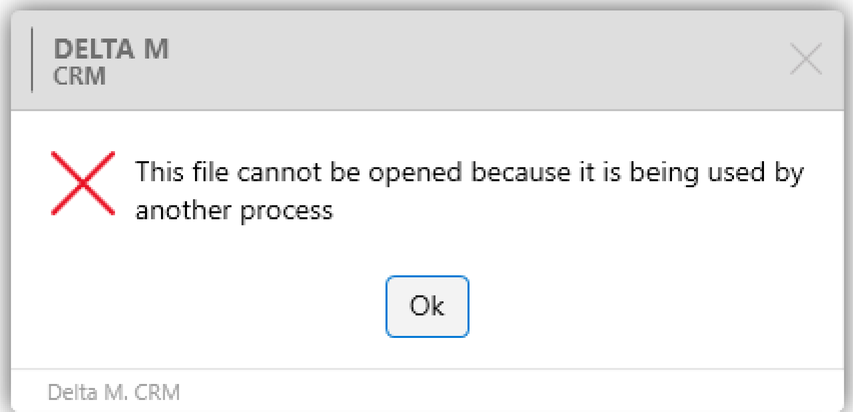
1. [Select projects] — mark in the opened window the projects for which the elements will be imported.



If the required projects are not displayed in the list, it is necessary to check access rights to stages and projects in roles, and to check if there are stages assigned to the group of projects (or if inheritance as a group is not enabled, then assignment in the project itself, more details in section 2.4.2.3), the project must have at least one stage and one status..

2. [Select the source] — specify the path to the file with imported data. To delete the selected path click the [Clear] button.

If the error [This file cannot be opened because it is being used by another process] occurs, you must close the downloaded file in Windows and try again.



3. [№ series titles] — set the number of the row where the headers are located.

4. [Number of first-line data] — set the number of the row where the first row with data is located.

5. [Select the Initial Status] — select the initial stage of loans for all imported loans.

6. Set the initial status for the selected step for all imported loans.

7. [Include the date of update] — in the drop-down list select the field from the file containing information about data update date. If there is no such field in the import file, you should leave [Empty] value in this file, which is set by default. By default, the system sets the import date as the date of data update. The date format must match the format set in the general settings. If the data format differs from the one set in the system, make appropriate changes to the imported data.

8. Additional import parameters:

- [Only updating] — update only for existing clients, loans and repayments in the system. All new records will not be imported.
- [Only adding] — if this setting is enabled, the system will only update existing loan/customer cards, no new loans will be added. Within one import cannot be set simultaneously with [Only updating].

- [Does not take into account other projects] — adding new loans and updating existing loans will be done only for the selected projects (provided the [Only updating] checkbox is not checked).
- [If found several matches – update them all] — if during import the system finds several loans with matching key, all found loans will be updated within the specified project or selected group of projects. In case this checkbox is not checked and there are key matches, the repeated data will not be imported into the system. The user will also receive an error message and the numbers of fields containing matches, which will be displayed on the [Import Results] tab.
- [Ignore archive loans] — during import the loans that are in the archive will be ignored. (data on them will not be updated). This setting should be used together with [Only updating] otherwise loans will be added if archive loans are involved in the import.
- [Update link with loans] — If this checkbox is selected and customer and loan field relations are set in the import settings, the system will change the loan relation to the new customer according to the imported data.
- [Do not update contact details] — when importing phone numbers, addresses, emails and links, the system will only add data (their type, status and comments) without updating already existing entities.
- [New loans bind to "System"] — by default new loans are assigned to the user who performs the import, but if this option is checked, the imported loans will be assigned to the user [System] (this is a conditional user of the system with the administrator role).
- [Do not update to a default value] — on import, if fields are attempted to be updated with an inappropriate data type or overwrite an existing value to NULL (empty or 0), the fields will not be updated. Previously entered data will not be changed. This setting is also not active if the [If found several matches — update them all] option is set. If you set this setting and attempt to import a Null value into a field

that already contains data, the field will not be updated and the previously entered data will not be overwritten.

- [Assumed loaded elements as closed] — if the data on a Loan are not updated, the Loan is automatically sent to the archive. All loans, which are already in the archive, but they are updated, are removed from the archive and become active.

IMPORTANT: if the [Ignore other projects] checkbox is not checked, then all loans of all projects existing in the system, for which there was no update within this import, will be sent to the archive. If the data on the loan was not updated (there were identical data), but the loan participated in the import, such loan will not be sent to the archive.

- [Ignore entries with empty keys] — records with an empty field, which is set as a key field in the import, will not be imported into the system. An error will be displayed in the import statistics: [Empty key field]..
- [Delete repayments that are not in import] — all repayments that are not in the import are deleted from the system.

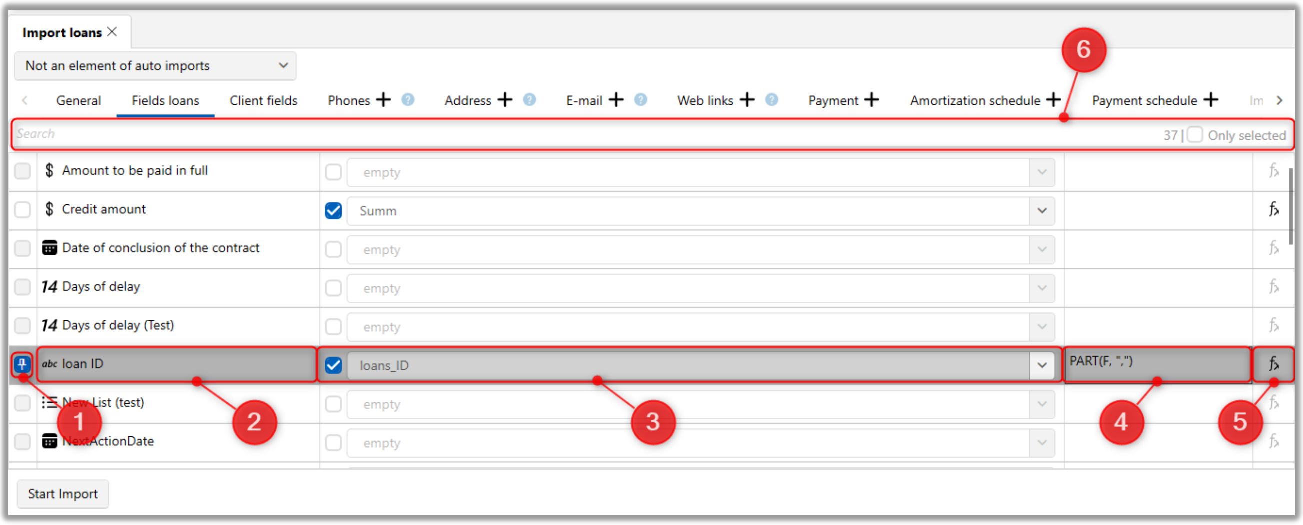
9. Displays the description for imports specified to the selected projects.
10. [Start import] — the button to start importing items into the system.

For automatic import, the parameters are configured depending on the selected data source type. The data source can be an Excel spreadsheet or a gateway table.

Configuring the automatic import parameters is described in more detail in section 2.2.5.9.

All of the following tabs have a common look and functionality for all import types.

The [Fields loans] tab represents a table with loan fields created in the system (more details about their creation in section 2.5.4.2), to which correspondence with loan fields in the import file/gateway table is set and the key is selected, by which the check for duplicates will be performed. Also for loan fields using formulas it is possible to merge or split data in one or several cells of the file/gateway table with subsequent loading of the specified part into the system.



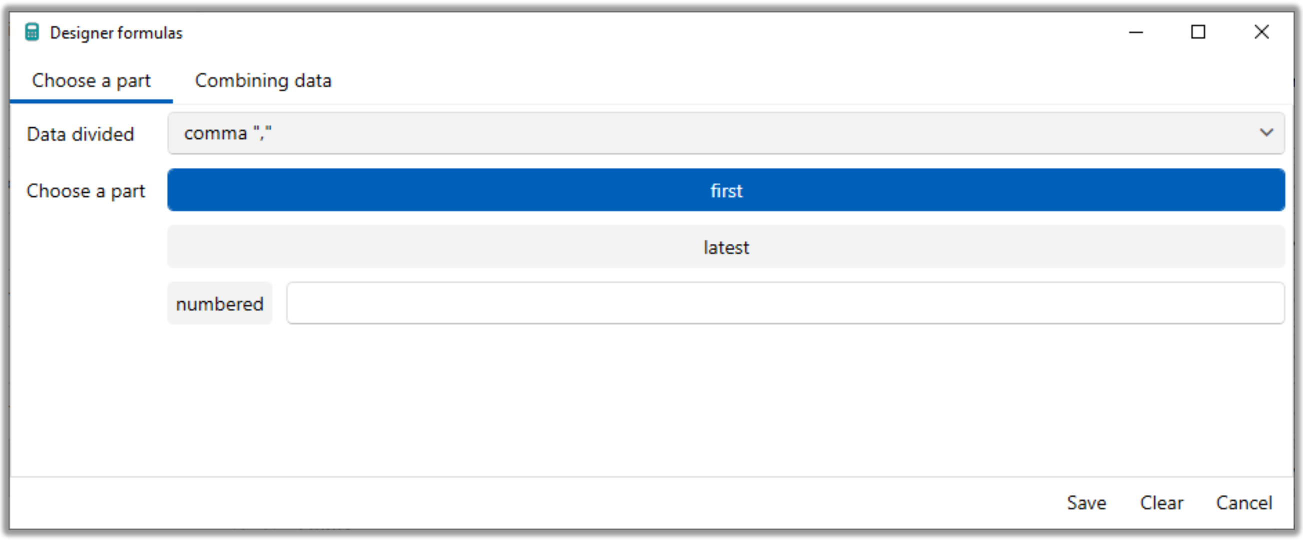
1. [Search for duplicate files on this field] — the field, by which duplicates will be checked when importing data into the system (there can be several). In other words, this field will be used as a key (unique identifier). If there is a problem during the key field data conversion, the system will generate an error [Empty key field], in the import results. This error can occur if:

- Attempt to pass a non-numeric value to a numeric field (data type [Integer], [Fractional]);
- The number of characters in the text field exceeds the allowed limit;
- A field with type [Date] or [Time] cannot be converted to type [Date and Time];
- Attempting to transmit invalid data to the [Phone] source field];
- Attempting to pass a value without the "@" character to the [E-mail] source field;
- Attempt to pass an incorrect color of format "#ffffffffff" to a field with type [Color].

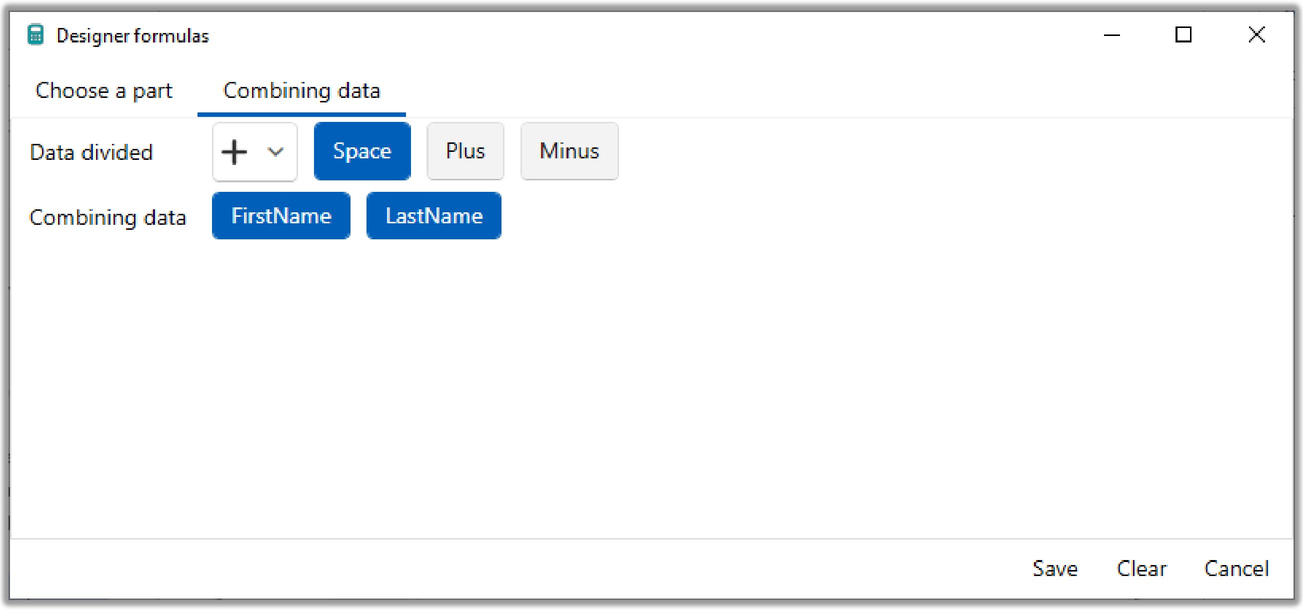
IMPORTANT: if no key field has been selected, the system will create new loans without checking for duplicates when importing data.

2. Loan field created by the user in the system.
3. Setting the correspondence of the system loan field with the loan field contained in the import file/gateway table.
4. Display the formula used for this field.
5. The button to create a formula for a field (inactive if no field is selected for mapping from the import file). After this button opens the [Designer formulas] window with two tabs:

- [Choose a part] — setup of data separation within one cell of the file/gateway table by one of the available delimiters (space, comma, dot, semicolon, colon, slash, backslash) or by specifying your own character. Then you should select the part of data in the cell that will be transferred when importing it into the system. You can select the first part of the data, the second part of the data or by pressing the [Numbered] button you can specify the number of the necessary part of the account to be imported. After all the settings have been applied, click the [Save] button. The [Clear] button resets all the entered settings, and the [Cancel] button closes the window of work with the formula builder without saving the last changes.



- [Combining data] — setting the function of merging data from several cells of the imported file/gateway table into one field of the system for loading information in the merged form. In the [Data split] parameter by clicking the [+] button you can add fields for merging from the imported file/gateway table by selecting the necessary ones from the drop-down list and choosing what character they will be separated by (space, plus, minus).

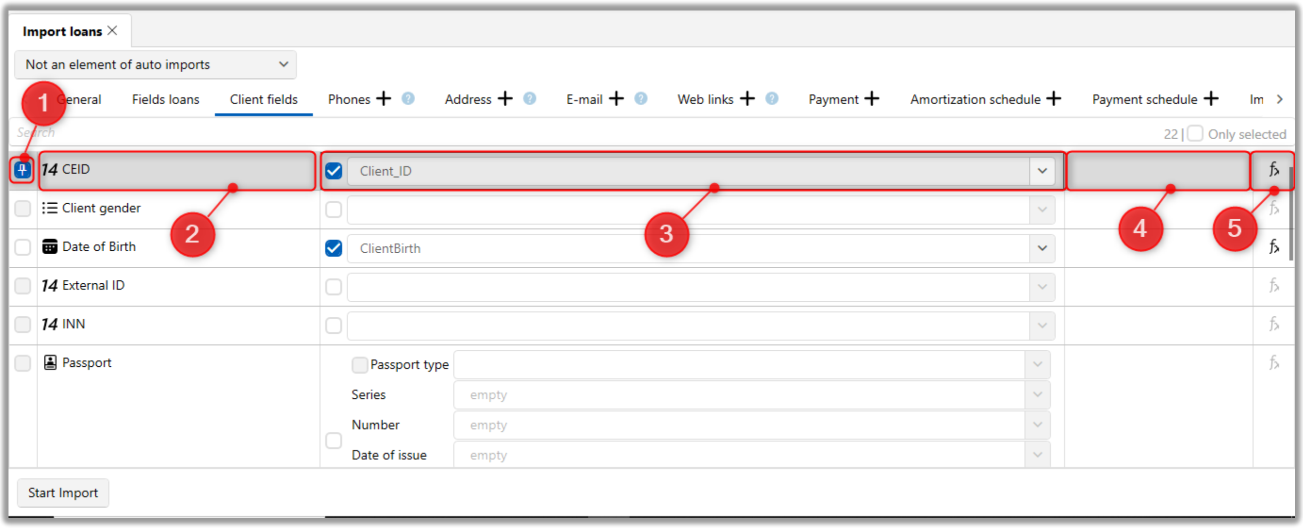


- In [Data divided], you select the separator between the merged data. For text data, you can set the space character as the separator between the merged data. For numeric data, you can use mathematical operators: use [plus] for summation; [minus] for subtraction.
- The [Combining data] option displays a list with the names of the cells added for merging and the option to delete them by clicking on the name of the desired cell. The [Clear] button resets all settings, and the [Cancel] button closes the Formula Builder window without saving the last changes.

6. The system field search bar and the [Only selected] checkbox, which will display only the fields for which matches have been set. The number of fields to be displayed is displayed next to this checkbox.

IMPORTANT: imported text fields have a 4000 character limit.

The [Client fields] tab represents a table with created in the system client fields selected for this project (more information about their creation in section 2.5.4.1), which are matched with client fields in import file/gateway table and a key is selected, by which the check for duplicates will be performed. Also for client fields, using formulas, it is possible to merge and split data in one or several cells of files/gateway table with the subsequent loading of the specified part into the system. The logic of filling this tab is similar to the logic of filling the [Loan Fields] tab, where:



1. [Search for duplicate files on this field] — the field, by which duplicates will be checked when importing data into the system (there can be several). In other words, this field will be used as a key (unique identifier). If there is a problem during data conversion of the key field, the system will generate the error [Empty key], in the import results.

2. Customer field created in the system.

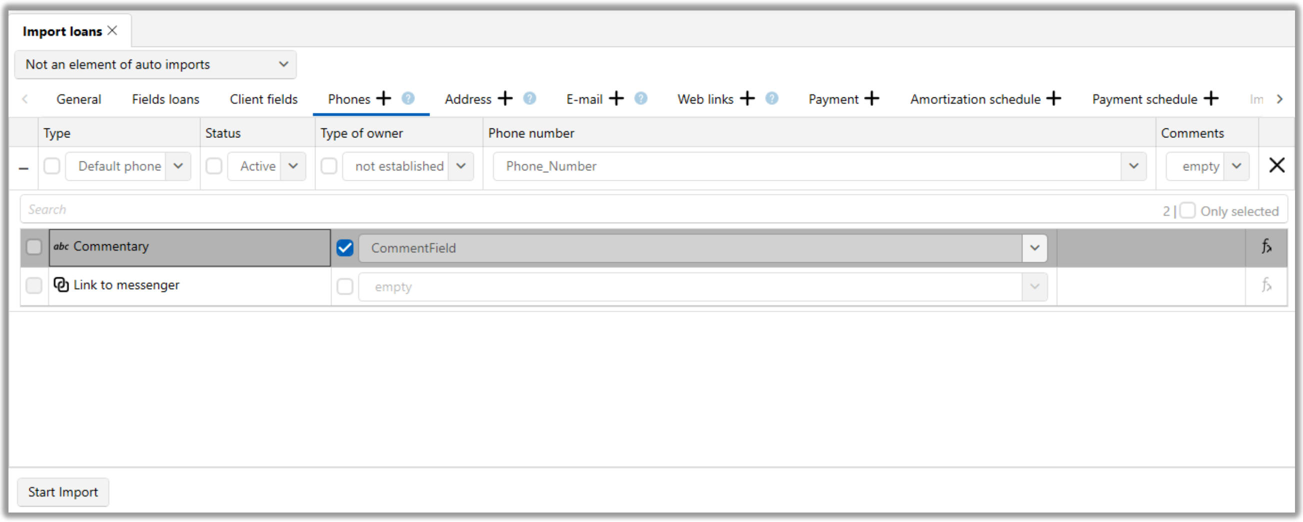
3. Customer field from import file/gateway table.

4. Display the formula used for this field.

5. Formula creation button (the work with [Designer formulas] is discussed above).

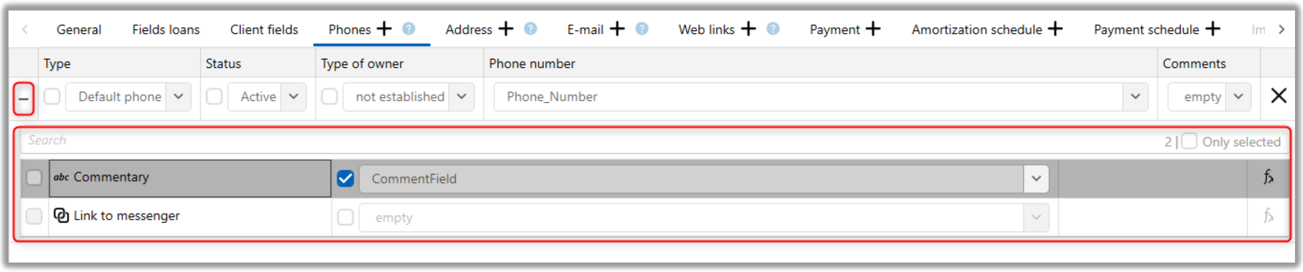
In the upper part of the tab there is a search line by system fields and the [Only selected] checkbox, when checked, the user will be displayed only the fields for which matches are set. The number of displayed fields is displayed next to this checkbox.

The [Phones] tab is used to assign default type, status and owner type to the imported phone numbers. Duplicates are searched by phone number during import. After pressing the [+] (add) button at the top of the tab, you should fill in the following fields:



- [Type] — select the phone type (creation of new phone types is described in section 2.5.1.1.10.1), which will be assigned to the imported numbers by default. If the [Field from the file] checkbox is checked (to the left of the list of types), the user is prompted to select a field from the import file/gateway table that contains the required phone type.

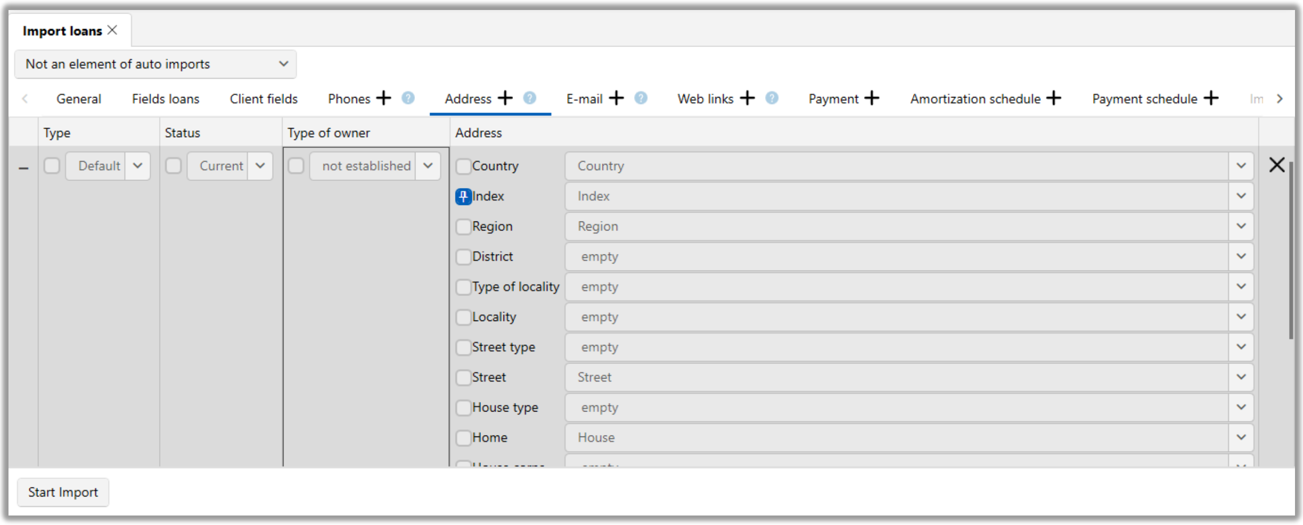
- [Status] — select the phone status (creation of new phone statuses is described in section 2.5.1.1.10.2), which will be assigned to the imported numbers by default. If the [Field from the file] checkbox is checked (to the left of the list of types), the user is prompted to select a field from the import file/gateway table that contains the required phone status.
- [Type of owner] — select the phone owner type, which will be assigned to the imported numbers by default. When the [Field from the file] checkbox is checked (to the left of the list of types), the user is prompted to select a field from the import file/gateway table that contains the required phone owner type. Face types are created in the [General dictionaries] section, [Types of persons] dictionary.
- [Phone number] — select the field from the import file/gateway table that contains phone numbers.
- [Comments] — select the field from the import file/gateway table that contains comments to phone numbers.



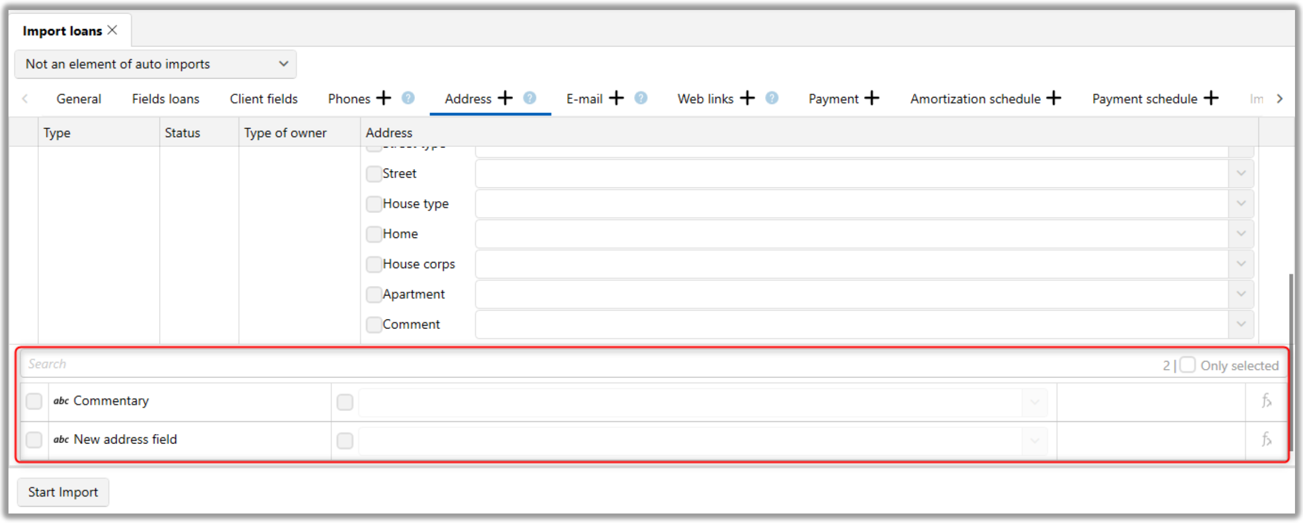
You can also import phone field values for the selected phone type (only for custom fields with [New field] type).

To delete the created condition, press the [x] button on the right side of the field.

The **[Address]** tab is used for importing addresses and assigning their default type, status and owner type. Duplicates during import are searched for by all filled in system fields of the address. After pressing [+] (Add) at the top of the tab, the following fields must be filled in:



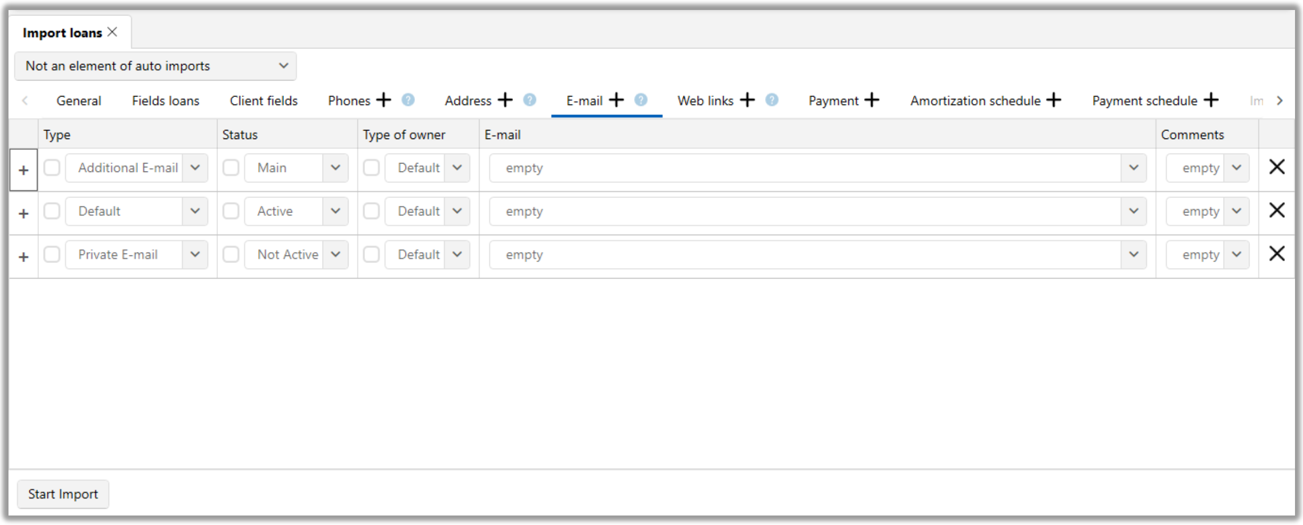
- [Type] — select the address type (creation of new address types is described in section 2.5.1.1.11.1), which will be assigned to imported addresses by default or select fields from the import file/gateway table containing the required address type (by checking the checkbox on the left side of the type selection).
- [Status] — select the status type (creation of new address statuses is described in section 2.5.1.1.11.2), which will be assigned to imported addresses by default or select fields from the import file/gateway table containing the required address status (by checking the checkbox on the left side of the type selection).
- [Type of owner] — select the owner type that will be assigned to the imported addresses by default or select fields from the import file/gateway table containing the required owner type (by checking the checkbox on the left side of the type selection).
- [Address] — select the name of required fields from the import file/gateway table to fill in the clients address information.



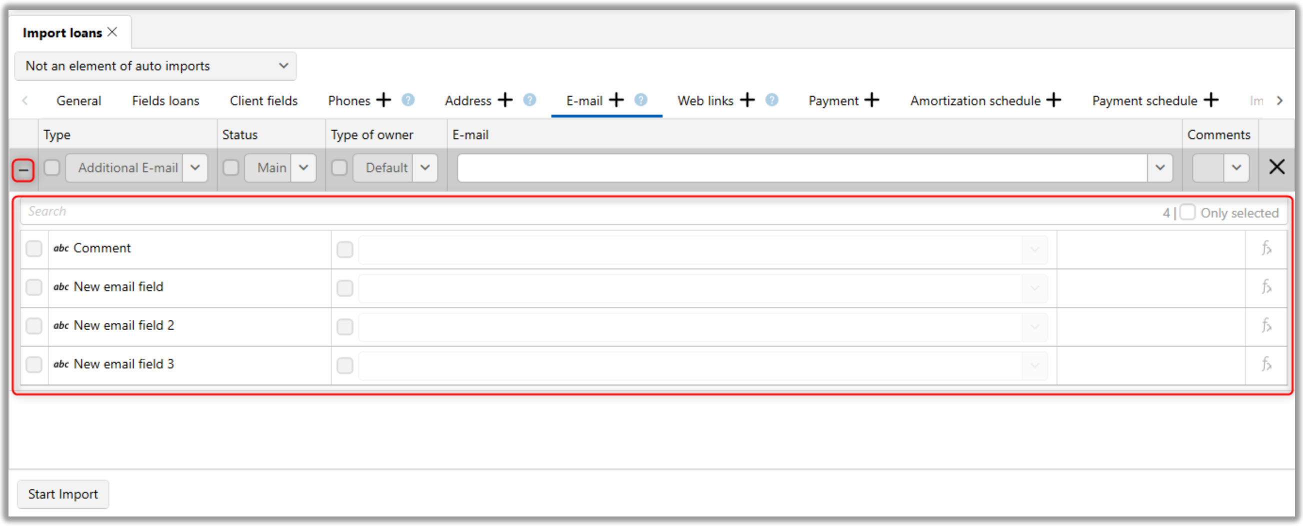
If you click the [+] button (to the left of the created condition field), the created address fields for mapping with the import file/gateway table field and the ability to set a formula for each such field are displayed. Search by address fields is also available.

To delete a created condition, you should press the [x] button on the right side of the field.

The **[E-mail]** tab is intended for assigning default type, status and owner type to imported e-mail addresses. Duplicates are searched for by e-mail addresses when importing. After pressing [+] (Add) at the top of the tab you should fill in the following fields:



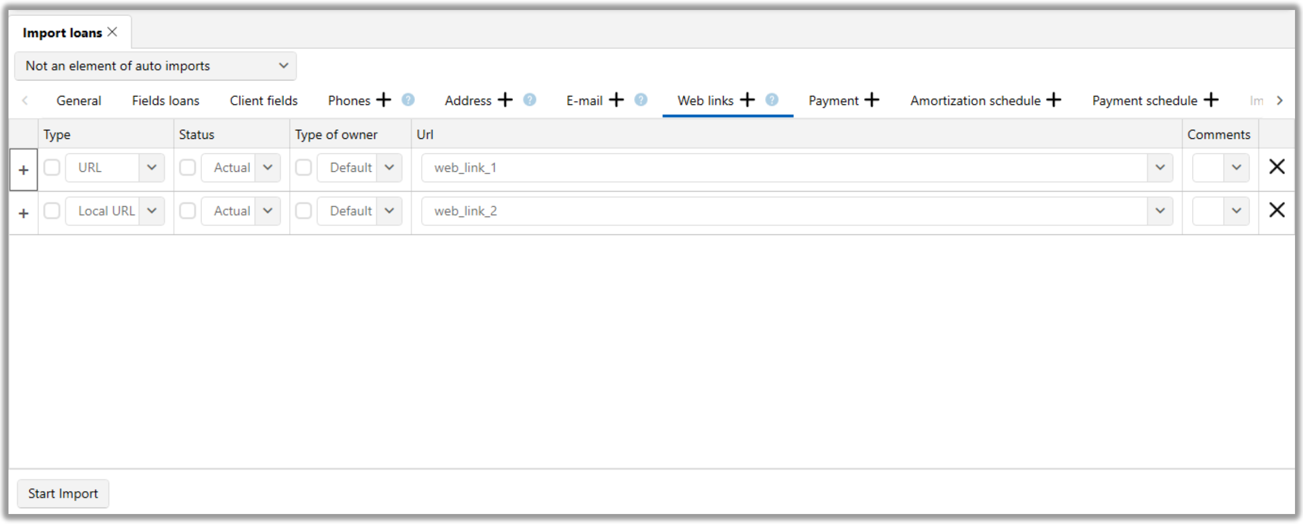
- [Type] — select e-mail type (creation of new e-mail address types is described in section 2.5.1.1.8.1), which will be assigned to imported e-mail addresses by default or select fields from the import file/gateway table containing the required address type (by checking the checkbox on the left side of the type selection).
- [Status] — select e-mail status (creation of new statuses is described in section 2.5.1.1.8.2), which will be assigned to imported e-mail addresses by default or select fields from the import file/gateway table containing the required address type (by checking the checkbox on the left side of the type selection).
- [Type of owner] — select the owner type that will be assigned to the imported addresses by default or select fields from the import file/gateway table containing the required owner type (by checking the checkbox on the left side of the type selection).
- [E-mail] — select the name of required fields from the import file/gateway table to fill in the information about clients' e-mail address.
- [Comments] — select the field from the import file/gateway table that contains comments to e-mail addresses.



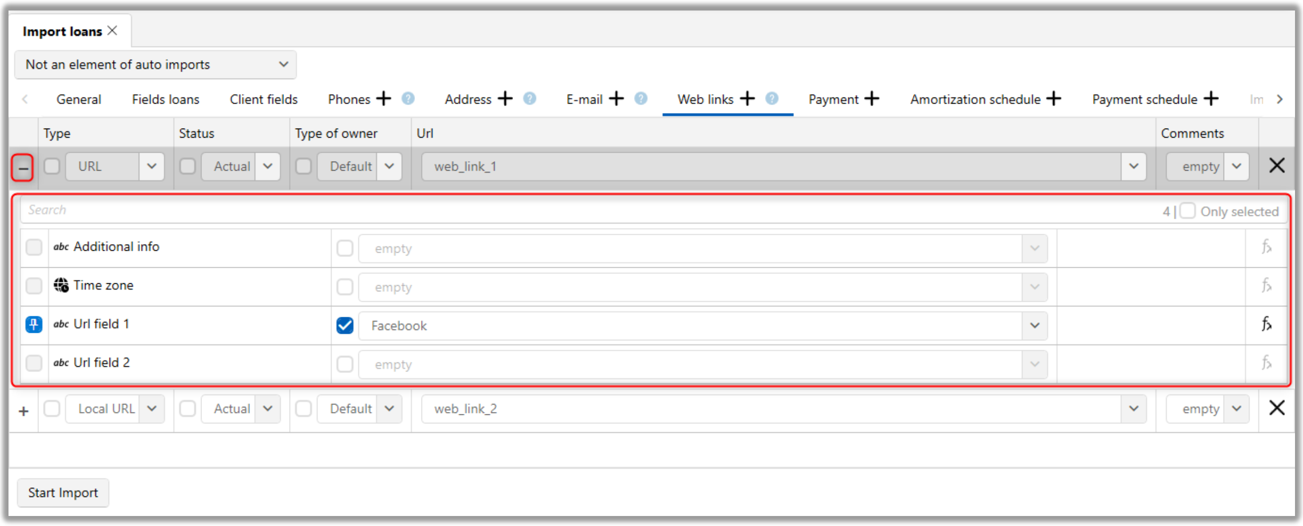
You can also import e-mail field values for the selected phone type (only for custom fields with [New field] type).

To delete the created condition, click the [x] button on the right side of the field.

The **[Web Links]** tab is intended for assigning the default type (personal blog, social page), status and owner type to imported web links. Duplicate web links are searched for when importing. After clicking [+] (Add) at the top of the tab you should fill in the following fields:



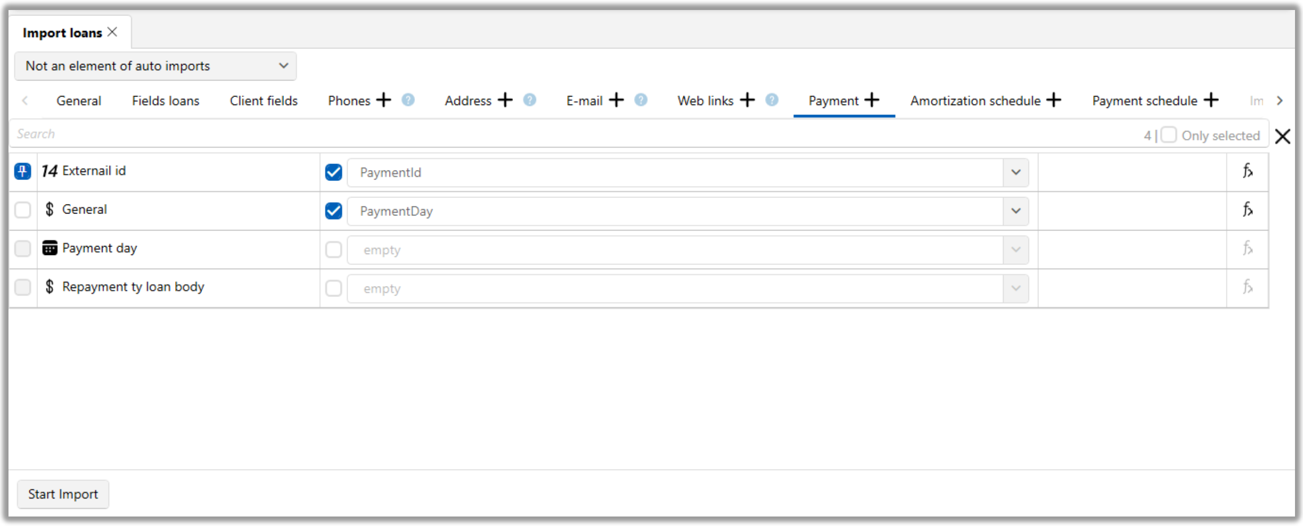
- [Type] — select web link type (creation of new web link types is described in section 2.5.1.1.9.1), which will be assigned to imported web links by default or select fields from the import file/gateway table containing the required address type (by checking the checkbox on the left side of the type selection).
- [Status] — select web link status (creation of new statuses is described in section 2.5.1.1.9.2), which will be assigned to imported web links by default or select fields from the import file/gateway table containing the required address type (by checking the checkbox on the left side of the type selection).
- [Type of owner] — select the owner type that will be assigned to imported web links by default or select fields from the import file/gateway table containing the required owner type (by checking the checkbox on the left side of the type selection).
- [E-mail] — select the name of required fields from the import file/gateway table to fill in the information about clients' e-mail address.
- [Comments] — select the field from the import file/gateway table that contains comments to web links.



You can also import web link field values for the selected web link type (only for custom fields with [New Field] type).

To delete the created condition, click the [x] button on the right side of the field.

On the **[Payment]** tab, after clicking the [+] (add) button near the tab name, the table with the Payment fields created in the system appears (more details in section 2.5.4.3), after which they can be matched with the fields in the import file/gateway table. When data in the import file are in different columns rather than in one column, you can create several conditions for importing them into one system field using [+]. It is possible to select the key to check for duplicates by checking the [Search for duplicate files on this field] checkbox on the left side. It is also possible to create a formula for each individual field to combine or separate imported data (work with the formula builder is described above).

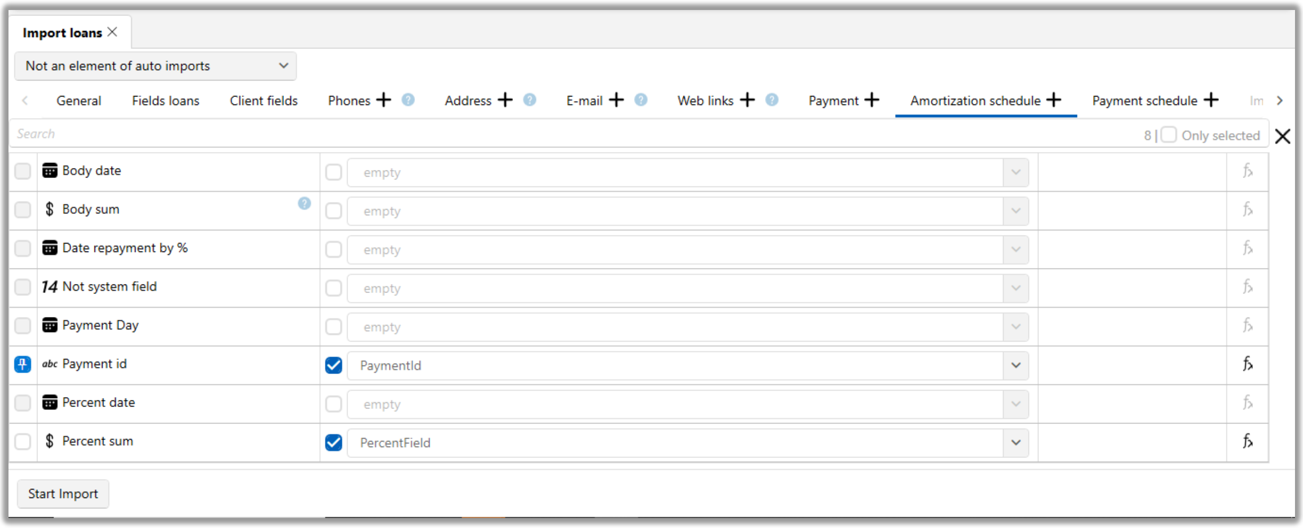


In the upper part of the tab there is a search line by system fields and the checkbox [Only selected], if it is set, the user will be displayed only the fields for which matches are set, the number of displayed fields is displayed next to this checkbox.

To delete the created condition it is necessary to press the [x] button located on the right side of the table with fields.

On the **[Amortization schedule]** tab after pressing the [+] (add) button near the tab name, the table with the fields of the amortization schedule created in the system (see details in section 2.5.4.4) and selection of fields in the import file/gateway table with which the system fields will be corlinked will appear. It is possible to select the key, by which the check for duplicates will be performed, for this purpose it is necessary to mark the required field with the checkbox on the left side. It is also possible to create a formula for each field to combine or separate the imported data (work with the formula builder is considered above).

When the data in the import file are in different columns, but not in one column, you can create several conditions for their import into one system field using [+].

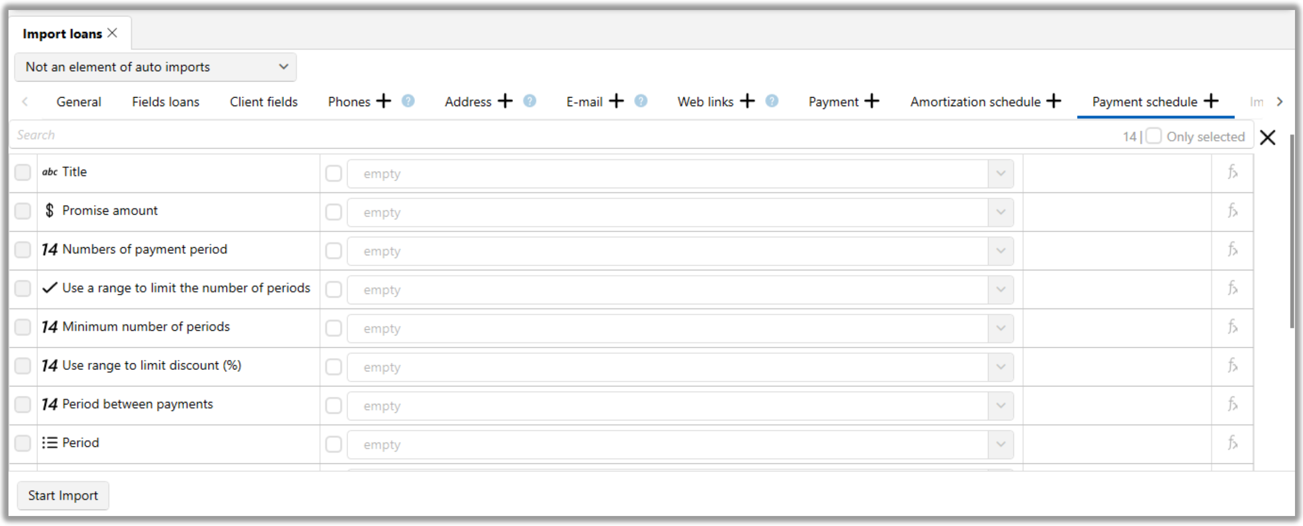


In the upper part of the tab there is a search line by system fields and the [Only selected] checkbox, when checked, the user will be displayed only the fields for which matches are set. The number of displayed fields is displayed next to this checkbox.

To delete the created condition, press the [x] button located on the right side of the table with fields.

On the **[Payment schedule]** tab after pressing the [+] (add) button near the tab name, a table with system fields of the payment schedule appears, for which you can set mapping with fields in the import file or gateway table. It is possible to select the key, by which the check for duplicates will be performed, for this purpose it is necessary to mark the required field with a checkbox on the left side. It is also possible to create a formula for each field to combine or separate imported data (work with the formula builder is described above).

When the data in the import file are in different columns rather than in the same column, you can create multiple conditions for importing them into one system field via [+].



The [Period] field contains the time units that have been set for payments in the promise schedule. Units can be specified using names in the language that is set in the Delta M.CRM system, without regard to case. The period can also be imported by specifying a code where:

- 0 — week;
- 1 — month;
- 2 — unknown;
- 3 — day.

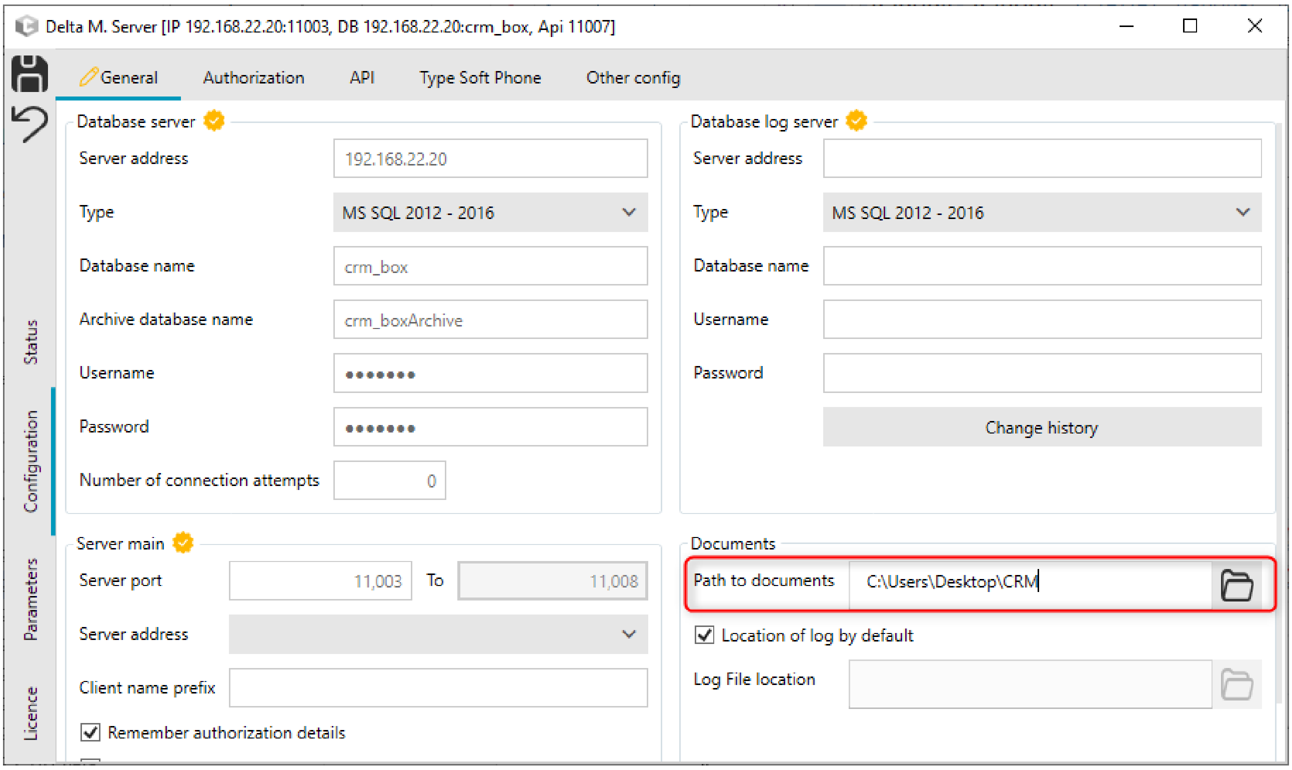
In order to delete the added table it is necessary to click on the [X] button on the left side of it.

The user can search by field names using the special field [Search]. If the [Selected only] checkbox is checked, only those fields for which mapping is set will be displayed.

The **[Import Results]** tab becomes available after entering all the necessary data for import and clicking the [Start Import] button. This tab displays statistics on the performed import, as well as errors that occurred. The tab has three sub tabs:

- [Import state] — displays statistical data on the results of performed import (by loans, clients, repayments).
- [Found inaccuracy] — displays found inaccuracies in import.
- [Detailed information] — detailed information about import.

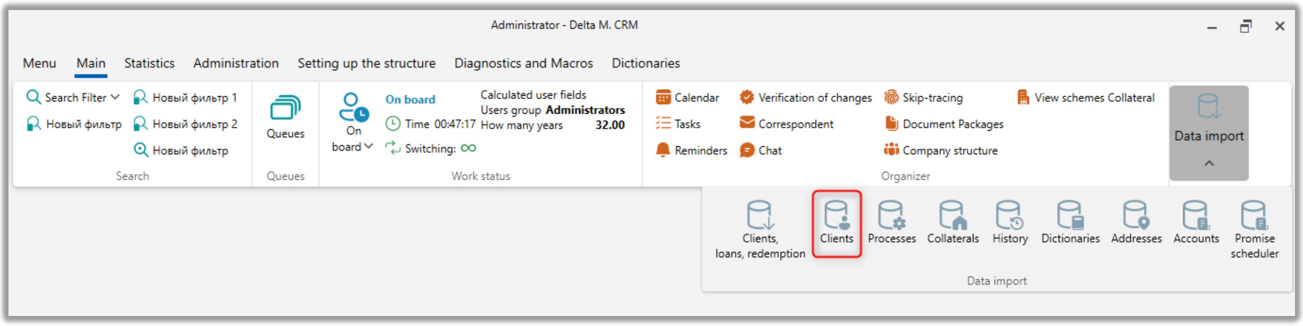
The [Cannot copy file to server. No access] error occurs when the current system user does not have access to the import folder whose path is specified on the [General] tab in WPF. You need to access the specified folder or select another folder (to which you have access).



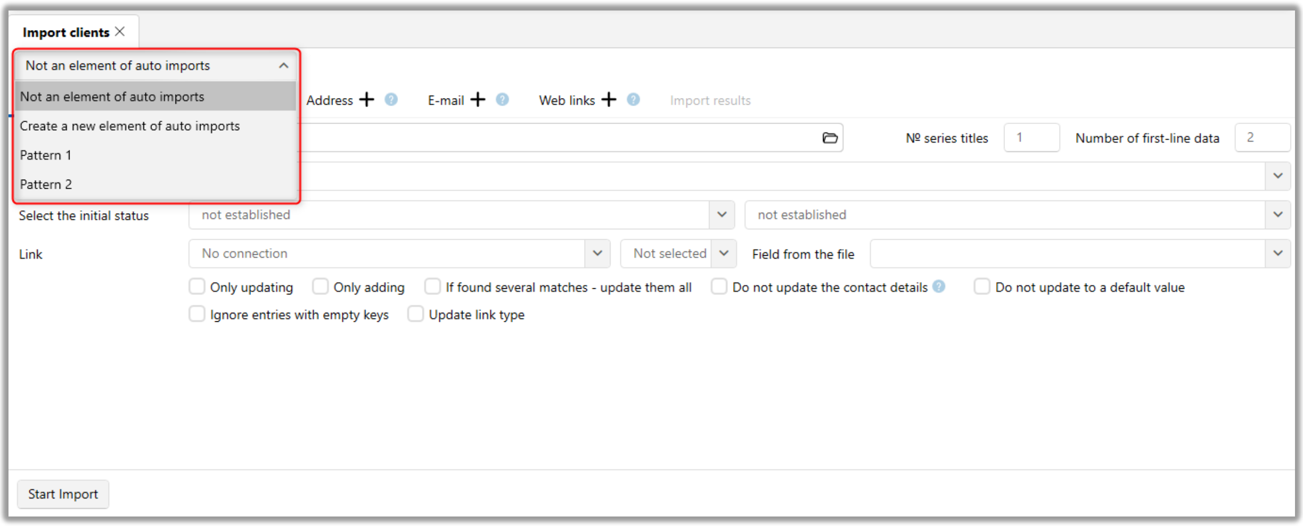
2.2.5.2 Clients

With this type of import, you can import data on new clients and update data on old clients into the system. Clients can be imported manually (from a file) or automatically (from an Excel table or gateway table).

To start working with importing clients you should press the [Clients] button located in the [Import data] block, in the [Main] tab.



After that the [Client Import] window with import settings will open, where in the [Saved import settings] parameter you should select one of the previously created templates from the drop-down list, create a new auto import template (from Excel file or gateway table) or import items manually.



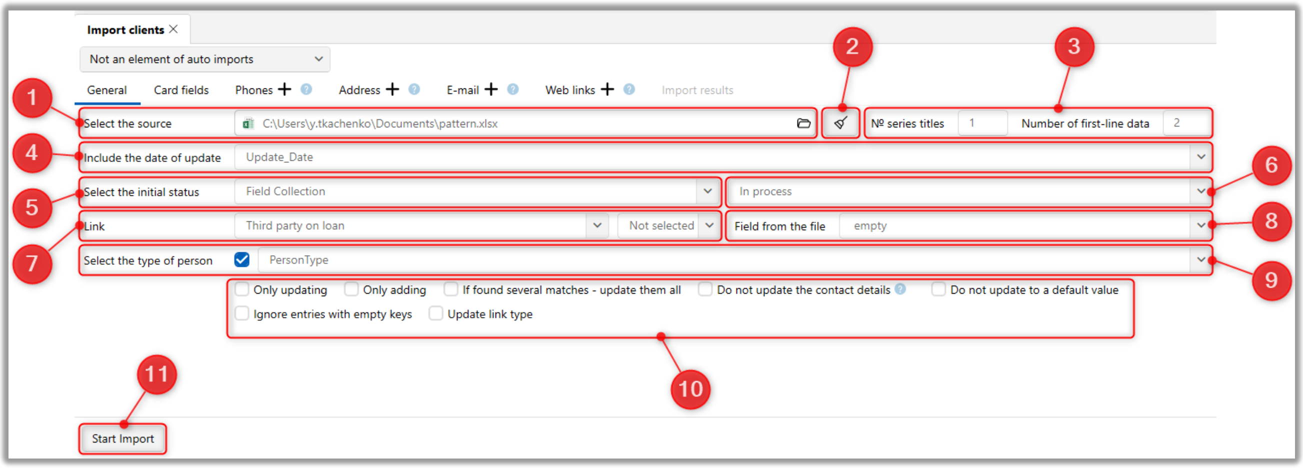
Not an element of auto import — to perform one-time manual import of items into the system from the selected file according to the set parameters.

Create a new element of auto imports — creation of a new template of automatic import of items into the system from a file or gateway table.

After selecting the import type, you should configure its parameters, which are divided into ten tabs: General, Card fields, Phone numbers, Address, E-mail, Web links. Let's consider them in detail.

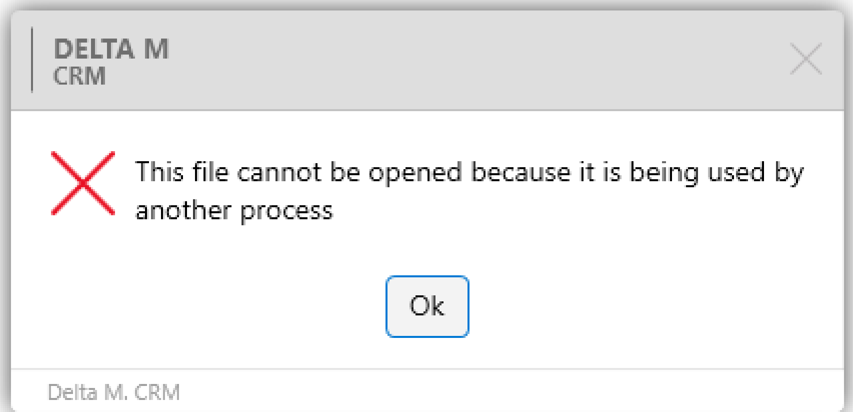
[General] — customization of adding items to the system and selecting the project to which the import will be performed.

If the manual type of import is selected, you should configure the following parameters:



1. [Select the source] — specify the path to the file with imported data.

If the error [This file cannot be opened because it is being used by another process] occurs, you must close the file being downloaded and try again.



2. Button to clear the previously selected file location path.

3. [№ series titles] — set the number of the row where the headers are located. No. of the first row of data — set the number of the row where the first row of data is located.

4. [Include the date of update] — in the drop-down list select the field from the file containing information about data update date. If there is no such field in the import file, you should leave [Empty] value in this file, which is set by default. By default, the system sets the import date as the date of data update. The date format must match the format set in the general settings. If the data format differs from the one set in the system, make appropriate changes to the imported data.

5. [Select the initial status] — select the initial status for all imported clients.

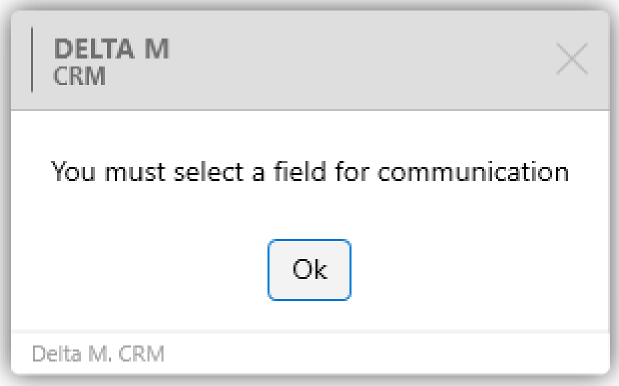
6. Set the initial status for the selected step for all imported clients.

7. [Link] — select the entity relation type and the field in the system, by which the entity will be linked (client, loan, collateral). Four types of relation are available:

- [Unlinked] — there are no fields available for this type of linkage other than the default setting of [Not Selected].
- [Collateral Owner] — the imported client will be added to the collateral entity as an owner. For this type of relation collateral fields will be available (creation

and customization of collateral fields is described in section 2.5.1.2) to perform the relation with the entity.

- [Loan Third Party] — imported customers will be added to the [Loan] entity as a loan third party and will be available in the [Linked Persons] tab. For this type of relation, fields will be available to implement the entity relation. If [Not Selected] is left, then the following warning will be displayed to the user:



- [Third party by customer] — imported customers will be added to the [Customer] entity as a third party by customer and will be available on the [Linked parties] tab.

8. [Field from the file] — select the field from the file containing the value to be linked to the entity.
9. [Specify person type] (this option is available only when third party linkage is selected) — select one of the linkage types or, by checking the [Field from the file] checkbox on the left side, select the field containing the linkage type information.
10. Additional import parameters:

- [Only updating] — update only for existing clients in the system. All new records will not be imported.

- [Only adding] — add only new clients to the system. Records are searched by key, all matches are excluded from the import. Within one import cannot be set at the same time as [Only updating].
- [If found several matches — update them all] — if the system finds multiple clients with matching key during import, all found clients will be updated within the specified project or selected group of projects. In case this checkbox is not checked and there are key matches, the repeated data will not be imported into the system. The user will also receive an error message and the numbers of fields containing matches, which will be displayed on the [Import Results] tab.
- [Do not update the contact details] — when importing phone numbers, addresses, E-mail, links, the system will only add, without updating existing entities.
- [Do not update to a default value] — in case the import in the field tries to add not matching data type, then the value of the field remains unchanged (does not change to default value). This setting will not be active if the [If found several matches — update them all] setting is set.
- [Ignore entries with empty keys] — records with an empty field, which is set as a key field in the import, will not be imported into the system. An error will be displayed in the import statistics: [Empty key field].
- [Update link type] — if there are repeated clients in the import, but with a different relation type, such clients will be set a new relation type from the import. Such client will not be added as a new linked person with the specified type.

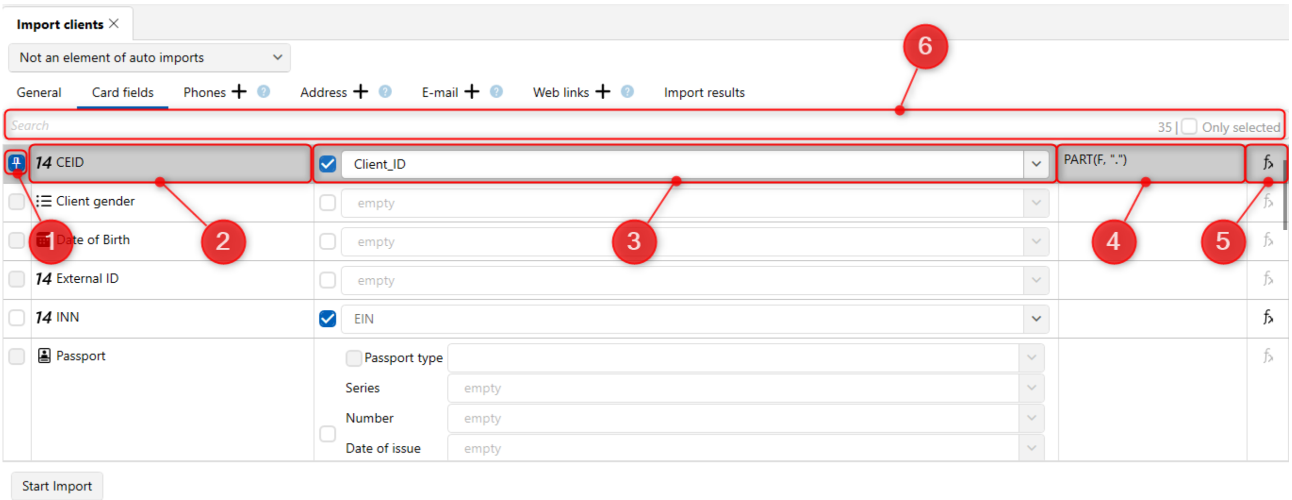
11.Button to start importing items into the system.

For automatic import the parameters are configured depending on the selected type of data source. The data source can be: Excel table, gateway table.

Configuring the parameters of automatic import is described in more detail in the section 2.2.5.10.

All the following tabs have common appearance and functionality for all import types.

The **[Card fields]** tab represents a table with created in the system client fields (more details about their creation in section 2.5.4.1), which are matched with the fields in the import file/gateway table and a key is selected, by which the check for duplicates will be performed. Also for customer fields, using formulas, it is available to merge and split data, in one or more cells of the files/gateway table with the subsequent loading of the specified part into the system. Where:



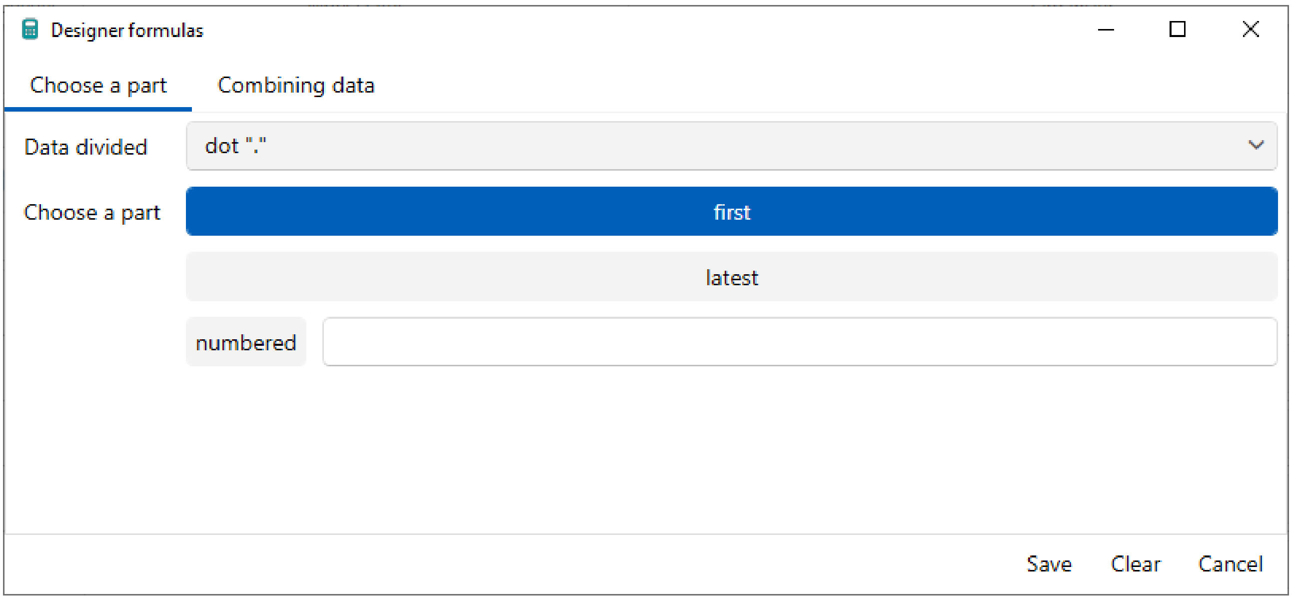
1. [Search for duplicate files on this field] — field, by which the duplicate check will be performed when importing data into the system (there can be several). In other words, this field will be used as a key (unique identifier).If there is a problem during data conversion of the key field, the system will generate an error [Empty key field], in the import results. This error can occur if:

- Attempt to pass a non—numeric value to a numeric field (data type [Integer], [Fractional]);
- The number of characters in the text field exceeds the allowed limit;
- A field with type [Date] or [Time] cannot be converted to type [Date and Time];
- Attempted to transmit invalid data to the [Phone] source field;
- Attempting to pass a value without the "@" character to the [E-mail] source field;

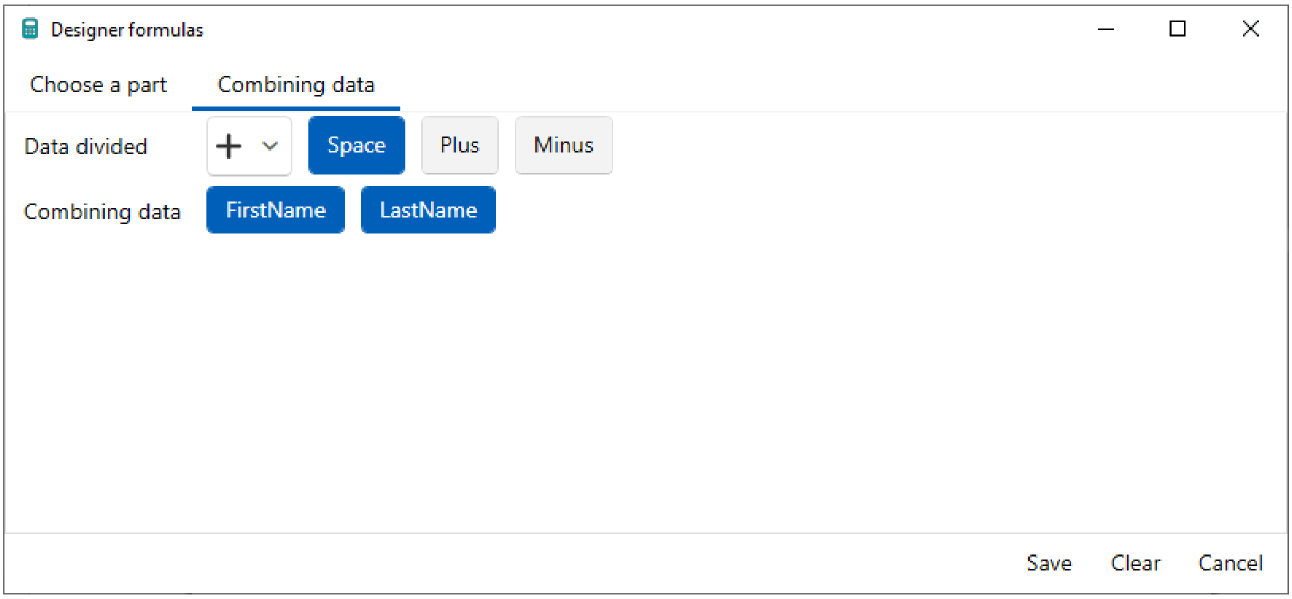
- An attempt to pass an invalid color of format "#ffffffffff" to a field with type [Color].

2. Customer field created in the system.
3. Setting the correspondence of the customer system field with the customer card field contained in the import file/gateway table.
4. Display the formula used for this field.
5. Formula creation button (inactive if the field for mapping from import file is not selected). After this button the [Designer formulas] window with two tabs opens:

[Choose a part] — setup of data separation within one cell of the file/gateway table by one of the available delimiters (space, comma, dot, semicolon, colon, slash, backslash) or by specifying your own character. Then you should select the part of data in the cell that will be transferred when importing it into the system. You can select the first part of the data, the second part of the data or by pressing the [Numbered] button you can specify the number of the necessary part of the account to be imported. After all the settings have been applied, click the [Save] button. The [Clear] button resets all the entered settings, and the [Cancel] button closes the window of work with the formula builder without saving the last changes.



[Combining data] — setting the function of merging data from several cells of the imported file/gateway table into one field of the system for loading information in the merged form. In the [Data split] parameter by clicking the [+] button you can add fields for merging from the imported file/gateway table by selecting the necessary ones from the drop-down list and choosing what character they will be separated by (space, plus, minus).

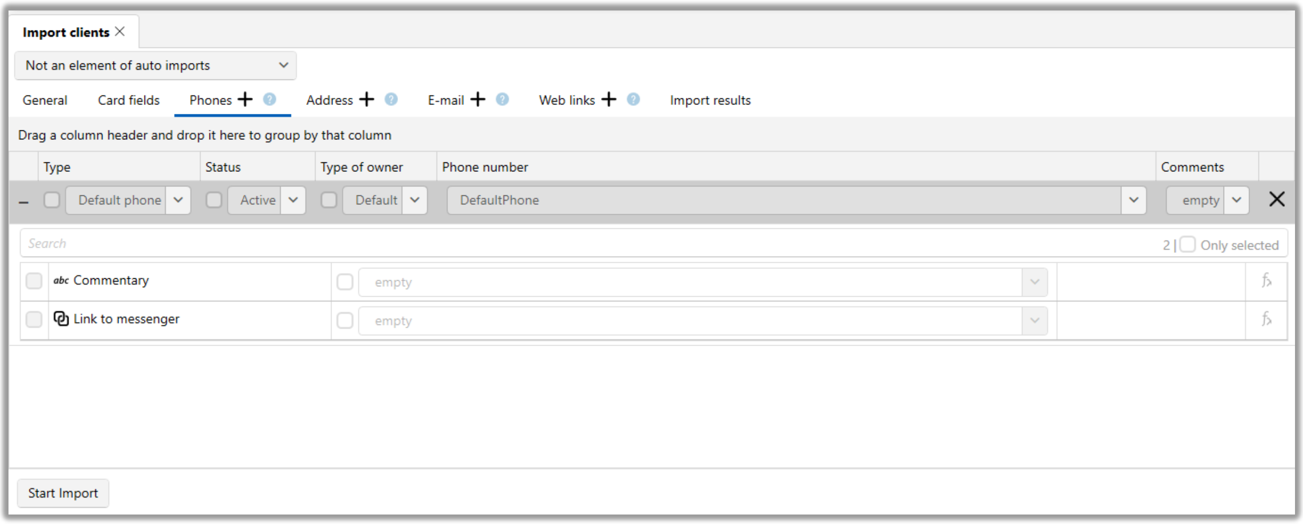


The [Data divided] option selects one of the existing separator characters. When working with numeric data, the [Plus] and [Minus] options will work as math operators, adding and subtracting respectively.

The [Combining data] option displays a list with the names of the cells added for merging and the option to delete them by clicking on the name of the desired cell. The [Clear] button resets all settings, and the [Cancel] button closes the Formula Builder window without saving the last changes.

6. The system field search bar and the [Selected only] checkbox, which will display only the fields for which matches have been set. The number of fields to be displayed is displayed next to this checkbox.

The **[Phones]** tab is used to assign default type, status and owner type to the imported phone numbers. Duplicates are searched by phone number during import. After pressing the [+] (add) button at the top of the tab, you should fill in the following fields:

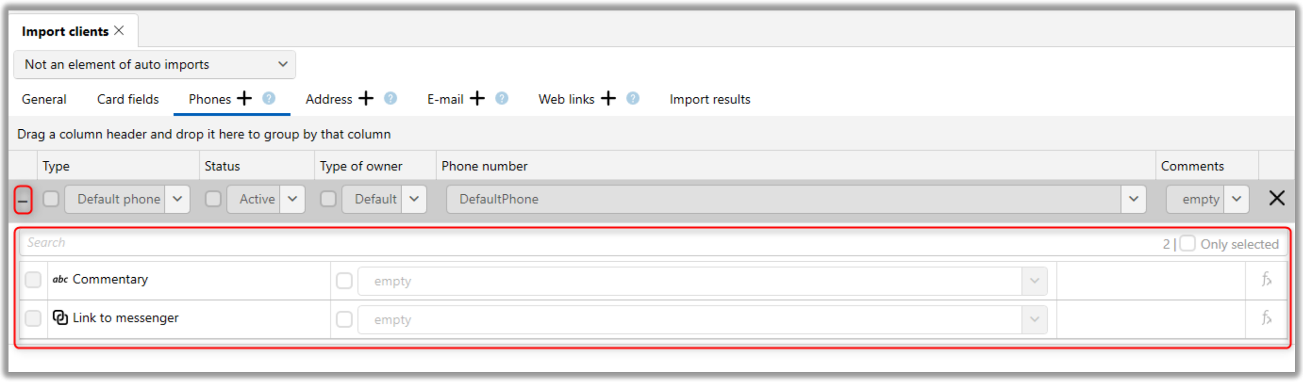


- [Type] — select the phone type (creation of new phone types is described in section 2.5.1.1.10.1), which will be assigned to the imported numbers by default, if the [Field from the file] checkbox is checked (to the left of the list of types), the user is prompted to select a field from the import file/gateway table, which contains the required phone type.
- [Status] — select the phone status (creation of new phone statuses is described in section 2.5.1.1.10.2), which will be assigned to imported numbers by default, which will be assigned to the imported numbers by default, if the [Field from the file] checkbox is checked (to the left of the list of types), the user is offered to select a field from the import file/gateway table, which contains the required phone status.
- [Type of owner] — select the phone owner type that will be assigned to the imported numbers by default, if the [Field from the file] checkbox is checked (to

the left of the list of types), the user is prompted to select a field from the import file/gateway table that contains the required type of phone owner.

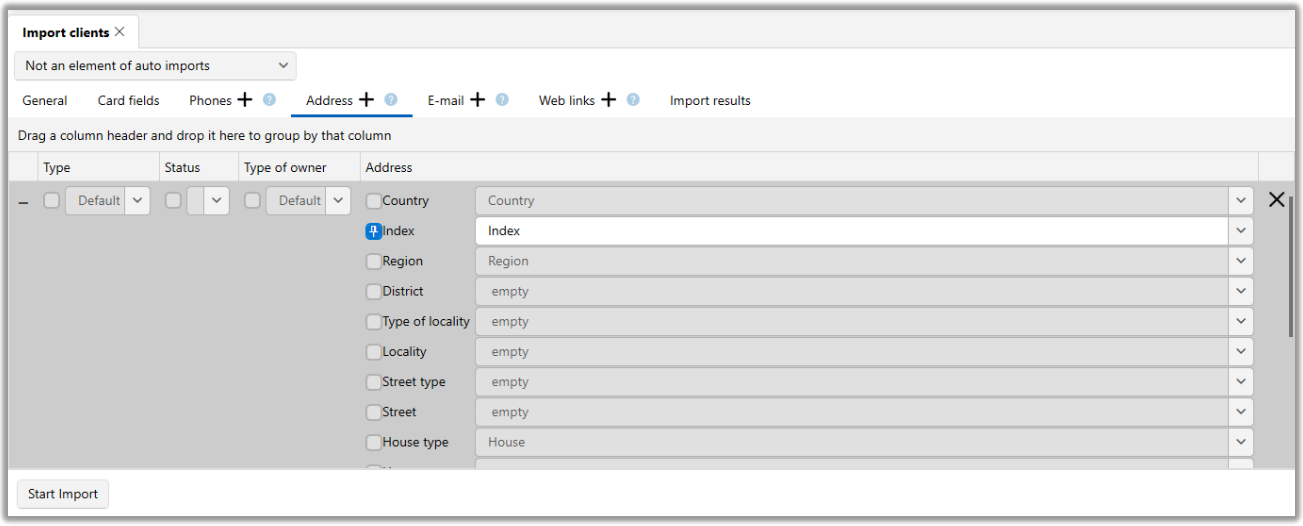
- [Phone number] — select the field from the import file/gateway table that contains phone numbers.
- [Comments] — select the field from the import file/gateway table that contains comments to phone numbers.

If you click on the [+] button (to the left of the added form), the created phone fields for mapping with the import file/gateway table field and the ability to set a formula for each such field are displayed. Search by phone fields is also available.

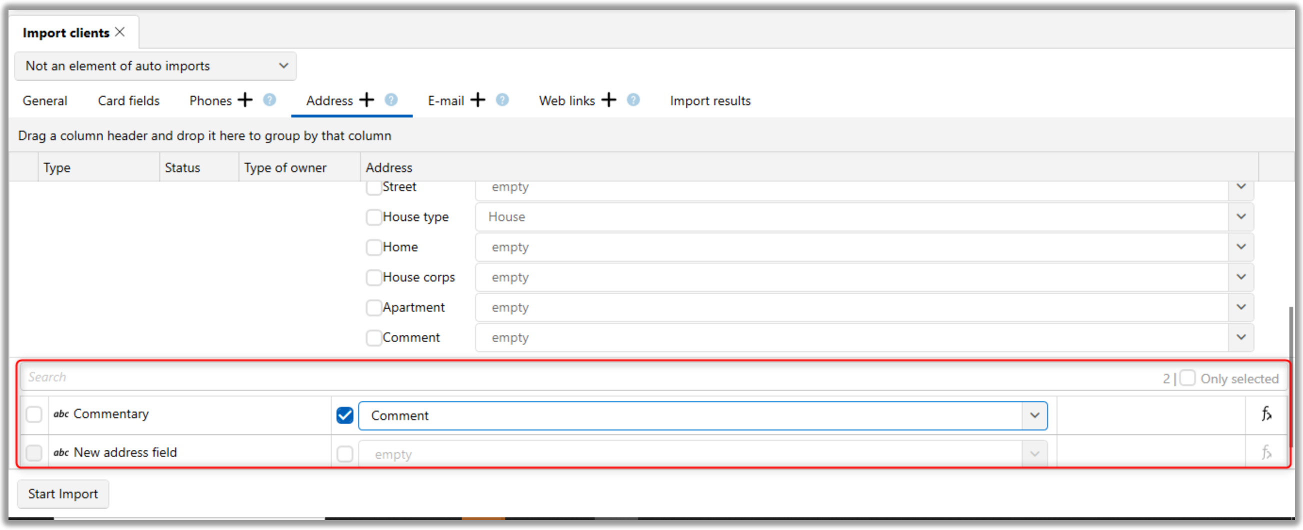


To delete the created condition, press the [x] button on the right side of the field.

The **[Address]** tab is used to assign default type, status and owner type to imported addresses. Duplicates at import are searched by all filled in system fields of the address. After pressing [+] (Add) at the top of the tab, the following fields should be filled in:



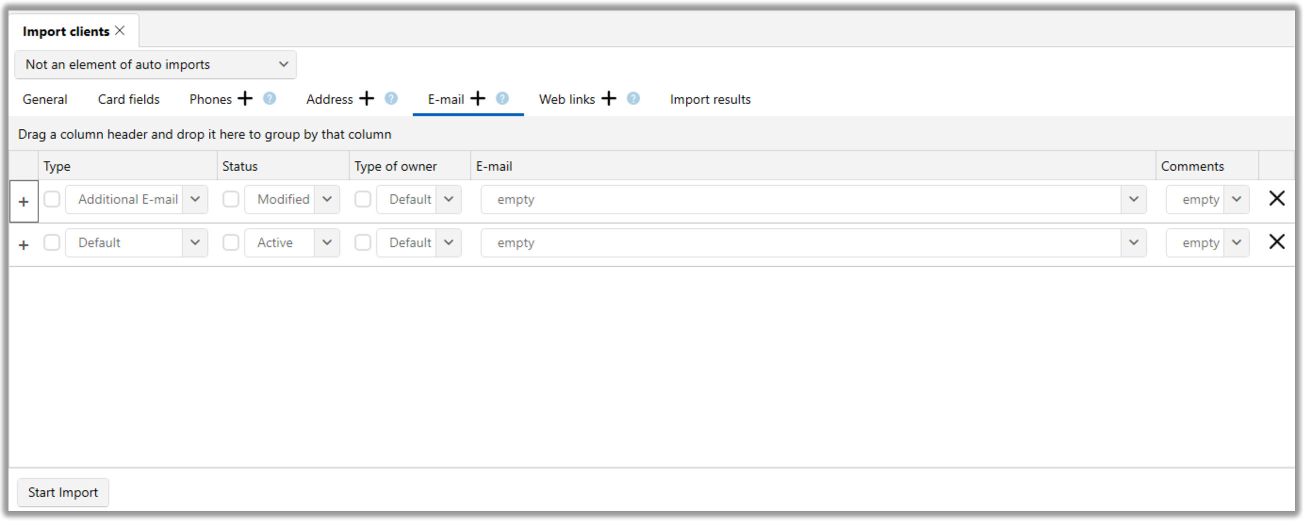
- [Type] — select the address type (creation of new address types is described in section 2.5.1.1), which will be assigned to imported addresses by default or select fields from the import file/gateway table containing the required address type (by selecting the checkbox on the left side of the type selection).
- [Status] — select the status type (creation of new address statuses is described in section 2.5.1.1), which will be assigned to imported addresses by default or select fields from the import file/gateway table containing the required address status (by checking the checkbox on the left side of the type selection).
- [Type of owner] — select the owner type that will be assigned to the imported addresses by default or select fields from the import file/gateway table containing the required owner type (by checking the checkbox on the left side of the type selection).
- [Address] — select the name of required fields from the import file/gateway table to fill in the clients address information.



If you click the [+] button to the left of the created condition field, additional search fields will be opened, the created fields of addresses for mapping with the field of import file/gateway table and the possibility to set a formula for each such field will be displayed.

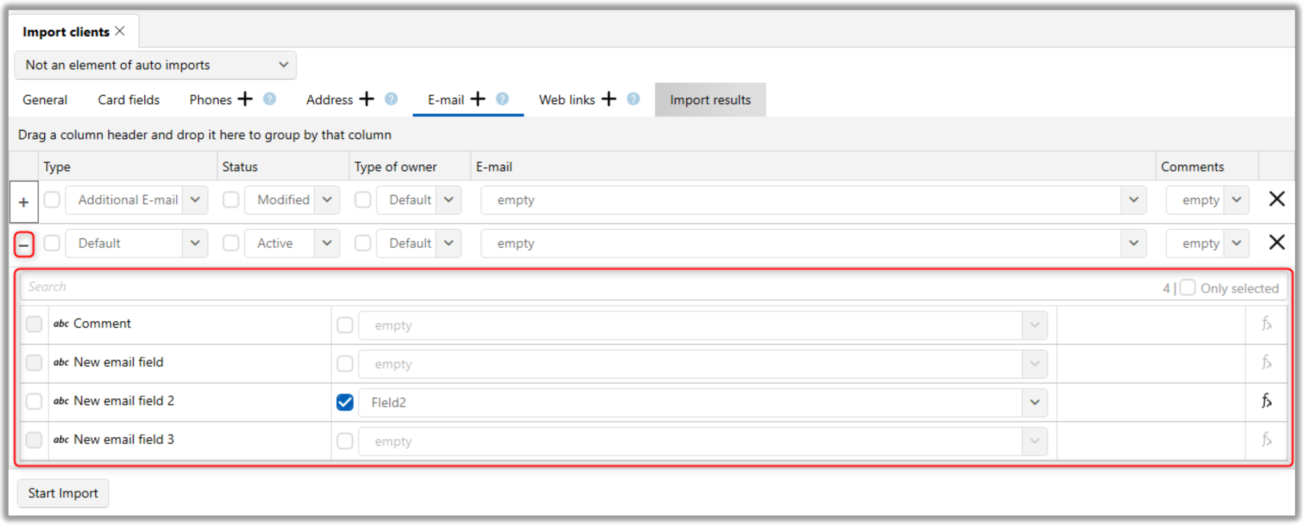
To delete a created condition, press the [x] button on the right side of the field.

The **[E-mail]** tab is used to assign default type, status and owner type to imported e-mail addresses. Duplicates are searched by e-mail addresses during import. After pressing [+] (Add) at the top of the tab, the following fields should be filled in:



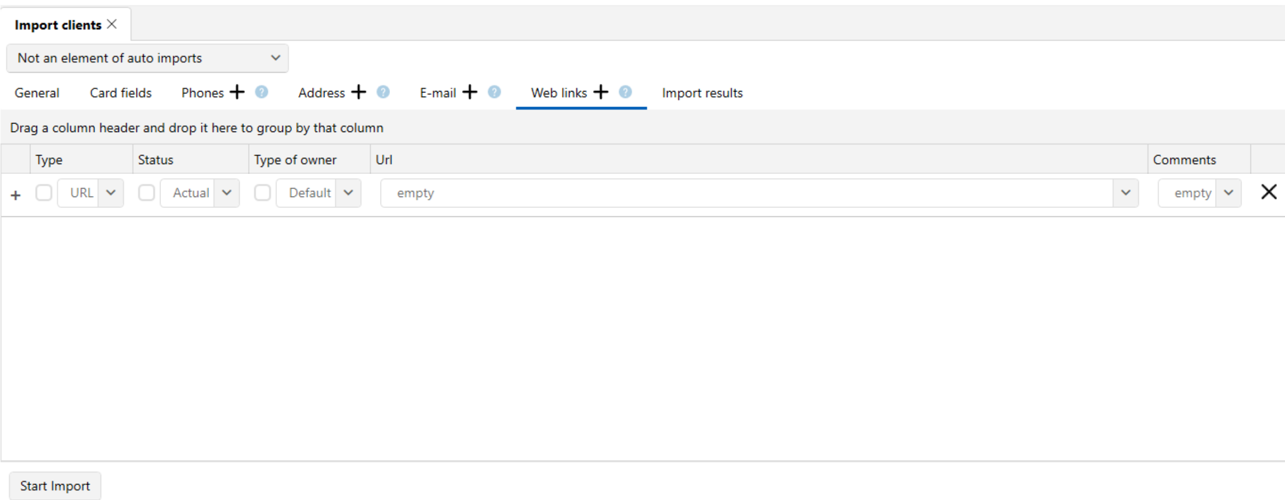
- [Type] — select e-mail type (creation of new e-mail address types is described in section 2.5.1.1.8.1), which will be assigned to imported e-mail addresses by default or select fields from the import file/gateway table containing the required e-mail type (by checking the checkbox on the left side of the type selection).
- [Status] — select e-mail status (creation of new statuses is described in section 2.5.1.1.8.2), which will be assigned to imported e-mail addresses by default or select fields from the import file/gateway table containing the required e-mail type (by checking the checkbox on the left side of the type selection).
- [Type of owner] — select the owner type that will be assigned to the imported e-mail by default or select fields from the import file/gateway table containing the required owner type (by checking the checkbox on the left side of the type selection).
- [E-mail] — select the name of required fields from the import file/gateway table to fill in the information about clients' e-mail address.
- [Comments] — select the field from the import file/gateway table that contains comments to e-mail addresses.

If you click the [+] button (to the left of the added form), the created e-mail fields are displayed for mapping with the import file/gateway table field and the possibility to set a formula for each such field. Search by e-mail fields is also available.



To delete the created condition, click the [x] button on the right side of the field.

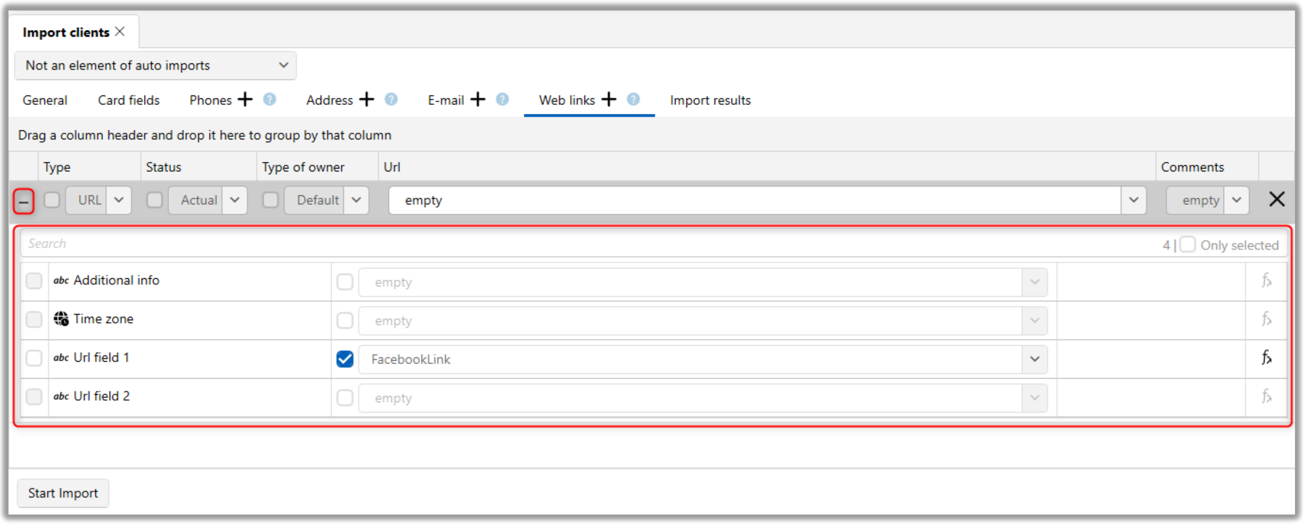
The **[Web Links]** tab is used to assign the type (personal blog, social page), status and default owner type to imported web links. Duplicate web links are searched for when importing. After clicking [+] (Add) at the top of the tab you should fill in the following fields:



- [Type] — select web link type (creation of new web link types is described in section 2.5.1.1), which will be assigned to imported web links by default or select fields from import file/gateway table containing required web link type (by checking the checkbox on the left side of type selection).

- [Status] — select e-mail status (creation of new statuses is described in section 2.5.1.1), which will be assigned to imported web links by default or select fields from import file/gateway table containing required web link type (by checking the checkbox on the left side of type selection).
- [Type of owner] — select the owner type that will be assigned to imported web links by default or select fields from the import file/gateway table containing the required owner type (by checking the checkbox on the left side of the type selection).
- [Url] — select the name of required fields from the import file/gateway table to fill in the web link information.
- [Comments] — select the field from the import file/gateway table that contains comments to web links.

If you click the [+] button (to the left of the added form), the created web link fields are displayed for mapping with the import file/gateway table field and the ability to set a formula for each such field. Also search by web link fields is available.

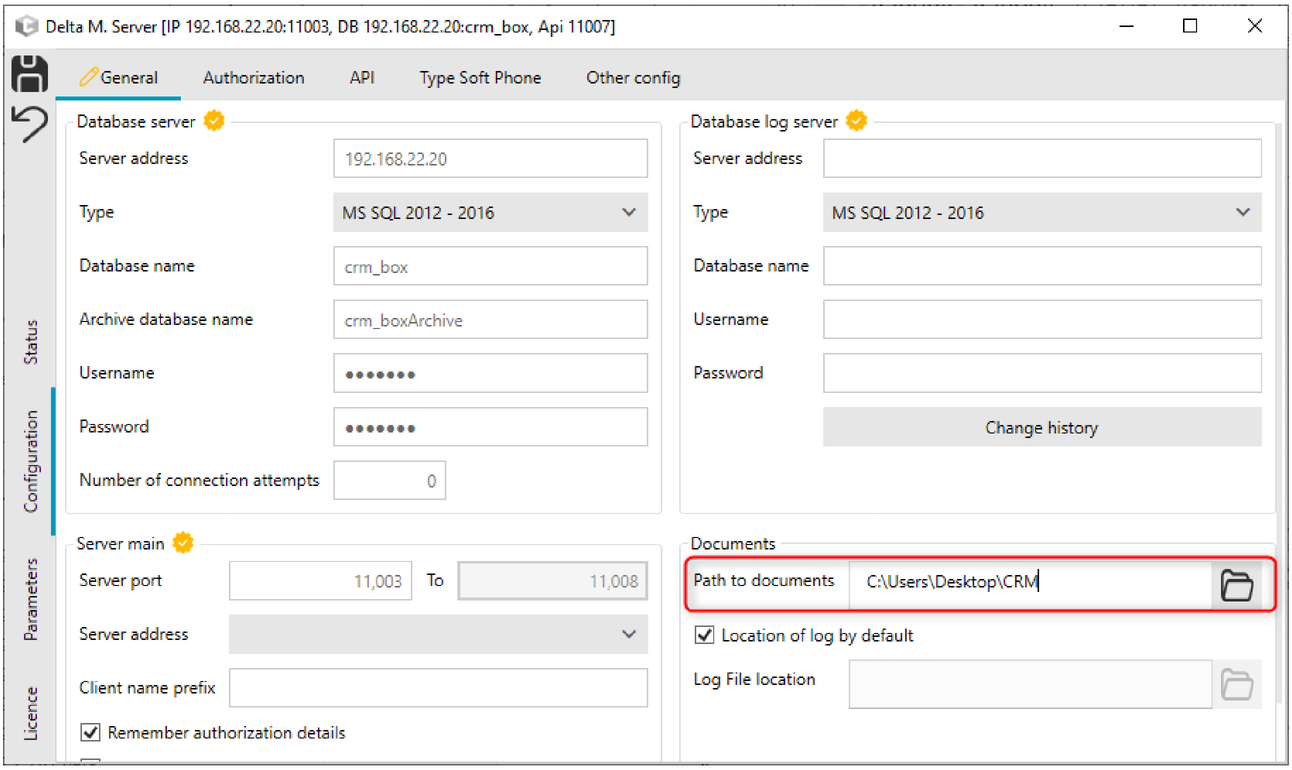


To delete the created condition, press the [x] button on the right side of the field.

The **[Import Results]** tab becomes available after you have entered all the necessary data for import and clicked the [Start Import] button. This tab displays statistics on the import performed, as well as errors that occurred. The tab has three sub tabs:

- [Import state] — displays statistical data on the results of performed import (by clients).
- [Inaccuracies found] — display of inaccuracies found during import.
- [Detailed information] — display detailed information about the import.

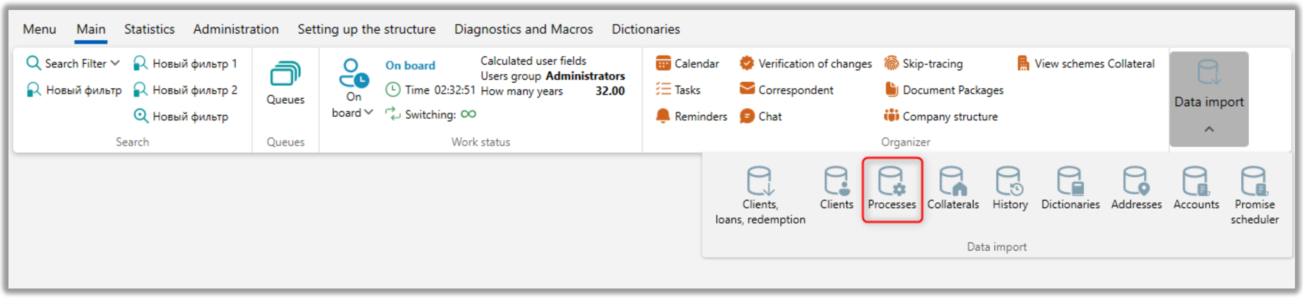
The [Cannot copy file to server. No access] error occurs when the current system user does not have access to the import folder whose path is specified on the [General] tab in WPF. You need to access the specified folder or select another folder (to which you have access).



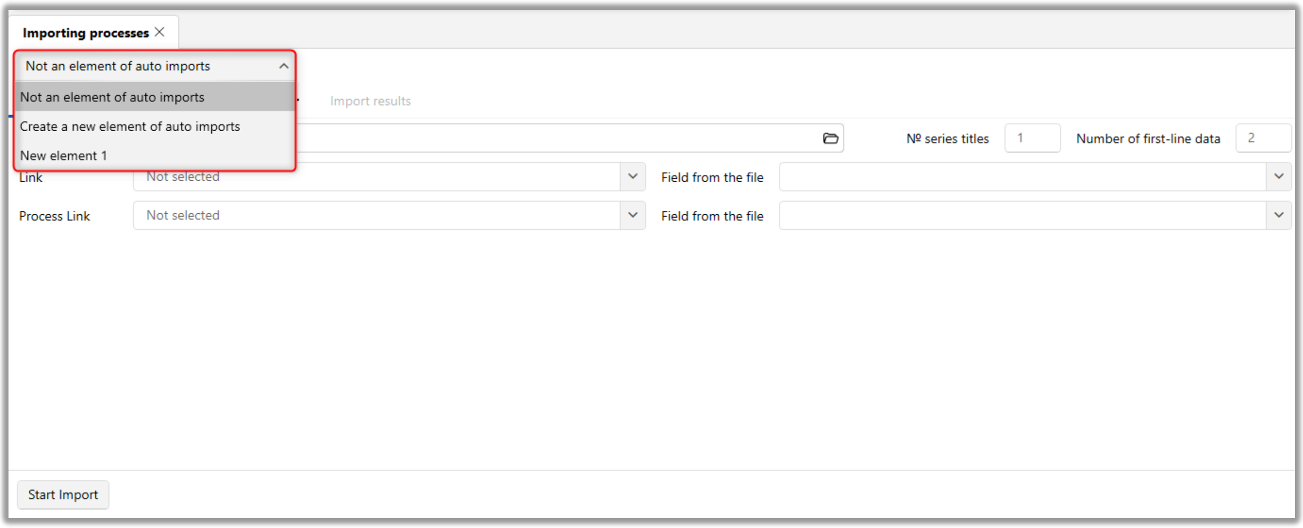
2.2.5.3 Processes

The process of work is a sequential change of states of the object (client, collateral) in the process of work, stages of process development, as well as a certain set of sequential actions aimed at achieving the final result. For example: a judicial process. Import of processes into the system can be performed via Excel files or via gateway tables.

To start the import you should press the [Processes] button located in the [Import data] block on the [Main] tab.



After that, the [Import Loans] window with import settings will open, where in [Saved Import Settings] you should select one of the previously created templates from the drop-down list, create a new auto import template (from an Excel file or gateway table) or perform a manual import of items, where:

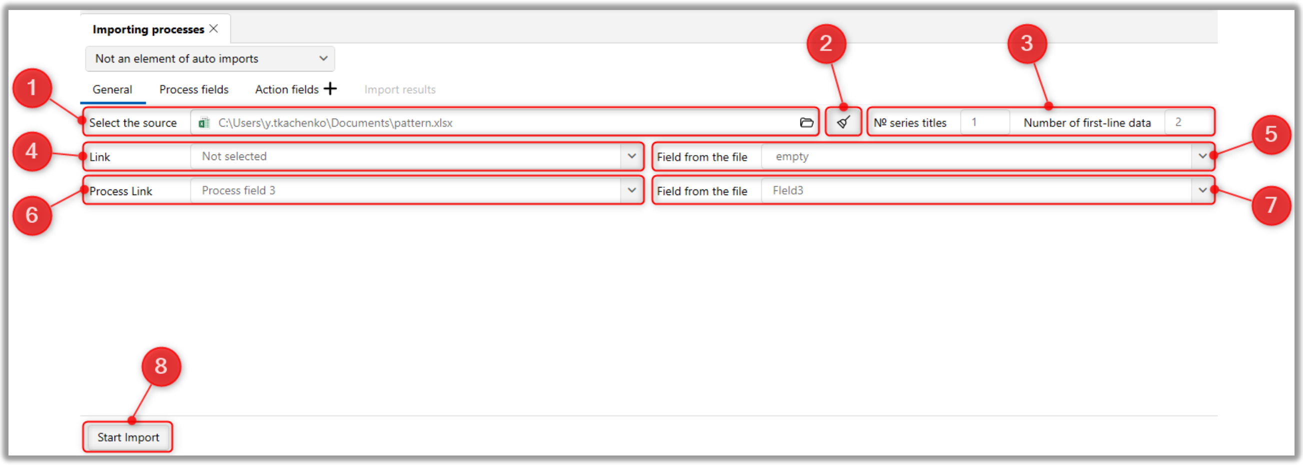


- [Not an element of auto import] — carrying out one-time manual import of items into the system from the selected file according to the set parameters.
- [Create new element of auto imports] — creation of a new template for automatic import of items into the system from a file or gateway table.

After selecting the import type, you need to configure its parameters, which are divided into ten tabs: General, Process Fields, Action Fields. Let's consider them in detail.

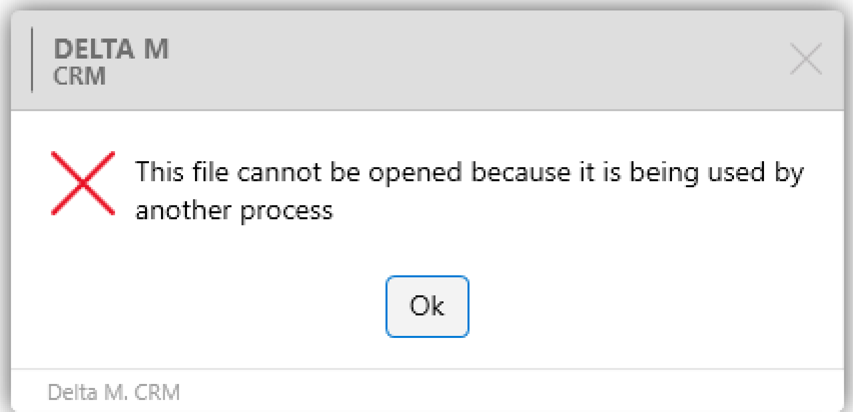
[General] — configuration of adding items to the system.

When the manual import type is selected, the following settings must be configured:



1. [Select the source] — specify the path to the file with imported data. To delete the selected path, click the [Clear] button.

If the error [This file cannot be opened because it is being used by another process] occurs, you must close the file being downloaded and try again.



2. To delete the selected path, click the [Clear] button.

3. [№ series titles] — set the number of the row where the headers are located. No. of the first row of data — set the number of the row where the first row of data is located.

4. [Link] — select the entity field (clients, collateral, loans, documents). The selected entities will become objects of the created process. For example, if the document field is selected, the process will be created with the [Document] object in the card of this document. The processes themselves with the selected entities will be displayed in the loan or client card, if they have a relation with them. However, in such processes the objects will not be a loan or a client.

5. [Field from the file] — select the field from the file to which the entity field value that was set in [Link] will be corlinked.

6. [Process link] — selection of the field to the process, which will be used for linking to the process already created in the system. This parameter is used when importing linked processes into the system.

7. [Field from the file] — select the field from the file to which the process field (set in [Process reference]) will be linked.

8. Button to start importing items into the system.

Both normal and linked processes can be imported in one pool. Please note that processes must be imported first and only then the linked processes.

For automatic import, the parameters are configured depending on the selected type of data source. The data source can be: Excel table, gateway table.

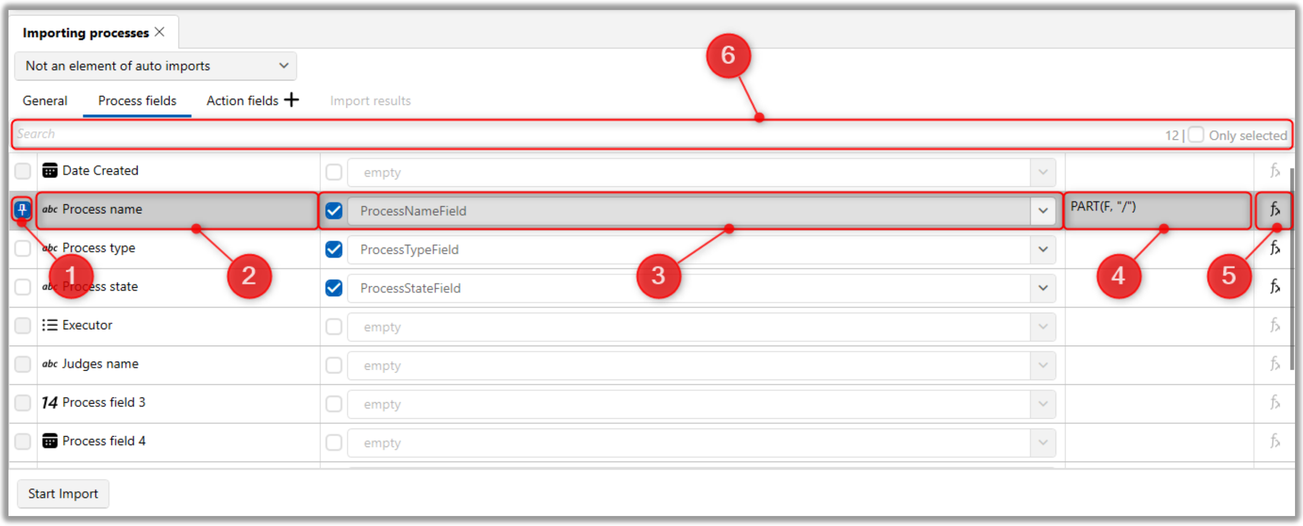
Configuring the parameters of automatic import is described in more detail in the section 2.2.5.10.

All of the following tabs have a common look and functionality for all import types.

The **[Process fields]** tab represents a table with system and user-created basic process fields (more information about their creation in section 2.5.1.5), which are matched to the process fields in the import file/gateway table and the key used to check for duplicates is selected. You can also use formulas to merge or split data for process fields in one or more cells of the import file/gateway table and then load this part into the system.

For correct import of processes it is necessary to set the following fields to match: Caption — [Process Name]; PT — [Process Type] (from the ProcessType table); State — [Process Status] (from the Constants table [TypeID = 7]); AID — [Executor] for the process (from the Users table); Created — [Date Created] (with data type date and time).

In the [Process Status] field you can import statuses by their code, not only by name.



1. [Search for duplicate files on this field] — the field, by which duplicates will be checked when importing data into the system (there can be several). In other words, this field will be used as a key (unique identifier). If there is a problem during data conversion of the key field, the system will generate an error [Empty key field], in the import results.

2. Process field.

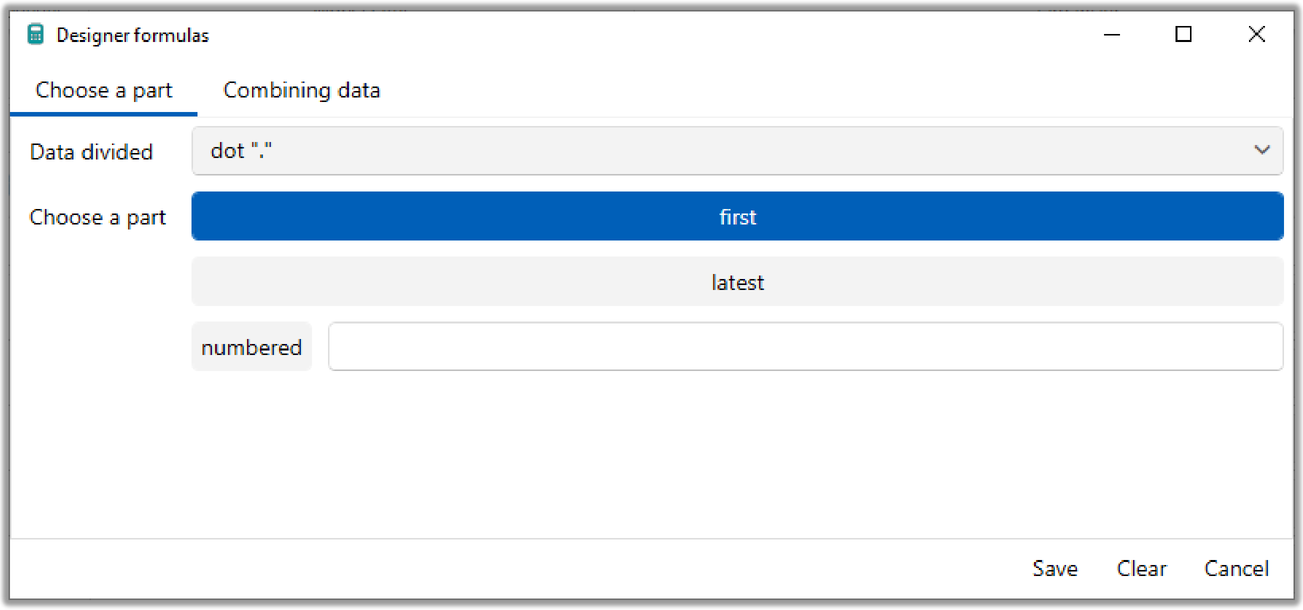
3. Set the system field to match the process field contained in the import file/gateway table.

4. Display the formula used for this field.

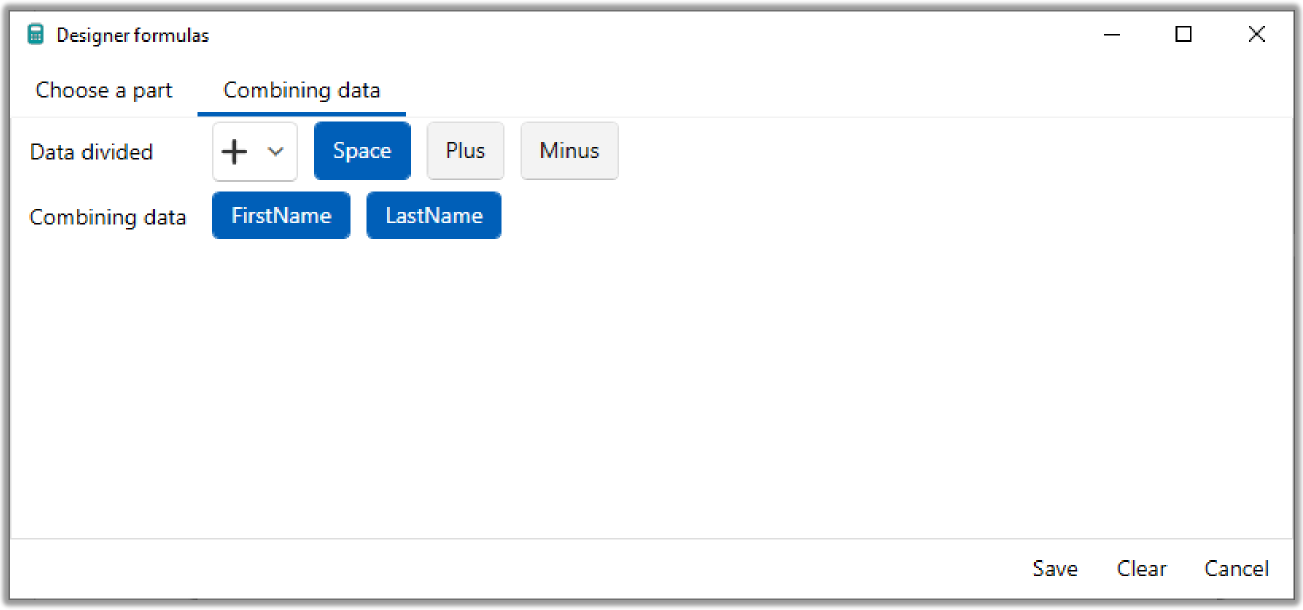
5. The button to create a formula for a field (inactive if no field is selected for mapping from the import file). After this button opens the [Designer formulas] window with two tabs:

[Choose a part] — setup of data separation within one cell of the file/gateway table by one of the available delimiters (space, comma, dot, semicolon, colon, slash, backslash) or by specifying your own character. Then you should select the part of data in the cell that will be transferred when importing it into the system. You can select the first part of the data, the second part of the data or by pressing the [Numbered] button you can specify the number of the necessary part of the account to be imported. After all the settings have been applied, click the [Save] button. The

[Clear] button resets all the entered settings, and the [Cancel] button closes the window of work with the formula builder without saving the last changes.



[Combining data] — setting the function of merging data from several cells of the imported file/gateway table into one field of the system for loading information in the merged form. In the [Data split] parameter by clicking the [+] button you can add fields for merging from the imported file/gateway table by selecting the necessary ones from the drop-down list and choosing what character they will be separated by (space, plus, minus).



For text data, you can set a space character as a separator between the merged data;

For numeric data, you can use mathematical operators:

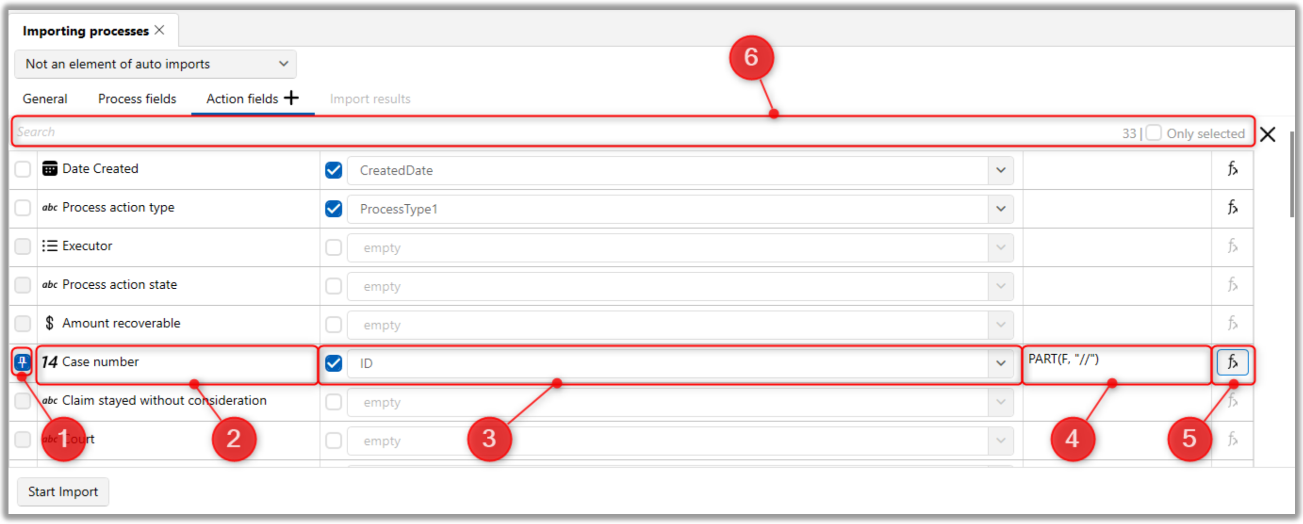
- summarize using [plus];
- for subtracting the difference [minus].

- The [Data divided] parameter displays the data separators.
- The [Combining data] option displays a list with the names of the cells added for merging and the option to delete them by clicking on the name of the desired cell. The [Clear] button resets all settings, and the [Cancel] button closes the Formula Builder window without saving the last changes.

6. The system field search bar and the [Selected only] checkbox, which will display only the fields for which matches have been set. The number of fields to be displayed is displayed next to this checkbox.

The **[Action Fields]** tab is used for mapping the action fields created in the system to the fields in the import file/gateway table. After clicking [+] (Add) at the top of the tab, a table is created with system process fields and user-created action fields, which are mapped to the process fields in the import file/gateway table and a key is selected to check for duplicates. You can also use formulas to combine or divide data for process fields in one or more cells of the import file/gateway table and then load this part into the system.

For correct import of process actions, the following system fields must be matched: PID — reference to the process (from the Process table); TID — [Process Action Type] (from the ProcessAction table); AID — [Executor] for the process (from the Users table); Created — [Created Date] (with data type date and time).



1. [Search for duplicate files on this field] — the field, by which duplicates will be checked when importing data into the system (there can be several). In other words, this field will be used as a key (unique identifier).

2. Process action field created in the system.

3. Customer field from import file/gateway table.

4. Display the formula used for this field.

5. 5. Formula creation button (the work with [Designer formulas] is discussed above).

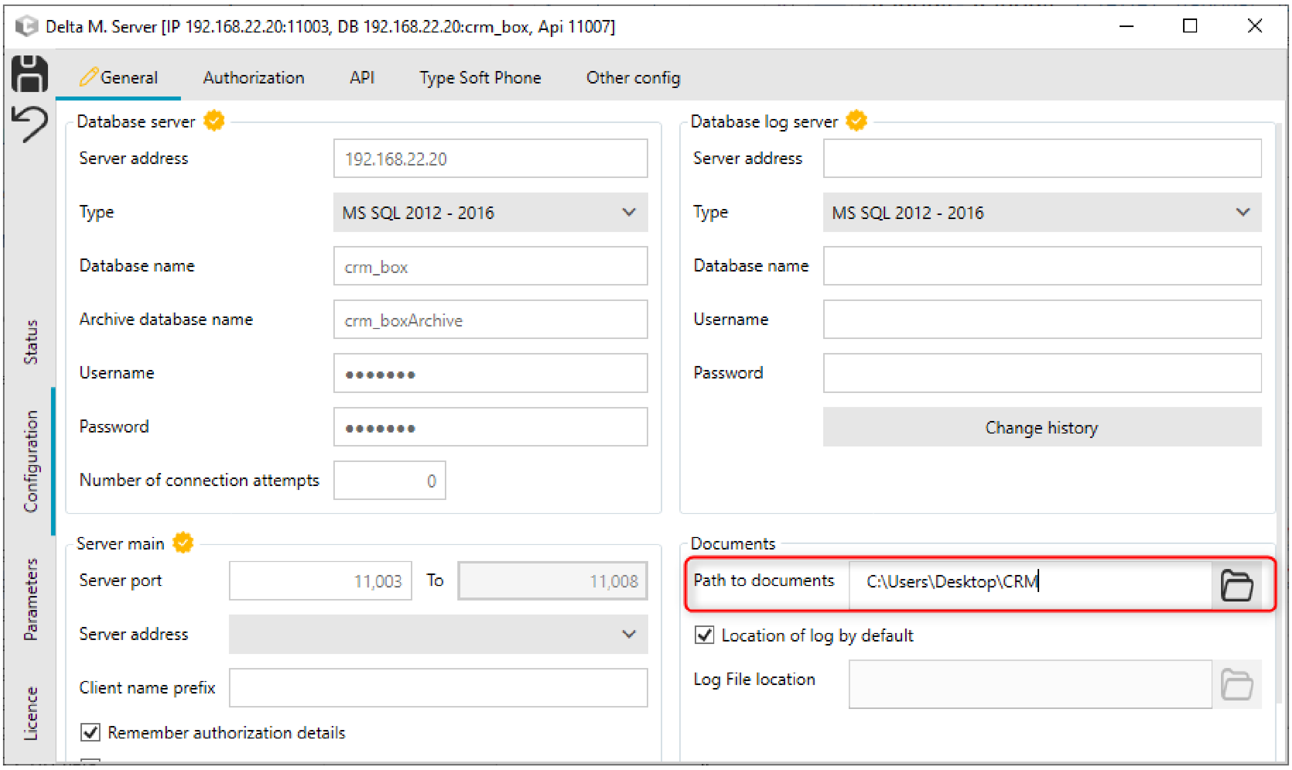
6. System fields search line and [Selected only] checkbox, when checked, only fields for which matches are set will be displayed to the user, the number of displayed fields is displayed next to this checkbox.

To delete the created condition, click the [x] button on the right side of the table with fields.

The [Import Results] tab becomes available after entering all the necessary data for import and clicking the [Start Import] button. This tab displays statistics on the import performed, as well as errors that occurred. The tab has three sub tabs:

- [Import state] — displays statistical data on the results of the performed import.
- [Inaccuracies found] — display of inaccuracies found during import.
- [Detailed information] — display detailed information about the import.

The [Cannot copy file to server. No access] error occurs when the current system user does not have access to the import folder whose path is specified on the [General] tab in WPF. You need to access the specified folder or select another folder (to which you have access).

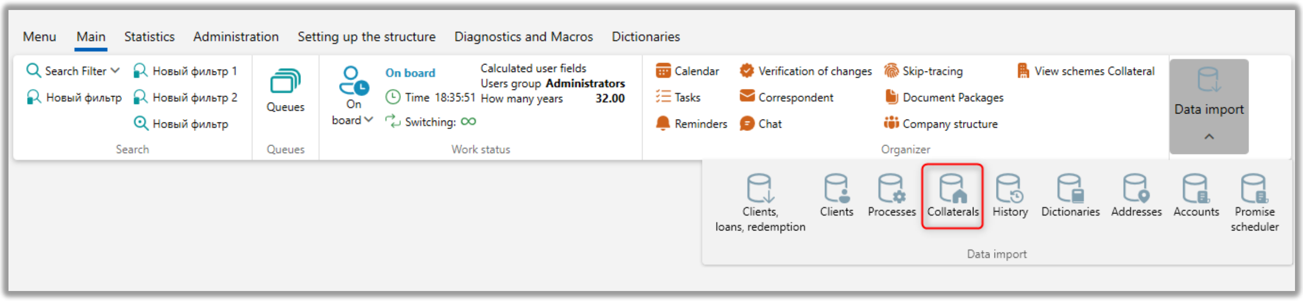


2.2.5.4 Callaterals

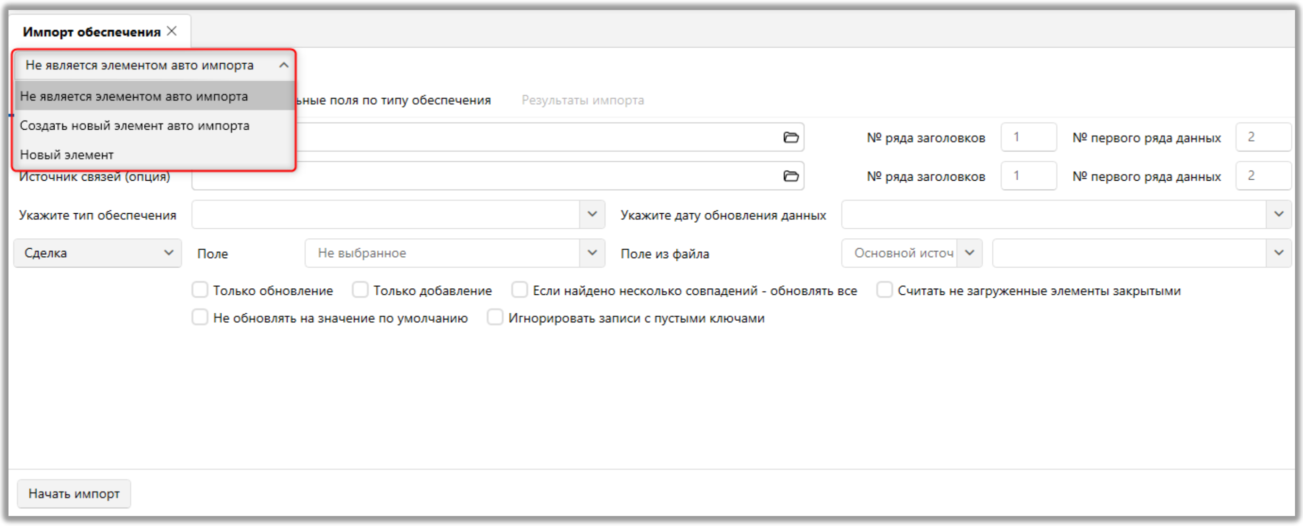
The term "collateral" is often used in lending, licensing, sales, but is applicable in other areas as well. Securing a loan is one of the principles of lending, which can significantly reduce the risks of the bank by attracting collateral. There is a distinction between the main and additional loan collateral. The first one includes property collateral — transportation, real estate, equipment.

Collateral can be imported into the system by means of Excel files or gateway tables.

To start importing it is necessary to press the [Collateral] button located in the [Import data] block on the [Main] tab.



After that, the [Collateral Import] window with import settings will open, where in [Saved Import Settings] you must select one of the previously created templates from the drop-down list, create a new auto import template (from an Excel file or gateway spreadsheet), or select [Not an element of auto import] to perform a manual import of items, where:

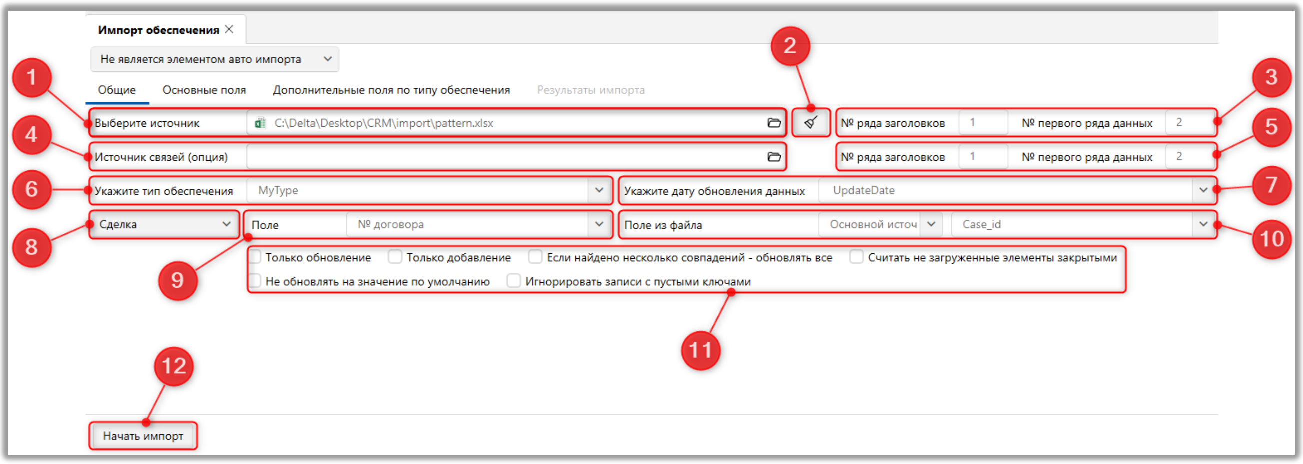


- [Not an element of auto import] — carrying out one-time manual import of items into the system from the selected file according to the set parameters.
- [Create a new element of auto imports] — creation of a new template of automatic import of items into the system from a file or gateway table.

After selecting the import type, you need to configure its parameters, which are divided into four tabs: [General], [Main fields], [Additional fields by collateral type], [Import results].

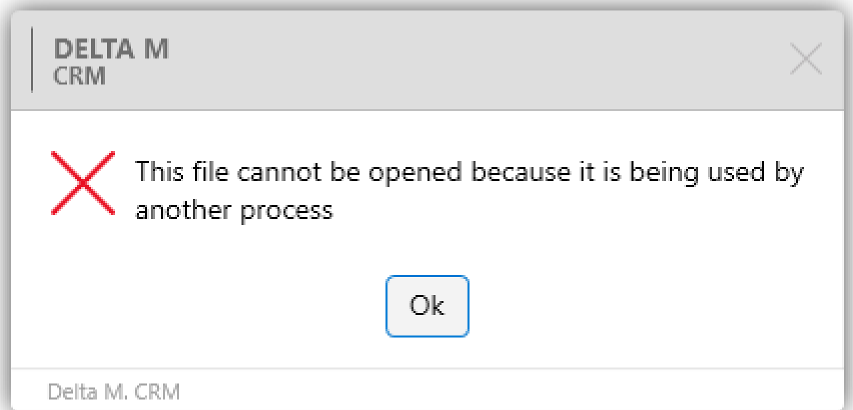
[General] — configuration of adding items to the system and selection of import source.

When the manual import type is selected, the following settings must be configured:



1. [Select the source] — specify the path to the file with imported data. To delete the selected path, click the [Clear] button.

If the error [This file cannot be opened because it is being used by another process] occurs, close the open file and try again.



2. Click the [Clear] button to delete the selected path.

3. [№ series titles] — set the row number for the data source where the headers are located. No. of the first row of data — set the number of the row where the first row of data is located.

4. [Link source] (option) — specify the path to the file with the source of links, by which the collateral will be linked to the loan or client card. Depending on the selected entity on which the collateral will be linked.

5. [№ series titles] — set the row number for the link source where the headers are located. No. of the first row of data — set the row number for the link source where the first row of data is located.

6. Specify the type of collateral.

7. Specify the date of data update. You can select a field from a file that contains information about the update date (optional). This date will be automatically set in the system as the date of the last update for the corresponding Collateral. By default, the system sets the import date as the data update date.

8. [Loan/Customer] — select on which entity the collateral relation will be established.

9. [Field] — depending on the choice of loan or customer relation.

10. [Field from the file] — select source type and field from file, to which the loan/customer field will be corlinked.

11. Additional parameters:

- [Only updating] — if this setting is enabled, then no new collateral items will be added. Only updating of already existing collaterals will take place, and communication by loans or clients will be added.
- [Only adding] — only new items are added to the system, and also, the connection with loans or clients will be added. Records are searched by key, all matches are excluded from the import. Within one import cannot be set at the same time as [Only updating].

- [If found several matches — update them all] — with this option enabled, if the system finds multiple collaterals with a matching key, it will update all records found.
- [Consider unloaded items closed] — if the data on the Collateral is not updated, it is automatically sent to the archive.
- [Do not update to a default value] — if there is a data type mismatch, the field value is not changed and the default value is not set. This setting will not be active if the [If found several matches — update them all] setting is set.
- [Ignore entries with empty keys] — records with an empty field, which is set as a key field in the import, will not be imported into the system. An error will be displayed in the import statistics: [Empty key field].

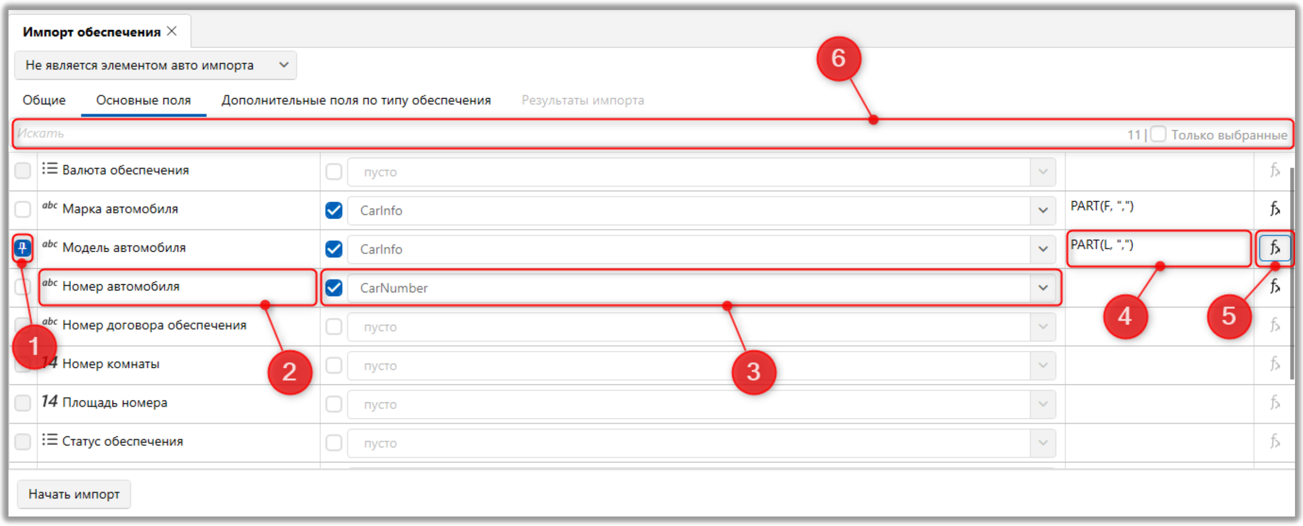
12. Button to start importing items into the system.

For automatic import the parameters are configured depending on the selected type of data source. The data source can be: Excel table, gateway table.

Configuring the parameters of automatic import is described in more detail in the section 2.2.5.10.

All of the following tabs have a common look and functionality for all import types.

The [Main fields] tab represents a table with created in the system main collateral fields (more details about their creation in section 2.5.1.2.6), to which correspondence with collateral fields in the import file/gateway table is set and a key is selected, by which the check for duplicates will be performed. It is also possible to combine or split data for collateral fields using formulas, in one or several cells of the file/gateway table with subsequent loading of the specified part into the system.



1. [Search for duplicate files on this field] — the field, by which duplicates will be checked when importing data into the system (there can be several). In other words, this field will be used as a key (unique identifier).

2. Collateral field created by the user in the system (for more details see section 2.5.1.2).

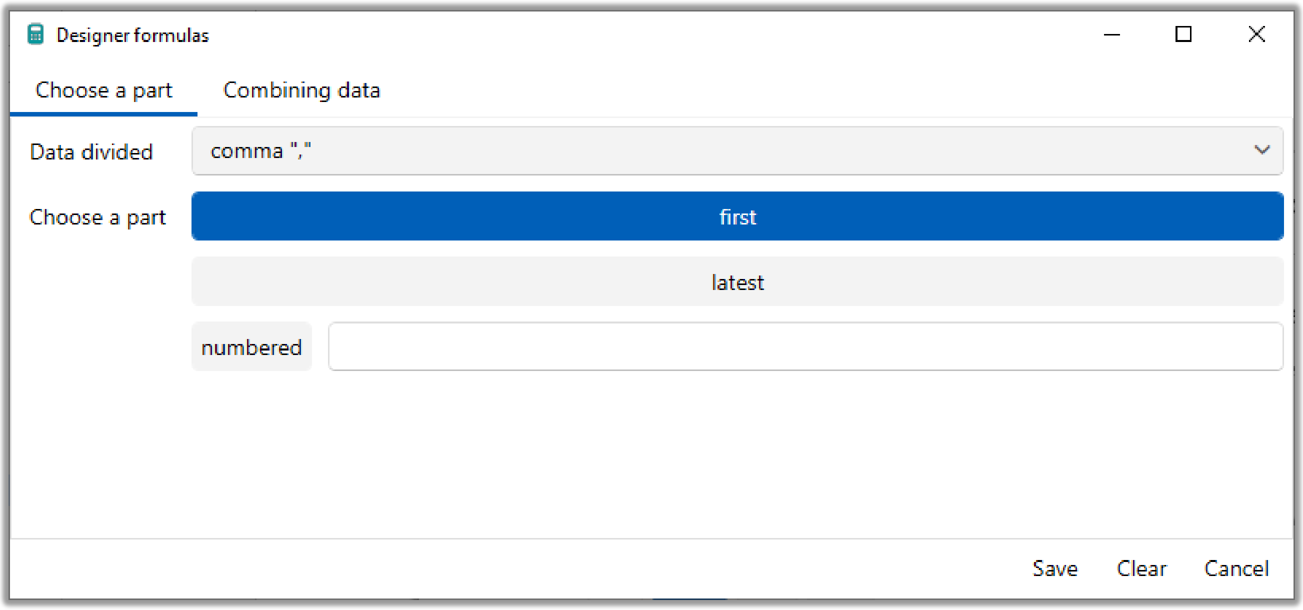
3. Set the system field to match the collateral field contained in the import file/gateway table.

4. Display the formula used for this field.

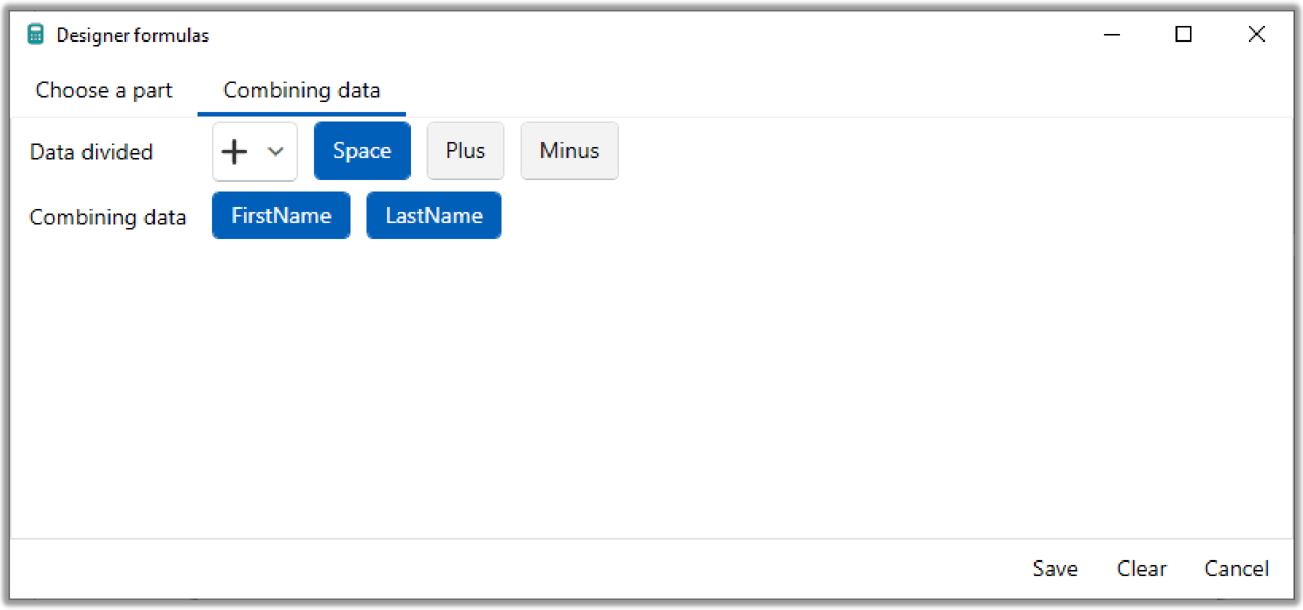
5. The button to create a formula for a field (inactive if no field is selected for mapping from the import file). After this button opens the [Designer formulas] window with two tabs:

[Choose a part] — setup of data separation within one cell of the file/gateway table by one of the available delimiters (space, comma, dot, semicolon, colon, slash, backslash) or by specifying your own character. Then you should select the part of data in the cell that will be transferred when importing it into the system. You can select the first part of the data, the second part of the data or by pressing the [Numbered] button you can specify the number of the necessary part of the account to be imported. After all the settings have been applied, click the [Save] button. The

[Clear] button resets all the entered settings, and the [Cancel] button closes the window of work with the formula builder without saving the last changes.



[Combining data] — setting the function of merging data from several cells of the imported file/gateway table into one field of the system for loading information in the merged form. In the [Data split] parameter by clicking the [+] button you can add fields for merging from the imported file/gateway table by selecting the necessary ones from the drop-down list and choosing what character they will be separated by (space, plus, minus).



For text data, you can set a space character as a separator between the merged data.

For numeric data, you can use mathematical operators:

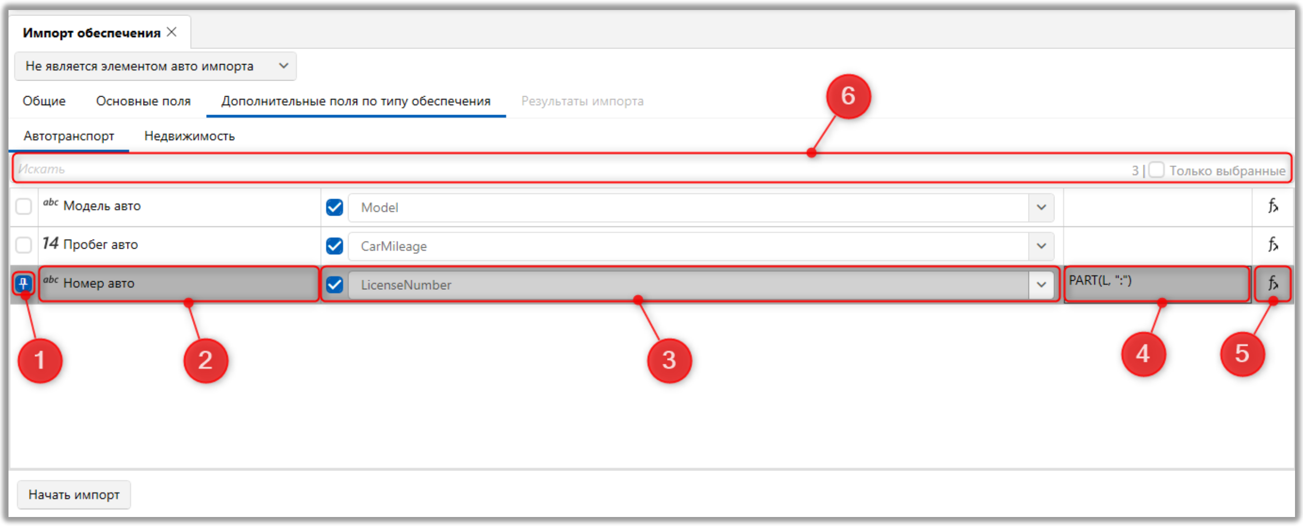
- summarize by [plus];
- to subtract the difference [minus].

- The [Data divided] parameter displays the separators.
- The [Combining data] option displays a list with the names of the cells added for merging and the option to delete them by clicking on the name of the desired cell. The [Clear] button resets all settings, and the [Cancel] button closes the Formula Builder window without saving the last changes.

6. The system field search bar and the [Selected only] checkbox, which will display only the fields for which matches have been set. The number of fields to be displayed is displayed next to this checkbox.

The [Additional fields by collateral type] tab displays collateral types created by users in the system, which are divided into sub tabs, where additional fields for each type are assigned (customization of collateral types is described in section 2.5.1.2). For further mapping of the collateral fields created in the system with the fields in the import file/gateway table. A table with system collateral fields and user-created collateral fields, which are mapped to the fields in the import file/gateway table and a key is selected to check for duplicates.

Also for additional collateral fields it is possible to combine or split data in one or several cells of the file/gateway table with the subsequent loading of the specified part into the system using formulas.

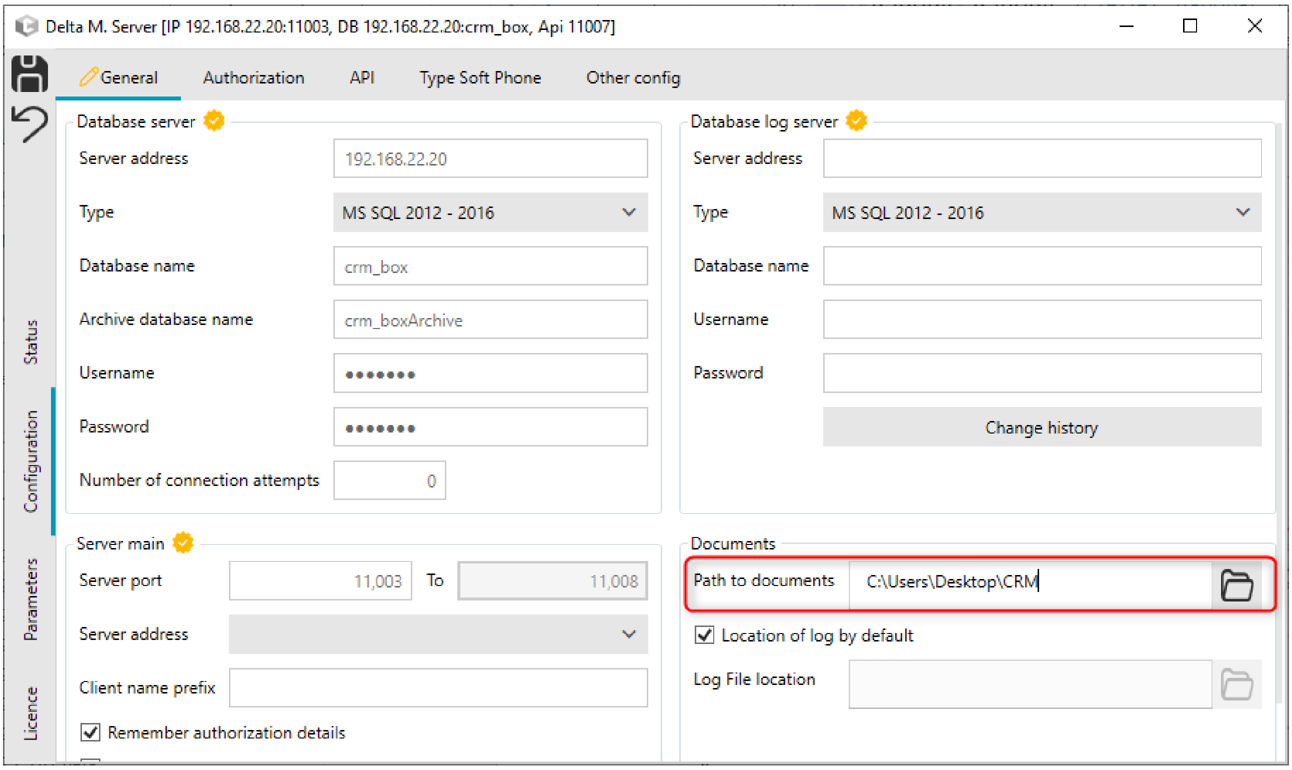


1. [Search for duplicate files on this field] — the field, by which duplicates will be checked when importing data into the system (there can be several). In other words, this field will be used as a key (unique identifier).
2. Customer field created in the system.
3. Customer field from import file/gateway table.
4. Displays the formula used for this field.
5. Formula creation button (the work with [Designer formulas] is discussed above).
6. System fields search line and [Selected only] checkbox, when checked, only fields for which matches are set will be displayed to the user, the number of displayed fields is displayed next to this checkbox.

The **[Import Results]** tab becomes available after you have entered all the necessary data for import and clicked the [Start Import] button. This tab displays statistics on the import performed, as well as errors that occurred. The tab has three sub tabs:

- [Import state] — displays statistical data on the results of performed import (by loans, clients, repayments).
- [Inaccuracies found] — display of inaccuracies found during import.
- [Detailed information] — display detailed information about the import.

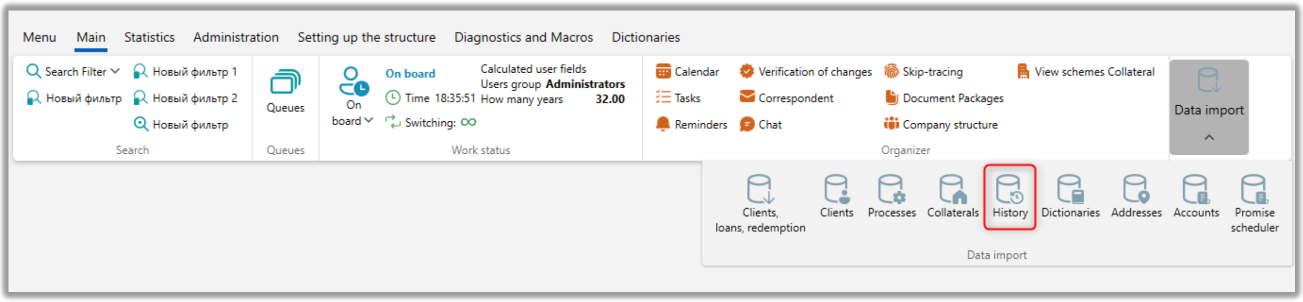
The [Cannot copy file to server. No access] error occurs when the current system user does not have access to the import folder whose path is specified on the [General] tab in WPF. You need to access the specified folder or select another folder (to which you have access).



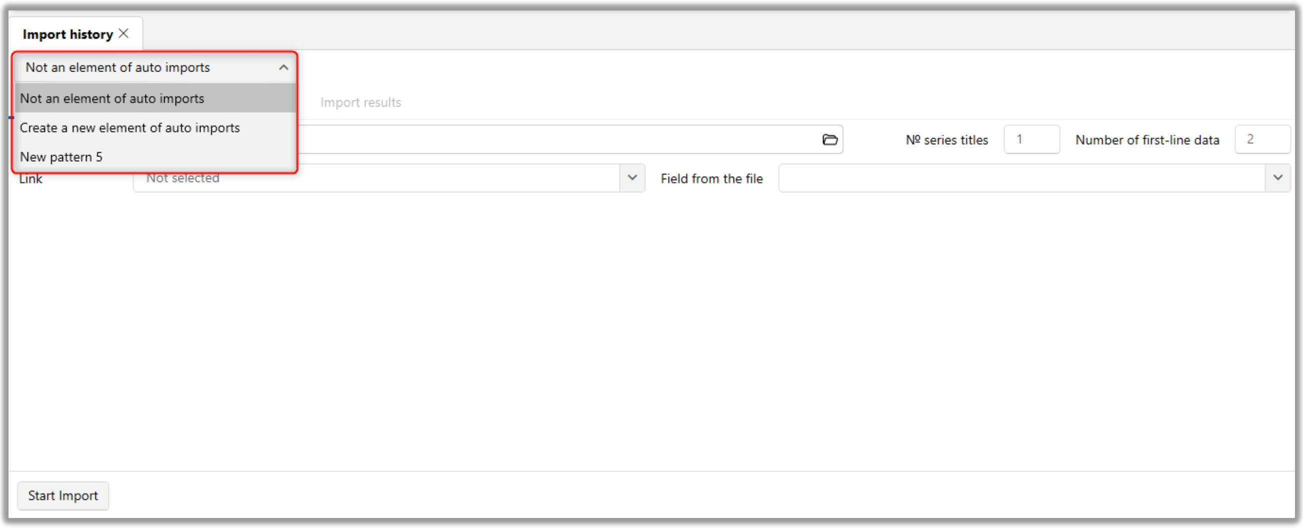
2.2.5.5 History

[Import history] allows to import all work history by loans and clients into the system.

To start the import, click the [Work history] button located in the [Import data] block on the [Main] tab.



After that the [Import History] window with import settings will open, where in the [Saved Import Settings] parameter you should select one of the previously created templates from the drop-down list, create a new auto import template (from Excel file or gateway table) or perform manual import of items, where:



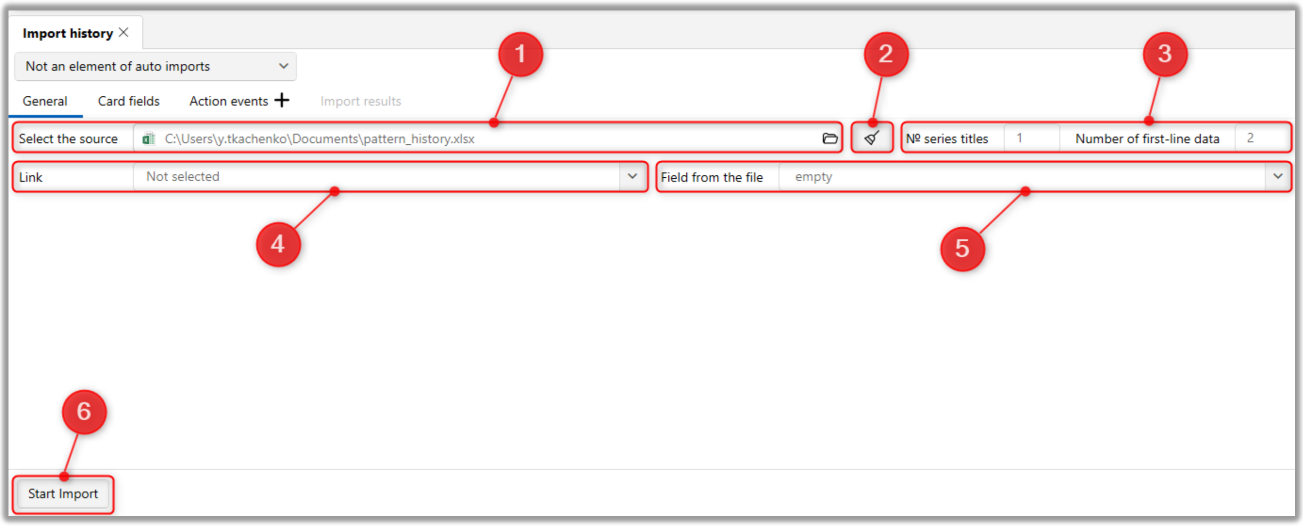
- [Not an element of auto import] — carrying out one-time manual import of items into the system from the selected file according to the set parameters.

- [Create a new element of auto imports] — creation of a new template of automatic import of items into the system from a file or gateway table.

After selecting the import type, you need to configure its parameters, which are divided into four tabs: [General], [Card fields], [Action events], [Import results].

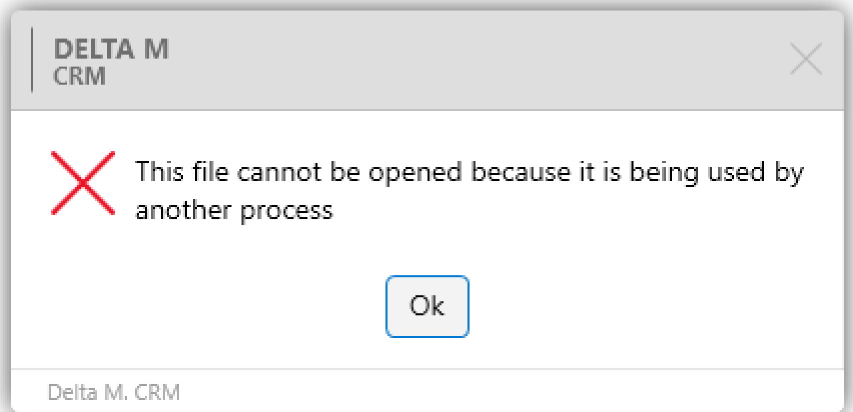
[General] — customization of adding items to the system.

When the manual import type is selected, you need to configure the following parameters:



1. [Select the source] — specify the path to the file with imported data. To delete the selected path, click the [Clear] button.

If the error [This file cannot be opened because it is being used by another process] occurs, close the open file and try again.



2. Click the [Clear] button to delete the selected path.

3. [№ series titles] — set the number of the row where the headers are located. No. of the first row of data — set the number of the row where the first row of data is located.

4. [Link] — select the customer or loan field, by which the process will be linked to the corresponding entity card. The field that was set in this parameter is selected by the system as a key by default.

5. [Field from the file] — select a field from the file, with which the field of the loan or client will be corlinked.

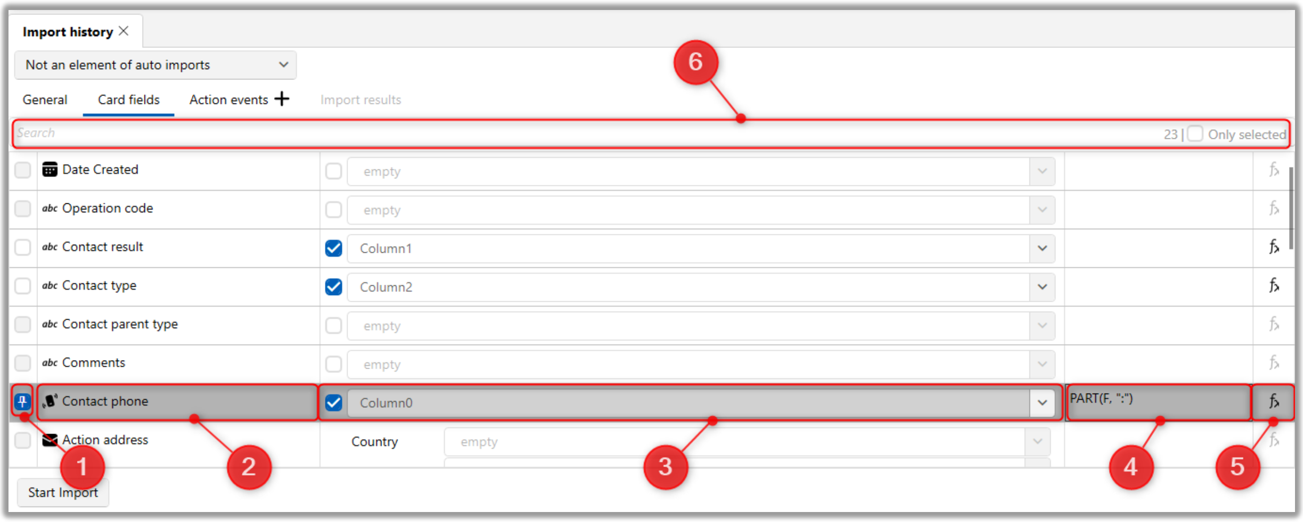
6. 6Button to start importing items into the system.

For automatic import the parameters are configured depending on the selected type of data source. The data source can be: Excel table, gateway table.

Configuring the parameters of automatic import is described in more detail in the section 2.2.5.10.

All the following tabs have a common look and functionality for all import types.

The [Card fields] tab represents a table with created system and user action fields (more details on their creation in section 2.5.3.1.3), which are matched with action fields in the import file/gateway table and a key is selected to check for duplicates. It is also possible to combine or split data for action fields using formulas, in one or several cells of the file/gateway table and then load the specified part into the system.



1. Key (unique identifier) — the field, by which the check for duplicates will be performed when importing data into the system (there can be several). Repeated work history data will be imported into the system if a unique link to the loan card (on the [General] tab), which is the default key, is set for this data.

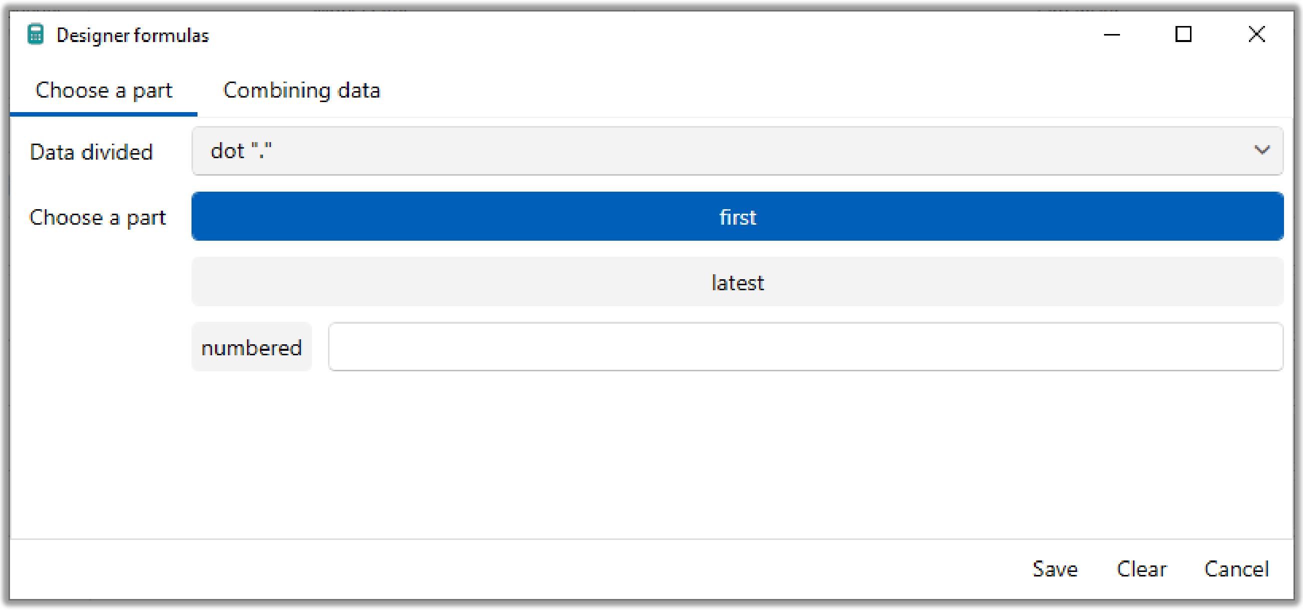
2. Field of action.

3. Set the system field to match the field contained in the import file/gateway table.

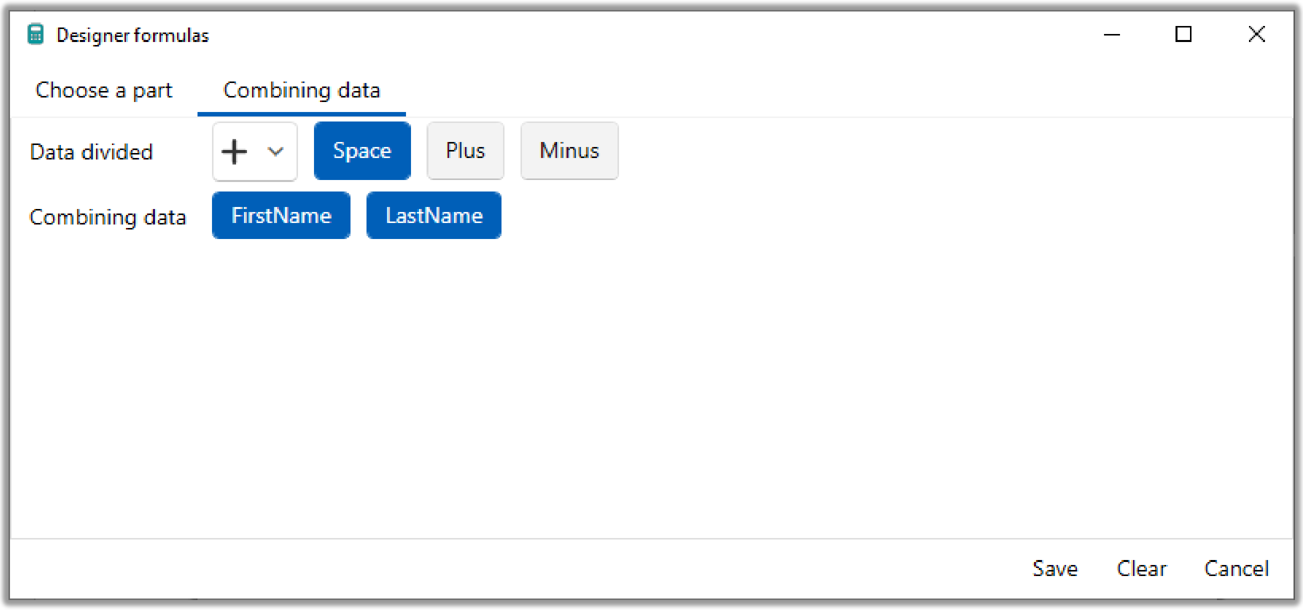
4. Display the formula used for this field.

5. 5. The button to create a formula for a field (inactive if the field is not selected for mapping from the import file). After this button opens the [Designer formulas] window with two tabs:

[Choose a part] — setup of data separation within one cell of the file/gateway table by one of the available delimiters (space, comma, dot, semicolon, colon, slash, backslash) or by specifying your own character. Then you should select the part of data in the cell that will be transferred when importing it into the system. You can select the first part of the data, the second part of the data or by pressing the [Numbered] button you can specify the number of the necessary part of the account to be imported. After all the settings have been applied, click the [Save] button. The [Clear] button resets all the entered settings, and the [Cancel] button closes the window of work with the formula builder without saving the last changes.



[Combining data] — setting the function of merging data from several cells of the imported file/gateway table into one field of the system for loading information in the merged form. In the [Data split] parameter by clicking the [+] button you can add fields for merging from the imported file/gateway table by selecting the necessary ones from the drop-down list and choosing what character they will be separated by (space, plus, minus).



For text data, you can set a space character as a separator between the merged data;

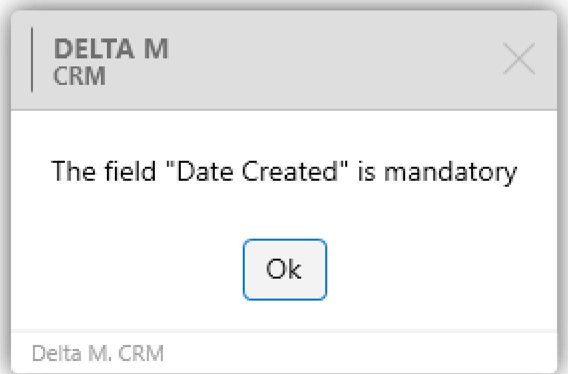
For numeric data, you can use mathematical operators:

- summarize using [plus];
- to subtract the difference [minus].

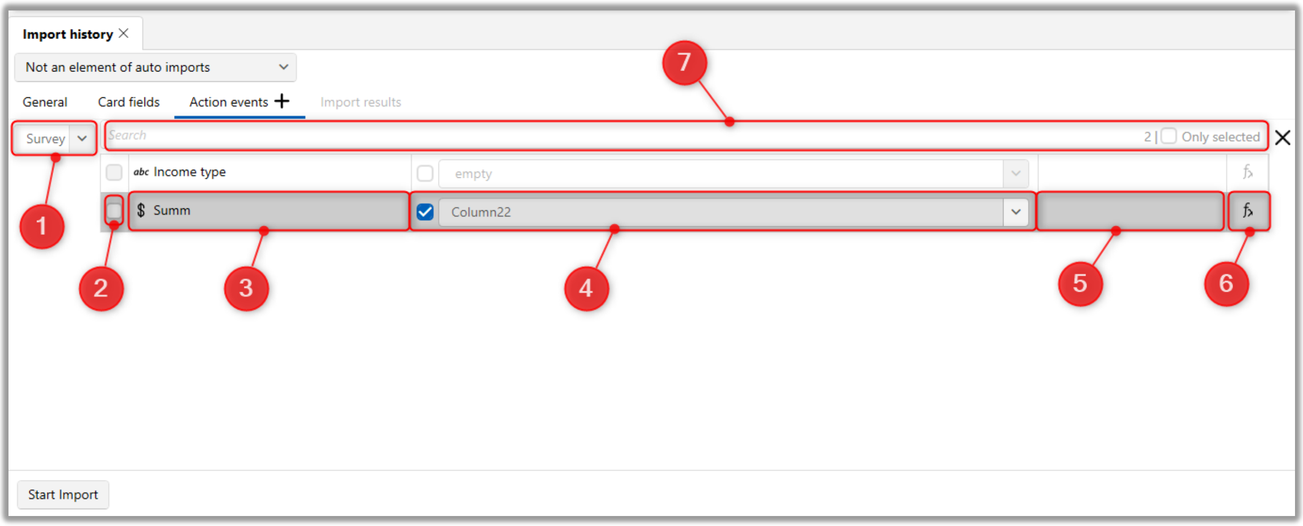
- The [Data divided] parameter displays the separators.
- The [Combining data] option displays a list with the names of the cells added for merging and the option to delete them by clicking on the name of the desired cell. The [Clear] button resets all settings, and the [Cancel] button closes the Formula Builder window without saving the last changes.

6. The system field search bar and the [Selected only] checkbox, which will display only the fields for which matches have been set. The number of fields to be displayed is displayed next to this checkbox.

If the error [The [Date Created] field is mandatory] occurs, you must set the mapping for the [Date Created] field in the [Card Fields] tab.



The **[Action Events]** tab is used to match the action event fields created in the system with the fields in the import file/gateway table. After clicking [+] (Add) at the top of the tab, a table with action events and event fields contained in them is created with the possibility to switch to another event. The user selects the key by which the check for duplicates will be performed. It is also possible to combine or split data in one or more cells of a file/gateway table for action fields using formulas and then load the specified part into the system.



1. Selecting the required action event.

2. [Search for duplicate files on this field] — the field, by which duplicates will be checked when importing data into the system (there can be several). In other words, this field will be used as a key (unique identifier).

3. Event field created in the system.

4. Event field from import/gateway table file.

5. Display the formula used for this field.

6. Formula creation button (the work with [Designer formulas] is discussed above).

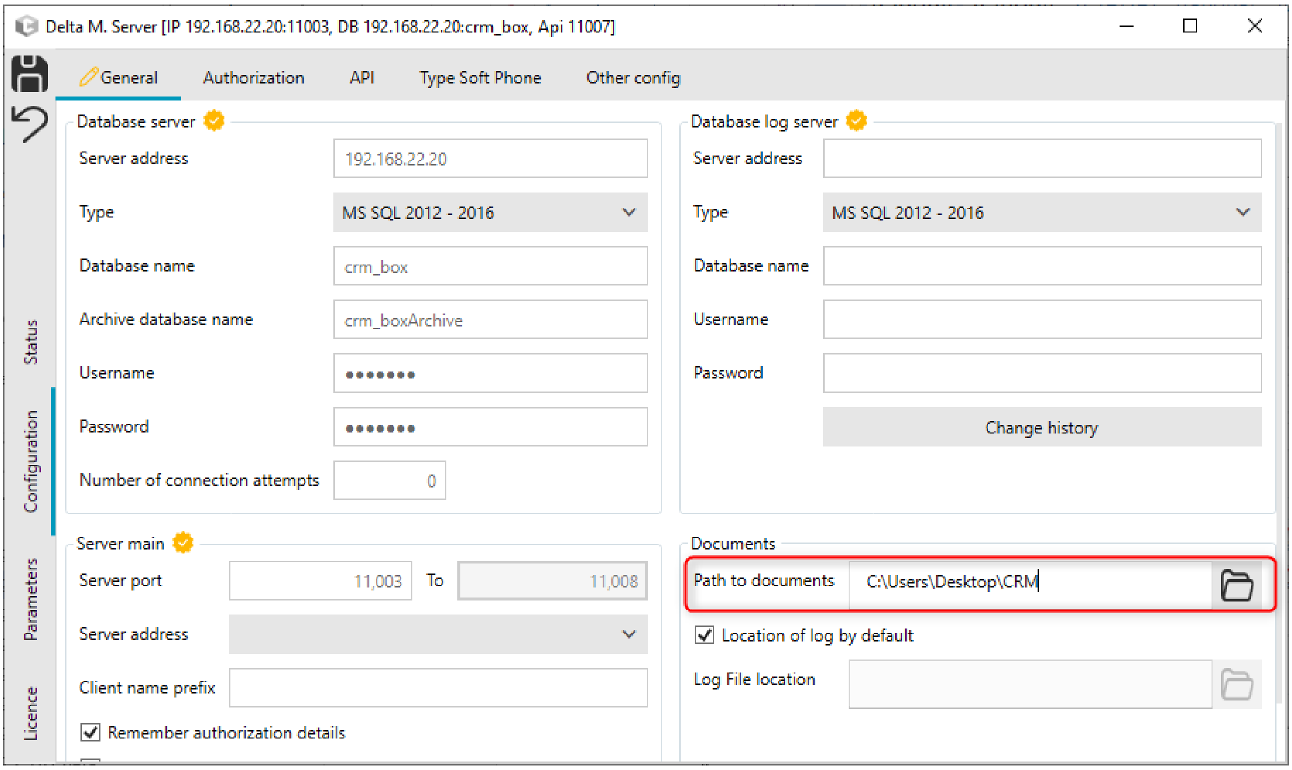
7. Search line for event fields created in the system and checkbox [Selected only], at setting of which the user will be displayed only fields for which matches are set, next to this checkbox the number of displayed fields is displayed.

To delete the created condition, click the [x] button on the right side of the table with fields.

The [Import Results] tab becomes available after entering all the necessary data for import and clicking the [Start Import] button. This tab displays statistics on the import performed, as well as errors that occurred. The tab has three sub tabs:

- Import status — displays statistical data on the results of the import (by loans, clients, repayments).
- Inaccuracies found;
- Detailed information.

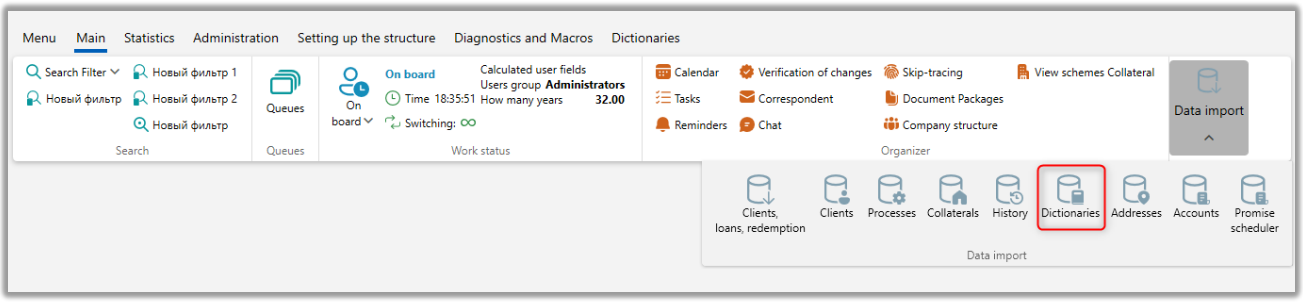
The [Cannot copy file to server. No access] error occurs when the current system user does not have access to the import folder whose path is specified on the [General] tab in WPF. You need to access the specified folder or select another folder (to which you have access).



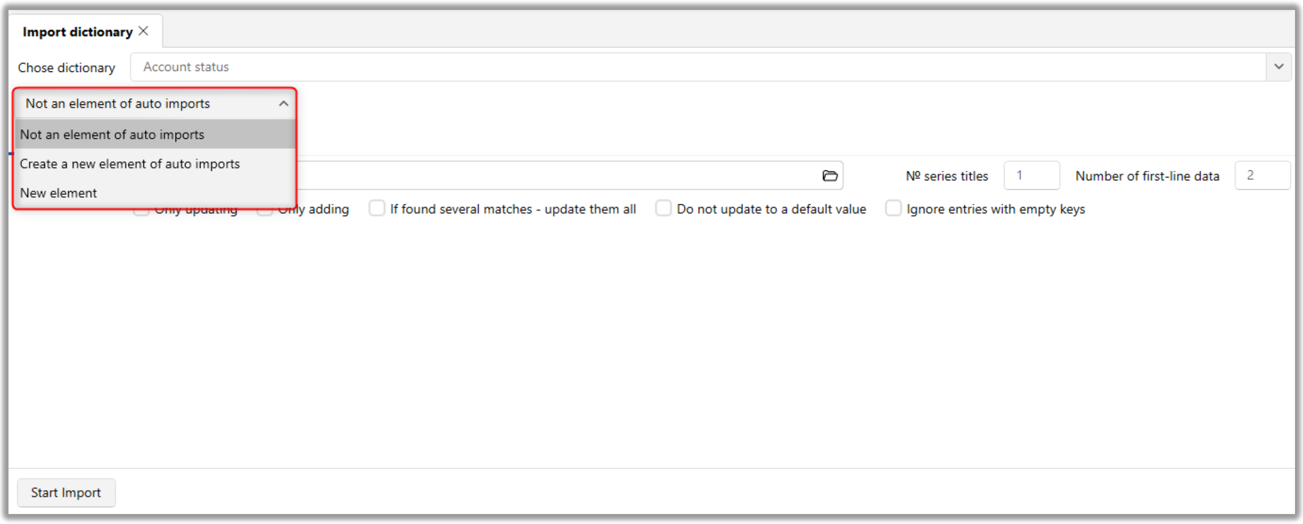
2.2.5.6 Dictionaries

Import Dictionaries allows you to import items in user and system dictionaries into Delta M. CRM system from external data sources. CRM system from external data sources.

To start the import, click the [Dictionaries] button located in the [Import Data] block, on the [Main] tab.



After that the [Import Dictionaries] window with import settings will open, where in the [Saved Import Settings] parameter you should select one of the previously created templates from the drop-down list, create a new auto import template (from Excel file or gateway table) or perform manual import of items, where:

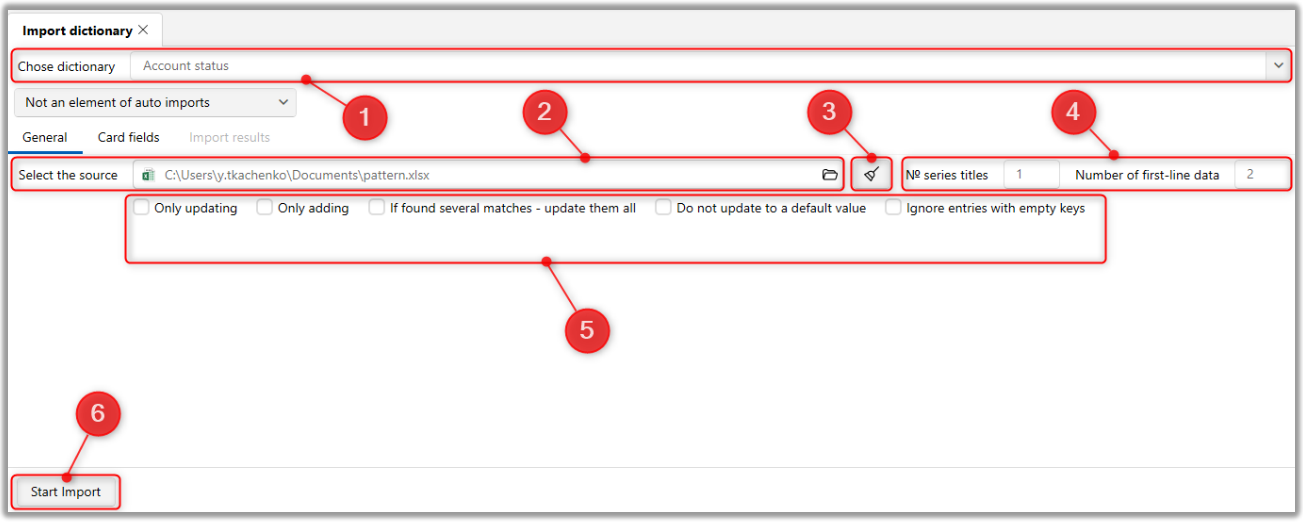


- [Not an element of auto import] — carrying out one-time manual import of items into the system from the selected file according to the set parameters.
- [Create a new element of auto imports] — creation of a new template of automatic import of items into the system from a file or gateway table.

After selecting the import type, it is necessary to configure its parameters, which are divided into three tabs: [General], [Card fields], [Import results].

[General] — selection of the source of importing items into the system and setting additional parameters.

If the manual type of import is selected, you should configure the following parameters:

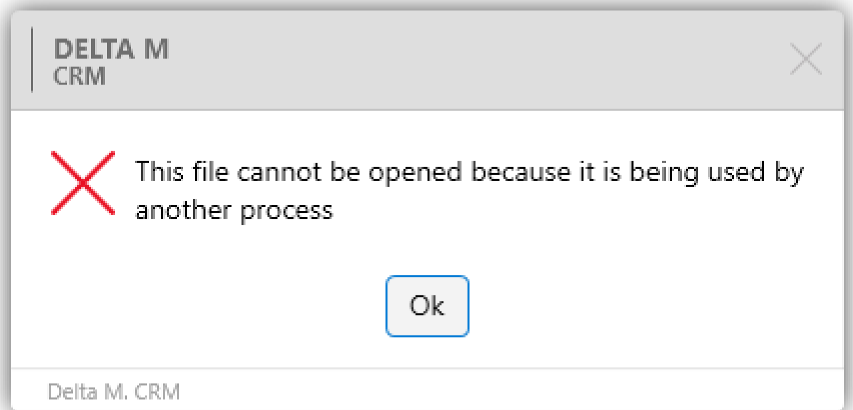


1. [Select dictionary] — select the necessary dictionary from the dictionaries created in the system in the drop-down list, for which the import will be performed. All user dictionaries are available, as well as system dictionaries, where:

- [Currencies] — import currency types into the system simple dictionary [Currencies] (more about this dictionary in section 2.5.1.1.1). Additional field [Exchange data] becomes available for mapping in card fields.

2. [Select the source] — specify the path to the file with imported data. To delete the selected path, click the [Clear] button.

If the error [This file cannot be opened because it is being used by another process] occurs, close the open file and try again.



3. Click the [Clear] button to delete the selected path.

4. [№ series titles] — set the number of the row where the headers are located. No. of the first row of data — set the number of the row where the first row of data is located. [Linkage] — select the field by which the linkage will be performed.

5. The following options are available for importing dictionaries:

- [Only updating] — if this setting is enabled, then new items will not be added to the dictionary. Only existing items will be updated.
- [Only adding] — add only new items to the system. Items are searched by key, all matches are excluded from the import. Within one import cannot be set at the same time as [Only updating].
- [If multiple matches found — update all] — with this option enabled, if the system finds multiple items in the dictionary with a matching key, it will update all items found.
- [Do not update to a default value] — if there is a data type mismatch, the field value is not changed and the default value is not set. This setting will not be active if the [If found several matches — update them all] setting is set.
- [Ignore entries with empty keys] — dictionary items with an empty field, which is set as a key field in import, will not be imported into the system. An error will be displayed in the import statistics: [Empty key field].

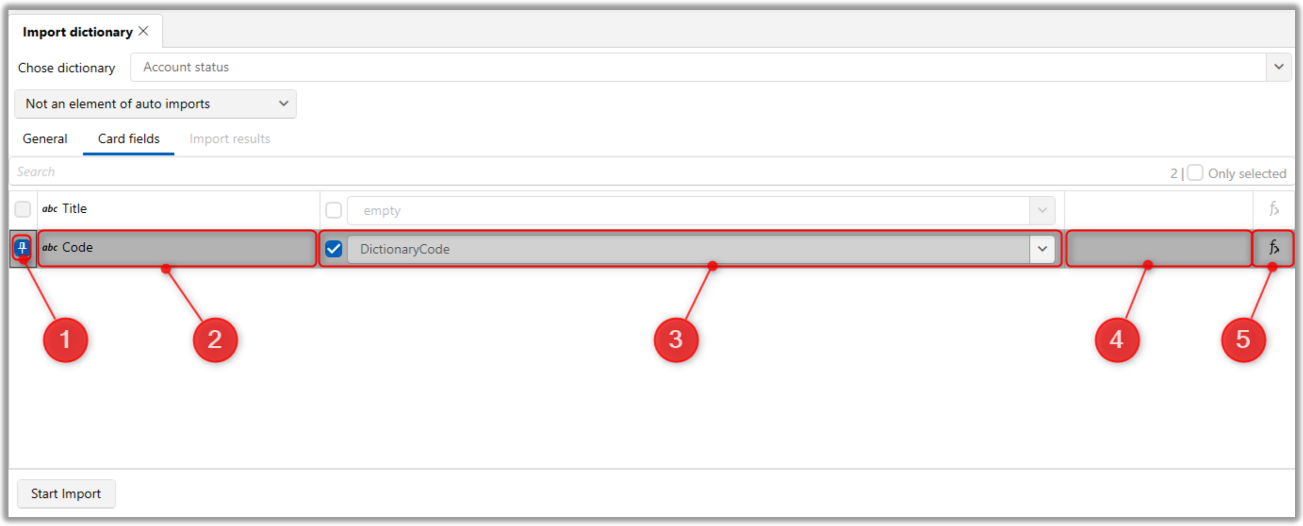
6. Button to start importing items into the system.

For automatic import the parameters are configured depending on the selected type of data source. The data source can be: Excel table, gateway table.

Configuring the parameters of automatic import is described in more detail in the section 2.2.5.10.

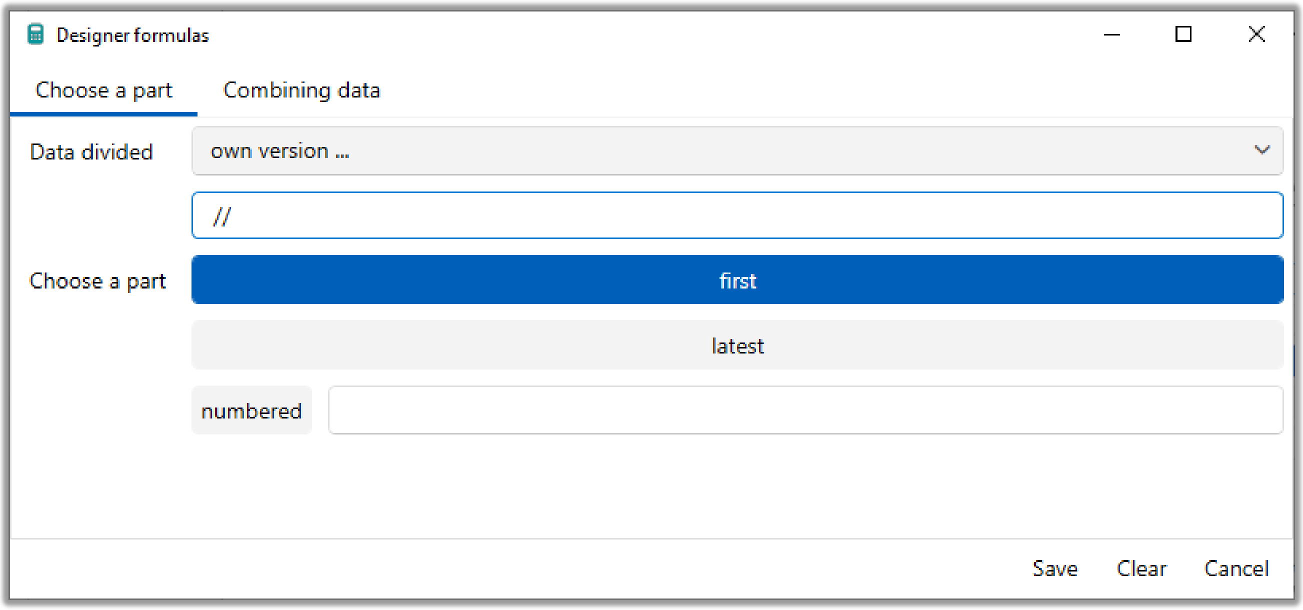
The **[Card fields]** tab has a common look and functionality for all import types and represents a table with created in the system dictionary fields, which are matched with fields in the import file/gateway table and a key is selected, by which the check for duplicates will be performed. Also for fields of dictionaries by means of formulas it is possible to merge or split data in one or several cells of the file/gateway table with the subsequent loading of the specified part into the system.

The [Code] field is a system field, you can assign a code to each dictionary element and use it to update elements in the system, even if only this field was passed during import.

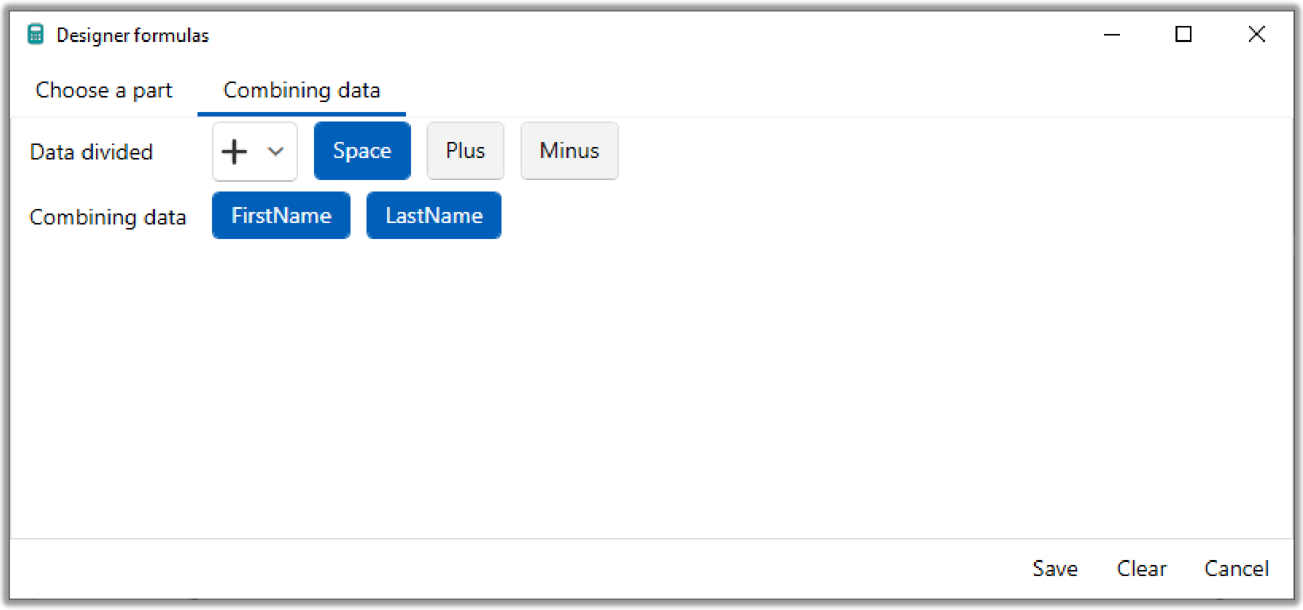


1. [Search for duplicate files on this field] — the field, by which duplicates will be checked when importing data into the system (there can be several). In other words, this field will be used as a key (unique identifier).
2. Dictionary field.
3. Set the system field to match the dictionary field contained in the import file/gateway table.
4. Display the formula used for this field.
5. The button to create a formula for a field (inactive if no field is selected for mapping from the import file). After this button opens the [Designer formulas] window with two tabs:

[Choose a part] — setup of data separation within one cell of the file/gateway table by one of the available delimiters (space, comma, dot, semicolon, colon, slash, backslash) or by specifying your own character. Then you should select the part of data in the cell that will be transferred when importing it into the system. You can select the first part of the data, the second part of the data or by pressing the [Numbered] button you can specify the number of the necessary part of the account to be imported. After all the settings have been applied, click the [Save] button. The [Clear] button resets all the made settings, and the [Cancel] button closes the window of work with the formula builder without saving the last changes.



[Combining data] — setting the function of merging data from several cells of the imported file/gateway table into one field of the system for loading information in the merged form. In the [Data split] parameter by clicking the [+] button you can add fields for merging from the imported file/gateway table by selecting the necessary ones from the drop-down list and choosing what character they will be separated by (space, plus, minus).



For text data, you can set a space character as a separator between the merged data;

For numeric data, you can use mathematical operators:

- summarize using [plus];
- to subtract the difference [minus].

- The [Data divided] option displays a list of separators.
- The [Combining data] option displays a list with the names of the cells added for merging and the option to delete them by clicking on the name of the desired cell. The [Clear] button resets all settings, and the [Cancel] button closes the Formula Builder window without saving the last changes.

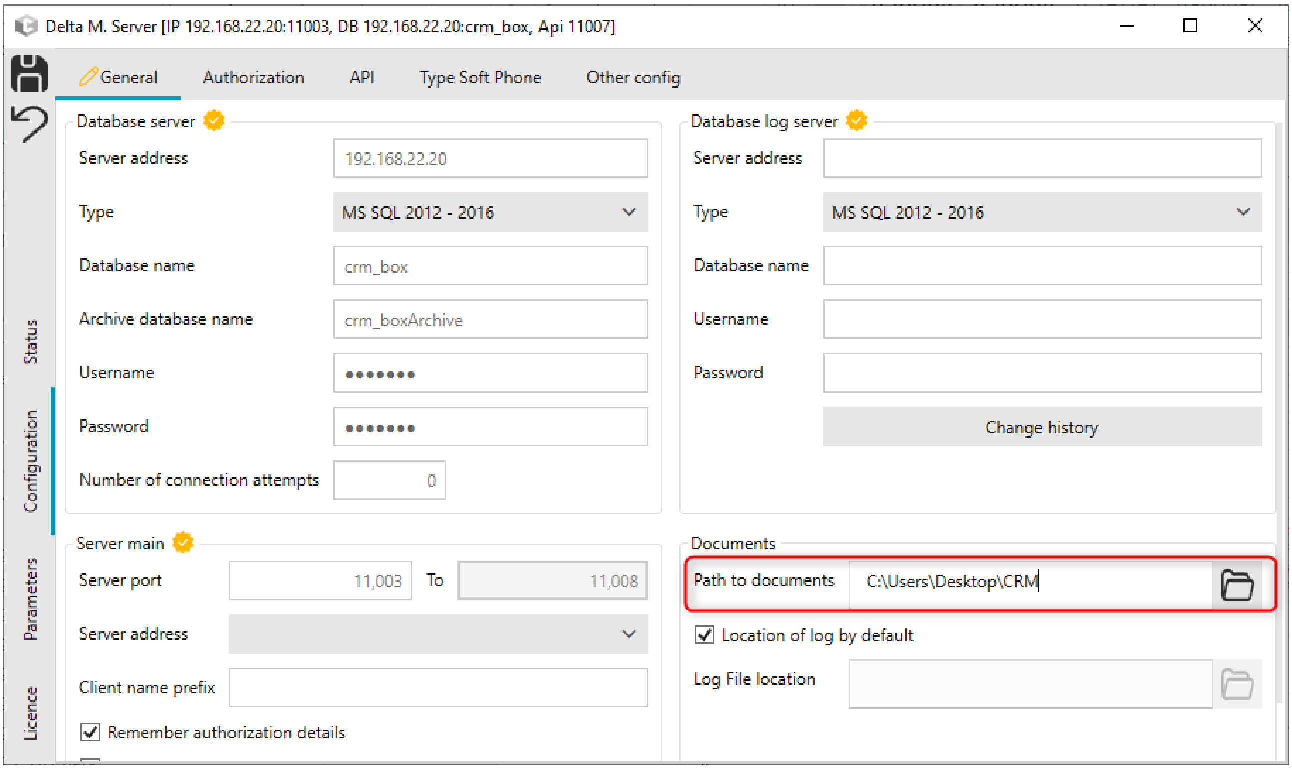
6. The system field search bar and the [Selected only] checkbox, which will display only the fields for which matches have been set. The number of fields to be displayed is displayed next to this checkbox.

IMPORTANT: system simple dictionaries are imported by name or code only. Import by id is not available.

The **[Import Results]** tab becomes available after you have entered all the necessary data for import and clicked the [Start Import] button. This tab displays statistics on the import performed, as well as errors that occurred. The tab has three sub tabs:

- [Import state] — displays statistical data on the results of the import (by loans, clients, repayments).
- [Inaccuracies found] — display of inaccuracies found during import.
- [Detailed information] — display detailed information about the import.

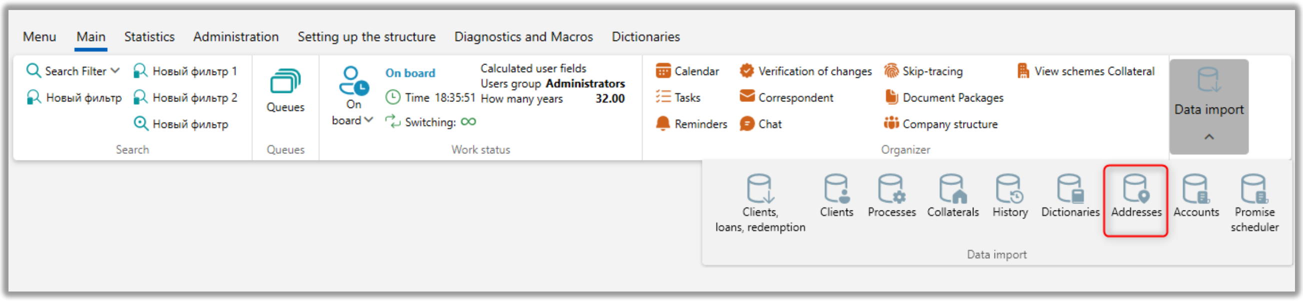
The [Cannot copy file to server. No access] error occurs when the current system user does not have access to the import folder whose path is specified on the [General] tab in WPF. You need to access the specified folder or select another folder (to which you have access).



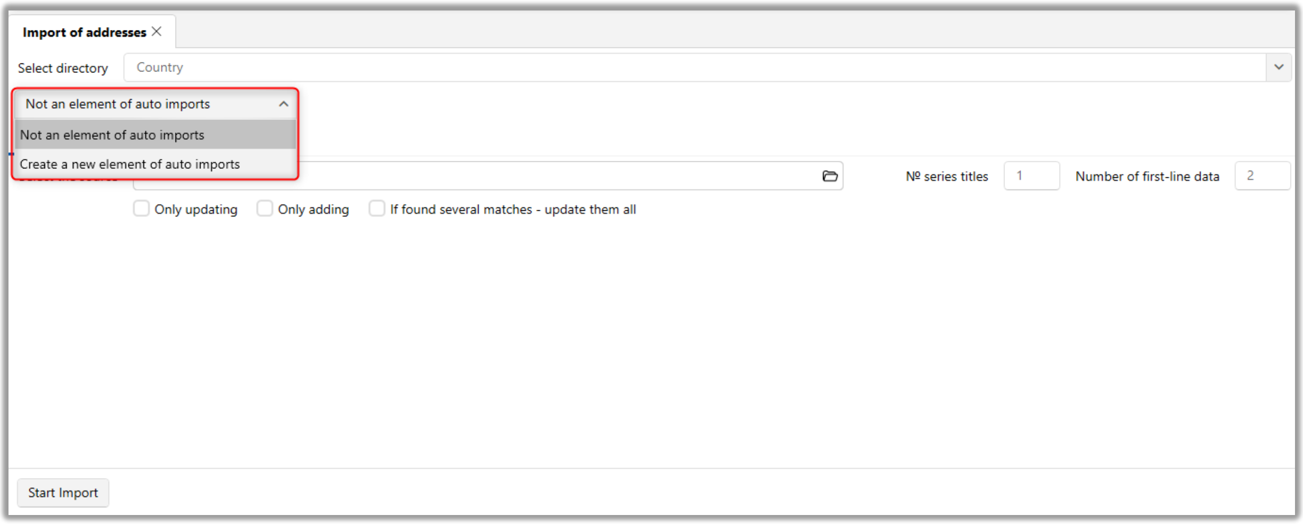
2.2.5.7 Adresses

[Import of addresses] allows importing values for the system dictionary [Addresses] (more details about this dictionary in section 2.7.1.3). To access this type of import, the [Use address field directories] checkbox must be selected in the system general settings (see section 2.4.2.1.2).

To start the import, click the [Addresses] button located in the [Import data] block on the [Main] tab.



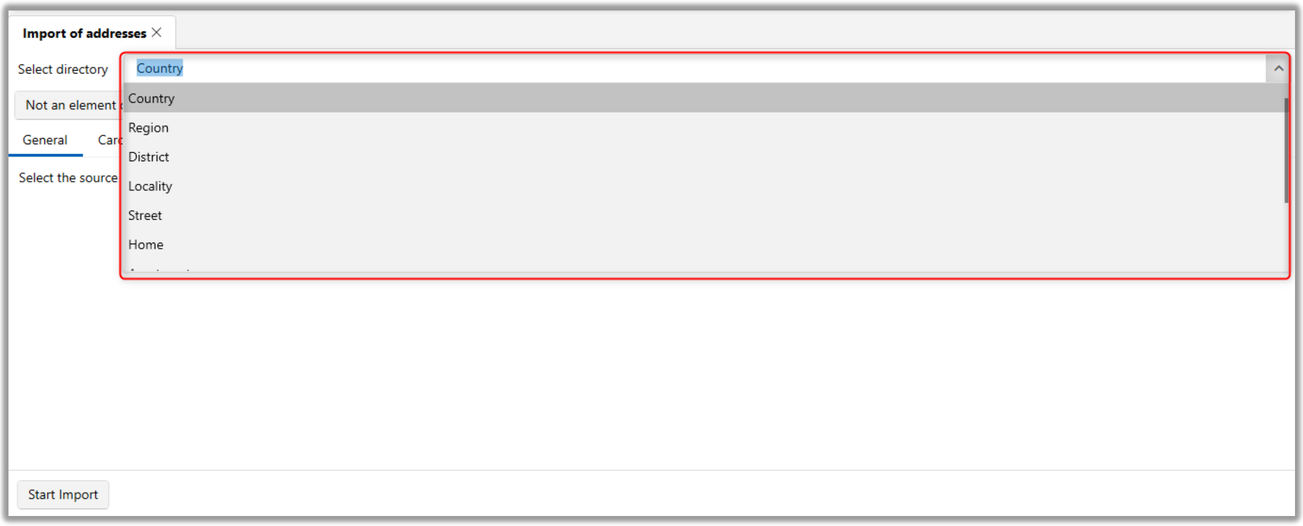
After that the [Import Addresses] window with import settings will open, where in the [Saved Import Settings] parameter you should select one of the previously created templates from the drop-down list, create a new auto import template (from Excel file or gateway table) or perform manual import of items, where:



- [Not an element of auto import] — carrying out one-time manual import of items into the system from the selected file according to the set parameters.

- [Create a new element of auto imports] — creation of a new template of automatic import of items into the system from a file or gateway table. Automatic data import is described in detail in the section 2.2.5.10.

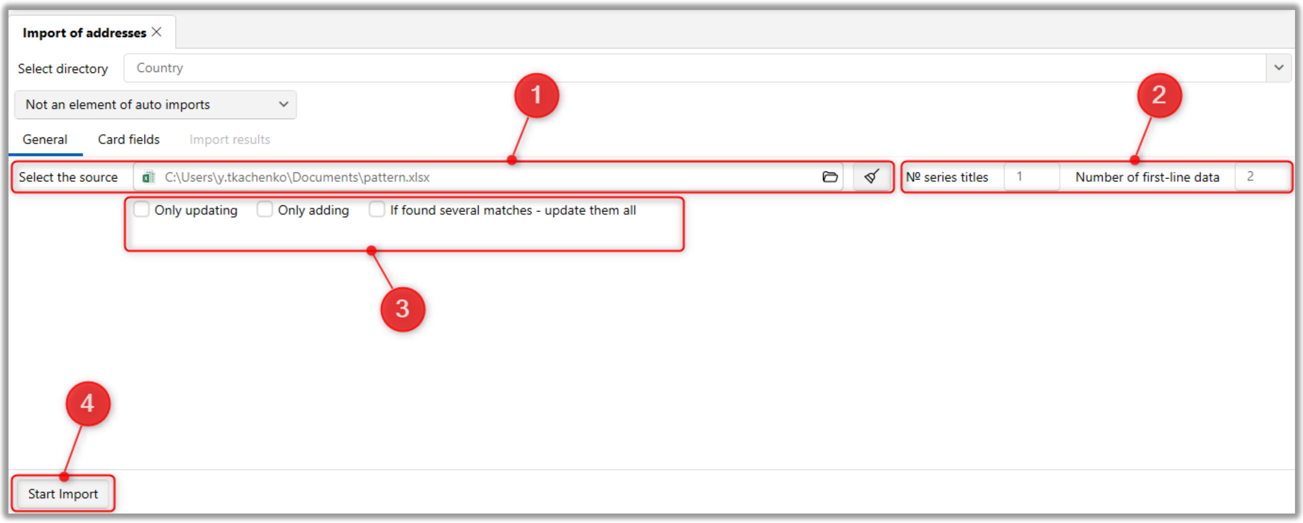
The [Select the source] option selects the system directory from the [Addresses] system dictionary for which the data will be imported.



After selecting the import type and directory, it is necessary to configure the import parameters themselves, which are divided into three tabs: [General], [Card fields], [Import results].

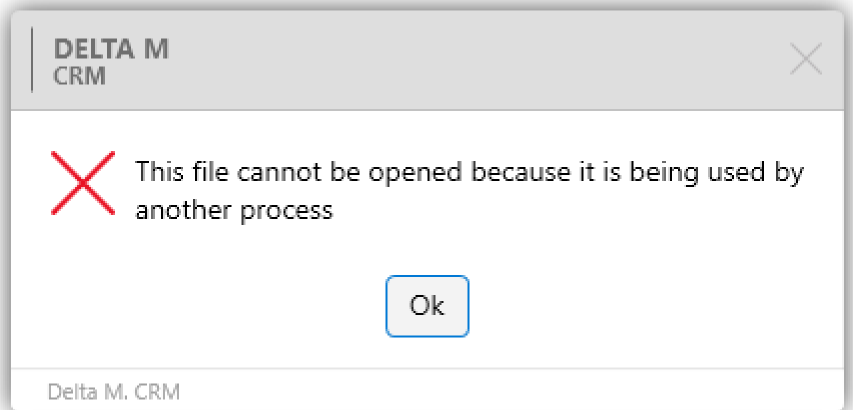
[General] — selection of data import source, as well as customization of additional parameters.

If the manual type of import is selected, the following parameters should be configured:



1. [Select the source] — specify the path to the file with imported data. To delete the selected path click the [Clear] button.

If the error [This file cannot be opened because it is being used by another process] occurs, you must close the file being downloaded and try again.



2. Parameters of the table with imported data:

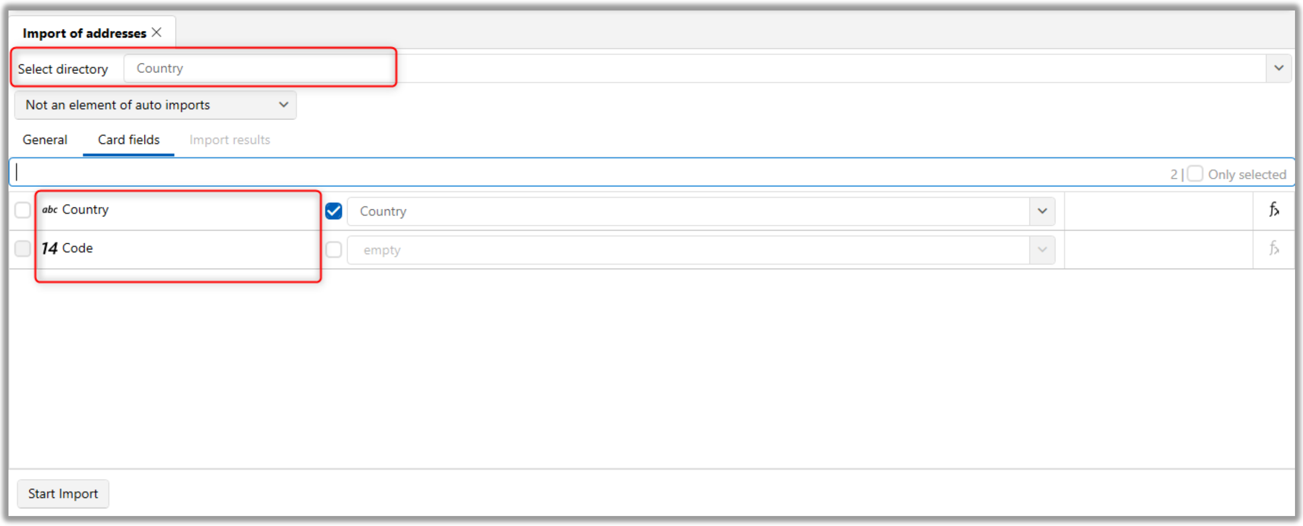
- [№ series titles] — set the number of the row where the headers are located.
- [No. of the first row of data] — set the number of the row where the first row with data is located.

3. Additional parameters:

- [Only updating] — update only for existing items in the system. All new records will not be imported.
- [Only adding] — add only new items to the system. Records are searched by key, all matches are excluded from the import. Within one import cannot be set at the same time as [Only updating].
- [If several matches are found — update all] — if during import the system finds several items with matching key, all found data will be updated. In case if this checkbox is not selected and there are key matches, the repeated data will not be entered into the system during import, and the user will see an error message and numbers of fields containing matches in the [Import results] tab.

4. [Start import] — start import button.

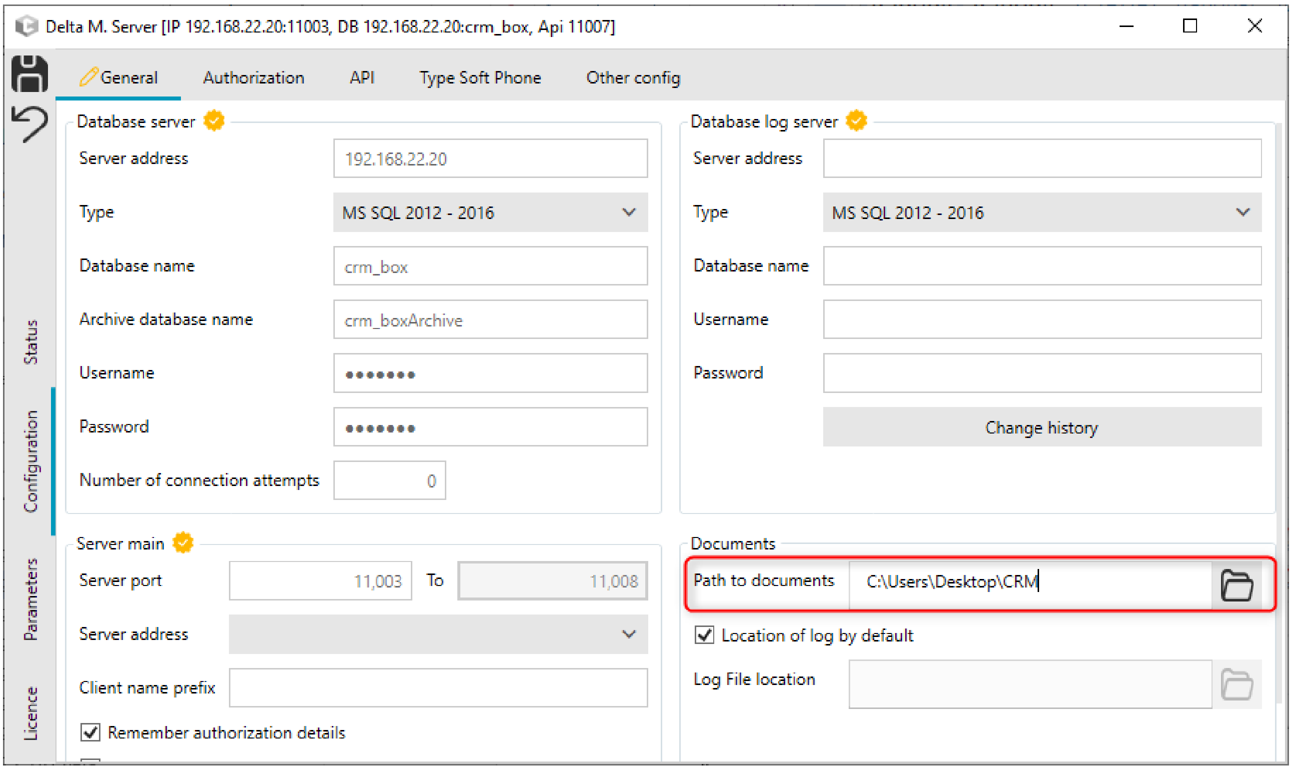
The **[Card fields]** tab has a common appearance and functionality for all import types and represents a table with basic address fields created in the system (depending on the selected directory), which are matched with address fields in the import file/gateway table and a key is selected to check for duplicates. It is also possible to combine or split data for address fields using formulas, in one or several cells of the file/gateway table with subsequent loading of the specified part into the system.



The [Import Results] tab becomes available after you have entered all the necessary data for import and clicked the [Start Import] button. This tab displays statistics on the import performed, as well as errors that occurred. The tab has three sub tabs:

- [Import state] — displays statistical data on the results of the performed import (by loans, clients, repayments).
- [Inaccuracies found] — display of inaccuracies found during import.
- [Detailed information] — display detailed import information.

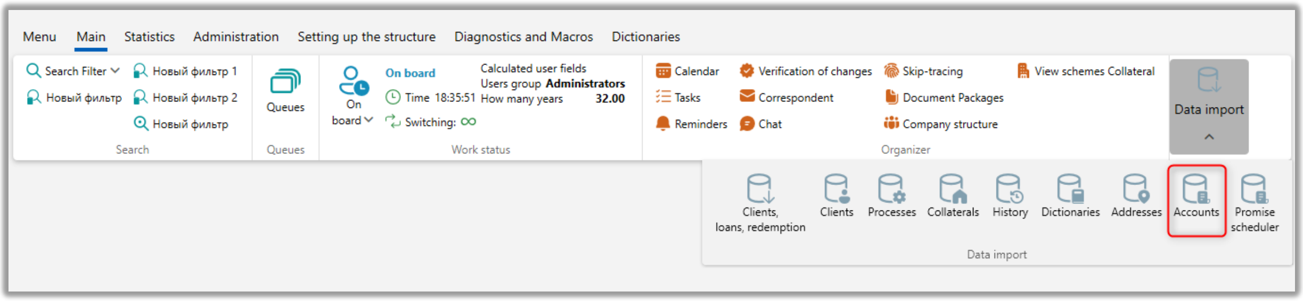
The [Cannot copy file to server. No access] error occurs when the current system user does not have access to the import folder whose path is specified on the [General] tab in WPF. You need to access the specified folder or select another folder (to which you have access).



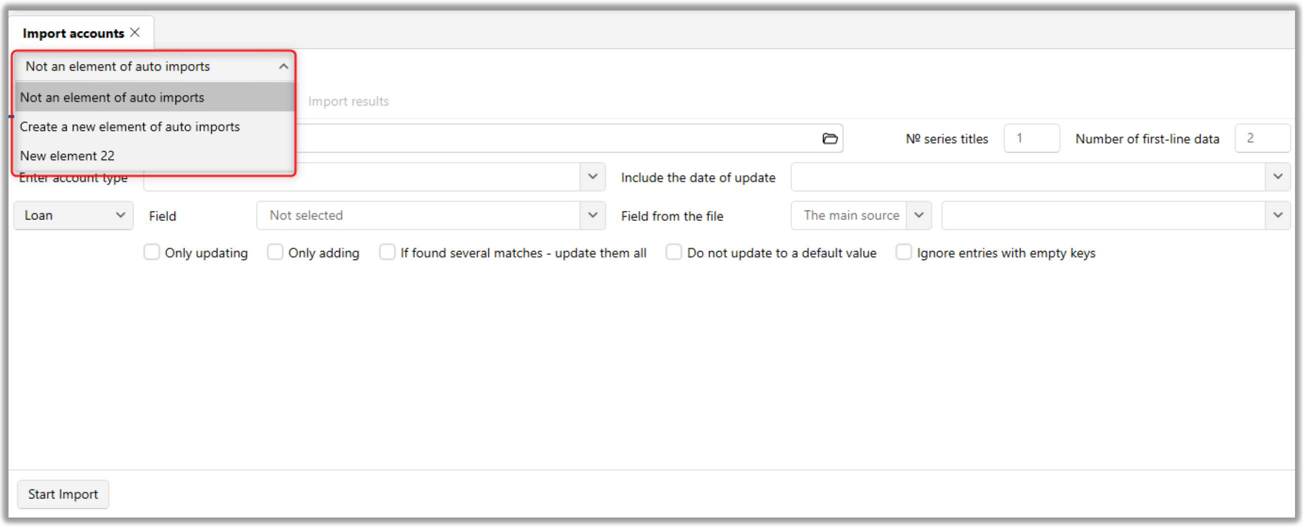
2.2.5.8 Accounts

[Import accounts] allows you to import accounts from external data sources into the system.

To start the import, click the [Accounts] button located in the [Import Data] block on the [Main] tab.



After that the [Import Accounts] window with import settings will open, where in the [Saved import settings] parameter you should select one of the previously created templates from the drop-down list, create a new auto import template (from Excel file or gateway table) or perform manual import of items, where:

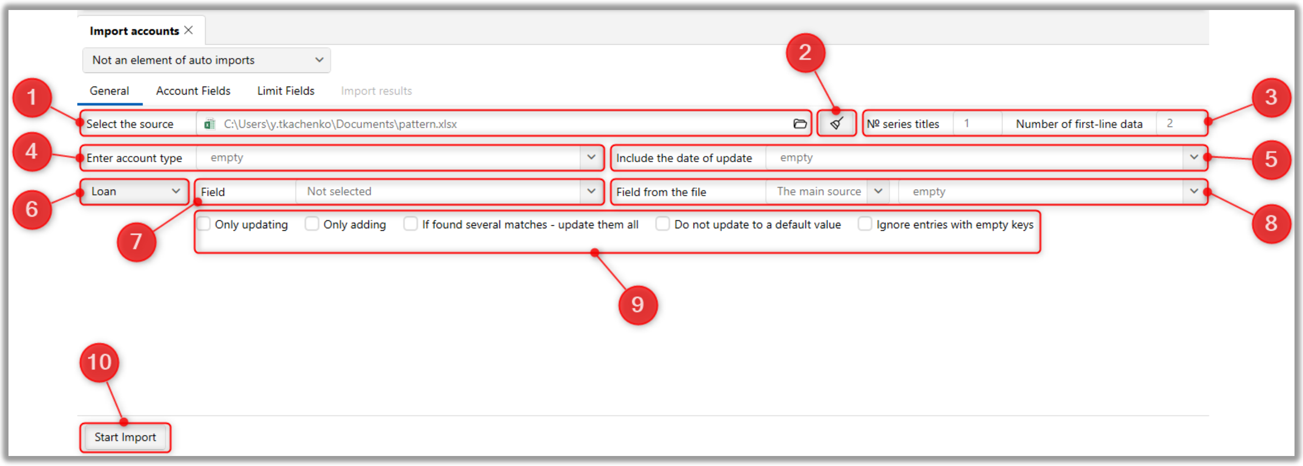


- [Not an element of auto import] — carrying out one-time manual import of items into the system from the selected file according to the set parameters.
- [Create a new element of auto imports] — creation of a new template of automatic import of items into the system from a file or gateway table.

After selecting the import type, you need to configure its parameters, which are divided into three tabs: [General], [Account fields], [Limit fields]. Let's consider them in detail.

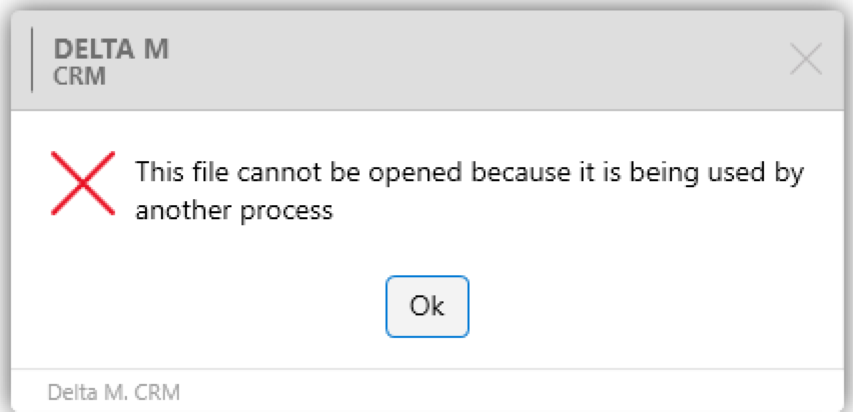
[General] — configuration of adding items to the system.

When the manual import type is selected, the following settings must be configured:



1. [Select the source] — specify the path to the file with imported data.

If the error [This file cannot be opened because it is being used by another process] occurs, you must close the file being downloaded and try again.



2. To delete the selected path, click the [Clear] button.

3. [№ series titles] — set the number of the row where the headers are located. [No. of the first data row] — set the number of the row where the first data row is located.

4. [Enter account type] — select the field from the file that contains information about the type of imported accounts.

5. [Include the date of update] — in the drop-down list select the field from the file containing information about data update date. If there is no such field in the import file, you should leave [Empty] value in this file, which is set by default. By default, the system sets the import date as the date of data update. The date format must match the format set in the general settings. If the data format differs from the one set in the system, make appropriate changes to the imported data.

6. Selecting the entity type for importing accounts.

7. [Field] — select the field, by which the account will be linked to the entity card.

8. [Field from the file] — select a field from the file to which the entity field will be corlinked.

9. Additional parameters:

- [Only updating] — update only for existing accounts in the system. All new accounts will not be imported.
- [Only adding] — add only new accounts to the system. Accounts are searched by key, all matches are excluded from the import. Within one import cannot be set simultaneously with [Only updating].
- [If found several matches — update them all] — update data for all items, including those that are duplicated in the system.
- [Do not update to a default value] — if there is a data type mismatch, the field value is not changed and the default value is not set. This setting will not be active if the [If found several matches — update them all] setting is set.
- [Ignore entries with empty keys] — records with an empty field, which is set as a key field in the import, will not be imported into the system. An error will be displayed in the import statistics: [Empty key field].

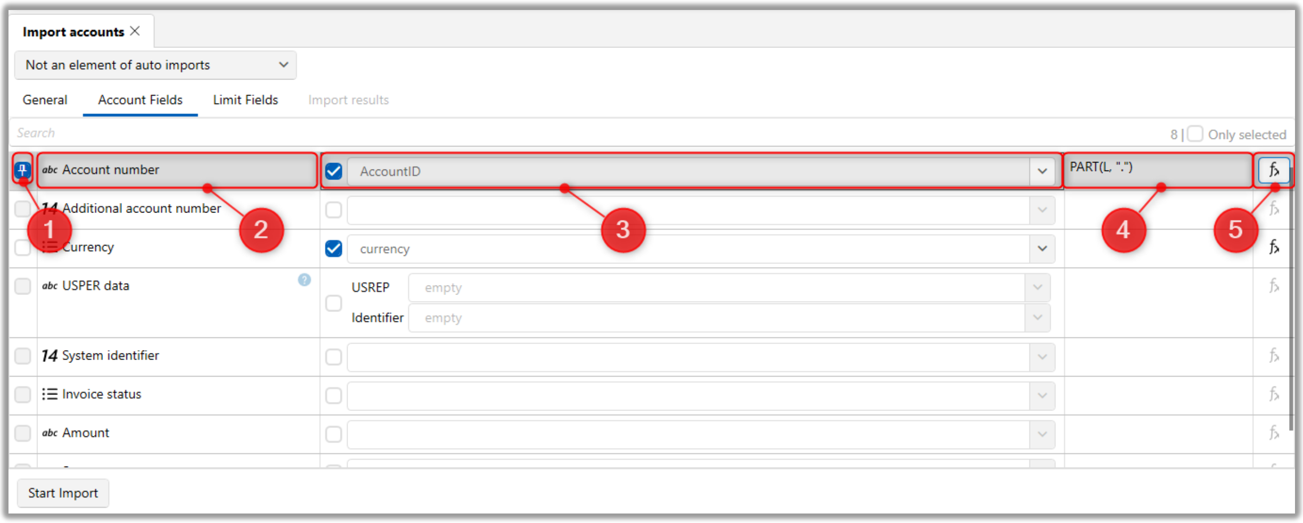
10. Button to start importing items into the system.

For automatic import the parameters are configured depending on the selected type of data source. The data source can be: Excel table, gateway table.

Configuring the parameters of automatic import is described in more detail in the section 2.2.5.10.

All the following tabs have a common appearance and functionality for all import types.

The [Account fields] tab represents a table with basic account fields created in the system (more details about their creation in section 2.5.1.3.4), which are matched with fields in the import file/gateway table and a key is selected, by which the check for duplicates will be performed. It is also possible to combine or split data for account fields using formulas, in one or several cells of the file/gateway table with subsequent loading of the specified part into the system.



1. [Search for duplicate files on this field] — the field, by which duplicates will be checked when importing data into the system (there can be several). In other words, this field will be used as a key (unique identifier).

2. Account field created by the user in the system.

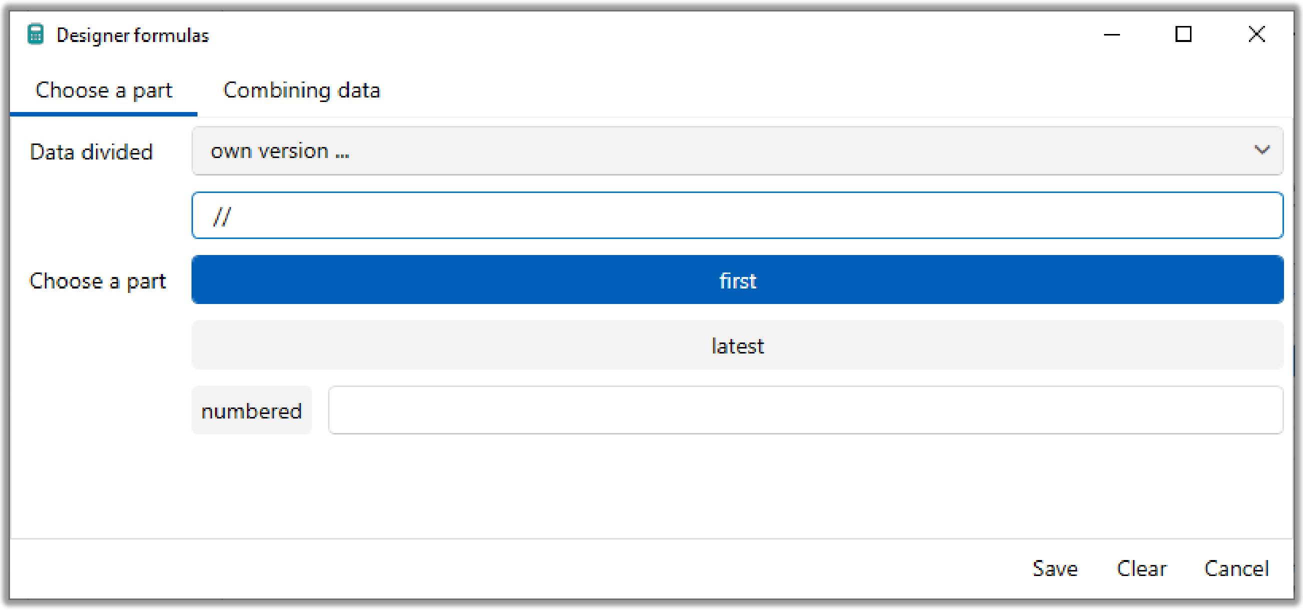
3. Set the system field to match the account field contained in the import file/gateway table.

4. Display the formula used for this field.

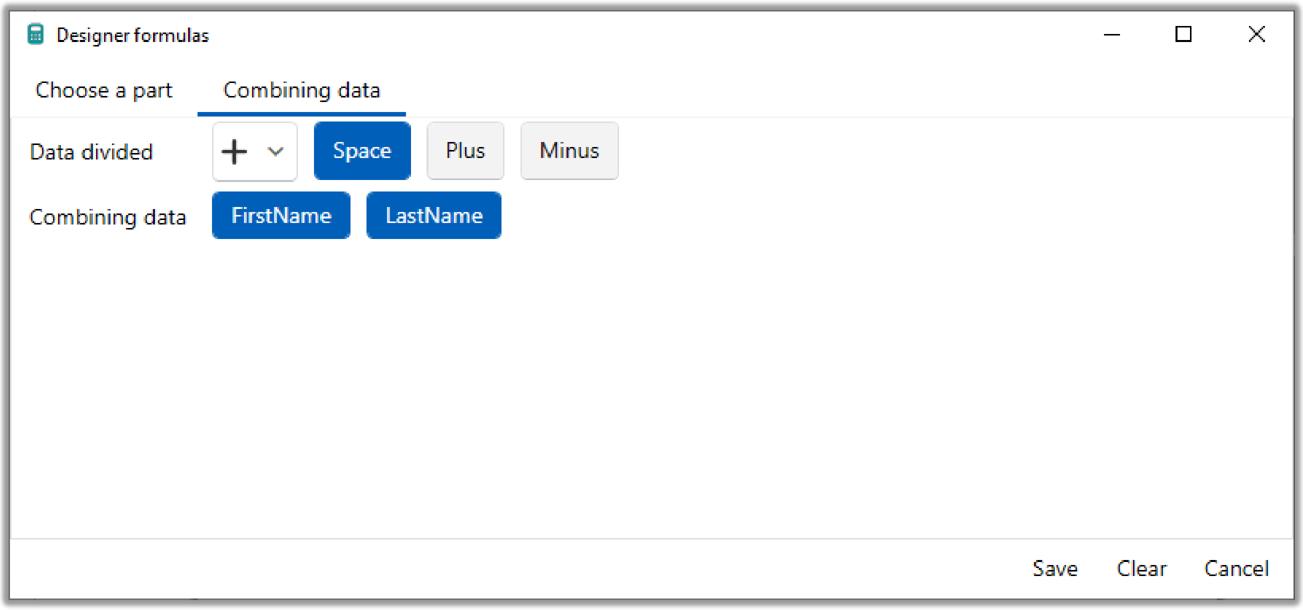
5. The button to create a formula for a field (inactive if no field is selected for mapping from the import file). After this button opens the [Designer formulas] window with two tabs:

[Choose a part] — setup of data separation within one cell of the file/gateway table by one of the available delimiters (space, comma, dot, semicolon, colon, slash, backslash) or by specifying your own character. Then you should select the part of data in the cell that will be transferred when importing it into the system. You can select the first part of the data, the second part of the data or by pressing the [Numbered] button you can specify the number of the necessary part of the account to be imported. After all the settings have been applied, click the [Save] button. The

[Clear] button resets all the made settings, and the [Cancel] button closes the window of work with the formula builder without saving the last changes.



[Combining data] — setting the function of merging data from several cells of the imported file/gateway table into one field of the system for loading information in the merged form. In the [Data split] parameter by clicking the [+] button you can add fields for merging from the imported file/gateway table by selecting the necessary ones from the drop-down list and choosing what character they will be separated by (space, plus, minus).



For text data, you can set a space character as a separator between the merged data;

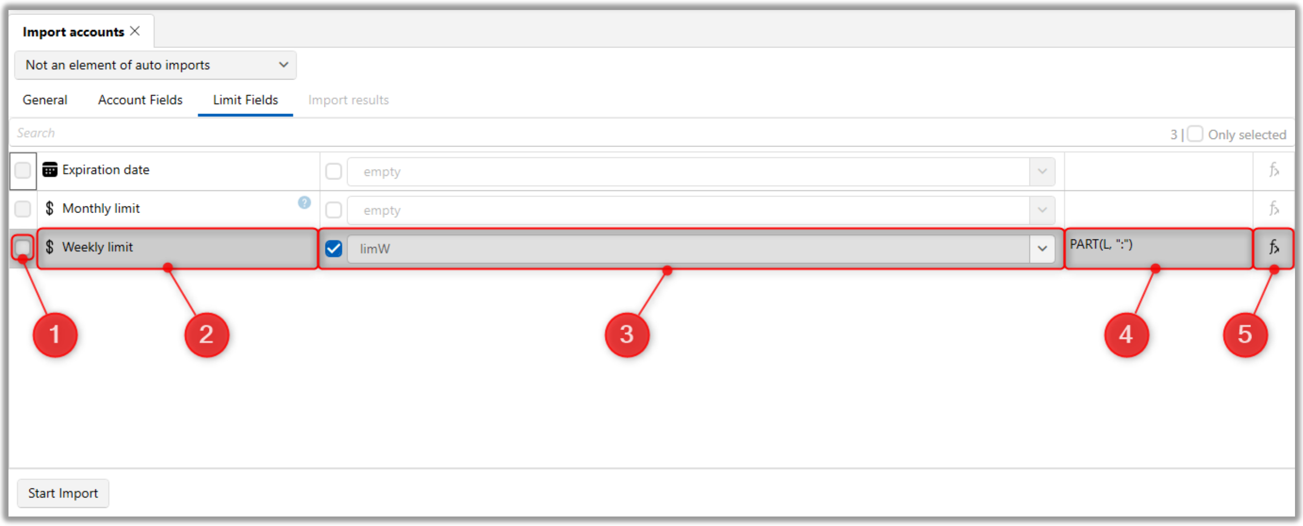
For numeric data, you can use mathematical operators:

- summarize using [plus];
- to subtract the difference [minus].

- In [Data divided], the separators are output.
- The [Combining data] option displays a list with the names of the cells added for merging and the option to delete them by clicking on the name of the desired cell. The [Clear] button resets all settings, and the [Cancel] button closes the Formula Builder window without saving the last changes.

6. The system field search bar and the [Selected only] checkbox, which will display only the fields for which matches have been set. The number of fields to be displayed is displayed next to this checkbox.

The **[Limit fields]** tab is intended for setting correspondence of limit fields created in the system with fields in the import file/gateway table. The tab represents a table with user created limit fields (more details about their creation in section 2.5.1.3.5), which are matched with limit fields in the import/gateway table file and a key is selected, by which the check for duplicates will be performed. It is also possible to merge or split data for limit fields using formulas, in one or several cells of the file/gateway table with subsequent loading of the specified part into the system.



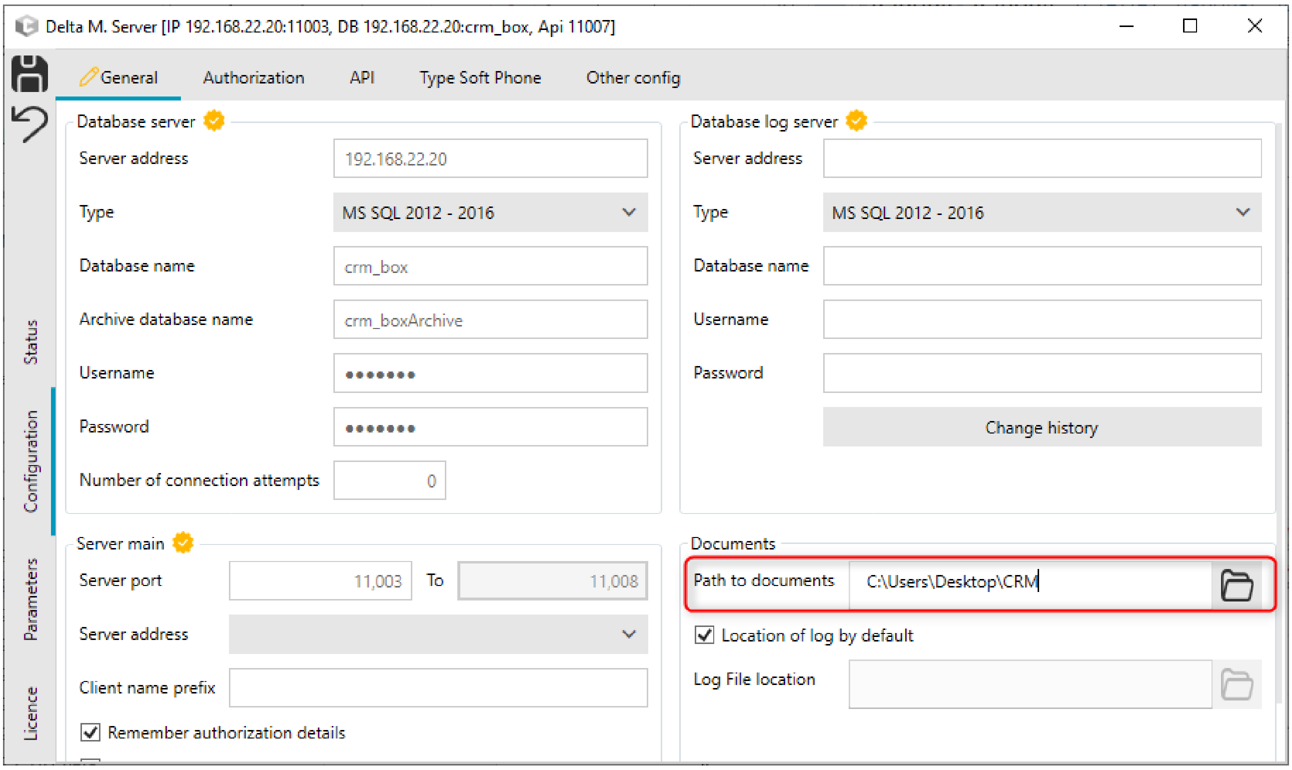
1. [Search for duplicate files on this field] — the field, by which duplicates will be checked when importing data into the system (there can be several). In other words, this field will be used as a key (unique identifier).
2. Account field created in the system.
3. Customer field from import file/gateway table.
4. Displays the formula used for this field.
5. Formula creation button (the work with [Designer formulas] is discussed above).
6. System fields search line and [Selected only] checkbox, when checked, only fields for which matches are set will be displayed to the user, the number of displayed fields is displayed next to this checkbox.

To delete the created condition, press the [x] button located on the right side of the table with fields.

The **[Import Results]** tab becomes available after you have entered all the necessary data for import and clicked the [Start Import] button. This tab displays statistics on the import performed, as well as errors that occurred. The tab has three sub tabs:

- [Import state] — displays statistical data on the results of performed import (by loans, clients, repayments).
- [Inaccuracies found] — display of inaccuracies found during import.
- [Detailed information] — display detailed information about the import.

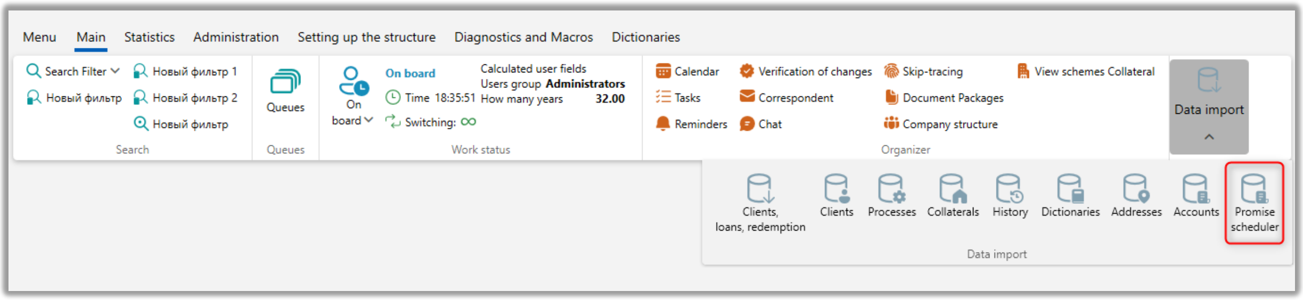
The [Cannot copy file to server. No access] error occurs when the current system user does not have access to the import folder whose path is specified on the [General] tab in WPF. You need to access the specified folder or select another folder (to which you have access).



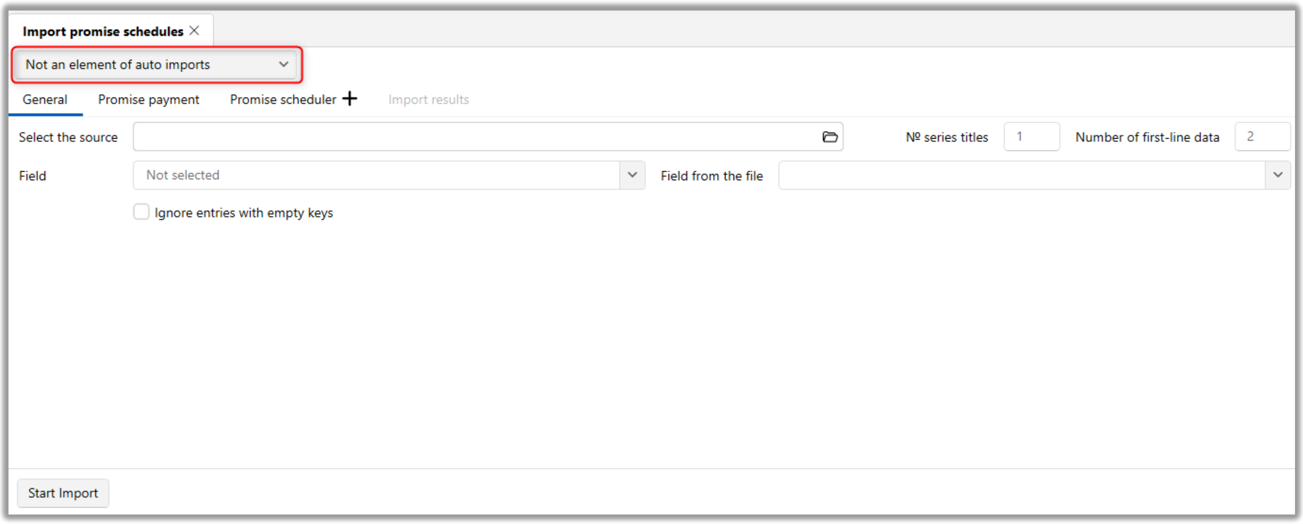
2.2.5.9 Promise scheduler

This module allows you to import promise schedules from external data sources into the system. To access this type of import, the [Import promise graphs] checkbox must be set in the user role settings.

To start the import, you must click the [Promise Graph] button located in the [Import Data] block on the [Main] tab.



After that the [Import Promise Schedule] window with import settings will open, where in the [Saved Import Settings] parameter you should select one of the previously created templates from the drop-down list, create a new auto import template (from Excel file or gateway table) or perform manual import of items.

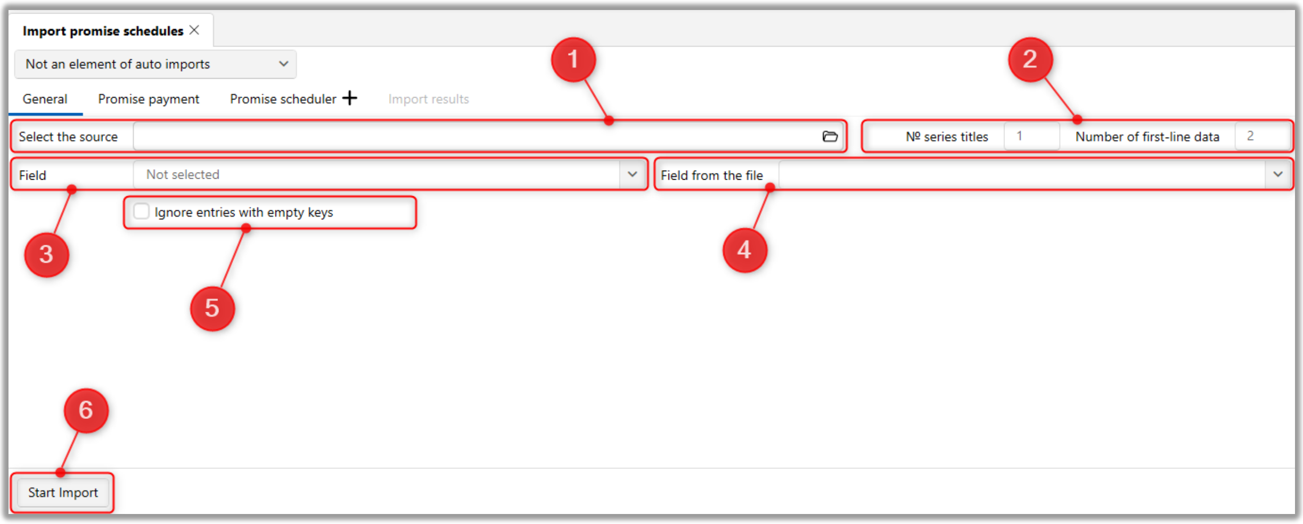


- [Not an element of auto import] — carrying out one-time manual import of items into the system from the selected file according to the set parameters.

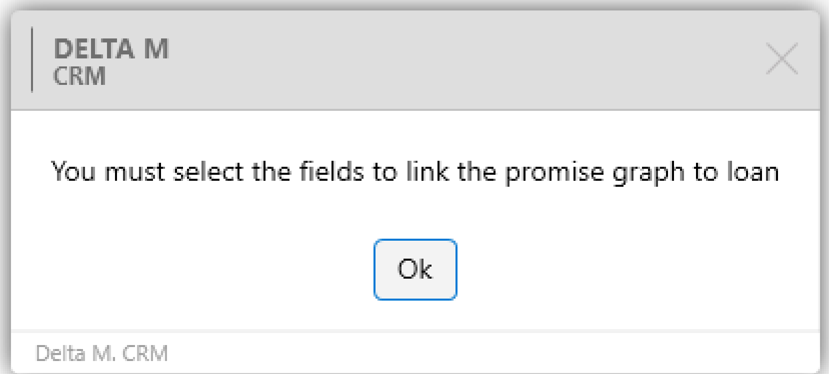
- [Create a new element of auto imports] — creation of a new template for automatic import of items into the system from a file or gateway table.

After selecting the import type, you need to configure its parameters, which are divided into three tabs: [General], [Promised Payment], [Promise Schedule].

The **[General]** tab is used to configure general parameters of importing promise schedules into the system.



1. [Select the source] — selection of the source file from which promise schedules will be imported to the system.
2. Specifies the row number, from the file in which the headers are located, and the number of the first row of data.
3. [Field] — selection of the Loan field created in the system, which will be used to link the promise schedule with the Loan. If the field has not been selected, the system will display the corresponding warning message.



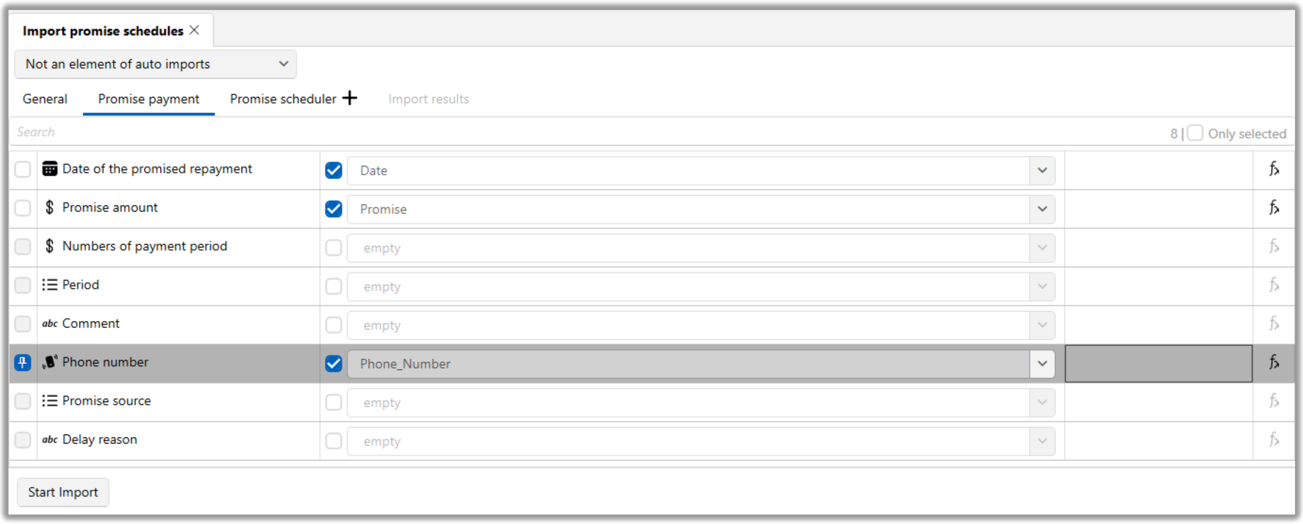
4. [Field from the file] — selection of the field from the uploaded file, which will be set as a match with the loan field.

5. Block with additional parameters:

- [Ignore entries with empty keys] — records with an empty field, which is set as a key field in the import, will not be imported into the system. An error will be displayed in the import statistics: [Empty key field].

6. [Start import] — the button to start import according to the set parameters.

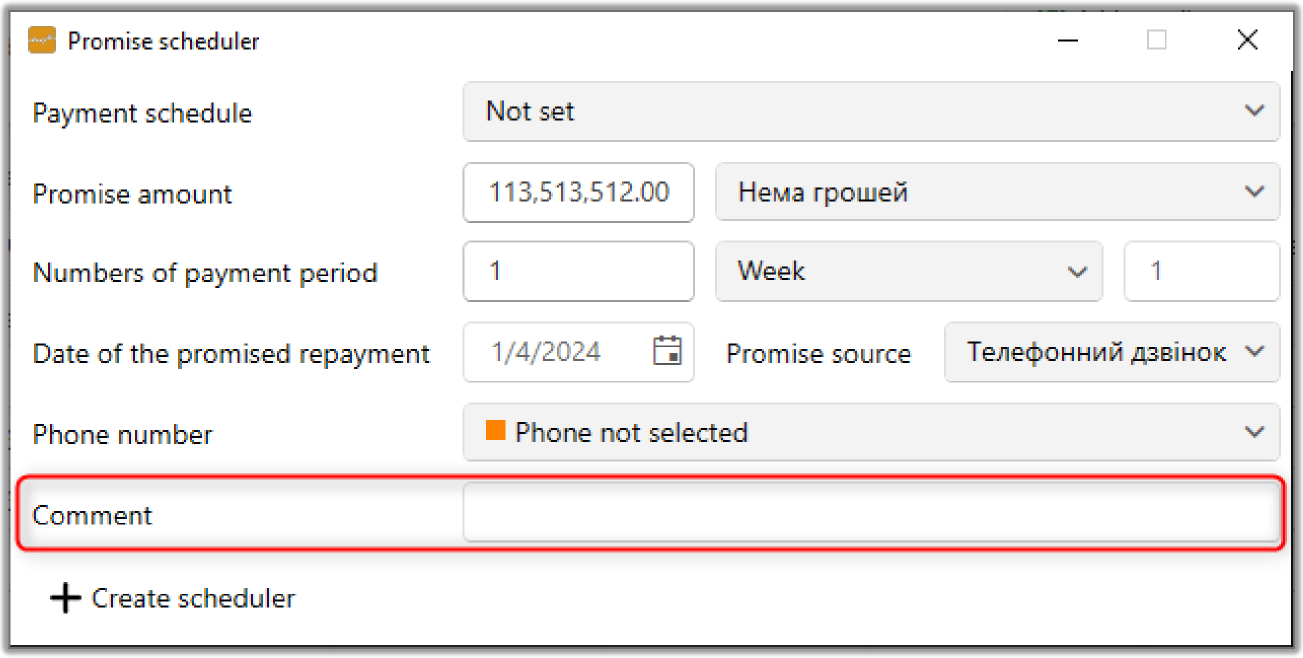
The **[Promise Payment]** tab is a table with a set of system fields of the promise schedule, which are set to match the fields in the import file/gateway table and select a key to check for duplicates.



The [Period] field contains the time units that have been set for payments in the promise schedule. The units can be specified using names in the language that is set in the Delta M.CRM system, without regard to case. The period can also be imported using a code where:

- 0 — week;
- 1 — month;
- 2 — unknown;
- 3 — day.

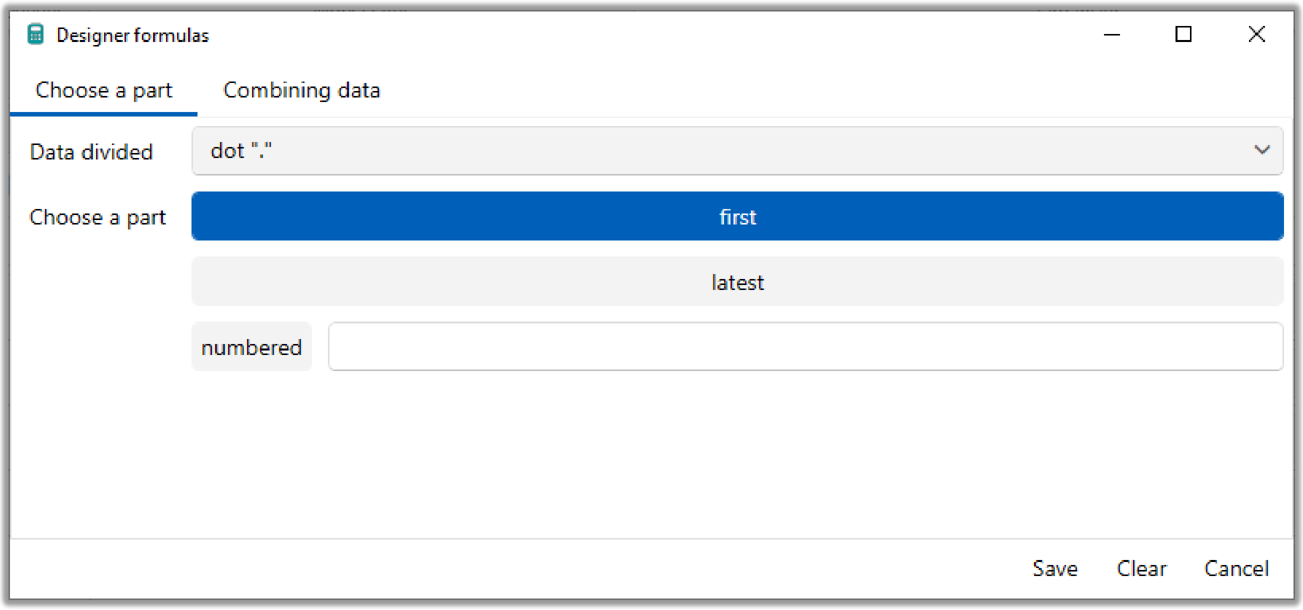
The [Comment] field contains a text comment that can be specified for the promise graph.



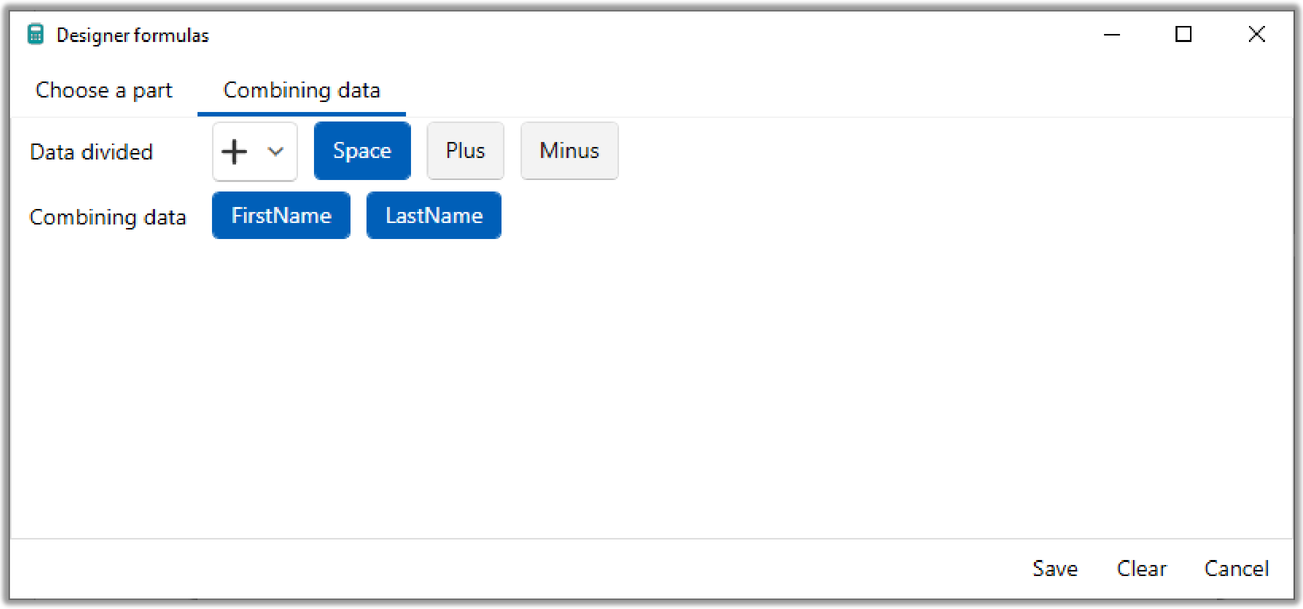
Values for the [Promise Source] field are used from the [Promise Source] dictionary.

Also for promised payment fields using formulas it is available to merge or split data in one or several cells of a file/gateway table with subsequent uploading of the specified part to the system.

[Choose a part] — setting of data separation within one cell of the file/gateway table by one of the available delimiters (space, comma, dot, semicolon, colon, slash, backslash) or by specifying your own character. Then you should select the part of data in the cell that will be transferred when importing it into the system. You can select the first part of the data, the second part of the data or by pressing the [Numbered] button you can specify the number of the necessary part of the account to be imported. After all the settings have been applied, click the [Save] button. The [Clear] button resets all the entered settings, and the [Cancel] button closes the window of work with the formula builder without saving the last changes.



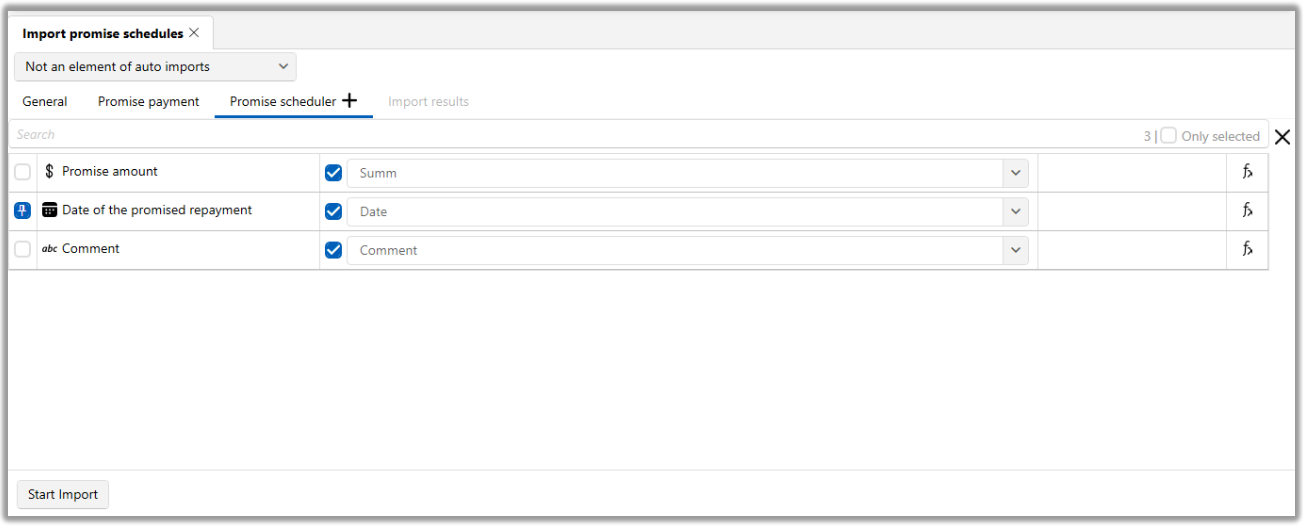
[Combining data] — setting the function of merging data from several cells of the imported file/gateway table into one field of the system for loading information in the merged form. In the [Data split] parameter by clicking the [+] button you can add fields for merging from the imported file/gateway table by selecting the necessary ones from the drop-down list and choosing what character they will be separated by (space, plus, minus).



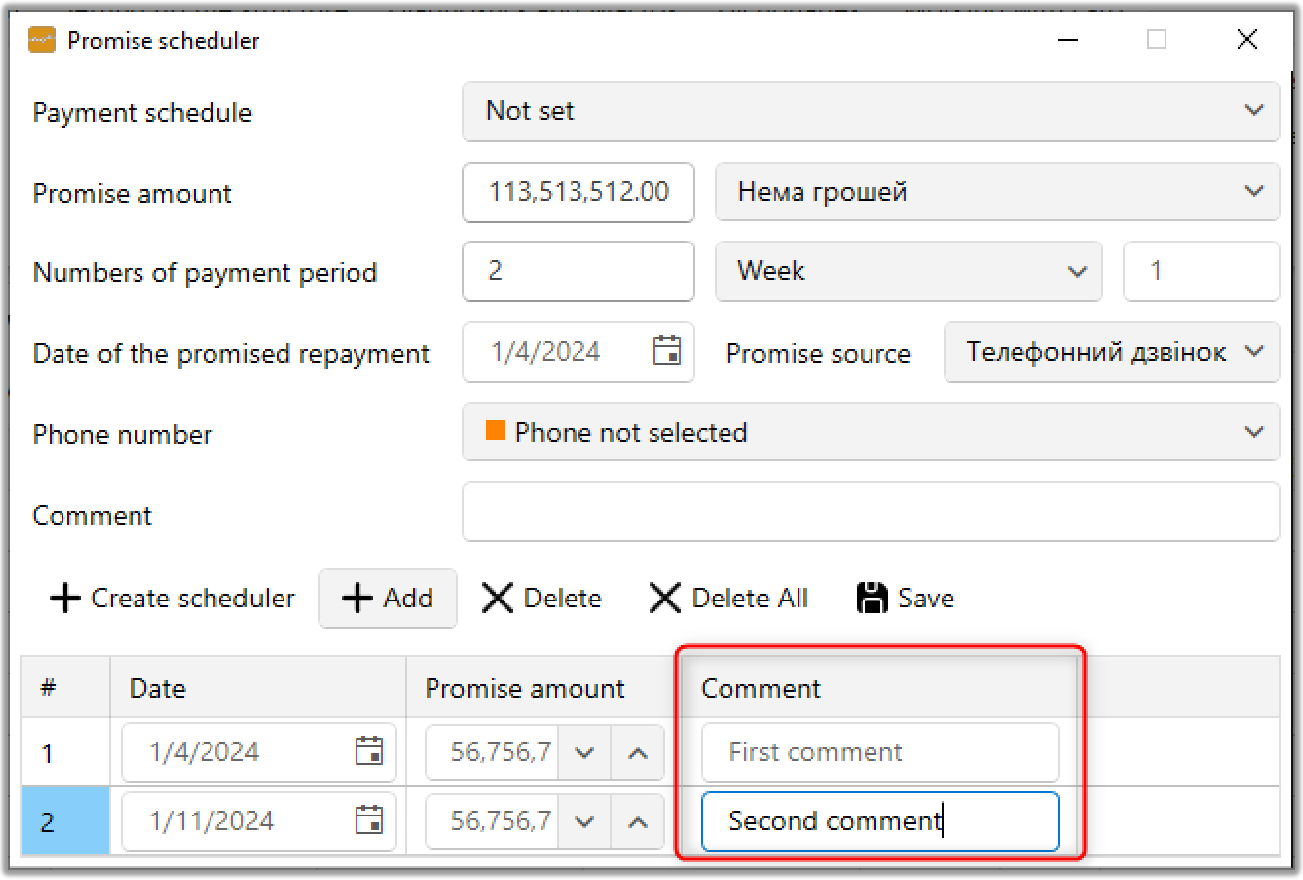
The [Data divided] option selects one of the existing separator characters. When working with numeric data, the [Plus] and [Minus] options will work as math operators, adding and subtracting respectively.

- The [Combining data] option displays a list with the names of the cells added for merging and the option to delete them by clicking on the name of the desired cell. The [Clear] button resets all settings, and the [Cancel] button closes the Formula Builder window without saving the last changes.

The [Promise Schedule] tab adds period fields in the promise schedule to be mapped to the data in the imported fields. After clicking the [+] button, the system period fields of the promise schedule are displayed for mapping with the import file/gateway table field and the possibility to set a formula for each such field. A search for these fields is also available.



The [Comment] field contains a comment that is specified for each payment in the promise schedule.

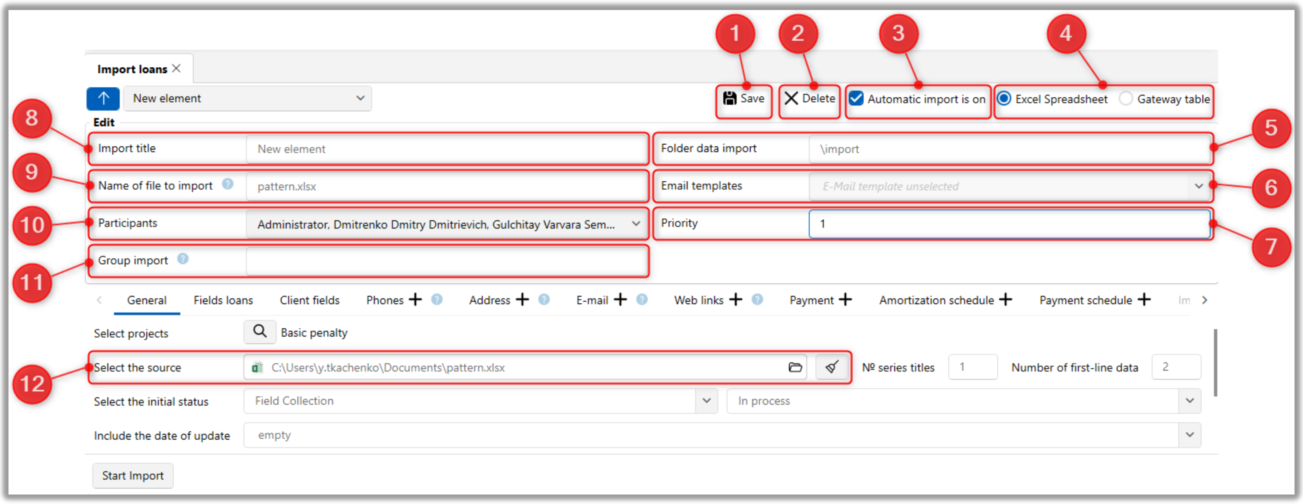


When the data in the import file are in different columns rather than in the same column, you can create multiple conditions for importing them into one system field via [+].

2.2.5.10 Auto import

For automatic import, the parameters are configured depending on the selected data source type. The data source can be an Excel table or a gateway table.

When importing from an Excel spreadsheet, the following parameters must be configured (the others are identical to manual import):



1. [Save] — button to save import template settings.

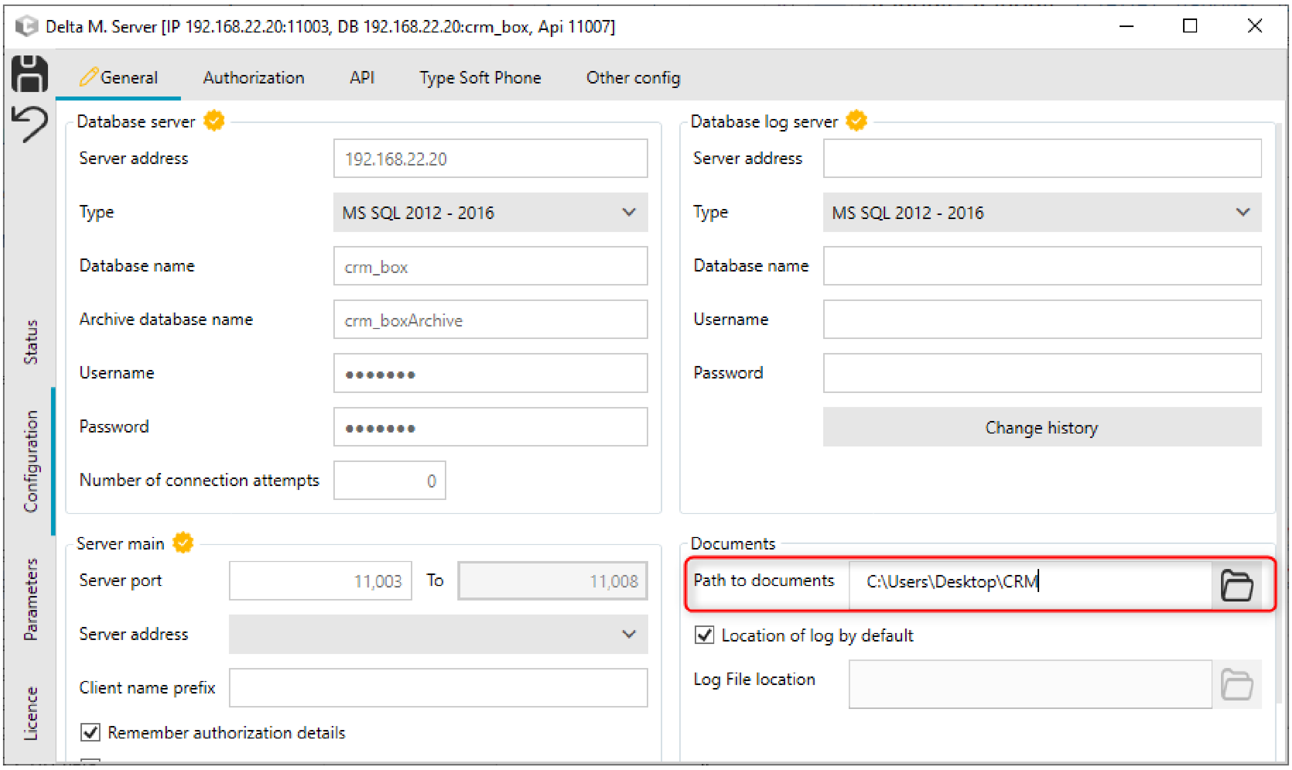
2. [Delete] — button to delete the selected import template.

3. [Automatic import is on] — if this checkbox is selected, the system will perform automatic import from the selected file or gateway table when it is updated.

4. To import data from a file, select the [Excel Spreadsheet] checkbox. To import data from a gateway table, select the [Gateway Table] checkbox.

5. [Folder data import] — a string where you should specify the path to the folder containing the Excel file, the folder prefix specified in WPF Server is added automatically. The system will independently fetch the file from the specified folder, and in case of successful import will delete the file from the directory. If errors occur during import, the system will create a copy of the file to be imported and leave it in the folder specified in the import settings.

The import folder and all its subfolders must be specified relative to the root folder that is installed in WPF Server. If, for example, the root directory is specified as C:\Delta\Desktop\CRM in WPF Server, and import files are stored in the C:\Delta\Desktop\CRM\import folder, then only the \import folder should be specified in this parameter (the system automatically substitutes the path that was specified in WPF). It is undesirable to use special characters in folder and file names.



IMPORTANT: changing the configuration template in [Select the source] resets all the set configuration settings of the automatic import configuration (keys, field mapping, etc.). The values entered in [Import Data Folder] and [Import File Name] do not affect the loaded customization template, so changing them does not reset the auto import configuration settings.

6. [E-mail templates] — select from the drop-down list a template for sending E-mail about import or its statistics (creation and customization of E-mail templates are described in section 2.5.1.9.1).

7. [Priority] — setting the priority of automatic data import within one import type. The set numeric value determines the priority of this automatic import according to the created template.

8. [Import title] — name of import template (cannot be empty).

9. [Name of file to import] — name of Excel file to be imported.

IMPORTANT: The system is case sensitive. The file name for automatic import must strictly correspond to the name fixed in the settings. The same file cannot be used simultaneously in several automatic import templates.

10. [Participants] — select participants from the drop-down list, who will receive e-mail notification about the import.

11. [Group import] — enter the name of import group, automatic imports of entities will be merged into one import and will take place one by one, according to the specified logic in the system:

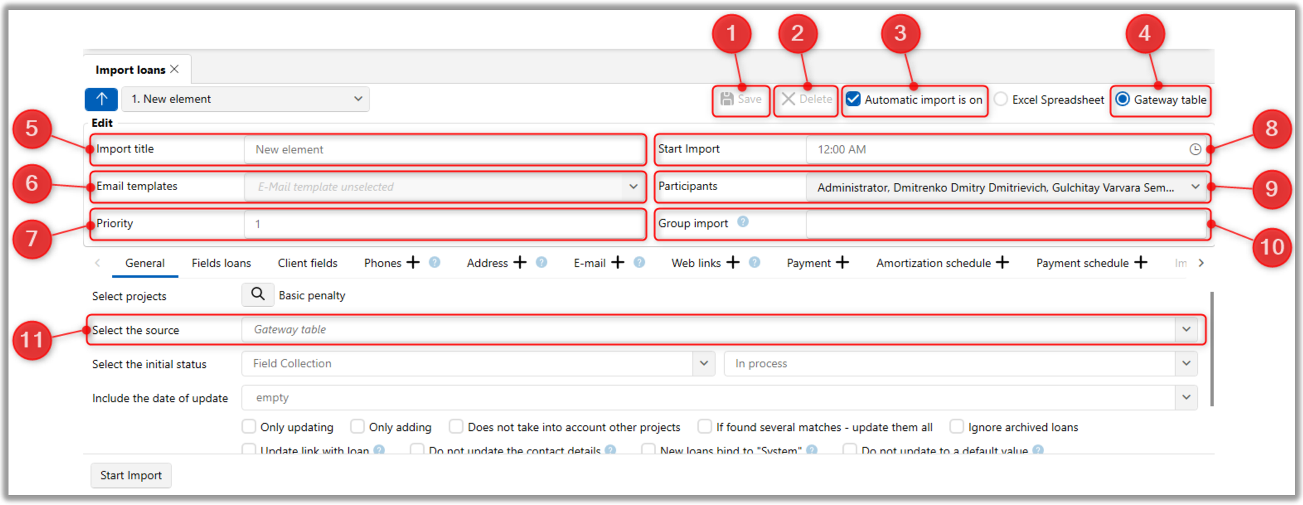
1) Loans;
2) Assurances;
3) Clients;
4) Accounts.

This order is necessary for correct import of data into the system. It is not necessary to have all entity imports presented, but their order will be observed. For example: automatic imports of accounts, clients and loans were combined into one group, then within this group clients will be imported first, then loans, then accounts. There cannot be multiple automatic imports of the same type (multiple customer imports, etc.) in one import group.

IMPORTANT: The system will wait for all files to start importing within the specified group, otherwise the import will not start.

12. [Select the source] — display the selected data source.

In case of automatic import from the gateway table, the following parameters must be configured (the others are identical to manual import):



1. [Save] — the button to save the import template from the gateway table.

2. [Delete] — button to delete the selected auto import template.

3. [Auto Import Enabled] — if this checkbox is checked, data import will be performed automatically at the set time in [Start Import].

4. To import data from the gateway table into the system, the [Gateway Table] checkbox must be selected.

5. [Import name] — enter a name for the added automatic import template.

6. [E-mail template] — select one of the preconfigured templates for sending E-mail messages when auto import or its statistics is triggered (creation and customization of E-mail templates are described in section 2.5.1.9.1).

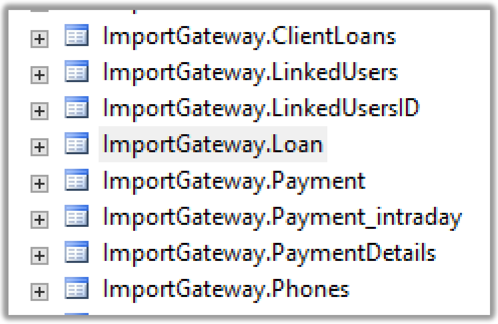
7. [Priority] — setting the priority of automatic data import within one import type. The set numeric value determines the priority of this automatic import from the selected gateway table according to the created template.

8. [Start import] — set the daily time to start import from the gateway table.

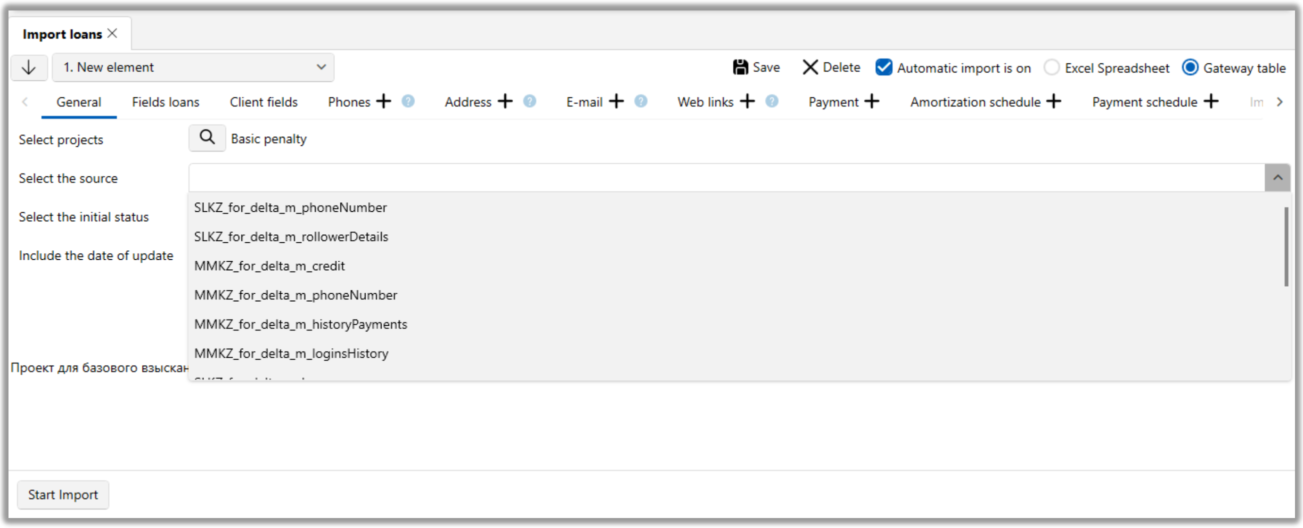
9. [Participants] — select participants (system users), to whom the mailing will be sent by the selected template to e-mail.

10. [Import group] — enter the name of the import group. Work with this parameter is described in detail above, when configuring automatic import from Excel—file.

11. [Select the source] — select the gateway table from which the auto import of data into the system will be performed. Database gateway tables, which have the [ImportGateway.] prefix, are available for selection.

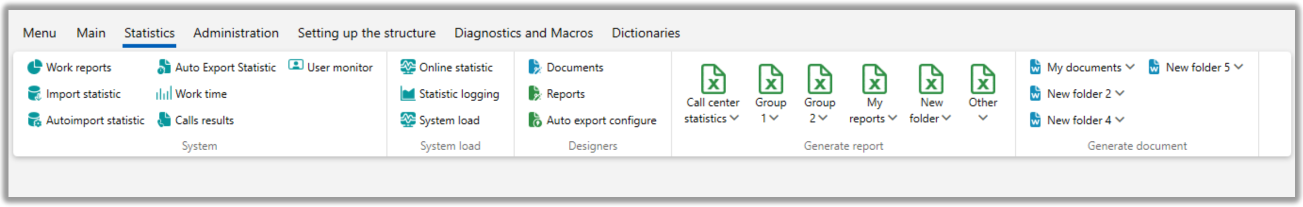


They will all be available for selection as a source (without the ImportGateway prefix).



2.3 Statistics

The [Statistics] tab is a set of modules for working with statistics, reports and documents. The tab contains the following blocks: [System], [Designers], [System Load], [Generate Report], [Generate Document].

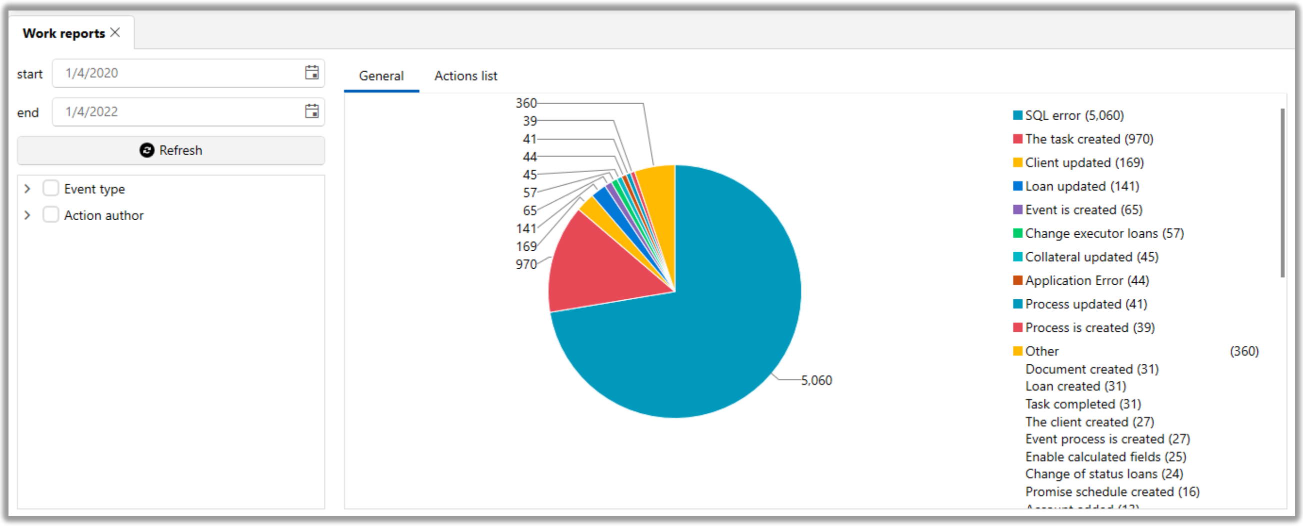


2.3.1 System

The [System] block contains modules for working with statistics, system status monitoring and reporting.

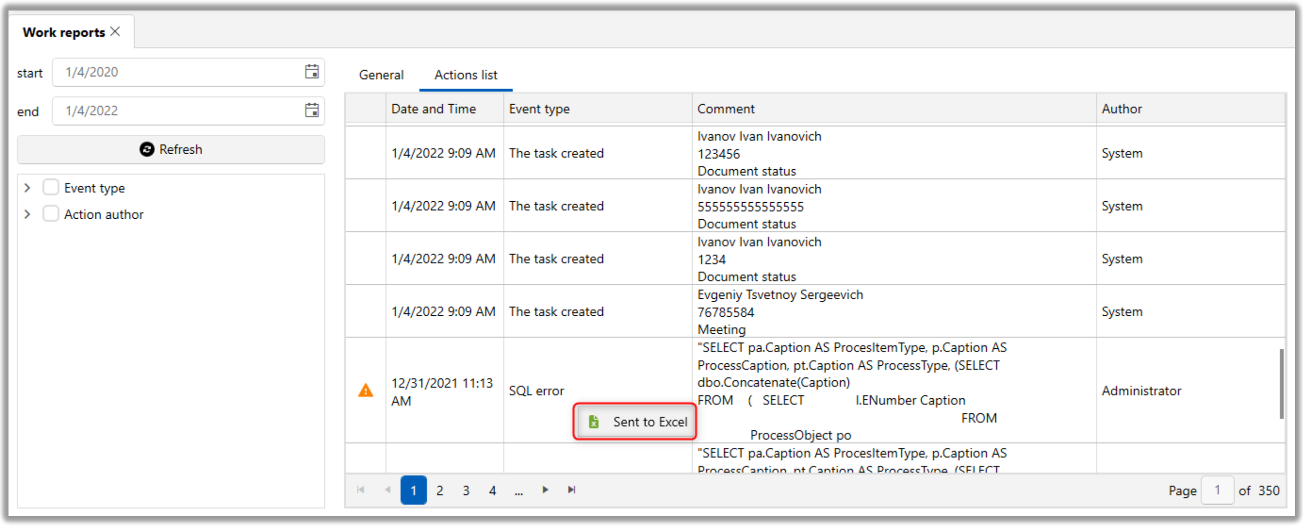
2.3.1.1 Work reports

The [Work reports] module displays statistics of user actions and automatic changes by entities in the system, including errors. You can use checkboxes to mark the required event types and authors.



The [General] tab displays statistics by event types in the form of a pie chart with the number of events for a specified period.

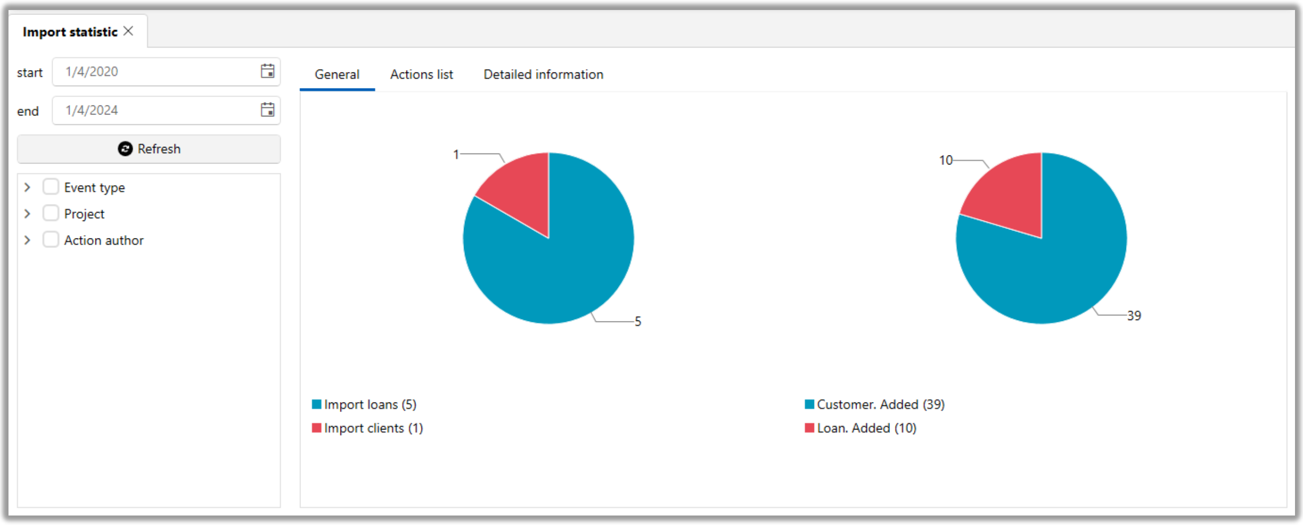
The [Action List] tab displays the list of event types in the form of a table with the date and time of event creation, event type, comment, name of the event author. By double-clicking the left mouse button the user, depending on the type of event, can open a loan card, collateral card, text file with SQL script, etc. The user can also generate an Excel report on the necessary types and authors of events, which are contained on the selected page. To do this, it is necessary to mark the necessary rows for unloading by clicking on them with the left mouse button or using the Ctrl+F combination, then right-click on the [Action List] tab and select [Sent to Excel]. When the document is generated, the system transfers the data to Microsoft Excel and opens a new Excel document with ready data.



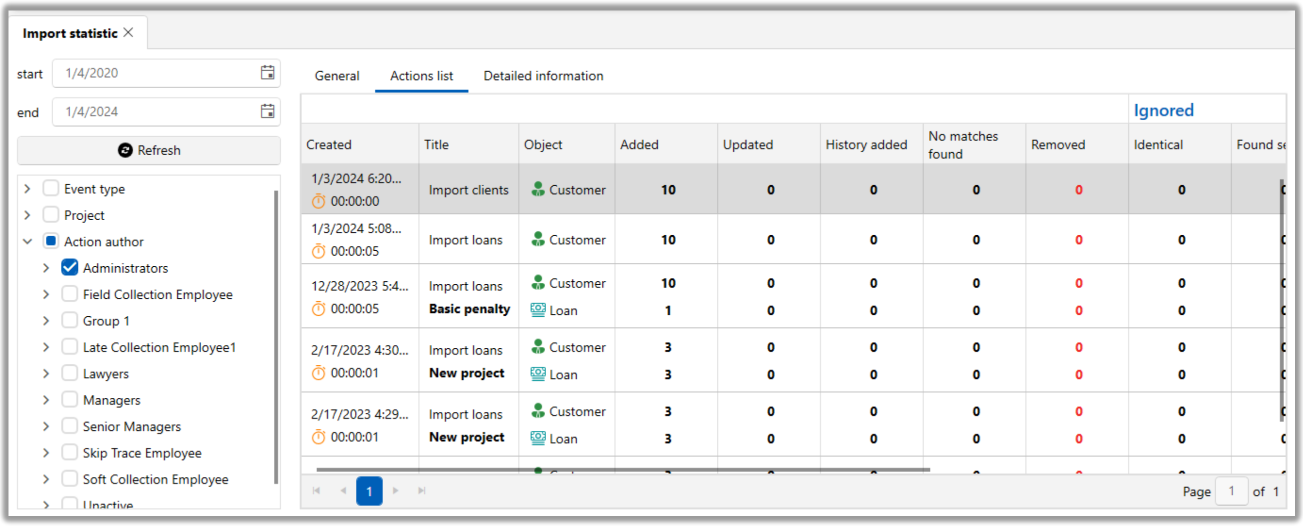
2.3.1.2 Import statistics

The [Import Statistics] module displays detailed information about imports to the system for the selected period.

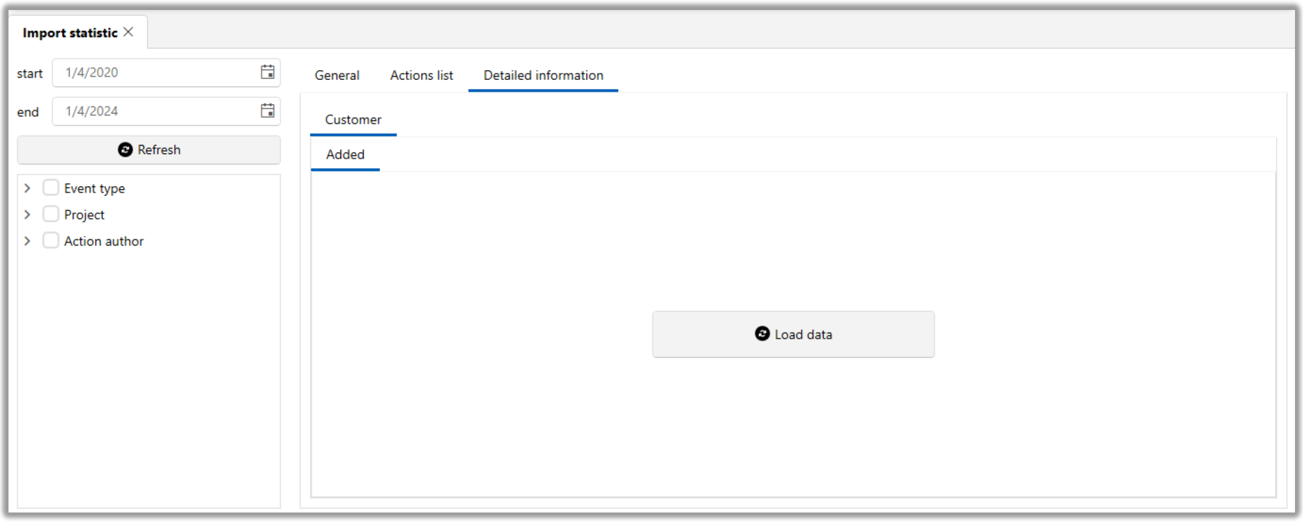
The [General] tab presents general information about the imports performed in the form of pie charts taking into account the configured data filters. You can customize the filtering of the displayed data (object type, project, event author, name) using checkboxes on the tab.



The [Action List] tab displays a list of actions that were performed when importing into the system. It also displays the number of items not updated and errors for each import action.



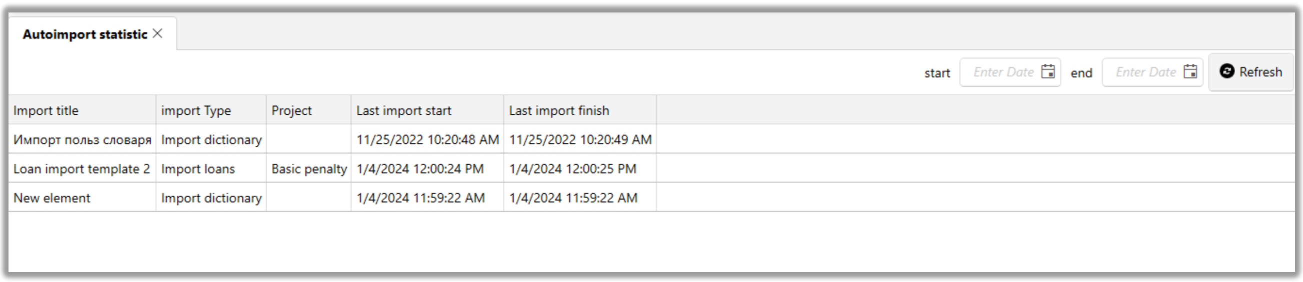
The [Details] tab displays incorrect data values detected by the system during the import process, which the user should pay attention to when entering data for re-import.



In the import statistics a quick search through the displayed results is available using the key combination [Ctrl+F], but it should be taken into account that the detailed import statistics displays a maximum of 20000 items.

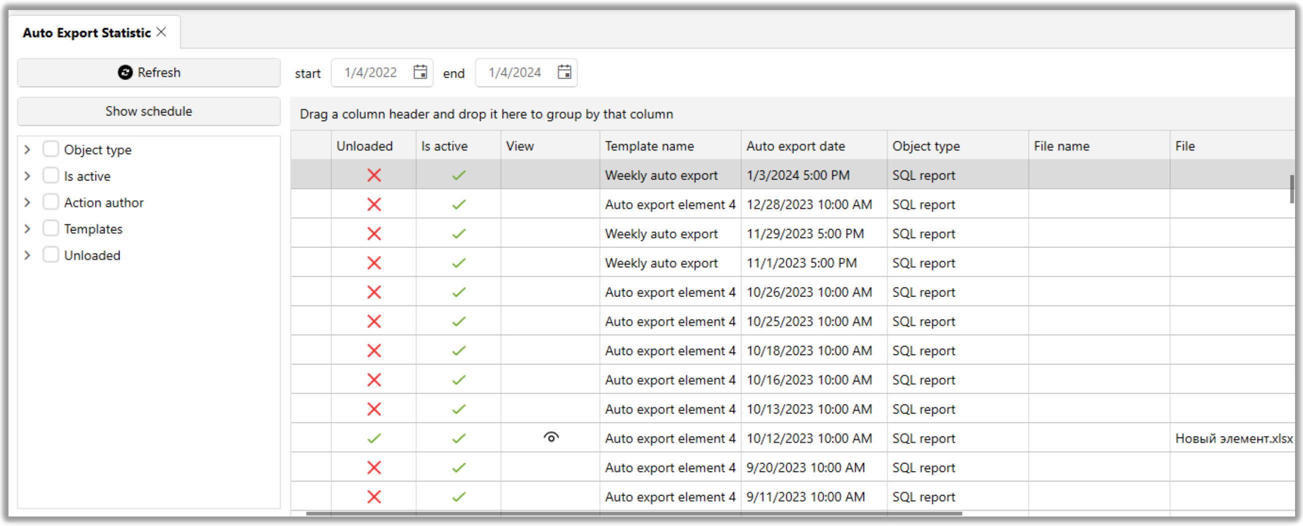
2.3.1.3 Autoimport Statistics

The [Autoimport Statistics] module displays information on automatic imports of data into the system. The user can set the required time interval for displaying the autoimport statistics in the [Start] and [End] parameters, after pressing the [Update] button the statistics for the specified parameters will be displayed.



2.3.1.4 Auto Export statistics

The [Auto Export statistics] module displays information on automatic data export. The user can set the required time interval, as well as specify additional export filtering parameters.



The following data filters are available:

[Object Type] — selection of the object type.

[In active] — select the status.

[Action author] — selection of event author from the list of users.

[Templates] — selection of used auto export template.

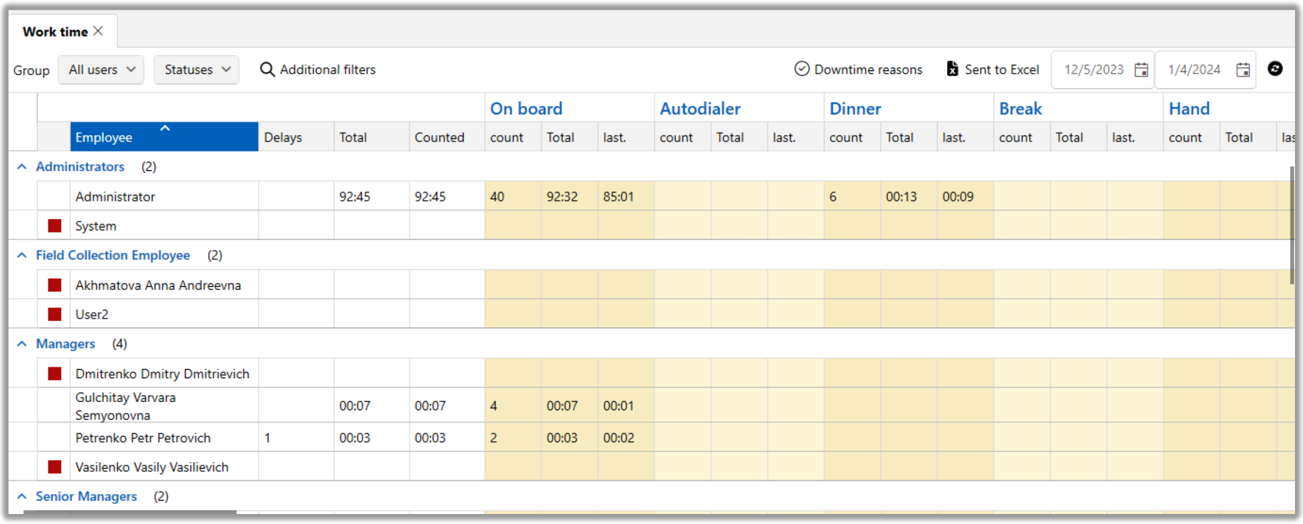
[Unloaded] — selection of the type of export.

If an auto export has been performed and the [Save a copy of the file] option is enabled in the settings, such a file will be saved in the system during uploading and will be available for viewing by pressing the corresponding button for viewing in the [View] column. This allows you to view saved copies of files after they have been uploaded.

2.3.1.5 Work time

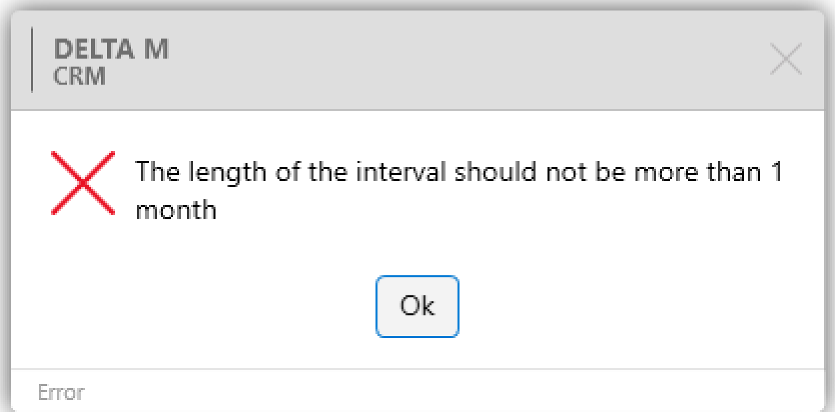
The [Work time] module displays detailed statistics of working time of users in the system for the selected period, taking into account tardiness and idle time. If necessary, you can switch between viewing the working time statistics by statuses, users and shifts. It is also possible to transfer the data to Excel.

If you select viewing of working time statistics by statuses, the data will be presented in the form of a table.

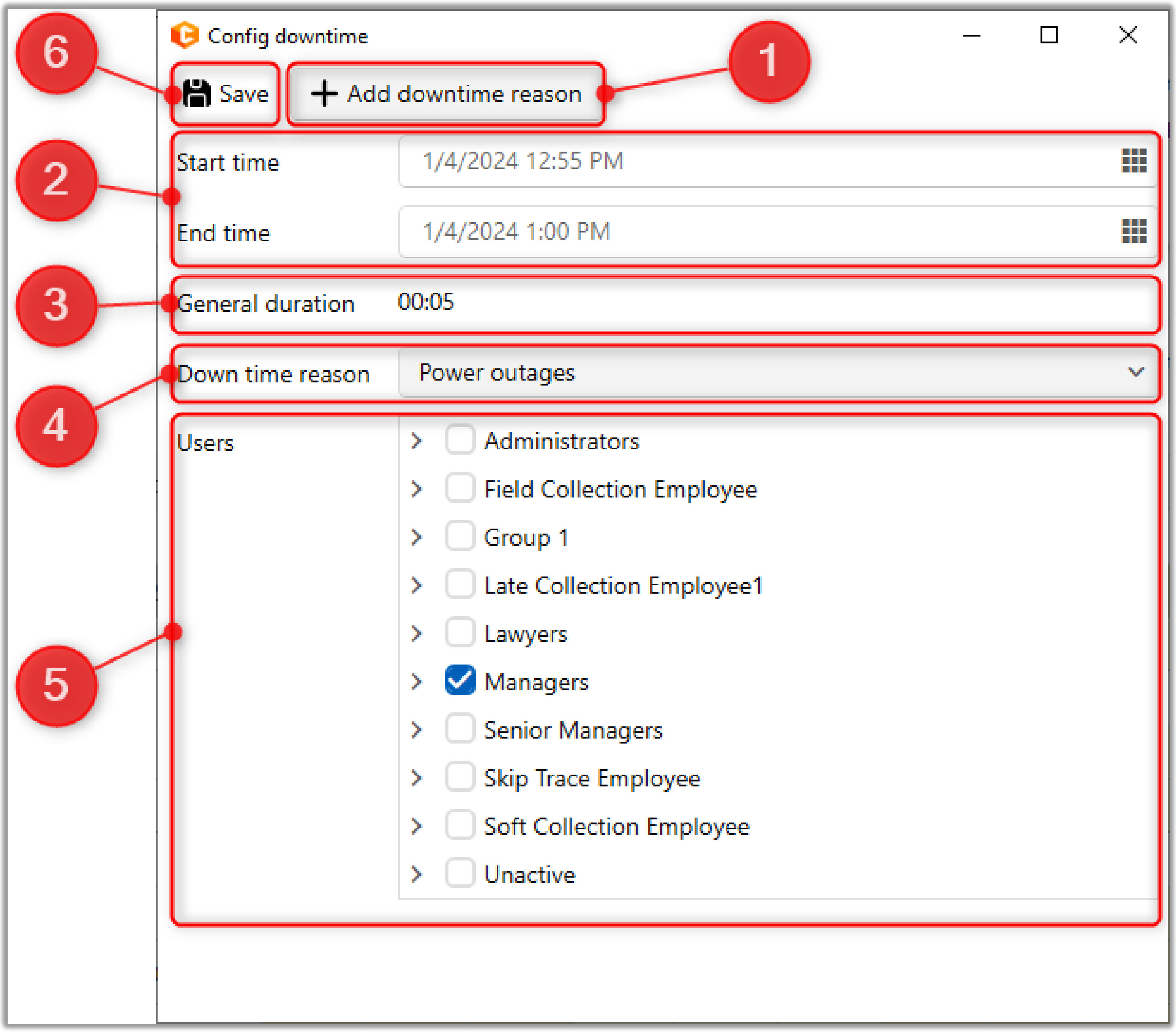


You can view data in the context of all users or one group (for each user). The column headers show data on: Login/Exit, Validity Time, Tardiness data, User Status data, Idle time data. If a user logs in later than the shift start time, but within the allowed tardiness time, the tardiness will not be counted.

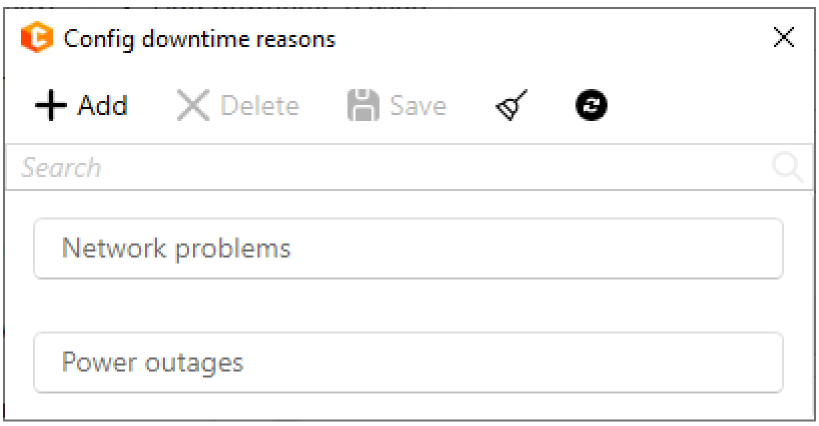
The maximum period for displaying user working time statistics cannot exceed one month.



When downtime occurs in users' work, it can be displayed in the system by clicking the [Downtime Reasons] button, where the downtime reason for a certain period is set for selected users or groups.



1. [Add Downtime Reason] — after pressing this button the [Customize Downtime Reasons] window opens for the user, which can be used to add, edit and delete downtime reasons.



2. [Set idle time] — set the date and time of start and end of idle time.

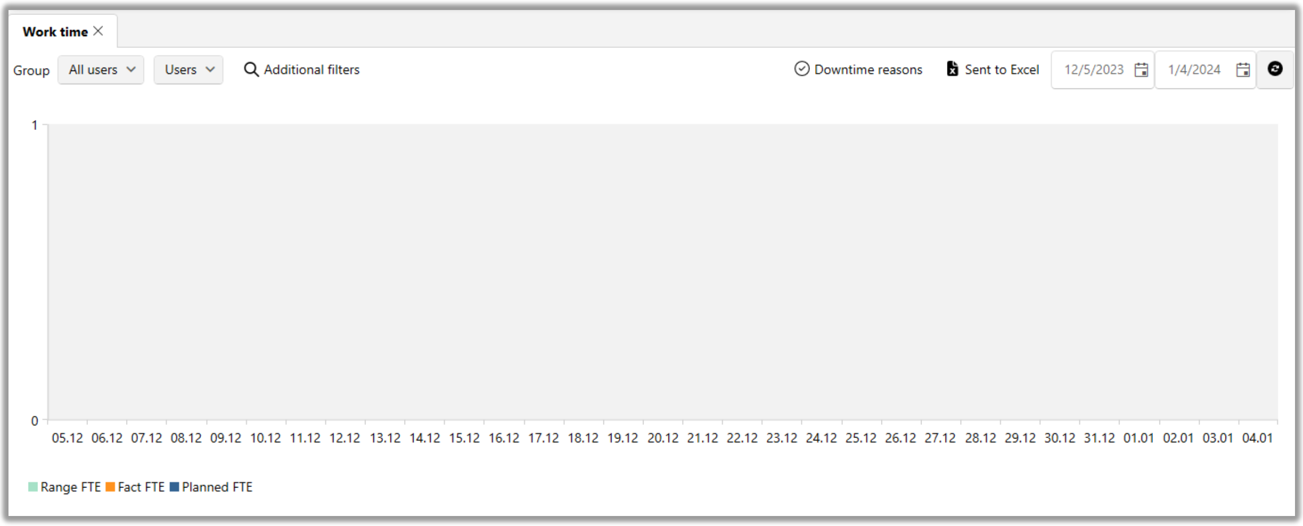
3. [Total duration] — displays the duration of idle time taking into account the set idle time.

4. [Downtime reason] — select the reason for downtime.

5. [Users] — select individual users or groups of users, for which the following will be applied

6. After making changes, you must click the [Save] button.

If you switch the display of working time statistics to the [Users] view, a graph will be generated. You can view the data by one group or by all groups.



The graph is based on the number of users (scheduled and actual) and time (30 min interval).

Data for a day, where:

- [Fact FTE] — evaluation of logins and logouts of the employee to the system. This indicator is displayed only if the user did not log out of the system (did not lock the computer, provided that the checkbox [Do not disconnect when locking the computer] is not set in the Role Setup) during the period (half an hour).

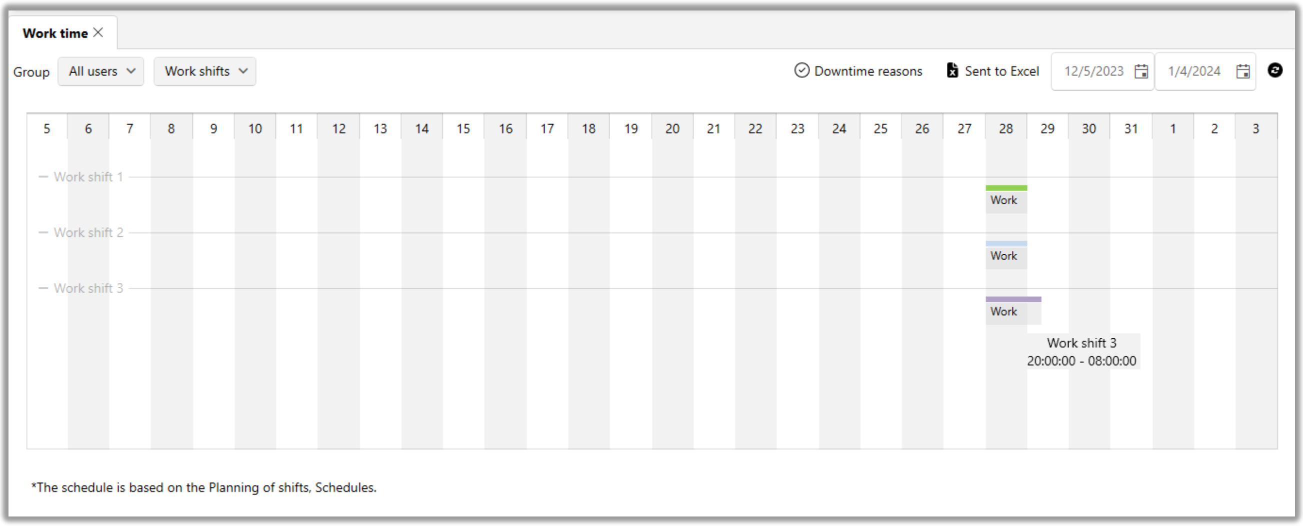
- [Planned FTE] — builds on Shift Planning and Scheduling.

Data for the month:

- [Fact FTE] — an employee is considered in the schedule if he/she is assigned shifts in the schedule and was in the system all the time of the shift +-15 min.
- [Planned FTE] — builds on shift planning and scheduling.

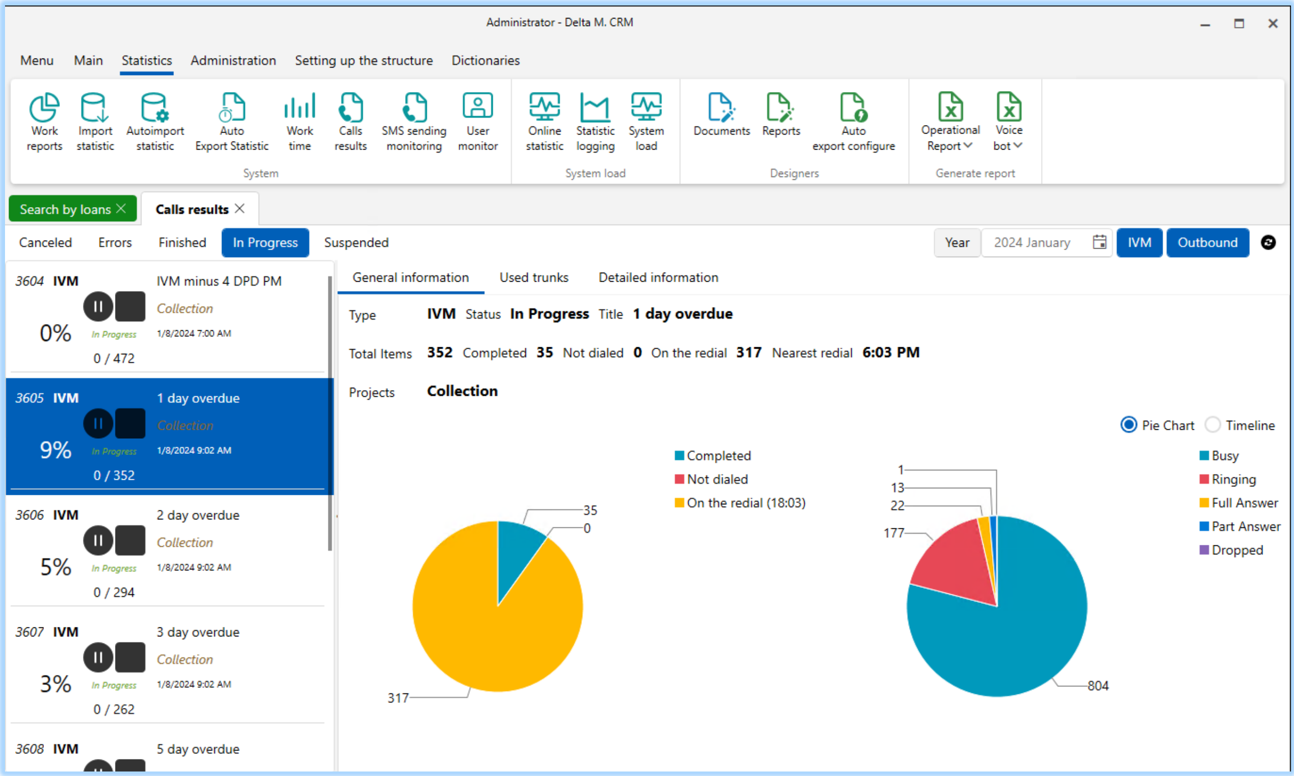
If you switch the display of working time statistics to the [Users] view, this module will display a graphical display of shifts by time or by day (depending on the sampling period).

The graph is built on the basis of data from the [Shift Planning] and [Schedule] module. When you put the cursor over a shift, a tooltip with the shift data will appear.



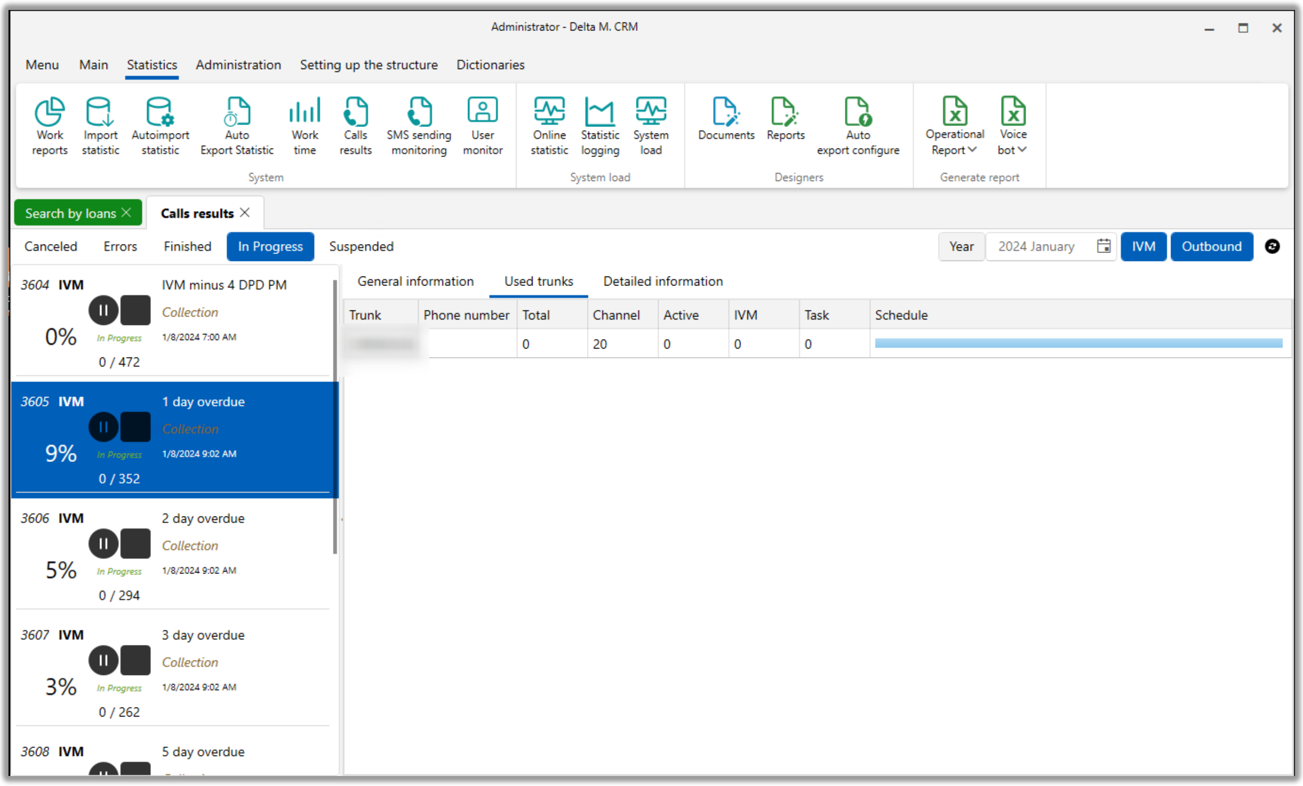
2.3.1.6 Call results

The [Call results] module allows you to view the results of calls made by the IVM. This module becomes available if the IVM module has been connected to the Delta M. CRM system has been connected to the IVM module.



The [General Information] tab displays general information about the created IVM campaign, as well as statistics of calls made by this IVM campaign in the form of a pie chart or time graph.

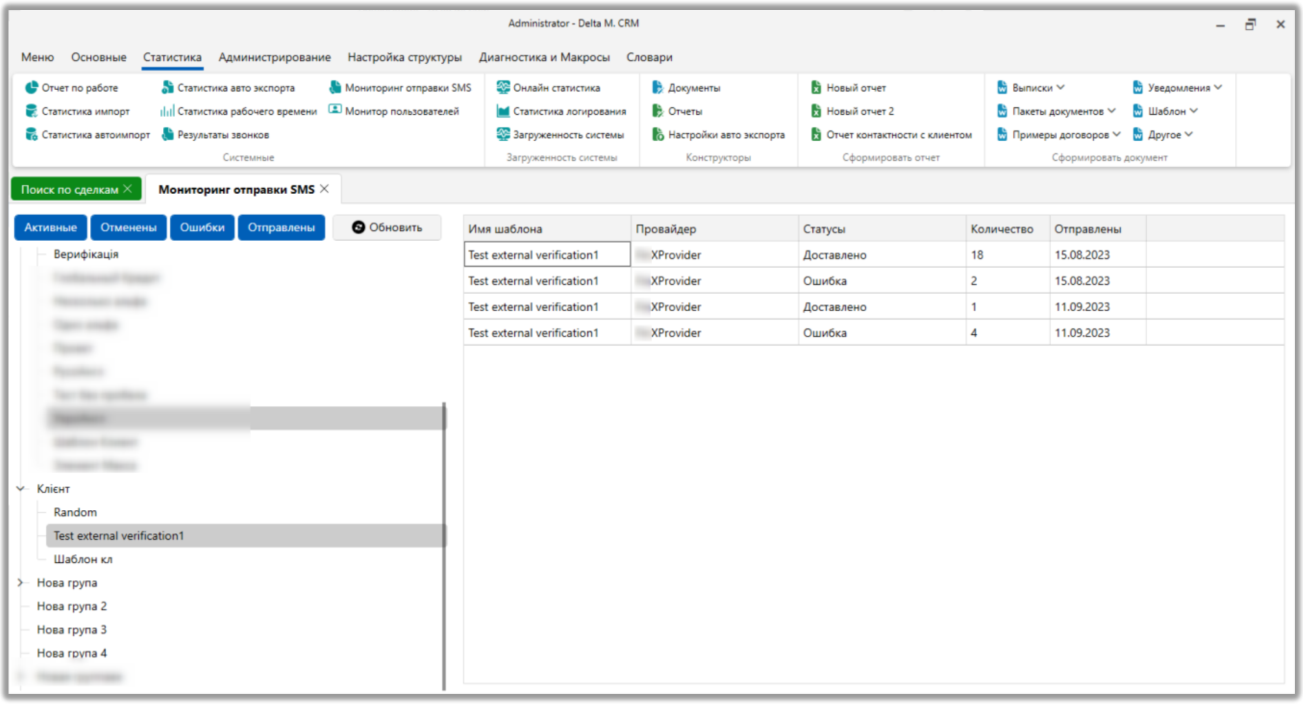
The [Trunks Used] tab displays the trunks that are used for the selected IVM campaign mailing.



The [Details] tab displays a list of items for which an IVM has been sent out with a ping status. Double-click on the element to open the card of the client or loan, on which the call was made.

2.3.1.7 SMS sending monitor

The [SMS Sending Monitor] module allows you to view the SMS being sent.

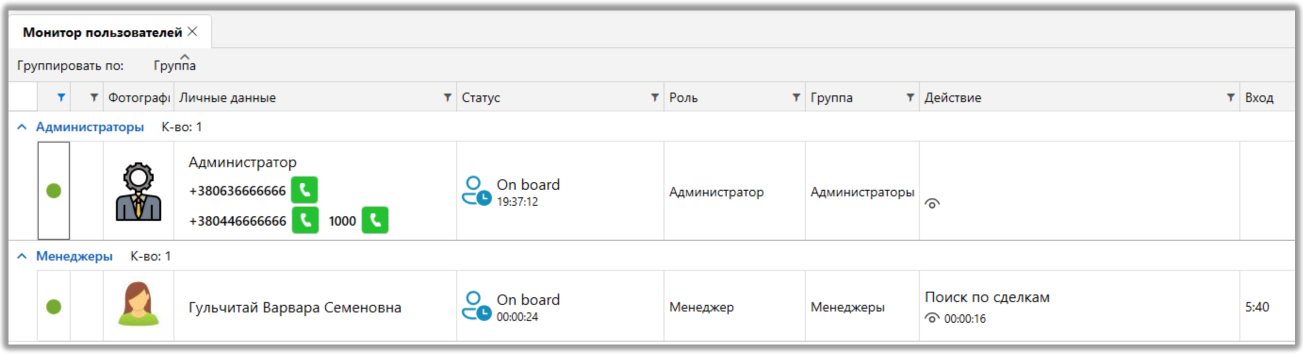


1. Grouping and displaying of sent SMS according to marked statuses.
2. [Refresh] — update data on sent SMS.
3. Displaying created SMS groups and templates in the system (more details in section 2.5.1.8.1);
4. Table with the list of sent SMS, where:

- [Template name] — display the name of used SMS template;
- [Provider] — display the name of the used provider;
- [Statuses] — display current status of sent SMS. The user can manually resend the SMS group or cancel the sending. To do this, right-click on the required group and select the corresponding option in the context menu. Re-sending or canceling is not available for SMS with [Delivered] status;
- [Count] — displaying the number of sent SMS;
- [Sent] — display the date of sending.

2.3.1.8 User monitor

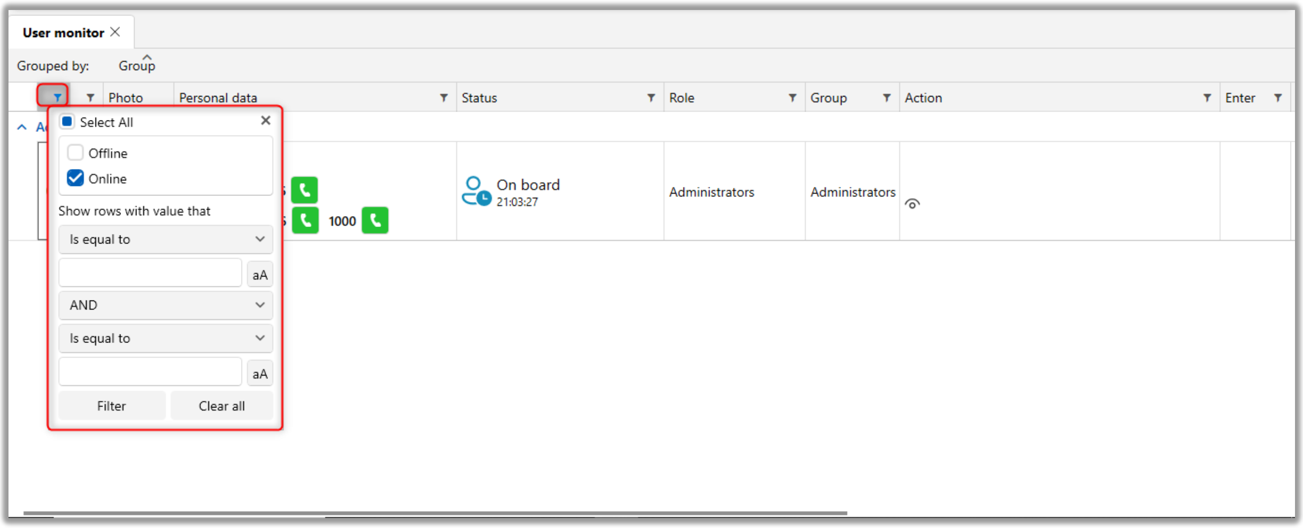
The [User monitor] module is used to monitor users in the Delta M.CRM system, their status and activity. With this module you can monitor user activity, block or unblock users, as well as view profile data and information from user fields (only selected fields for this module are displayed, more details in section 2.4.2.1.8).



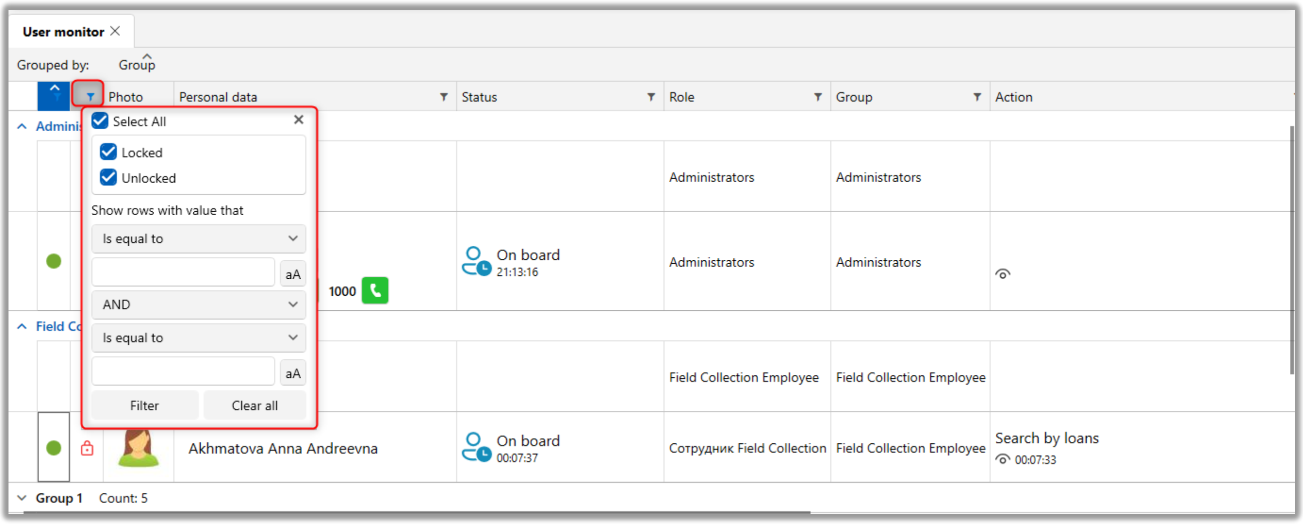
This module displays all users of the system that are found both online and offline. By default, a user can see only himself and his subordinates, as well as all their subordinates. If you need to display users who are in the same group with the current user of the system, you should set the [View their group] checkbox in the settings of his role. To view all users, the [View all] checkbox should be set in the role settings of the current user (on the [General Information] tab, in the [User Management] group).

By default, those users who are in the network are displayed, but if necessary, you can display users who are not in the network. To do this, set the appropriate settings of the status filter (the very first one on the left):

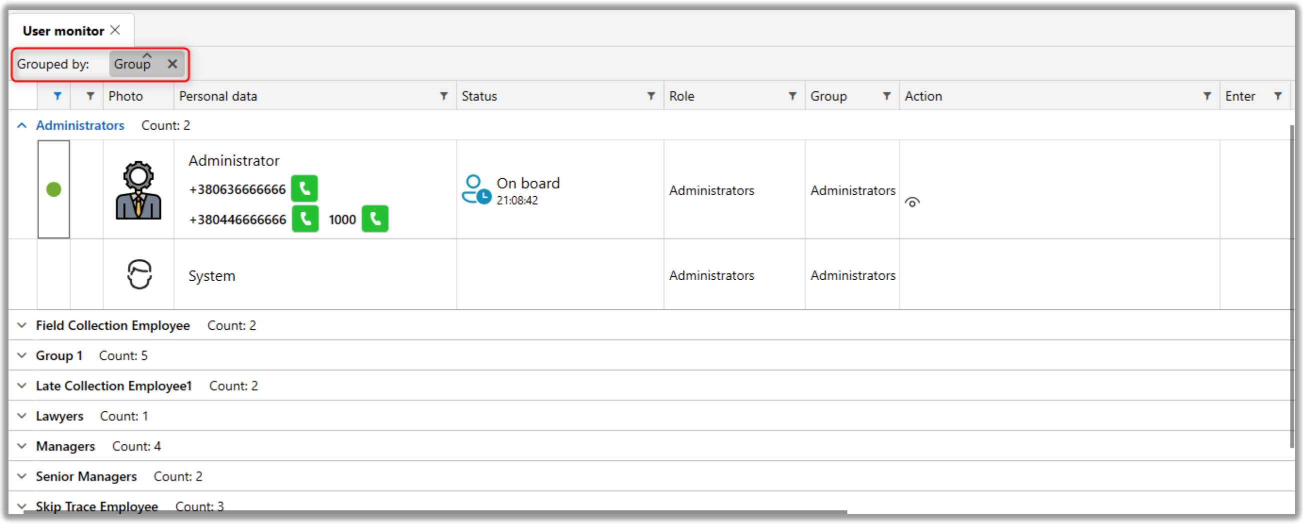
- [Online] — display users who are on the network.
- [Offline] — displaying users who have gone offline (this type of filter becomes available only when there were users who went offline during the time this module has been running).



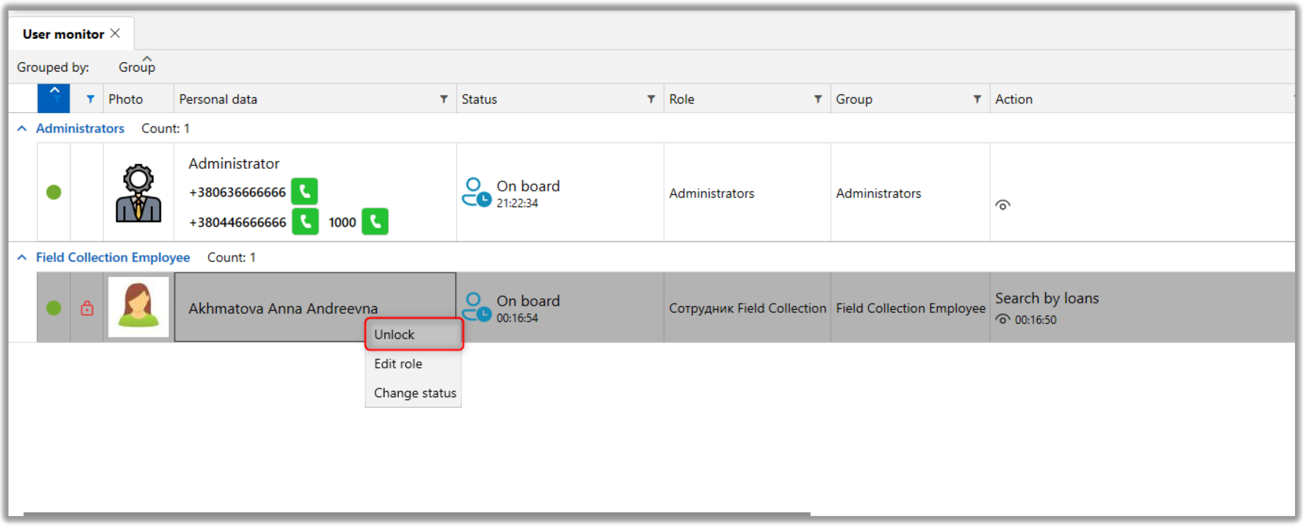
You can also filter the display of blocked and unblocked users in the user monitor by selecting the [Locked] and/or [Unlocked] checkboxes respectively. Filtering by blocked users is available only if there are blocked users in the given sample.



Filters by status, role, group, action, added user fields, etc. work similarly. Within each filter you can set up additional filtering by values contained in the selected column using checkboxes, and you can sort the values from less to more or from more to less by clicking on the column header. It is possible to group the displayed users by one of the columns, for this purpose it is necessary to press the left mouse button on the name of the necessary column and drag it to the field for grouping (this function also supports the possibility of sorting from more to less and vice versa, by clicking on the selected grouping).

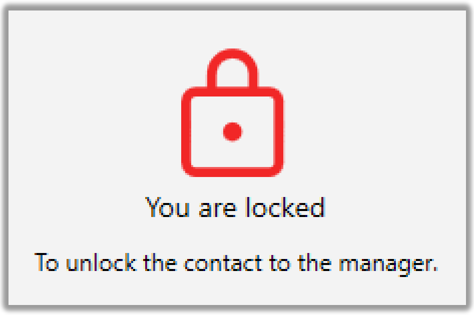


This module allows you to lock and unlock users of the system. A blue lock icon will be displayed next to the blocked users. To unlock a user, select him/her in the list and right-click on him/her, then select [Unlock] in the context menu that appears.

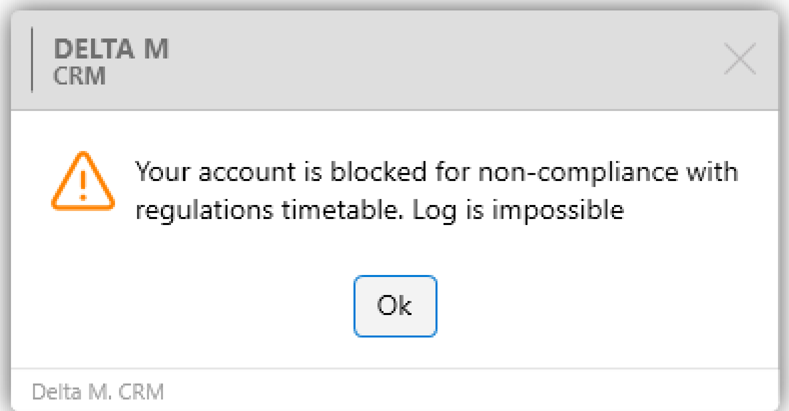


To block a user, select him/her in the list and right-click on him/her, then select [Lock] in the context menu that appears. Users whose role settings have the [Never block] checkbox set cannot be blocked.

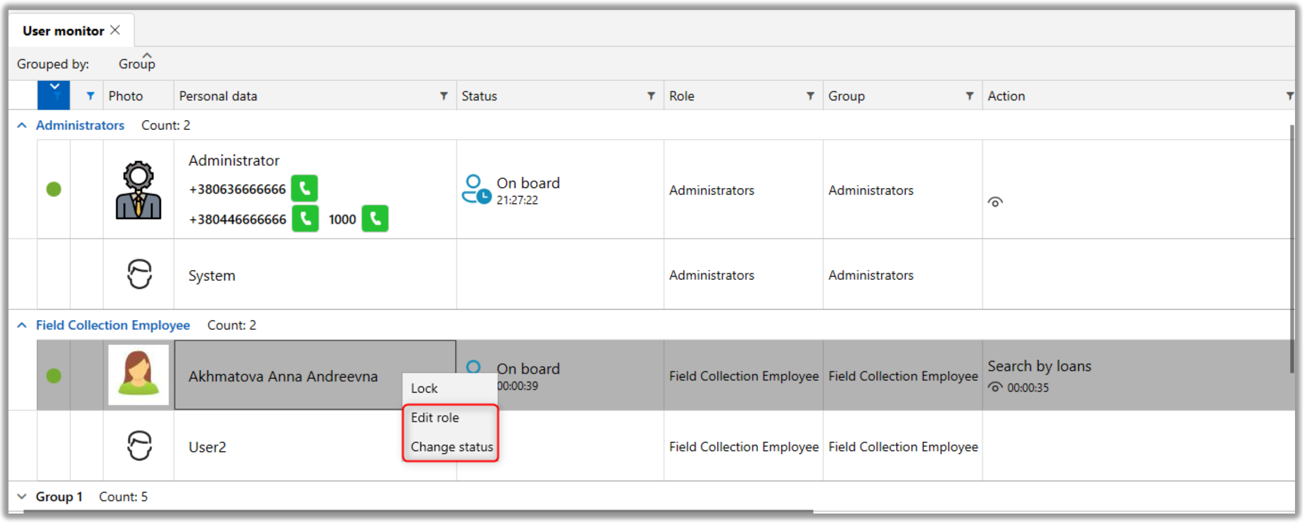
The blocked user will be displayed a corresponding blocking message and will not be able to continue working with the Delta M. CRM.



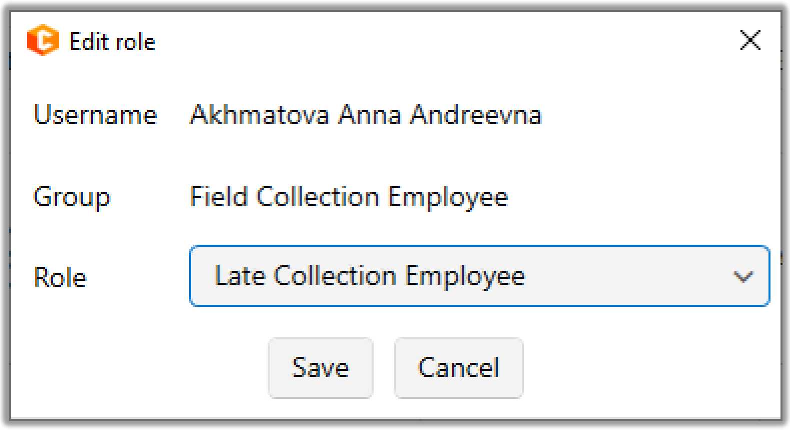
Blocked users will not be able to log in, they will receive a warning message after entering their username and password: [Your account has been locked for failure to comply with work schedule regulations. Login is not possible].

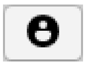


You can also change the role and status of the current user's subordinates by right-clicking on the necessary user and selecting the corresponding item in the context menu.

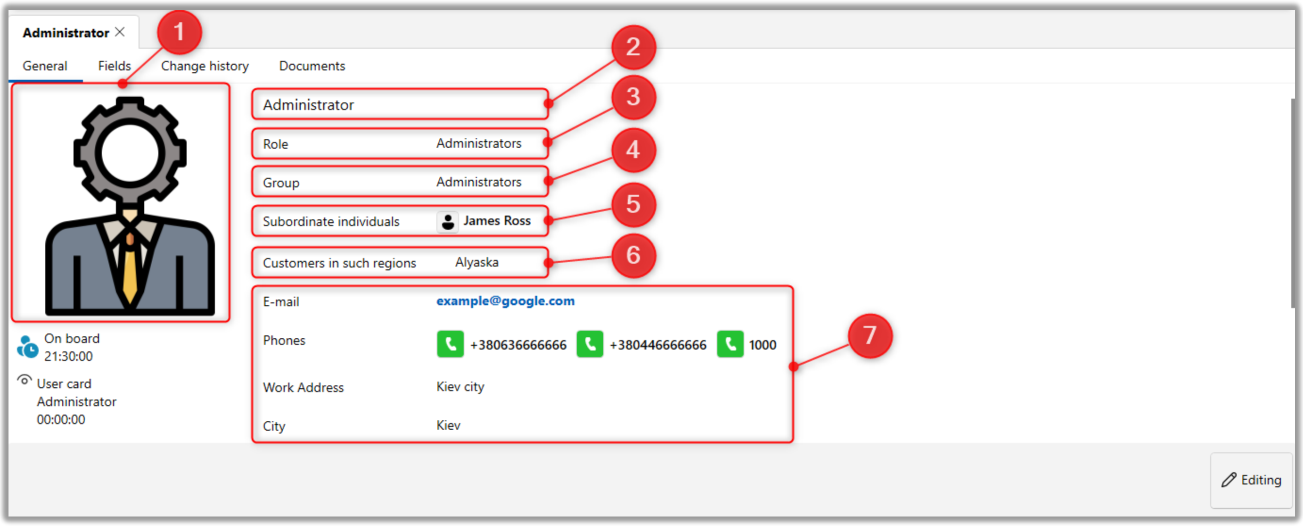


When changing roles, only the roles that are set in the subordinates of the current system user are available.

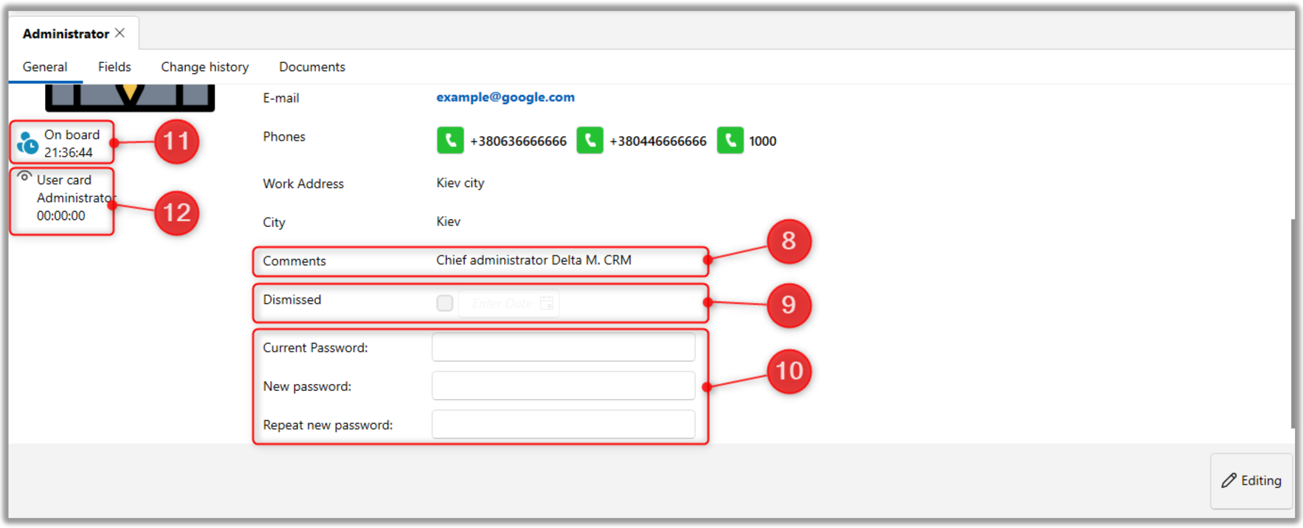


Clicking on the  [Open User Profile] button (found on the right side of the user block) will open a new window with the user profile and information about the user. The user profile contains four tabs: [General], [Fields], [Change History], [Documents].

The [General] tab displays the following information:



1. Photo set in the user settings (empty by default).
2. User name.
3. Displaying the user role.
4. The name of the user group the selected user is in.
5. List of subordinates with the possibility to go to viewing their profiles.
6. Display the regions that are set for this user in his/her profile and can be used when allocating loans (tab [Clients by such regions]).
7. Displaying the user's contact information that was specified in his/her profile (in the [Personal Information] tab).



8. Comment that is specified in the user's personal data.

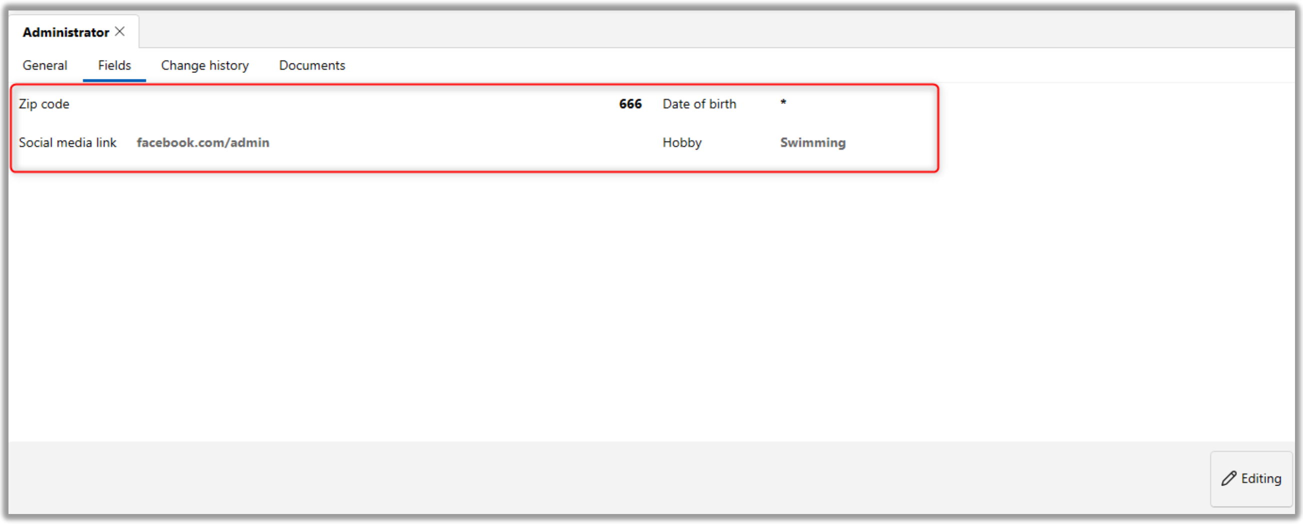
9. Set the user's termination date.

10. When a user opens his/her profile, he/she can change the previously set login password.

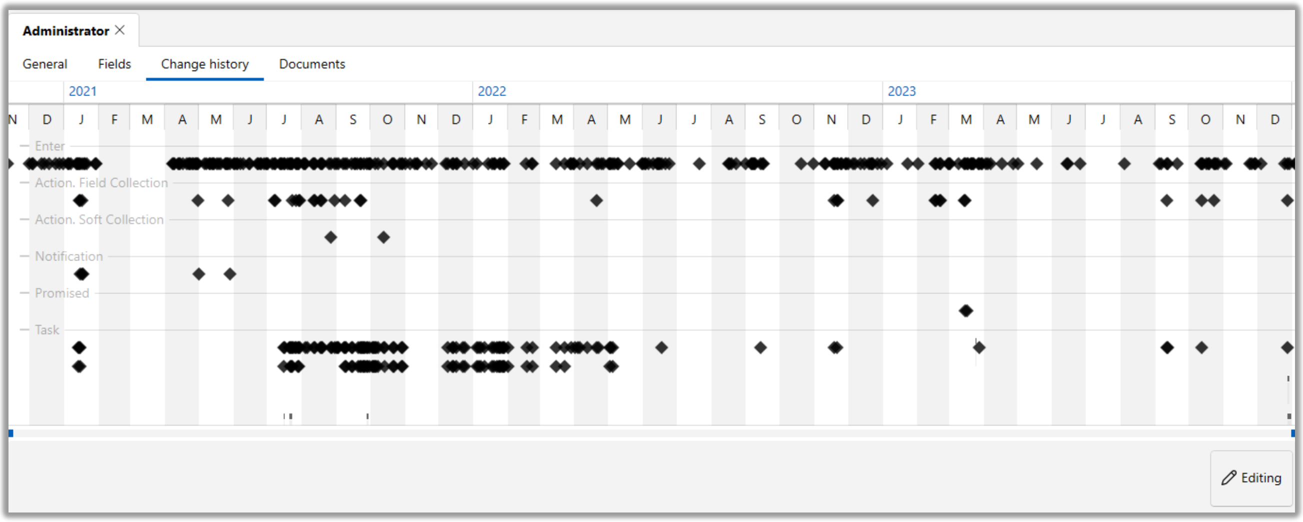
11. Display the status and the time spent in that status for the selected user.

12. Display the functionality that is open for the selected user and the time spent viewing it.

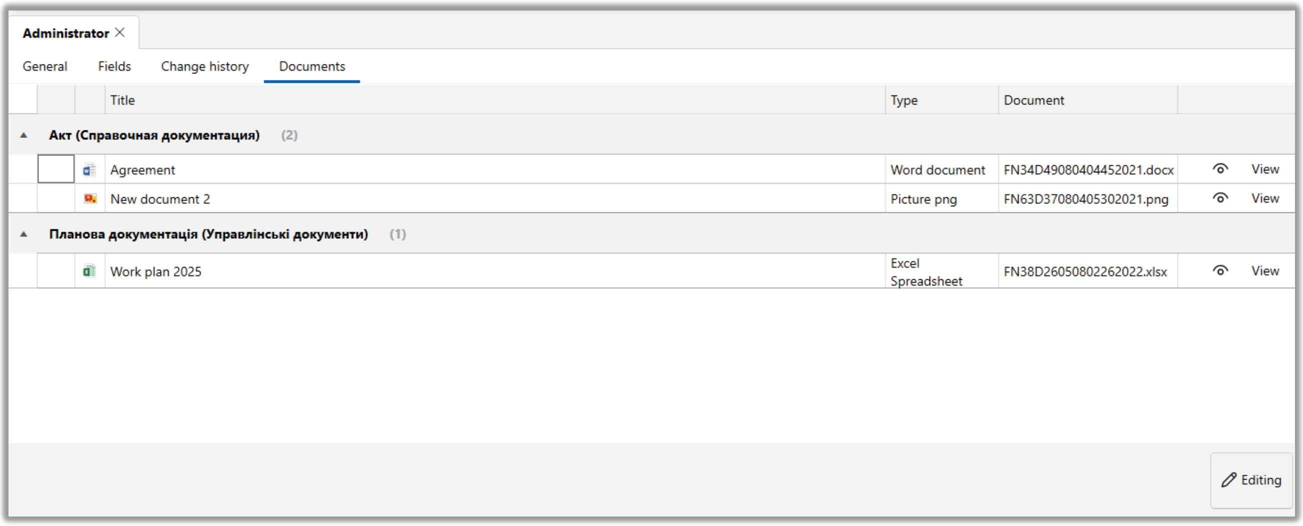
The [Fields] tab displays non-empty user fields (see section 2.5.4.5 for details on creating and customizing user fields) that have been filled in the user settings. Data from user fields for which the [Hidden Data] checkbox has been checked will be hidden and displayed as pentagonal asterisks. To make changes, click the [Edit] button.

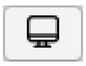


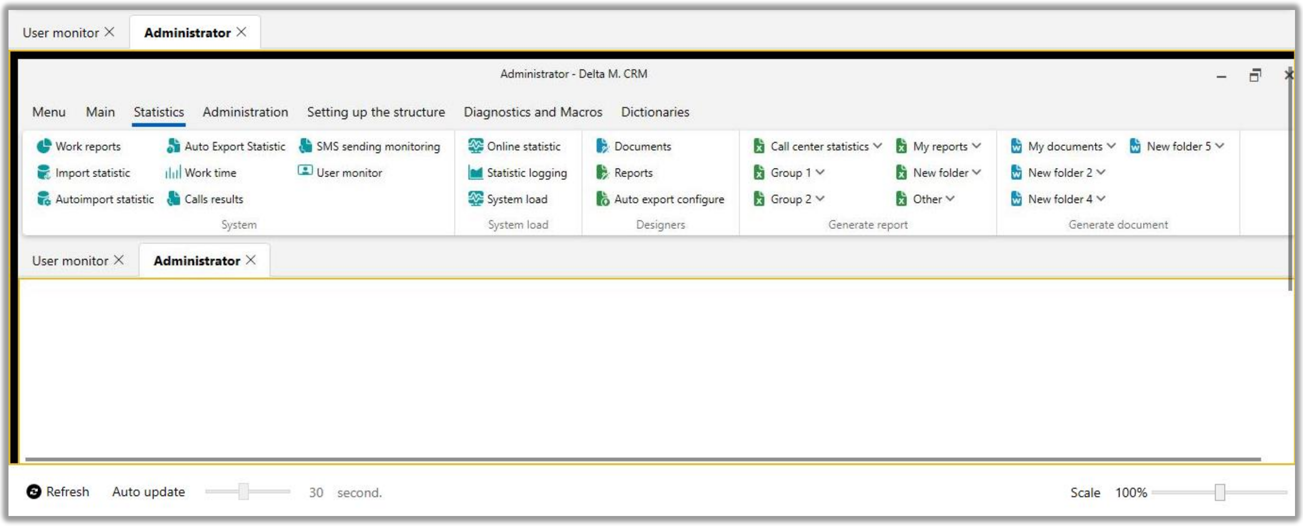
The [Change History] tab visualizes the history of logins and actions performed by this user in the Delta M. CRM system. CRM. The information is displayed by month and is informative only.



The [Documents] tab displays the documents that have been assigned to the selected user. The documents are sorted by type, by clicking on the required document and the [Edit] button the user can change the type, title and select another document. The user can also attach a new document by clicking the [Add Document] button.



You can also use this module to view the user's screen (as screenshots), switch between all running applications and files on his computer. This function is started by pressing the  [View screen] button. If necessary, enable auto refresh of the user screen, after a set interval (from 5 to 60 seconds). Only available users can be viewed.

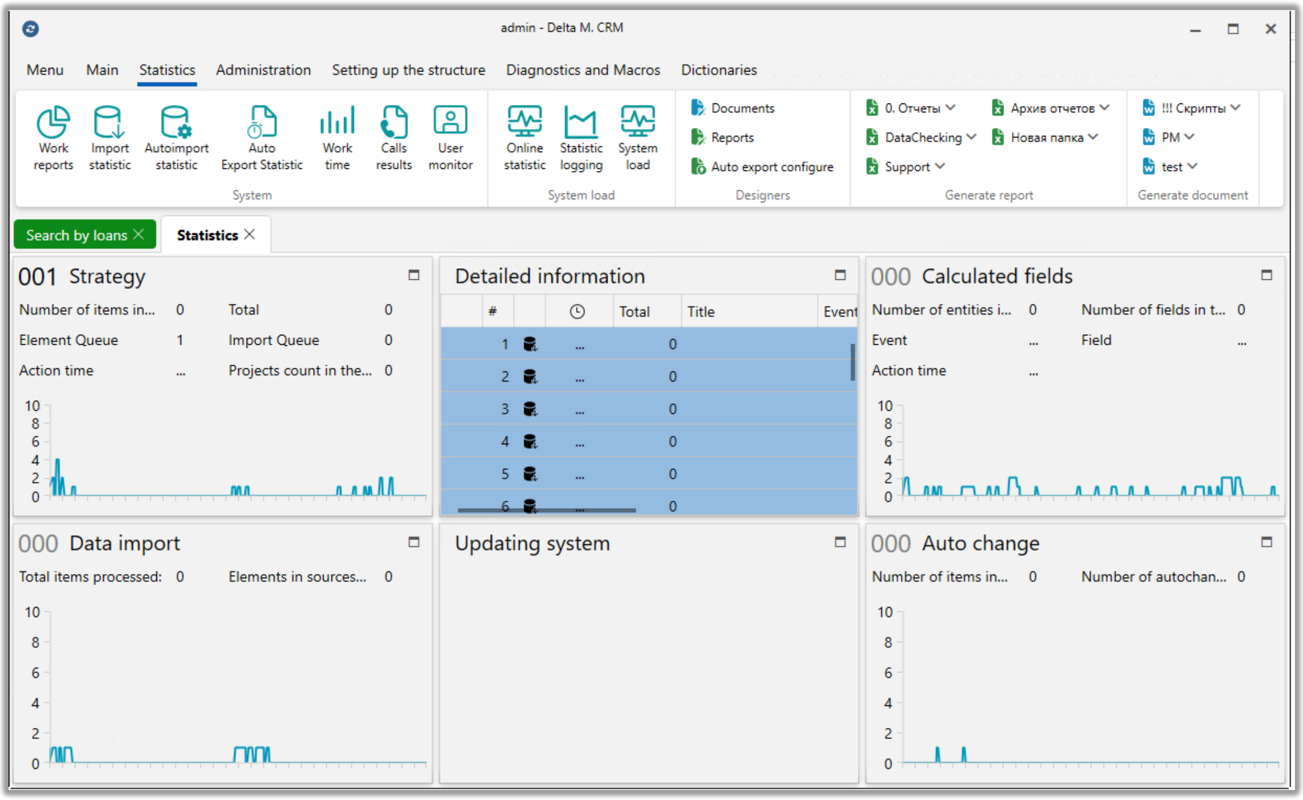


2.3.2 System load

The [System Load] block contains modules for system load monitor and statistics collection.

2.3.2.1 Online statistic

The [Online Statistics] module allows you to view the number of processed data and their processing speed in real time, as well as the events causing them. The displayed statistics is divided into six blocks, depending on the type of data being processed. The button in the upper right corner of each block allows you to expand or collapse it.



Inside the [Strategy], [Data import], [Calculated fields] and [Auto change] blocks there are graphs to visualize the data processing per unit of time. On the vertical axis there is a scale with the number of elements, and on the horizontal axis there is a timeline.

The **[Detailed information]** block displays detailed information on processing of elements by strategies. The first line displays the strategies that are called through importing items into the system (adding, updating an entity).

The information is displayed as a table with the following columns:

- [#] — serial number..
- Total processing time of the selected strategy.
- [Total] — the total number of items that were processed by the strategy.
- [Title] — the name of the strategy that was specified in the [Strategy] module (for details, see the following section) 2.4.3.1).
- [Event] — what event triggered the strategy.

- [Action time] — display of the total time spent by the strategy to process elements in the strategy block. Detailed information about the processing of such elements can be seen in the [Description] column.
- [Element] — the number of items processed for the specified time in the [Action Time] column from the strategy block, which is specified in the [Description] column.
- [Description] — this column contains information about the processed strategy blocks, such as: block id, type, operation settings.

The [Strategy] block displays detailed information on real-time processing of items by strategies. The number of queues with items queued for processing is displayed next to the block name.

- [Number of items in processing] — number of items being processed by the strategy at the moment.
- [Total] — the total number of items received for processing by the strategy through data import.
- [Element Queue] — how many items from all strategies are in the queue for processing.
- [Import Queue] — display of the number of imported items that are currently waiting to be processed.
- [Action time] — the time of strategy operation. When the processing of all items in the queue is completed, the timer is reset.
- [Projects count in the queue] — displays the number of strategies that are waiting to be processed by projects.

The **[Data Import]** block displays real-time processing of imported data. The number of queues waiting to be imported into the system is displayed next to the block name.

- [Total items processed] — display the number of items that have not been processed yet. By default, the system performs import by splitting the total number of items into 10000 queues.
- [Elements in sources count] — displaying the total number of items that are imported into the system.

The **[Calculated fields]** block displays statistics on processing of calculation fields in the system. Calculation fields are set up in the [Calculation fields] module (see details in section2.4.3.4). The number of requests in the queue for processing is displayed next to the block name.

- [Number of entities in processing] — display the number of entities being processed.
- [Number of fields in queue] — display the number of calculated fields in the queue that are currently being processed.
- [Event] — displays the entity that caused recalculation of the calculated field. Also, the priority of data processing (critical, low, medium, high), which was set in the [Automation priority] parameter of the project settings and according to which the priority for recalculation of the calculated field is set, is displayed in square brackets next to the entity.
- [Field] — display of the name of the calculated field that is being recalculated at the moment.
- [Action time] — total processing time of the field, which is specified in the [Field] parameter.

Through the **[Updating system]** block, you can track entity reboots (more details in section2.4.3.5) and system configuration updates.

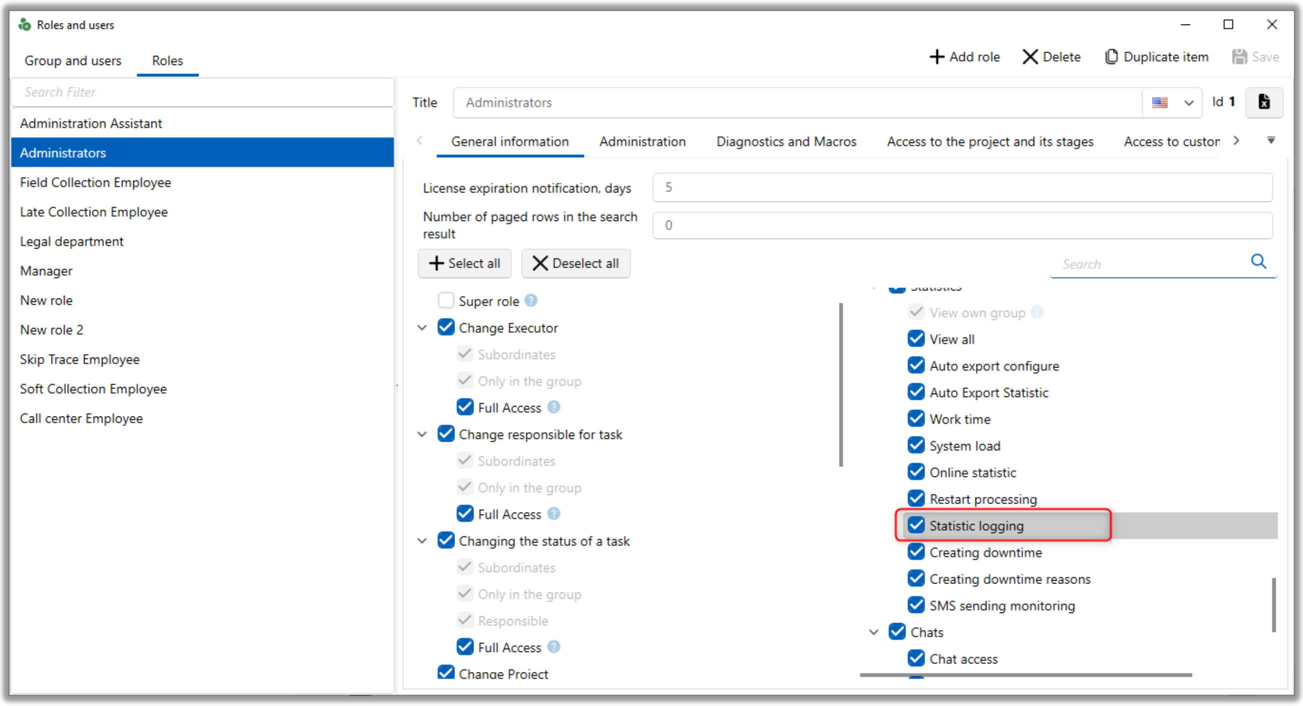
The [Auto Change] block displays the processing of items according to the settings set in the [Automatic Change] module (see section 2.4.3.3). The number of requests in the queue for processing is displayed next to the block name.

[Number of items in processing] — the number of items in processing at the moment.

[Number of auto changes in queue] — displays the number of automatic changes for the queue.

2.3.2.2 Statistic logging

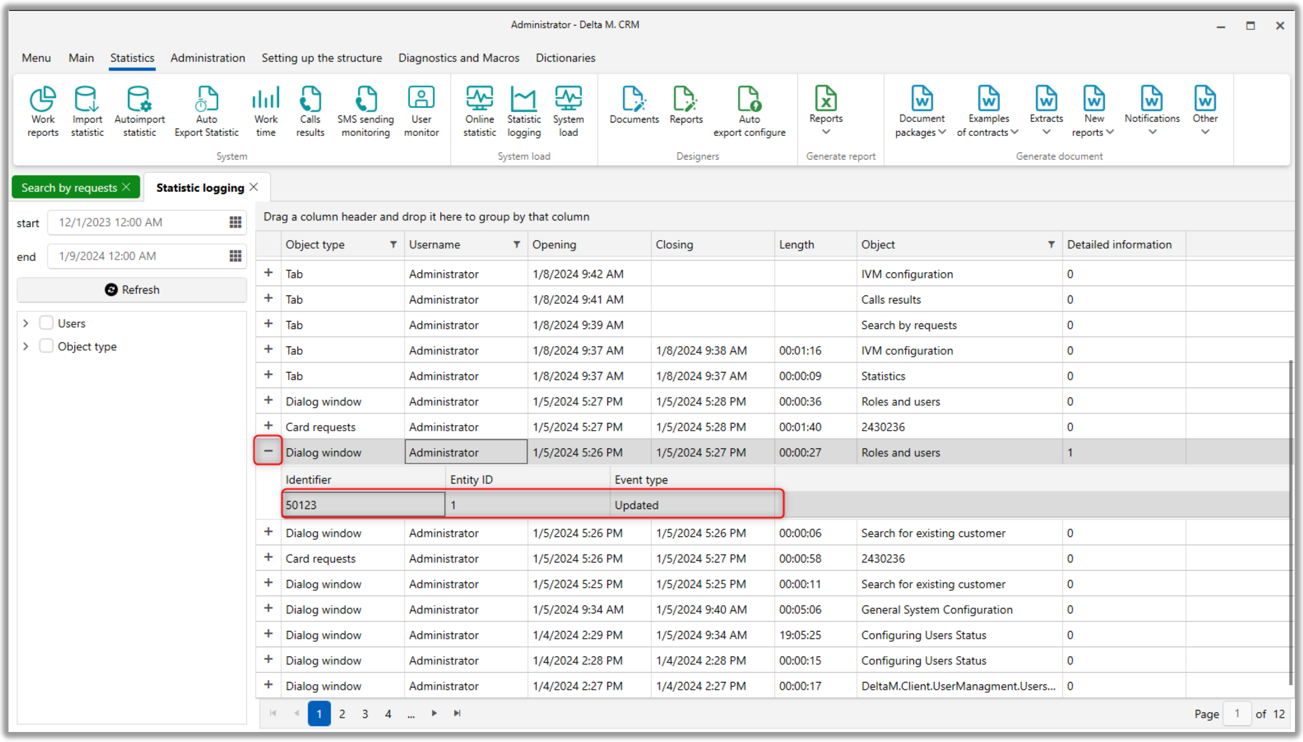
The [Statistic logging] module allows to display the extended history of changes made by users in the system for different types of objects. To access this module, the [Statistic logging] checkbox must be set in the user role settings (the [General Information] tab in the [Statistics] section).



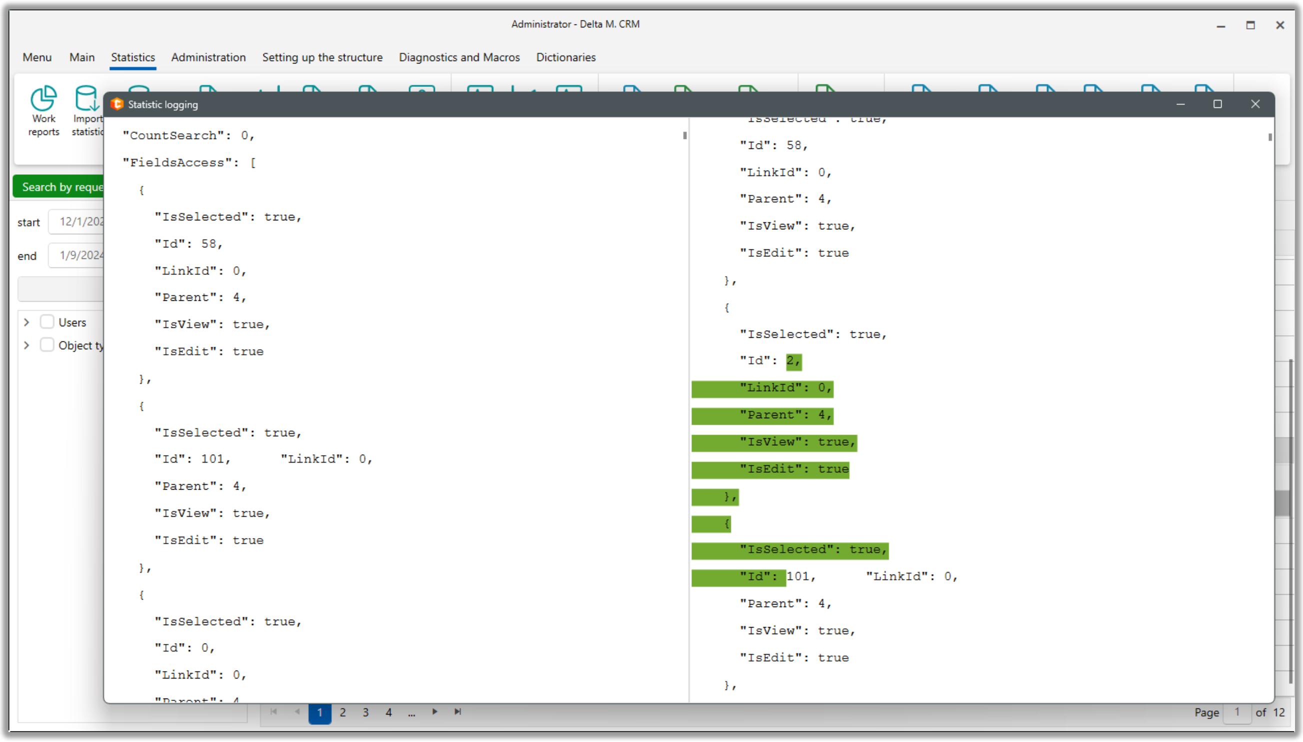
In the logging statistics it is possible to customize the displayed data by date using the [Start] and [End] parameters, where the start and end of the specified time period are set respectively. Customization of data filtering by users and object types is available for the displayed results:

- [Client Card] — display only changes made by users to the client card, such as: open, close, view duration, id of the opened item.
- [Card loans] — changes to be made to the loan card, such as: opening, closing, viewing duration, id of the open item.
- [User Card] — changes made to the user card, such as: opening, closing, view duration, id of the opened item.
- [Tab] — changes made by users in dialog boxes, such as: opening and closing all tabs within the CRM client itself (except for client, loan, user cards). For example: [Calendar], [Search loans], [Customer Import], [Strategies for working], etc.
- [Dialog window] — changes made by users in tabs, such as: opening, closing, viewing duration, name and location of the opened item, changing the settings of administrative functionality in JSON format. For example: [Roles and Users], [Project], etc.

To view detailed information about the changes made by the user, you should press the [+] button near the event, and then double-click on the required event in the opened list.

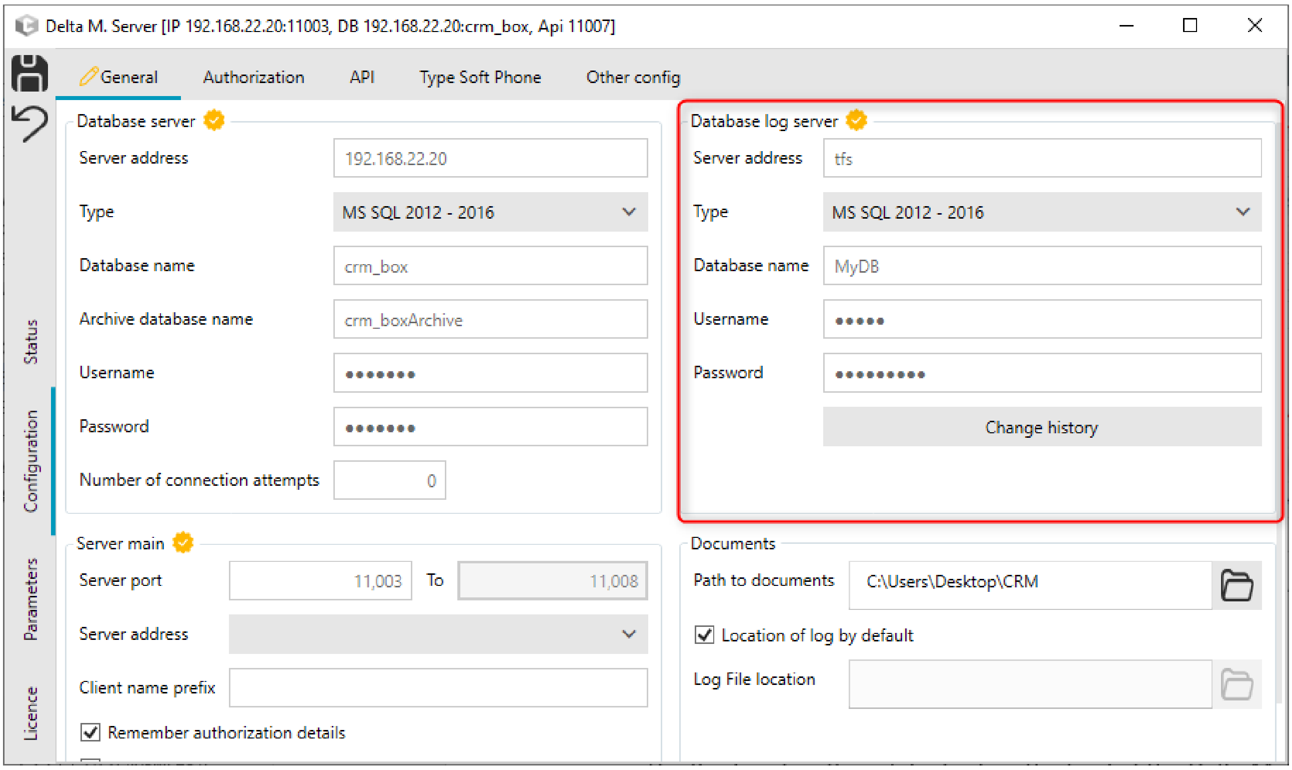


In the opened window with logging statistics, the data that have been changed are highlighted in red with strikethrough, and the newly entered data are highlighted in green.



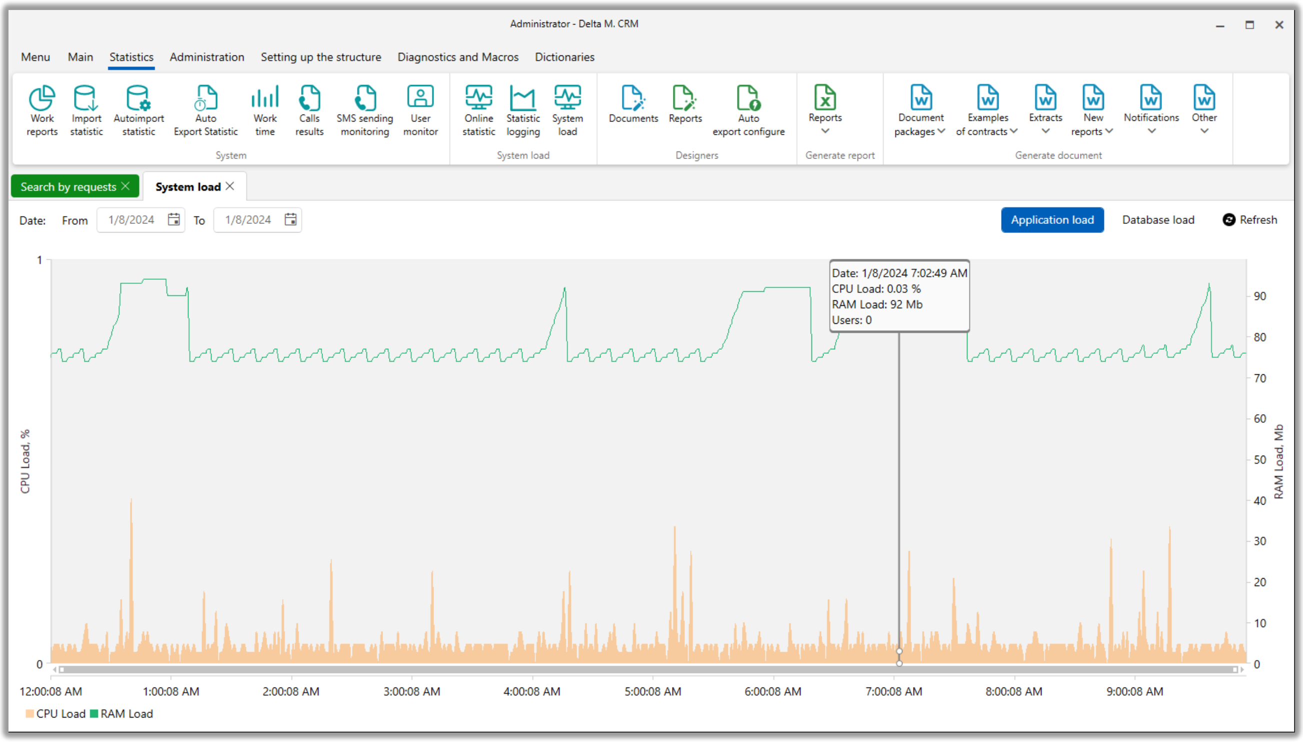
If necessary, you can group the displayed data by column header by dragging it to the corresponding field.

This module is connected and customized with the help of the development team. If necessary, a separate database for logging is connected, which allows displaying all the changes made by the administrator in the system. Data for its connection are entered in the WPF server settings (block [Database log server]).

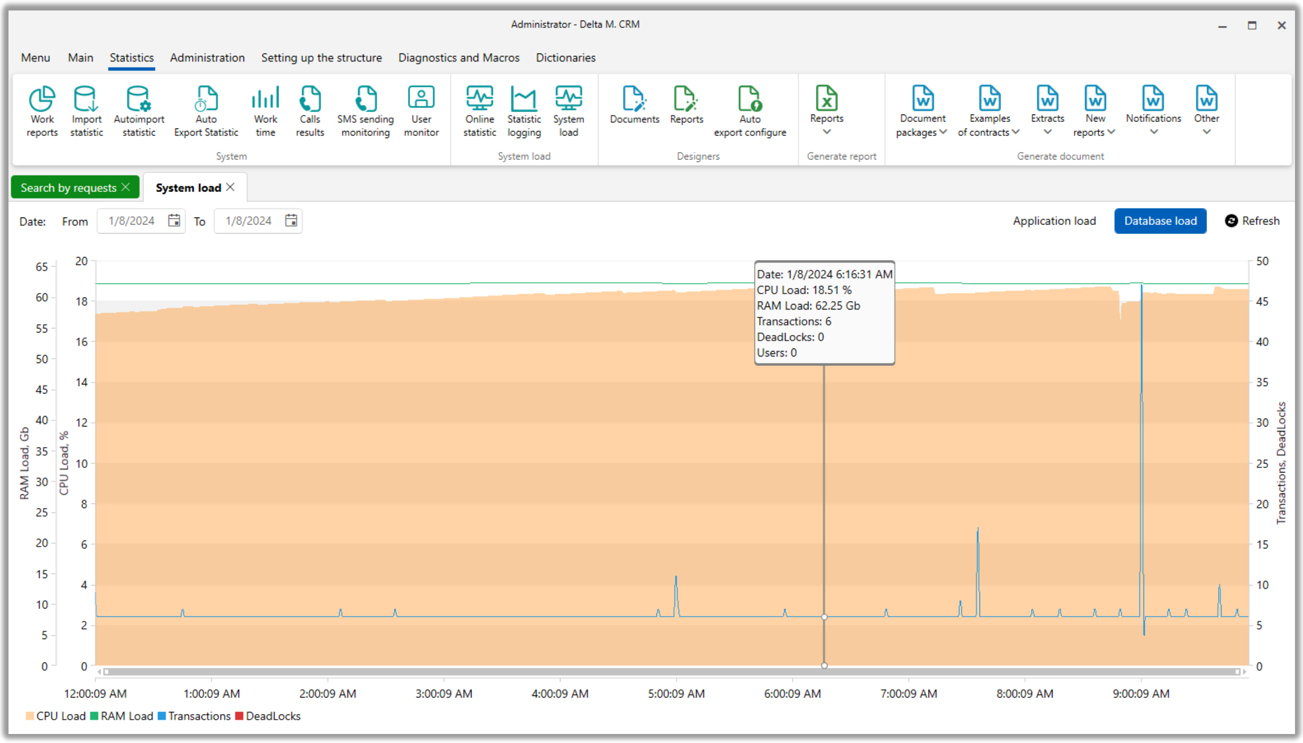


2.3.2.3 System load

The [System load] module displays the load of the Delta M. CRM system in the form of a graph. You can enable a filter for displaying the load of the system or database. Also in the statistics provides the function of displaying data for the selected period. This module is connected and customized with the help of the development team.



Switching to the database workload display and hovering over the graph will display additional parameters where:



[Loans] — number of operations that transfer the database from one consistent state to another.

[DeadLocks] — displaying the number of processes that block the execution of other processes at the database level.

[Users] — the number of users from which database queries are executed.

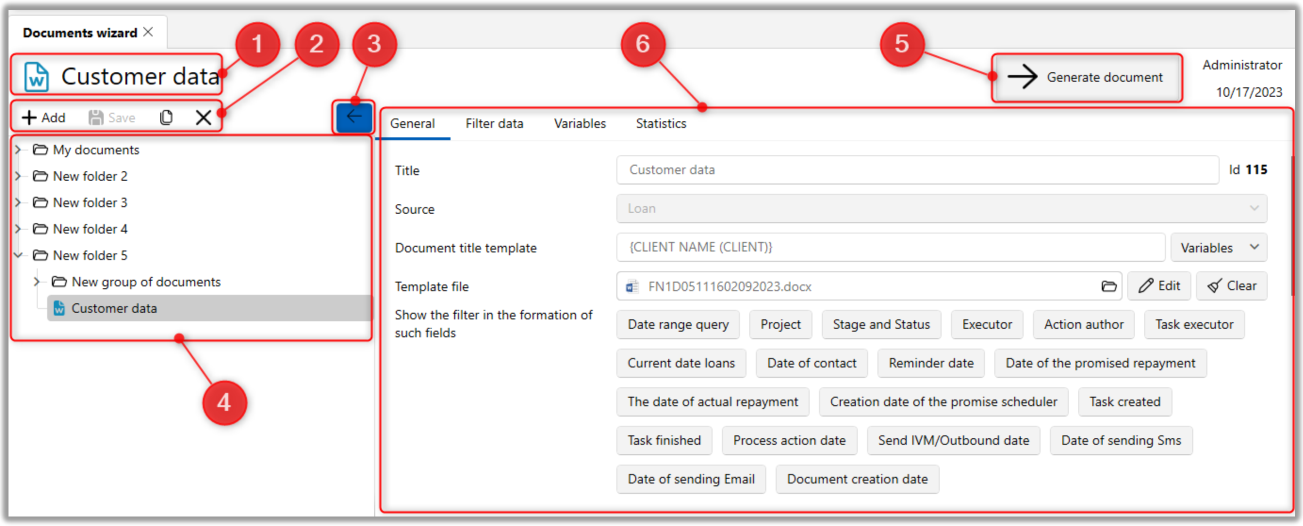
2.3.3 Designers

Block [Designers] containing modules for building reporting templates, documentation and creating their automatic export.

2.3.3.1 Documents

The [Document wizard] module is used to create template documents in Word and PDF format. According to the set settings, data from different parameters of the system entities will be entered into these documents during manual or automatic generation.

The window tab represents a list of already created folders, document groups and documents themselves, and also contains a list of available functions for working with documents.



1. Displays the name of the selected folder, document, or group of documents.

2. Control panel of items in the list of added items:

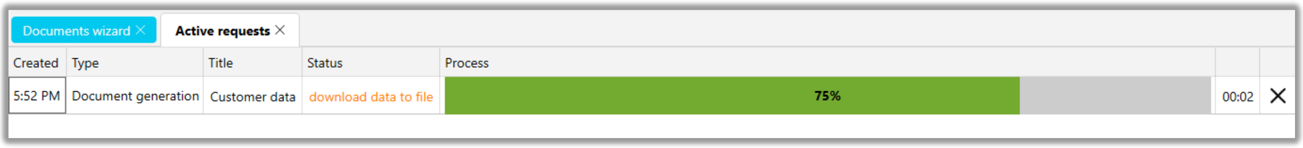
- [Add] — create a new folder.
- [Save] — saves the changes made.
- [Duplicate Item] — duplicate the selected item from the list.
- [Delete] — deletes the selected item.

3. Button for collapsing the list of created template elements into a compact view.

4. List of added items.

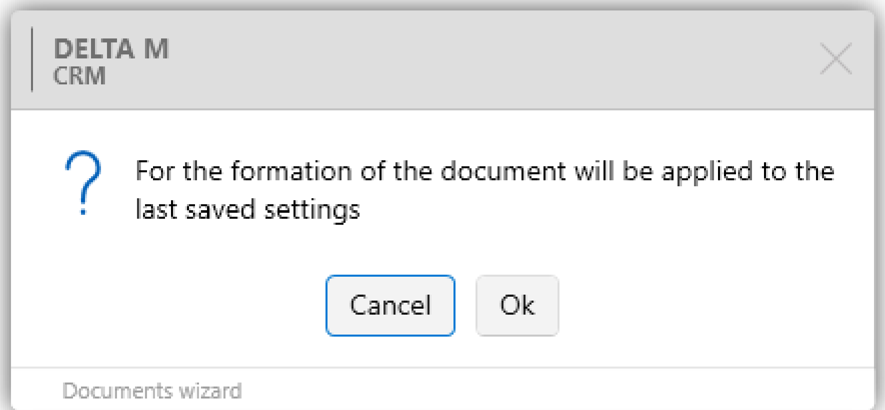
5. [Generate document] — the button to create the selected document in Microsoft Word or PDF format. The maximum number of entities that can be included in the document is set by the [Maximum number of entities when forming a document] parameter and cannot exceed 1000.

When generating a document, the system opens the [Active Queries] tab to view the document generation process.



When the document is generated, the system generates it as a Microsoft Word file.

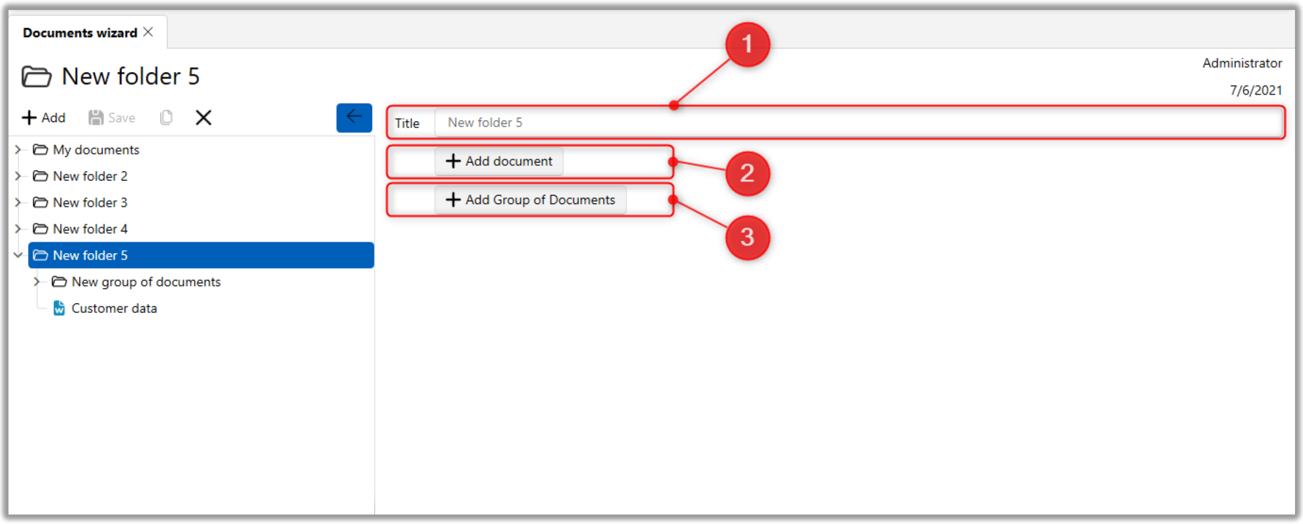
If the user tries to generate a document without saving the last saved settings, a warning will be displayed, and after clicking [Ok], the document will be generated according to the last saved settings.



6. Block with functions and settings of the selected item.

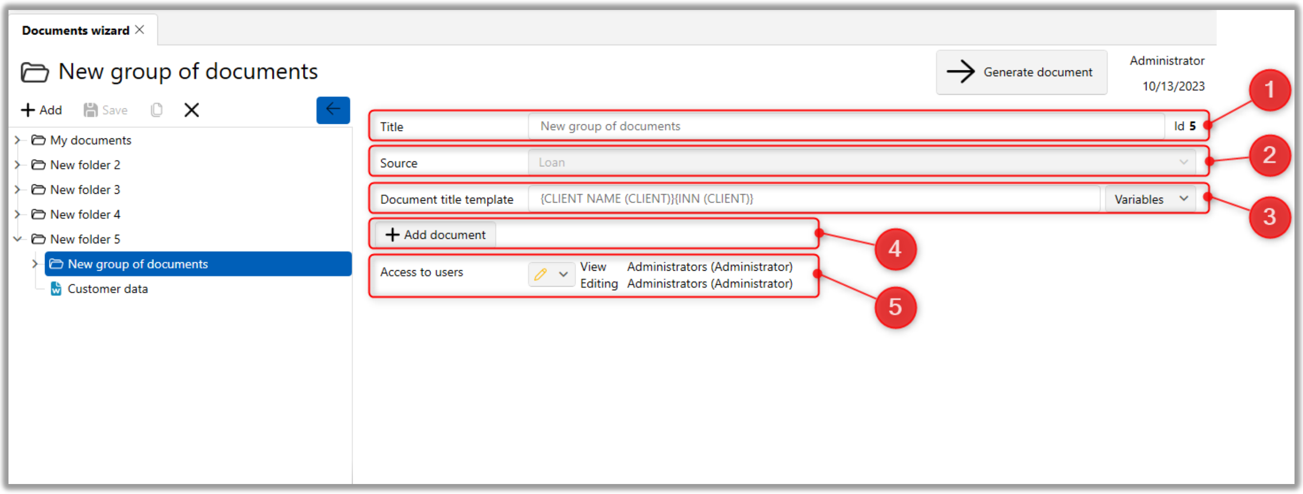
The block of work with functions and settings changes depending on the selected item.

If the added folder is selected, the following functions will be available to the user:



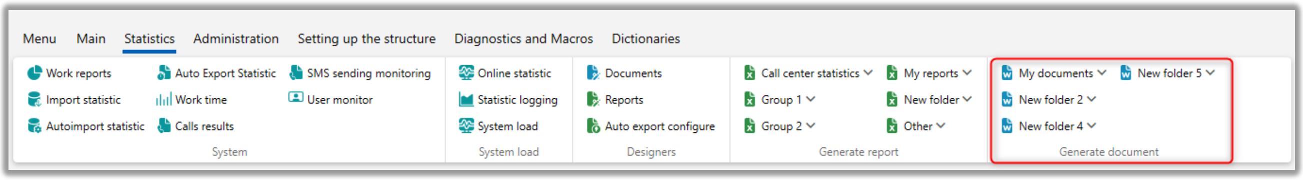
1. [Title] — enter a name for the folder.
2. [Add document] — creation of a new document template in the selected folder. Working with document templates and their customization are described in more detail in the section 2.3.3.1.1.
3. [Add group of documents] — creation of a new group of documents in the selected folder. Document groups allow to form a single document using several document templates with different entities. For example, using a group of documents you can create a single contract template, which will display information on the client, its loans and collateral.

If a group of documents is selected, the following functions will be available to the user:



1. [Title] — enter the name of the document group.
2. [Source] — selection of an entity to be used as a source for a group of documents. By default, the entity selected in this parameter will be set as a source for created documents within this group.
3. [Document title template] — specifies the name of the document to be formed using the text entered and selected variables. Several fields can be selected as variables. The specified variables will substitute the data from the corresponding fields into the name of the document to be formed. This option will only work when unloading a document from an entity card or search results.
4. [Add document] — create a new document in the selected group of documents.
5. [Access to users] — customize access of users to view and edit the selected group of documents.

After adding new template documents, the [Generate Document] block will become available in the [Statistics] tab, with the help of which the user can quickly create and view the required documents. In addition, the document generation function will be added to the search results and the entity card selected as the source for the document.



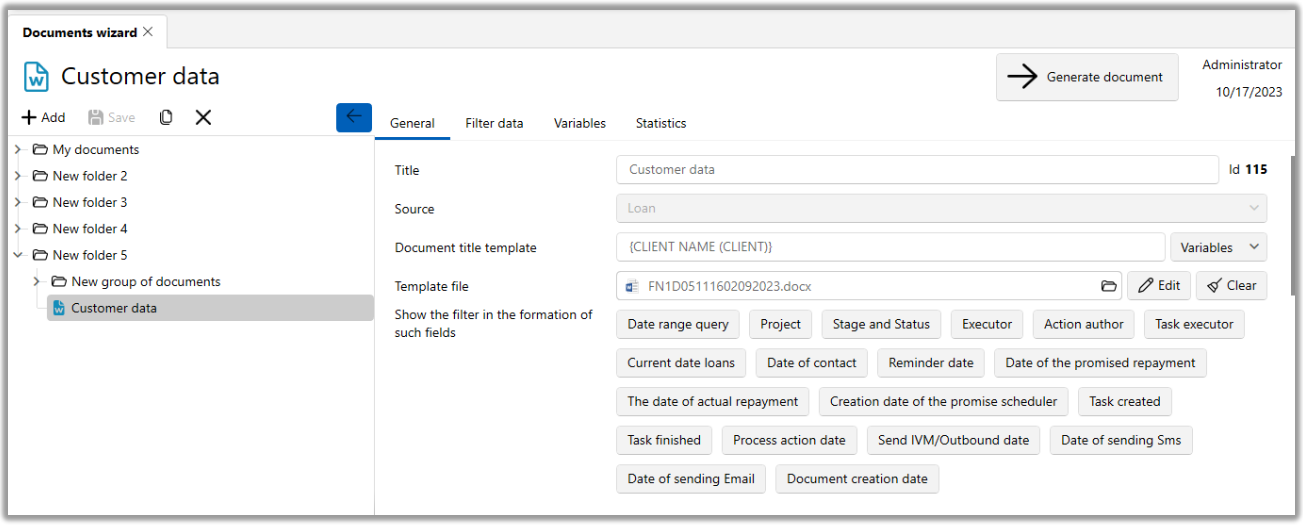
After clicking the [Add] button, the user is presented with a window with the created document settings, which is divided into 4 tabs: [General], [Data Filter], [Variables], [Statistics]. The user can also use variables in the file name.

2.3.3.1.1 Customizing the document template

This section of the manual describes how to customize and work with document template parameters.

2.3.3.1.1.1 General

The [General] tab is used to customize the general parameters of the document.



In **[Title]** enter the displayed name of the selected document template.

[Source] — selection of an entity as a source for the document. Filtering settings are changed according to the selected entity type. The document can be generated only from the card or search results for the entity selected as the source. Also, when generating a document from the document generation wizard, strategy or [Generate Document] block, only the data for the selected entity will be uploaded.

IMPORTANT: Once the document is saved, the entity cannot be changed.

[Document title template] — specifies the name of the document to be generated using the text you enter and the variables you select. Several fields can be selected as variables. The specified variables will substitute the data from the corresponding fields into the document title. This option will only work when unloading a document from an entity card or search results. Also note that for this option to work, the checkbox [Yes] for the [Create one file per loan] option must be checked on the [General] tab in the [Other] section. If multiple loans will be uploaded to a single document, only the common name (specified in the [Name] parameter) will be used.

[Template file] — selection of the document template file from the local device (PC). Once the template file is loaded, it can be deleted, edited or a new one can be loaded. The edit function allows you to change the currently loaded template without having to re—download a new file. To edit the current document template you should press the [Edit] button, make the necessary changes in the opened window and save them.

To create a template file it is necessary to:

- Create a Microsoft Word document;
- Enter the necessary text information;
- Enter the names of variables from the document, which will be replaced by the calculated data when generating the report. Variables should be entered in curly brackets {}. For example: {1}, {2}, {3}, etc. The variable number is specified in the [Variable in file] parameter.
- Save the document.

An example of filling in the template file, where information about the client will be displayed.

Client name: {1}

INN: {2}

Clients contract number: {3}

Phone: {4}

Schedule: {6}

SQL: {7}

Comment: {8}

Task author: {9}

The result of forming such a document with configured mapping with appropriate variables:

Client name: Ivanov Ivan Ivanovich

INN: 123456789

Clients contract number: 1

Phone: +380 (93) 555-55-55

+380 (50) 999-99-99

Schedule: 113,513,512.00

SQL: Alyaska

Comment: The client has been informed

Task author: Administrator

[Show the filter in the formation of such fields] — enable additional filter by marked fields, which allows to flexibly customize data filtering by setting the required value for each added filter. The list of available filters in this section changes depending on the selected entity as a source. To add one of the available filters, you should click on it with the left mouse button. Active filters are highlighted in blue color. The added filters will be displayed in a pop-up window when generating a document from the search results, entity card or using the [Generate document] block on the [Statistics] tab. This filter will not be available when you click the [Generate Document] button in the document generation wizard. The following filters are available for adding:

- [Data range query] — allows you to set the period for all selected data filters by dates, specified in the settings of the group of variables in the [Sampling period affects] parameter. It should be taken into account that this value has priority over the value that is set in the [Global filter by dates loans] parameter.
- [Project] — selection of the project where the entity card is located.
- [Stage and Status] — selection of the stage and status where the entity card is located.
- [Executor] — selection of the responsible user for the entity card.
- [Action author] — selection of the user who is the author of the event. For example, it can be the user who added the action in the entity card.
- [Task Executor] — selection of the responsible user for the task in the entity card.
- [Current date loan] — the loan data for the set date will be displayed.
- [Date of contact] — selection of the date of contact with the client.
- [Reminder date] — select the date of the set reminder.
- [Date of promised repayment] — the date of promised repayment.
- [Date of alleged repayment] — the date of actual repayment.
- [The date of actual repayment] — filtering by the date of promise schedule creation.
- [Task created] — filtering by the date the task was created.

- [Task finished] — filtering by the date the task was completed.
- [Process action date] — filtering by the date the process action was added.
- [Send IVM/Outbound date] — filtering by IVM/Outbound mailing date.
- [Date of sending Sms] — filtering by Sms send date.
- [Date of sending Email] — filtering by Email send date.
- [Document creation date] — filtering by document creation date.

In the group **[Global filter by dates loans]** sets the period value, which will be automatically substituted for the selected data filters by date in the settings of the group of variables in the parameter [Sampling period affects]. This parameter allows to form the document for the set period without the necessity to enter its value for each filter manually. Also the data display according to this setting is affected by the set period in the [Period] parameter in the general settings of the variable.

In the **[Data of the client]** group, you can customize the parameters that allow you to define what data will be included in the document and what conditions must be met when forming the document. It is important to consider:

- Parameters [Project], [Stage and Status], [Executor] act as filters when unloading data from cards. For example, if one project is specified in [Project], but the document is generated through the card of another project, such a document will not be generated, and the system will issue a warning that the document does not contain data. However, if such a document is generated via [Document Generation Wizard] or [Generate Document] block, the system will unload all loans linked to the selected project.
- The [Event author] and [Task executor] parameters are taken into account when generating a document with variables from the [Actions] and [Tasks] entities. If a specific user is selected in the [Task Executor] filter and the data is

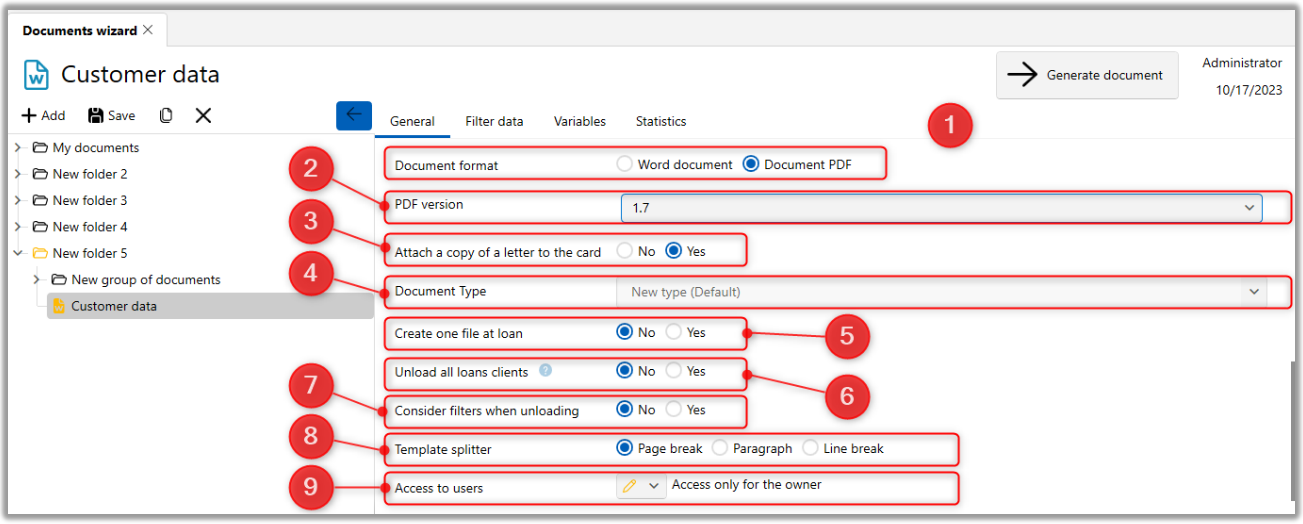
uploaded from a card where this user is responsible for the task, the document will be generated in accordance with the specified conditions. However, if such a document is generated from a card where another user is responsible for the task, the document will be generated without the value of the task variable (it will be empty). And if such a document is generated via [Document Generation Wizard] or [Generate Document] block, the system will write into the document only the values of the task fields from the cards where the selected user is responsible.

- If the [Task] entity is selected in [Link to entity directly] in the variable group settings, then when generating a document via [Document Generation Wizard], the system will only upload data from those cards where the conditions match the set filter (the responsible person for the task matches). If such a document is generated from a card where the responsible person is another user, such a document will not be generated and the system will issue a corresponding warning that the document does not have any data.

In the **[Data of dates]** group you can customize date data parameters that allow you to define what data will be included in the document and what conditions should be met when forming the document. The work of this group of settings is similar to the [Customer Data] group, only in terms of dates and specified entities.

In the **[Other]** group you can customize the parameters for uploading data that are not included in the previous groups. This settings group is available only if the [Loan] entity is selected as the source. The parameters of this settings group can be used when working with collaterals, processes and linked parties in a loan.

Also on the [General] tab are the following additional settings:

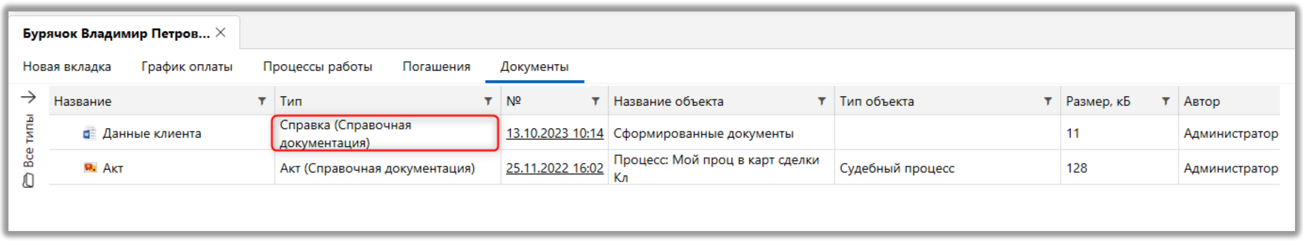


1. [Document format] — selection of the format of the generated document. Available: .word and .pdf.

2. [DPF version] — select PDF version. This function is only available when the corresponding document format is selected.

3. [Attach a copy of the letter to the card] — when forming the document, its copy will be attached to the entity card (uploaded to the special insert [Documents]).

4. [Document type] — selection of the document type that will be assigned to the attached document on the special insert [Documents] in the entity card. This option is optional and becomes available if the function of attaching a document copy to the card is enabled.

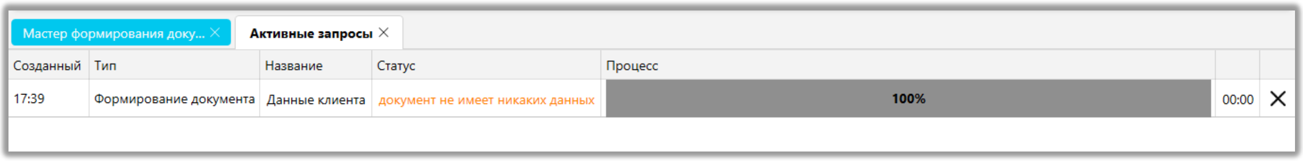


5. [Create one file at loan] — when forming documents for several loans from search results the system will offer the user to choose a directory for saving

created files on disk. The number of created files will be equal to the number of selected loans.

6. [Unload all loans clients] — all client's loans will be unloaded into the generated document according to the configured template. For example, if the client has 3 loans, then 3 templates for these 3 loans will be recorded in the generated document.

7. [Consider filters when unloading] — enable or disable the conditions specified on the [Data filtering] tab. If the value is set to [No], the data filtering setting will be ignored and the document will be generated. If this option is set to [Yes], the data filtering settings will be taken into account and in case of data mismatch in the entity card, the document will not be generated and the system will write that there is no data to upload. This setting is taken into account only when generating a document from the entity card, entity search results or from the [Generate document] block on the [Statistics] tab. This setting does not apply to document generation from the Document Generation Wizard.

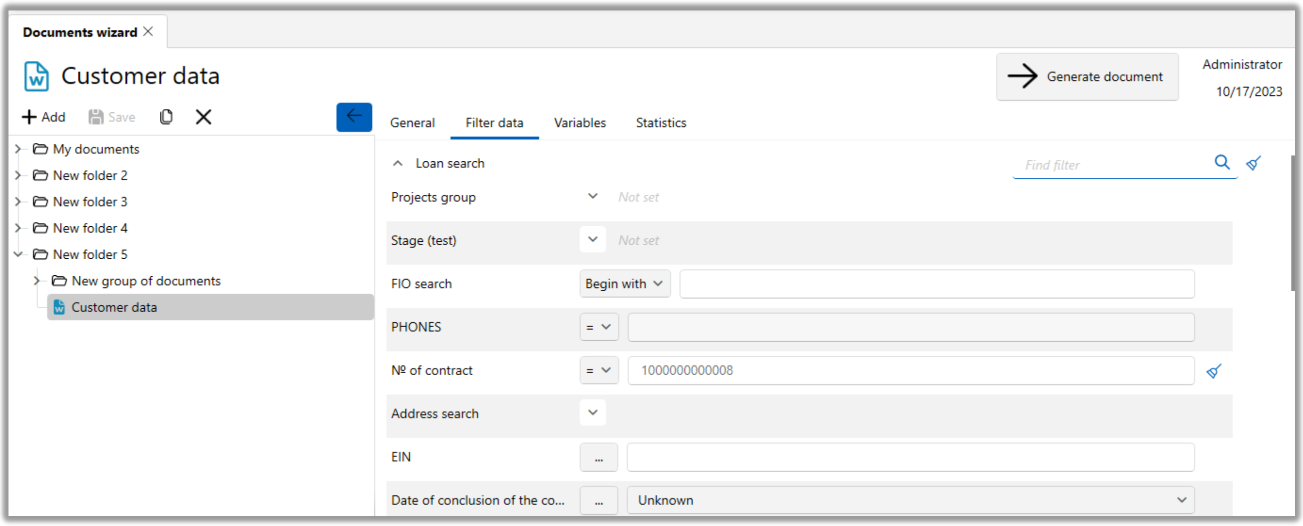


8. [Template splitter] — selection of separator type to be used in the document template.

9. [Access to user] — setting permissions to view and edit the selected template.

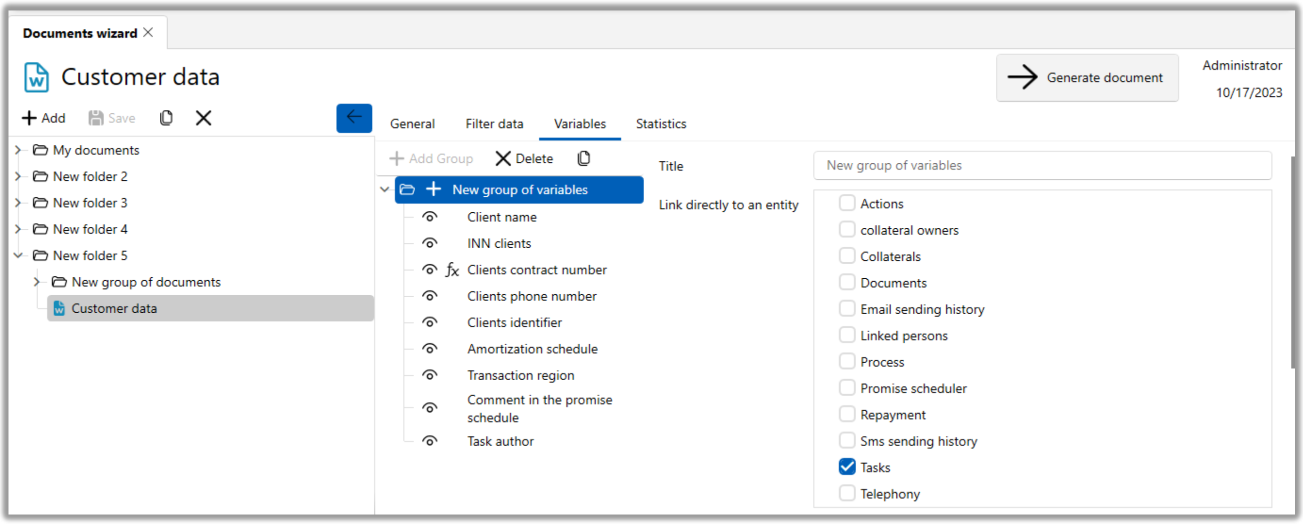
2.3.3.1.1.2 Filter data

The [Data Filter] tab is used to configure the data filtering parameters that will be applied when generating the document. The system will compare the field values set on this tab with the field values in the entity card. The type and list of available fields on this tab depend on the type of the selected entity as a source for the template. Note that to activate data filtering when generating a document from the entity card, search results and the [Generate document] block on the [Statistics] tab, the [Consider filters when uploading] option must be enabled on the [General] tab.



2.3.3.1.1.3 Variables

On the [Variables] tab you can customize variables and their values, the data from which will be displayed when forming the document.



The following functions are available on the tab of working with variables:

[Add group] — creation of a new group of variables. Only one group of variables can be created within one document.

[Delete] — delete the selected element (variable group or variable).

[Duplicate item] — create a copy of the selected variable. All settings of the variable and its name will be copied with the note "Copy".

A group of variables has its own settings:

[Title] — enter the name of the variable group

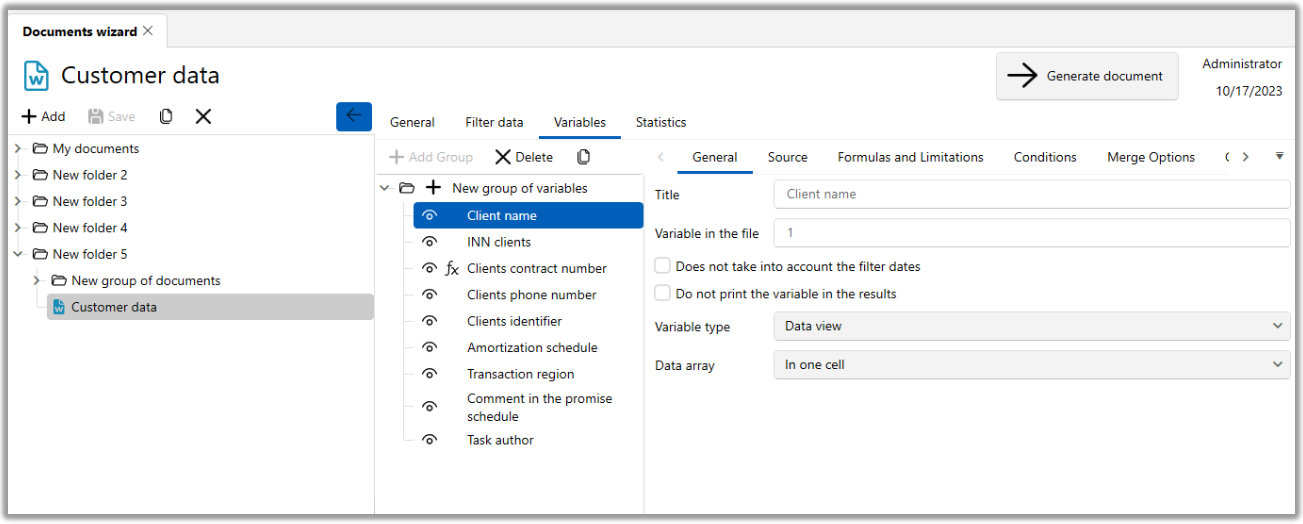
[Link directly to an entity] — list of entities to which the current entity, which was selected as the source, can be linked.

[Query range affects] — setting of data filtering by dates according to the periods presented. These sampling periods are used when working with [Data range query] and [Global filter by dates loans]. Detailed work with these periods is described in section 2.3.1.1.1.

After adding a variable, 8 tabs with variable settings are available for its customization: [General], [Source], [Formulas and constraints], [Conditions], [Merge options], [Conditions on entity variables], [Filter settings], [Contact filter], [In words].

2.3.3.1.1.3.1 General

The [General] tab configures the general parameters of the created variable, where:

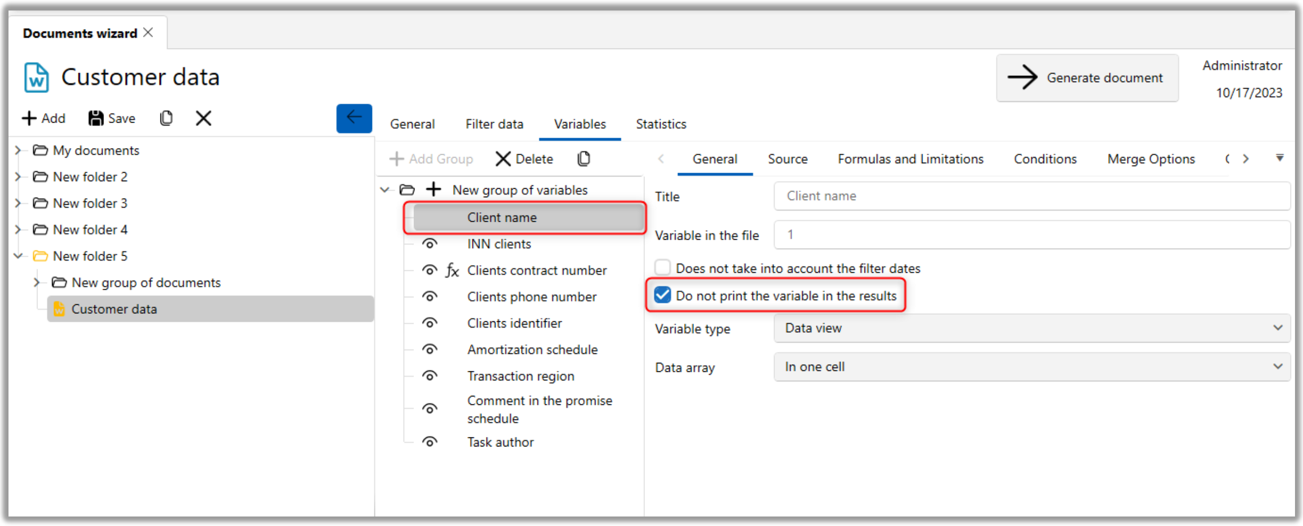


[Title] — enter the name of the variable.

[Variable in the file] — enter the number of the variable in the template file, with which the matching will be set (mapping setting).

[Does not take into account the filter data] — if this option is enabled, the system will not take into account the set date filters for the selected variable. Its current value will be displayed in such a variable.

[Do not print the variable in the results] — this variable will not be displayed in the generated document even if it is specified there. There will be no icon of its visibility near the name of such variable.

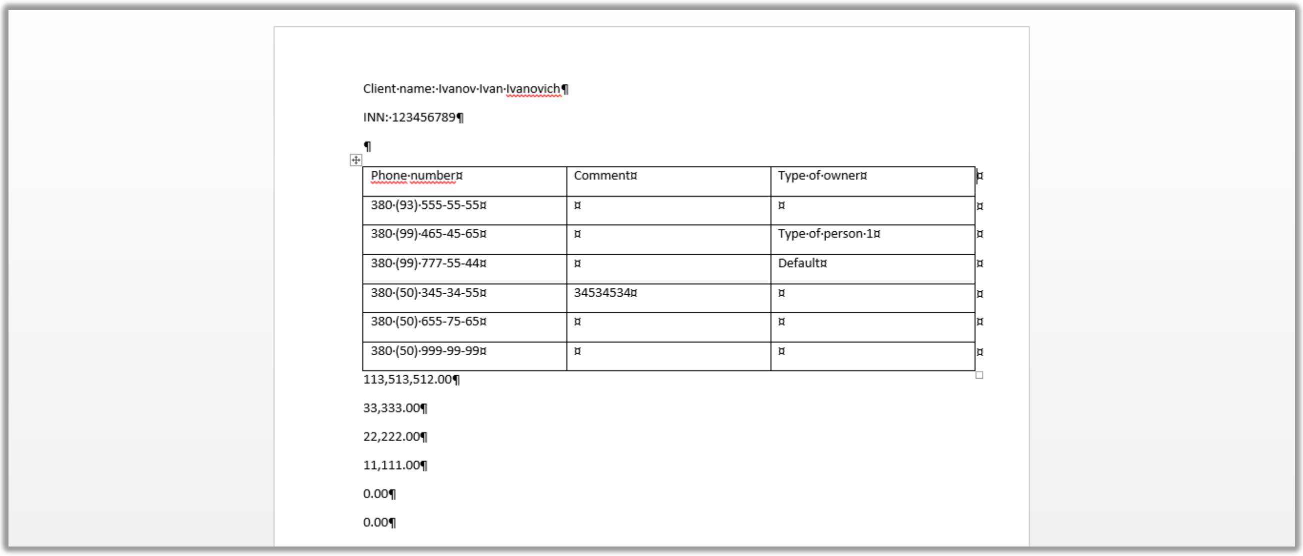


[Variable type] — selection of the type of the variable to be customized. The type affects the process of receiving data into the variable from the system. The following types are available for selection:

- [Data view] — the template file retrieves the variable value from entity fields.
- [Calculation] — the user can calculate the value of the variable using a formula that can use other created variables (for example, v1 + v2). C# code can also be used as a source for this variable (the code can be entered on the [Source] tab), which will be executed when generating the document.
- [SQL script] — the user can specify SQL script (on the [Source] tab) as a source for the variable, which will be executed during document generation.

[Data array] — setting the format for displaying data from the variable in the generated document, where:

- [In one cell] — all data from the variable will be written to one cell of the document.
- [In one cell with headers] — information from the variable will be written in one cell with a caption, where the name of the field from which the data was obtained will be indicated.
- [Tabulated] — when forming, a table will be formed in which the values of the fields that were selected as a source for the variable will be written. The maximum number of columns is 15, if this value is exceeded, such columns will not be displayed in the Microsoft Word document. If the variable is located in an already created table within a template, a new table will not be automatically created and there will be no restrictions on the number of columns in the document, but the existing table template will be used. To place variables in an existing table, you can optionally specify the column positions of each variable using {cellN}, where: N is the sequence number on the sorted page, the first variable will always be inserted in the cell by variable in the file.



Client·name:·Ivanov·Ivan·Ivanovich¶

INN:·123456789¶

¶

Phone·number¤	Comment¤	Type·of·owner¤
380·(93)·555-55-55¤	¤	¤
380·(99)·465-45-65¤	¤	Type·of·person·1¤
380·(99)·777-55-44¤	¤	Default¤
380·(50)·345-34-55¤	34534534¤	¤
380·(50)·655-75-65¤	¤	¤
380·(50)·999-99-99¤	¤	¤

113,513,512.00¶

33,333.00¶

22,222.00¶

11,111.00¶

0.00¶

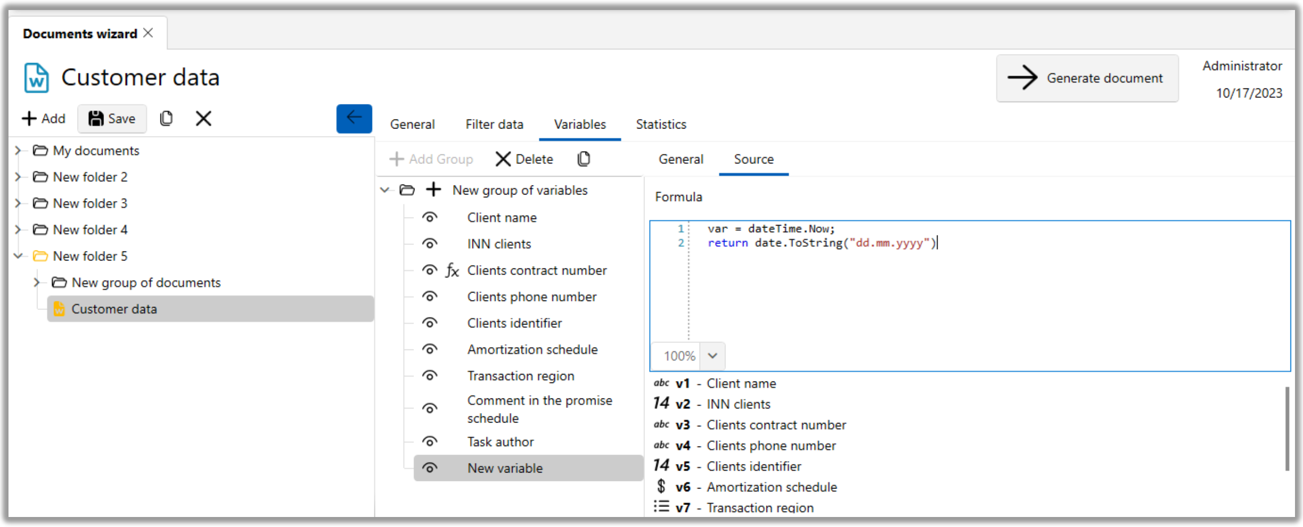
0.00¶

[Sorting] — setting of sorting of displayed data by selected field. This parameter is available only when the tabular display of the data array in the variable is selected (parameter [Data array]).

[Period] — setting of filtering the displayed data by dates in the variable, taking into account the selected value specified in the [Data range query] parameter. For example, if the data sampling period is set to [For the current month] and [At the beginning] is selected in this parameter, the variable will display the data that were at the beginning of the month. The following values of this parameter are available:

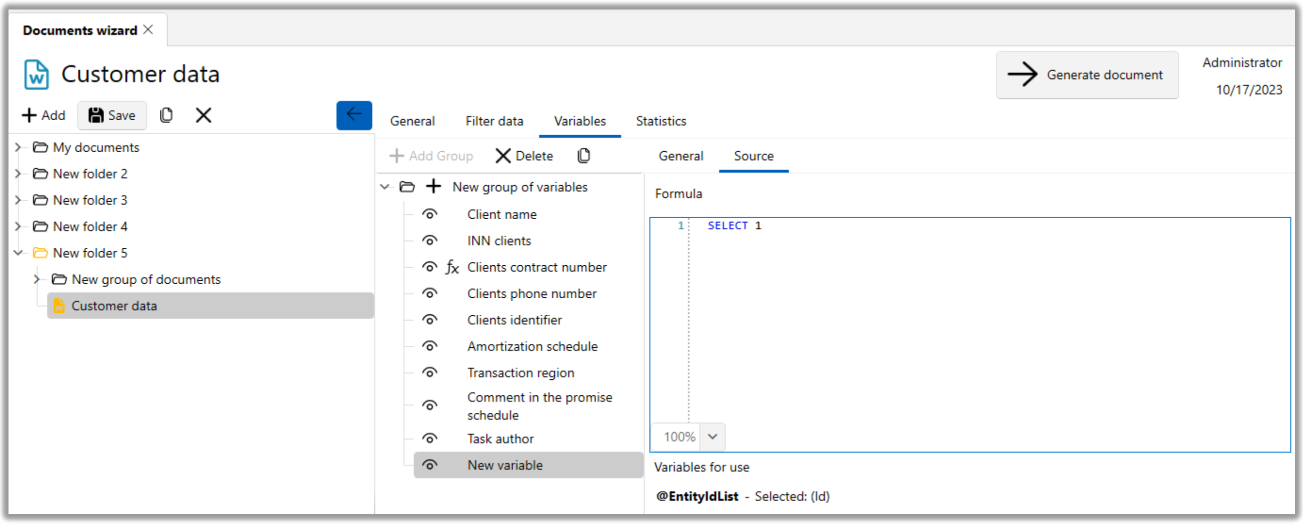
- [Ignore] — display of the last value of the variable.
- [At the beginning] — display data at the beginning of the specified period.
- [At the end] — display data at the end of the specified period.

If [Calculation] is selected in the [Variable Type] parameter, then the user can specify C# code as a source for this variable, which will be executed during document generation.



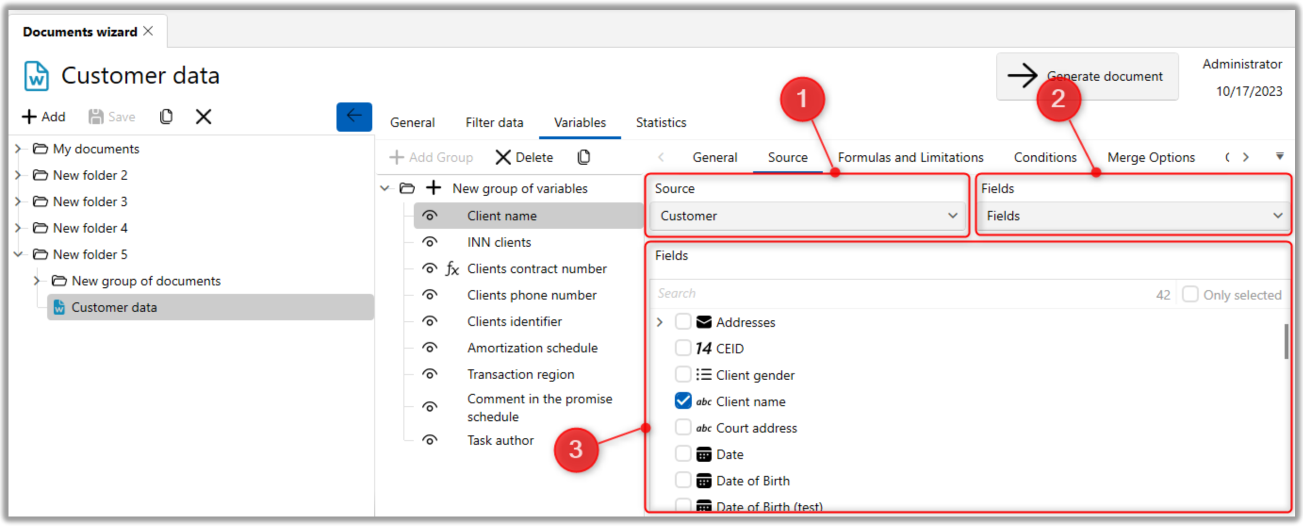
Under the formula will be the designations of other variables created in the group, which can be used within the selected variable when writing a formula (v1, v2, v3, etc.). These variables can be used in formulas and when performing algorithmic actions such as addition, division, etc.

If the [Variable Type] parameter is set to [SQL Script], then the user will be able to specify a SQL script as a source for the variable, which will be executed during document generation.



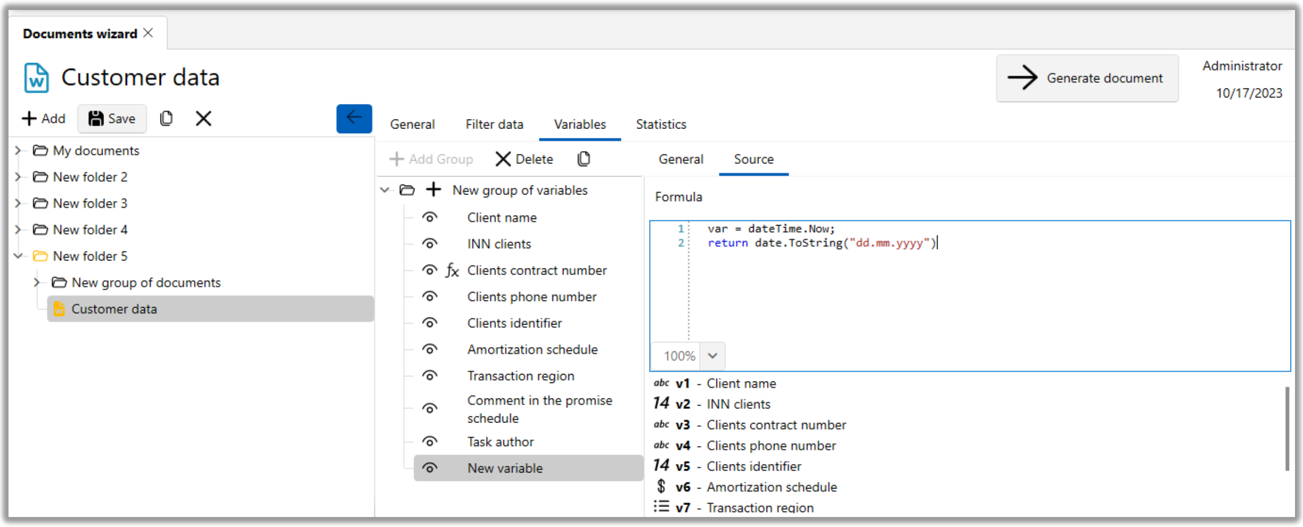
2.3.3.1.1.3.2 Source

The [Source] tab configures the data source for the selected variable. Also on this tab the C# or SQL code is written, if the corresponding settings are selected in the [Variable Type] parameter.



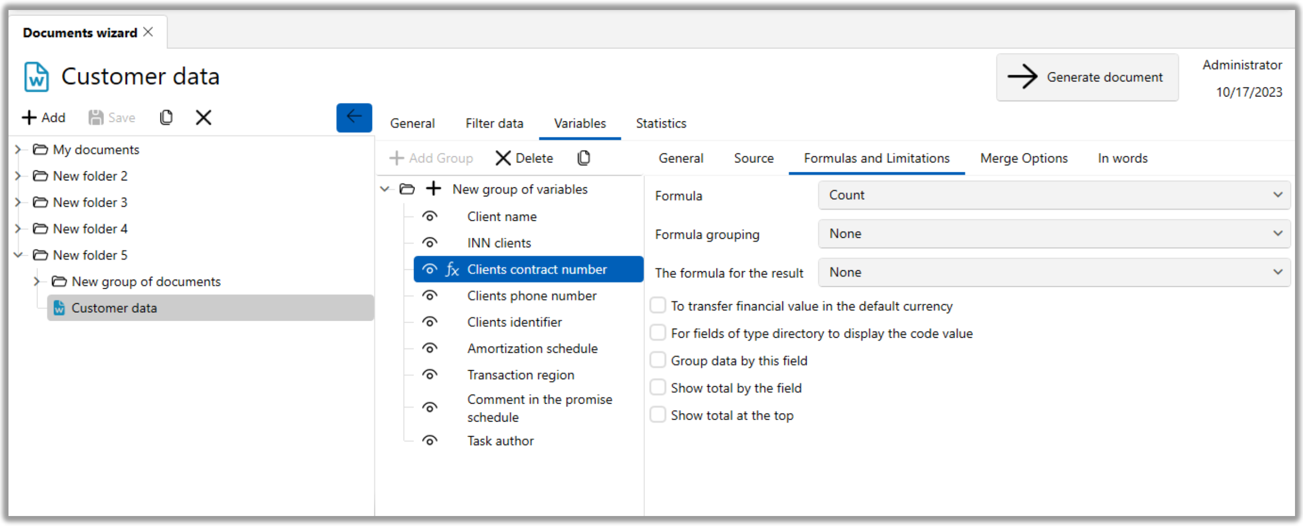
1. [Source] — selection of the entity type, the data from which will be used in the variable.
2. Selects the type of fields of the entity to be used. This parameter is optional for some entity types (client, collateral owners, etc.).
3. [Fields] — selection of fields to be used in the variable.

Also C# or SQL code is written on this tab if the corresponding settings are selected in [Variable Type].



2.3.3.1.1.3.3 Formulas and Limitations

The [Formulas and Limitations] tab customizes the formulas and constraints for the selected variable.



[Formula] — selection of the formula to be used, where:

- [None] — no formula.
- [Count] — a numeric value representing the total number of values of the selected variable will be written to the document.

- [First value] — only the first value of the variable will be written to the document.
- [Last value] — only the last value of the variable will be written to the document.
- [Minimum] — the minimum value of the variable will be written to the document.
- [Maximum] — the maximum value of this variable will be written into the document.
- [Amount] — the document will contain the sum of all values of the variable.
- [Average] — the document will contain the arithmetic mean value, which is calculated by adding all numeric values of the variable and dividing this sum by their number.

[Formula grouping] — selection of the formula used for grouping.

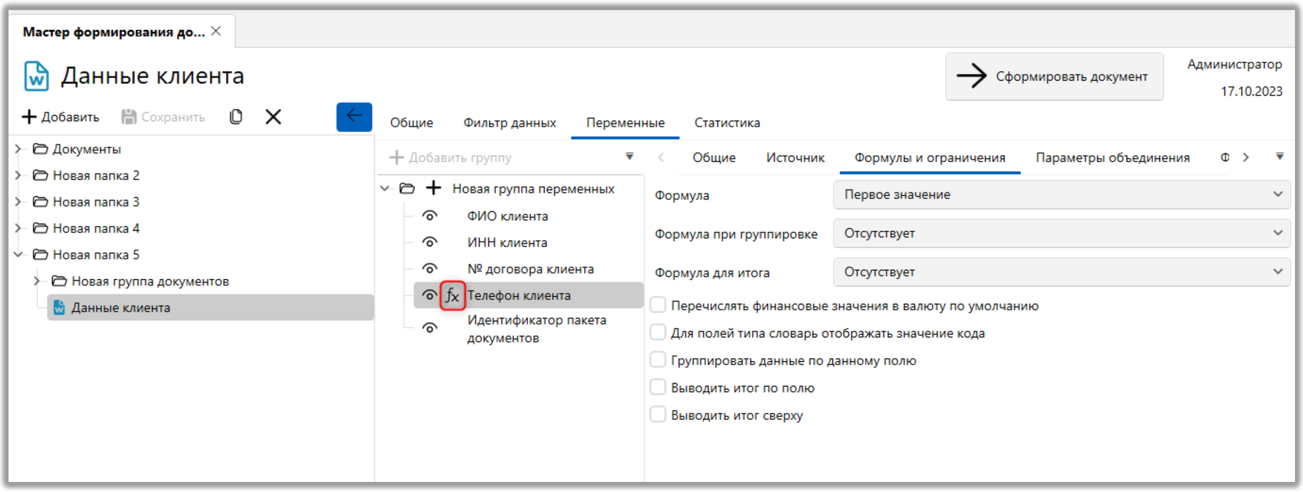
[The formula for the result] — selection of the formula used for the total.

[To transfer financial value in the default currency] — the variable value will be recalculated according to the default currency rate that is set in the system (in the system dictionary [Currencies]).

[For fields of dictionary type display the code value] — if the entity card field contains a value from the dictionary, then the code of this dictionary item will be written to the document. For example, if the value "Alaska" has the code "1234" in the "Regions" dictionary, then "1234" will be written to the document, not "Alaska".

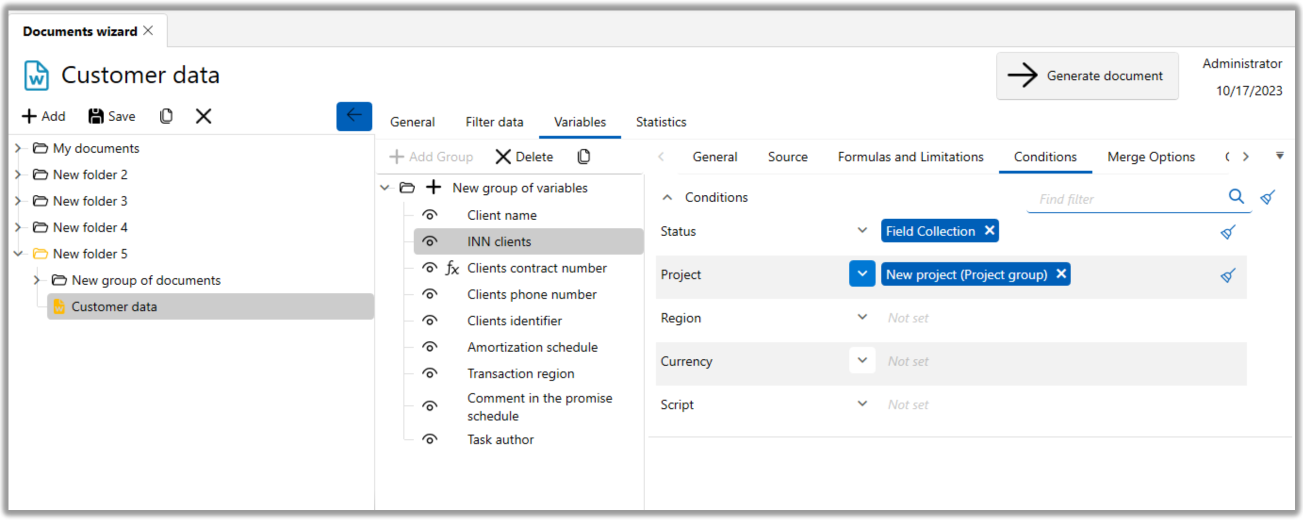
IMPORTANT: when working with formulas and constraints, you must consider the settings of other variable parameters and filters. For example, if the variable filters setting is set to write only the last 2 values to the variable, then the sum in the formula will be calculated only by these last two values, not by all values of the variable.

If a formula is set in a variable, the corresponding icon will be displayed next to its name in the variable group.



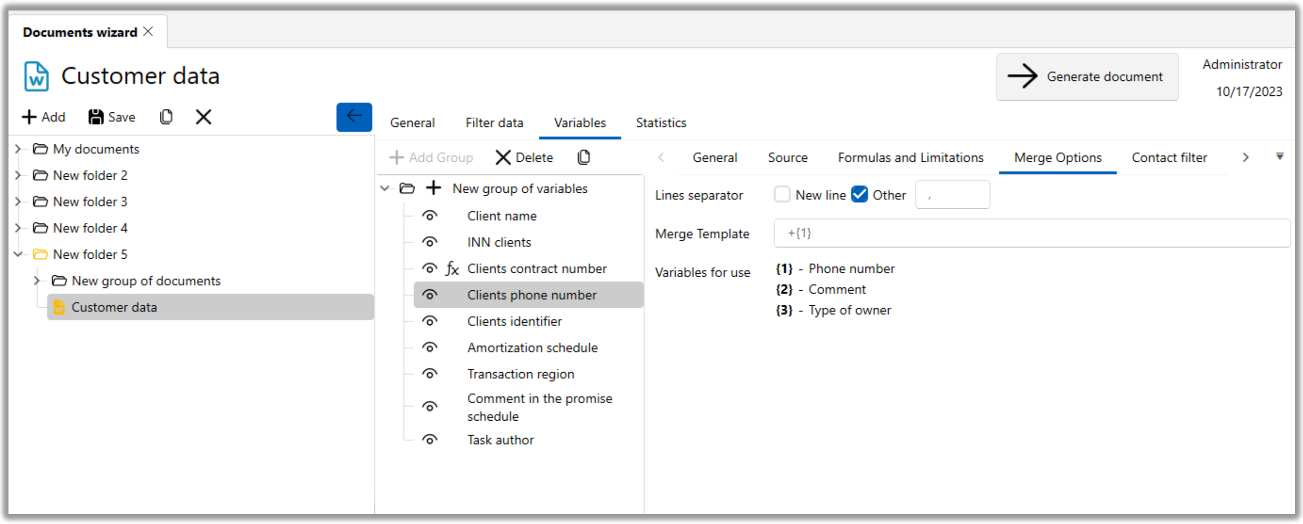
2.3.3.1.1.3.4 Conditions

The [Conditions] tab is used to set up conditions for filtering the displayed data from the variable in the generated document. If the conditions match, the data will be entered in the document, otherwise it will not be displayed.



2.3.3.1.1.3.5 Marge options

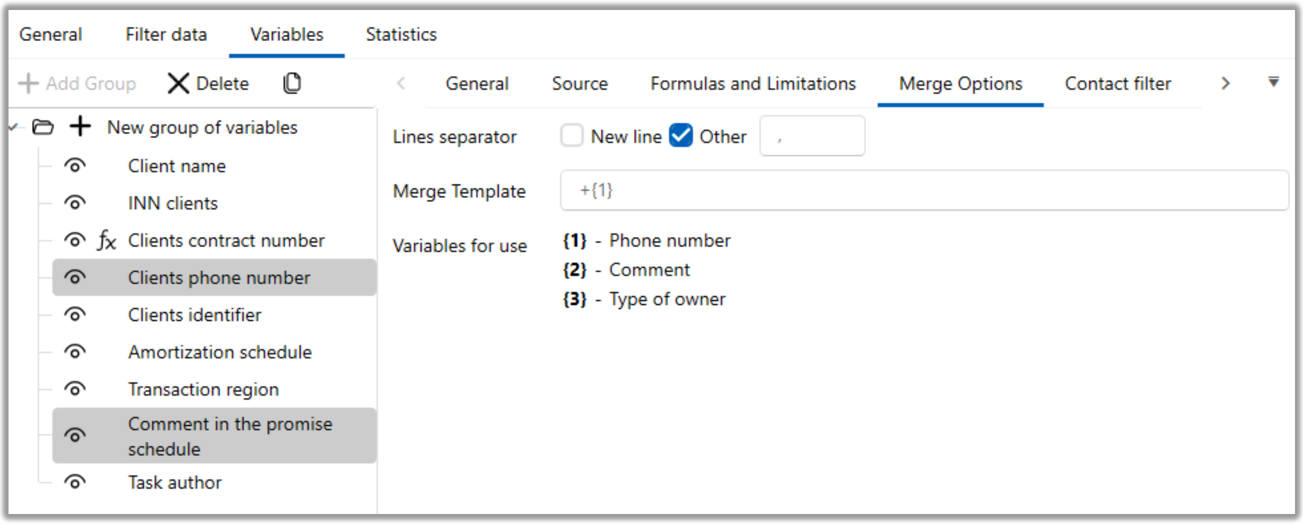
The [Merge options] tab is used to customize the settings for displaying the variable value in the document. Also on this tab you can customize the settings for displaying the document package identifier.



[Line separator] — selection of a character to separate lines, which can be indicated by a line break or by an entered character.

- [New line] — use transition to a new line in the document as a separator.
- [Other] — input of the character to be used for line separation. The comma is set by default.

[Merge template] — if necessary, you can enter additional text and select additional values from [Variables to use]. Entered values from the merge template will be displayed in the selected variable when forming the document. For example, if in the client card the phone number is specified as "380935555555" and it is required to record it in the international format with the "+" symbol. Then it is necessary to enter the corresponding symbol and the number of the variable containing the phone number in the merge template. In the example under consideration, it will be: +{1}.



An example of the result obtained in the paper:


Client name: Ivanov Ivan Ivanovich

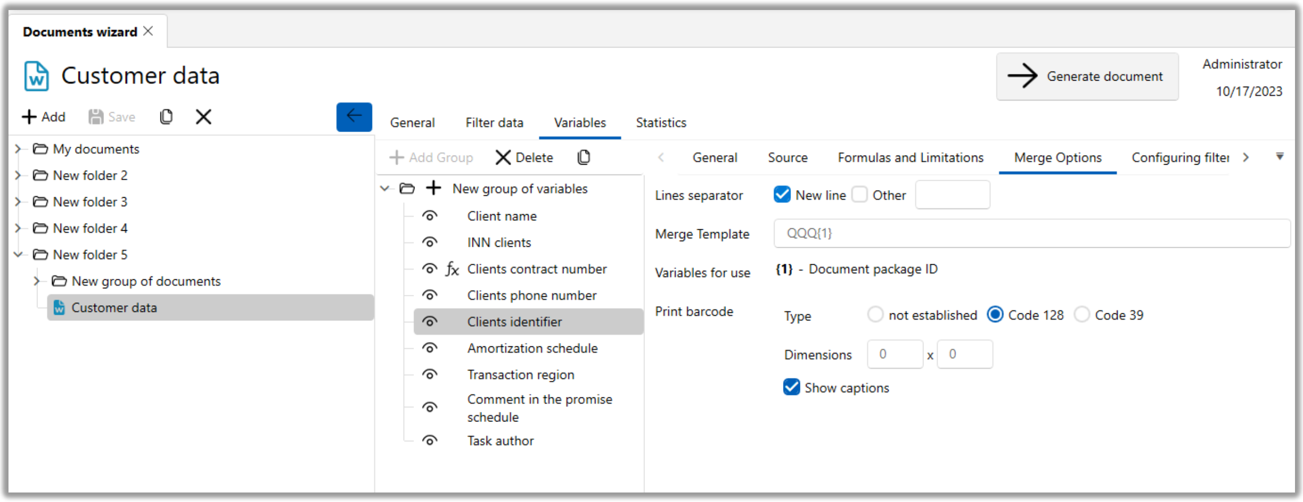
INN: 123456789

Clients contract number: 1

Phone: +380 (93) 555-55-55, +380 (99) 465-45-65, +380 (99) 777-55-44, +380 (50) 345-34-55, +380 (50) 655-75-65, +380 (50) 999-99-99

[Variables for use] — list of available variables that can be used in [Merge Template]. This list includes all entity fields that were selected on the [Source] tab.

If you selected [Other] source and the [Document Package ID] field, which contains the document package number, on the [Merge Options] tab, additional barcode printing settings become available.



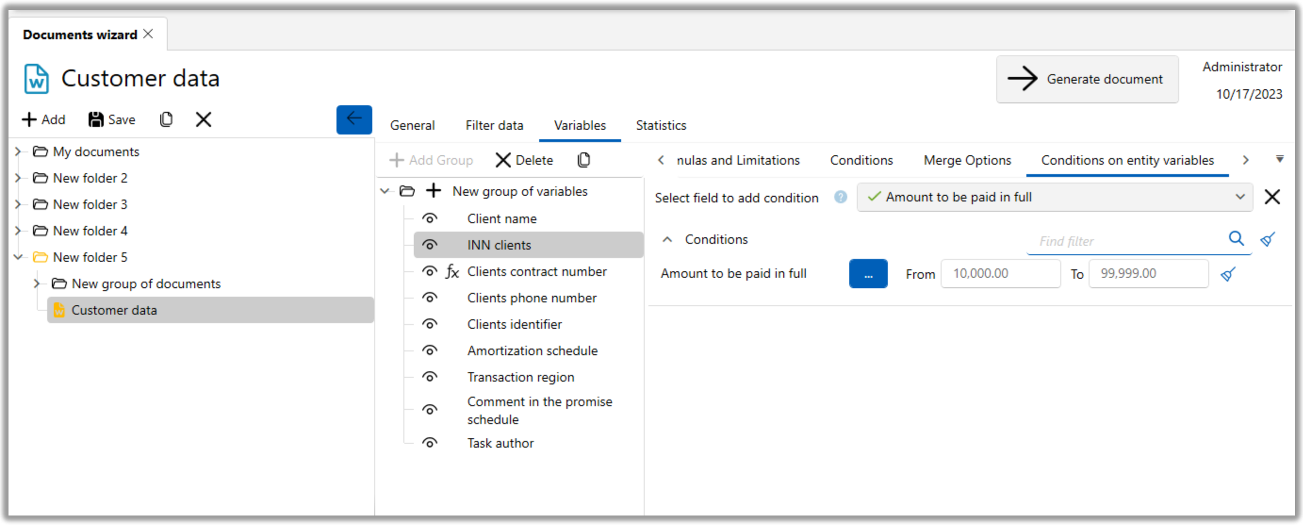
When configuring the merge settings in [Merge Template], the user can enter additional text consisting of letters to be displayed along with the ID of the document package. For example, QQQ{1}.

In the [Print Barcode] box, you can customize the settings for printing and converting the Document Bundle ID to a barcode.

- [Type] — selects the barcode encoding in which the barcode will be generated by the system. If the [Not set] checkbox is selected, only the document package ID will be displayed, without the barcode.
- [Dimensions] — specifies dimensions of the barcode in the document. The size is specified in millimeters.
- [Show captions] — enables displaying of signature with barcode decoding, where its ID of the document package will be specified.

2.3.3.1.1.3.6 Entity Variable Conditions

The [Entity Variable Conditions] tab is used to customize the conditions for displaying the selected entity variable in the generated document. This tab is available only when customer fields are selected as the source. If the values in the selected fields do not meet the specified conditions, such a document will not be generated.

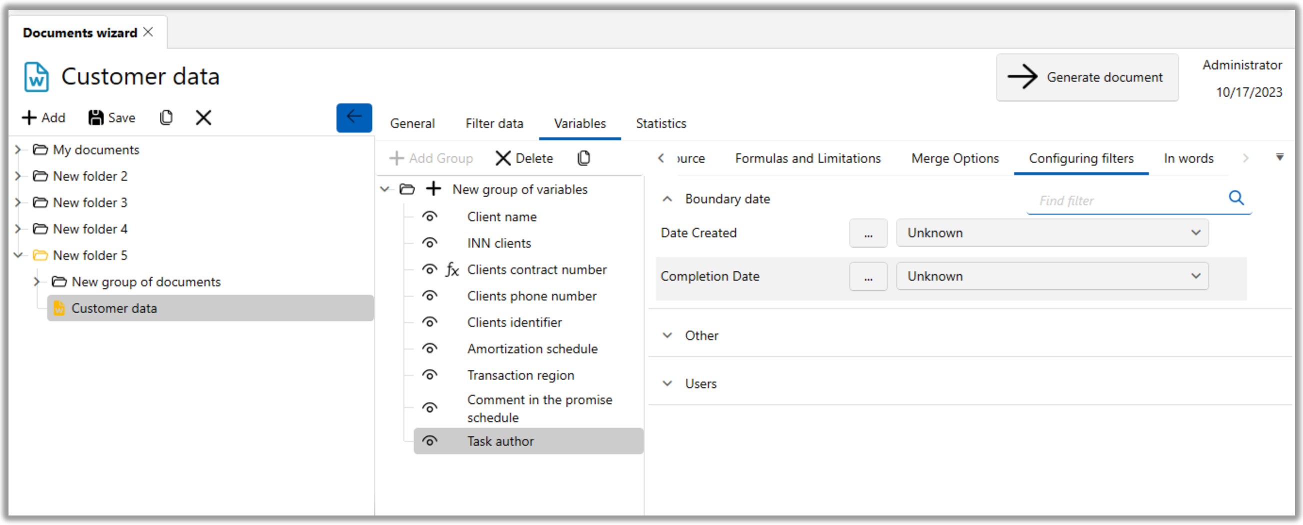


[Select field for add conditions] — selection of entity fields, on the basis of which the conditions of variable display in the document will be set. To create a condition for the selected field press the [+] button. Before saving the document it is necessary to fill in all the selected fields, because the fields without the specified conditions will not be taken into account when forming the document.

Conditions for added fields are set in the [Conditions] block. The set conditions depend on the type of the added field. For example, for an integer field you can specify a specific value or a numeric range ([From] and [To]).

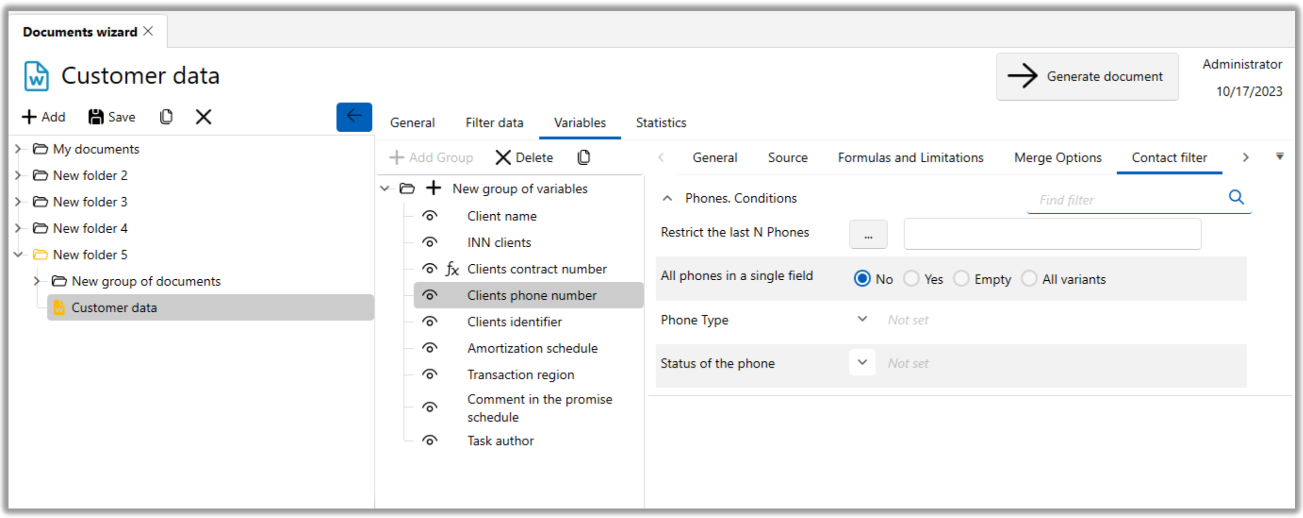
2.3.3.1.1.3.7 Configuring filters

The [Configuring filters] tab is used to configure the filtering conditions according to which the data will be written to the variable. The list of available filters changes depending on the selected source on the [Source] tab.



2.3.3.1.1.3.8 Contact filter

On the [Contact Filter] tab you can customize the filtering of customer and linked contact data (e-mail, phone number, address, web links) entered into the variable depending on the selected source.



[Restrict the last N contacts] — this option allows you to specify the numbers of contacts by their creation date in the entity card, which will be written to the document when it is generated. You can specify the number of contacts, starting from the first one, that will be entered into the document. For example, if you specify "2", the first two phones from the entity card will be written to the document (by the Created field). You can also specify an interval by specifying the sequence number of the first contact (the [From] parameter) and the last contact (the [To] parameter) to be written to the document.

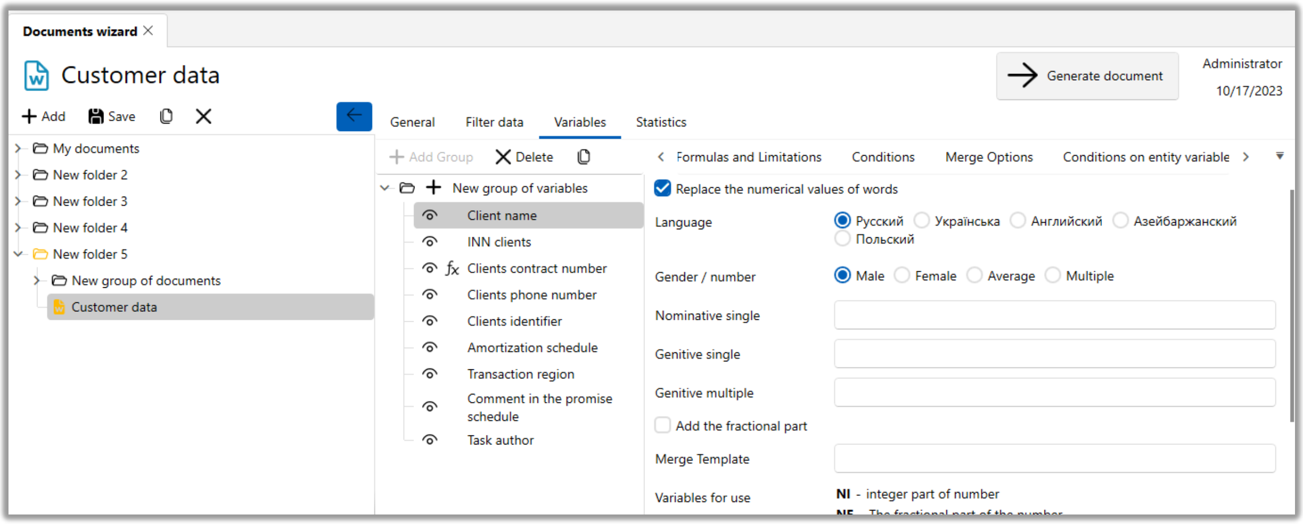
[All contacts in single field] — this is a setting that allows you to customize the format for displaying contacts in the document field.

[Contact type] — only contacts of the selected type will be recorded when the document is formed. This setting has priority over the [Limit last N contacts] setting.

[Status of the contact] — only contacts with the selected status will be recorded when the document is generated. This setting has priority over the [Limit last N contacts] setting.

2.3.3.1.1.3.9 In words

The [In words] tab is used to customize the spelling of numeric values of variables in words when forming a document.



[Replace numeric values of words] — enable the function of replacing numeric values of variables in the text of the document with words.

[Language] — select the language in which the numeric values of variables in the document will be capitalized. If the language is not selected, the numeric values will not be written in words. The names of languages are displayed according to the specified settings of conversion languages (for more details see section 2.5.3.5).

[Gender / number] — selection of genus or chasl.

[Nominative single] — sets the nominative case singular form for spelling out the numeric value in the document text.

[Genitive single] — sets the form of the genitive case singular for spelling out the numeric value in the document text.

[Genitive multiple] — sets the plural genitive case form for writing a numeric value in the document text.

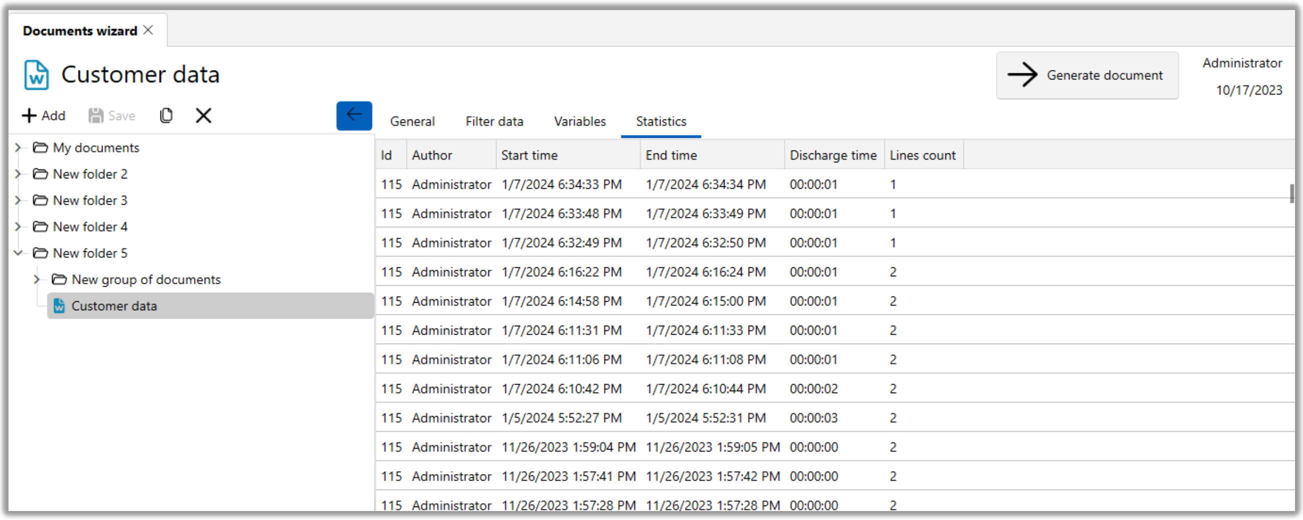
[Add the fractional part] — add fractional number spelling settings. If necessary, you can customize fractional part abbreviation.

[Merge template] — field for customizing the merge template with available variables for use.

[Variables for use] — list of available variables to use in the merge template.

2.3.3.1.1.4 Statistics

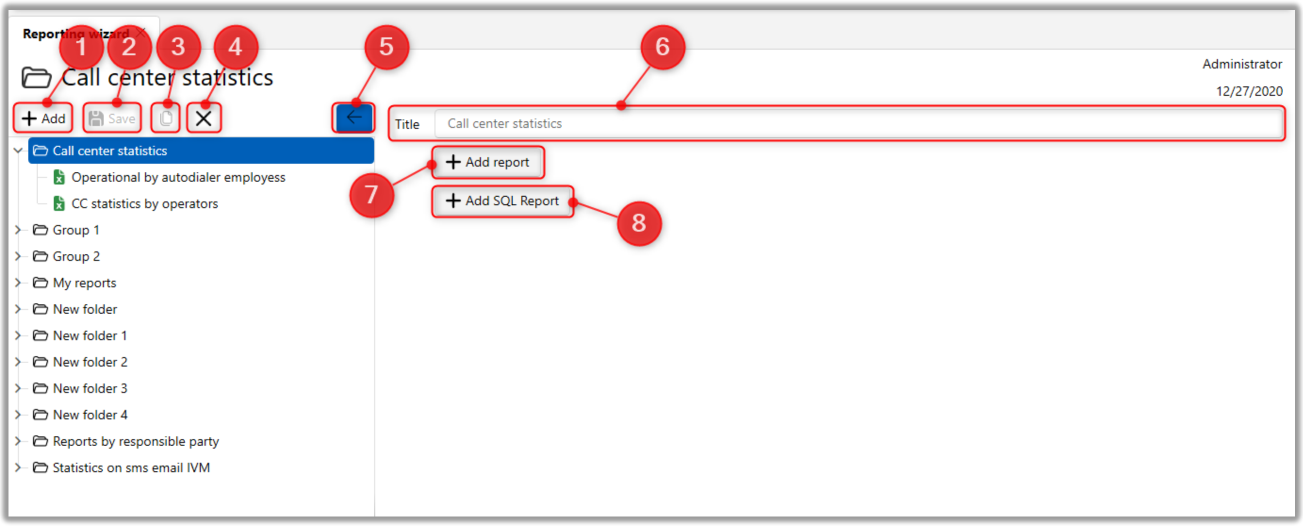
The [Statistics] tab displays information about successfully generated non-empty documents. The tab contains the following data: identifier (id), formation start and end time, time spent on formation, number of pages in each of the formed documents.



The user can use the Ctrl+F key combination to perform a full-text search through the displayed results on the tab.

2.3.3.2 Reports

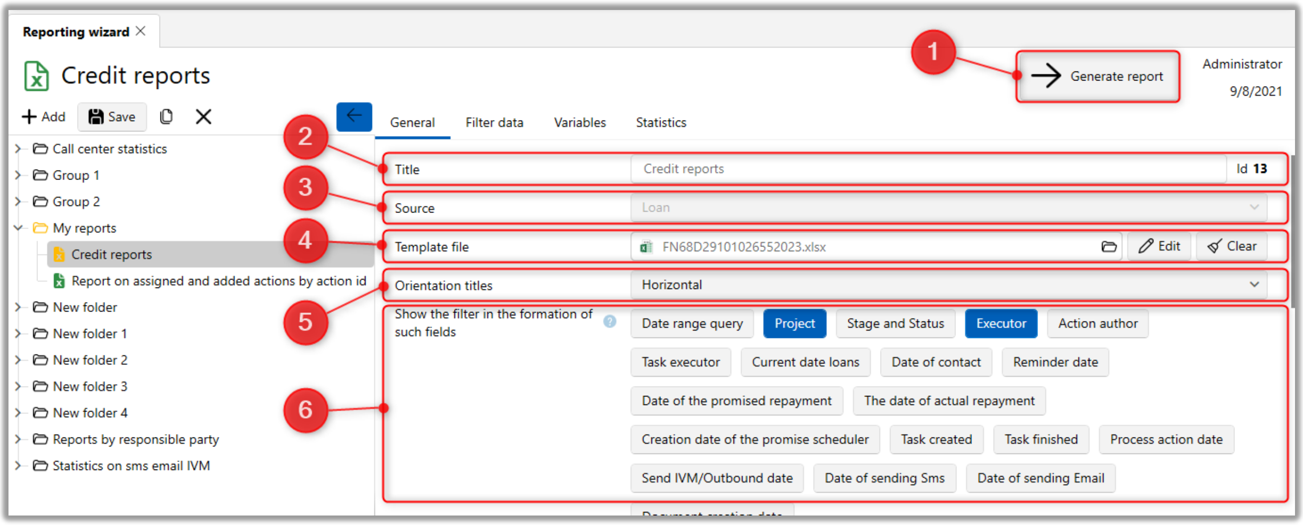
The [Reporting Wizard] module is used to generate report templates with automatically filled in data and their subsequent upload in the form of Microsoft Excel files. This functionality allows you to generate reports for a selected client, for a certain array of the client portfolio or for the entire portfolio of contracts. The window-tab is a list with already created groups of report templates, as well as buttons:



1. [Add] — add a new group of reports.
2. [Delete] — delete the selected report group or report.
3. [Save] — save the settings made in the reporting wizard.
4. [Duplicate] — duplicate the selected report.
5. [Show/Hide Report List] — collapse the list of templates into a compact view.
6. [Title] — enter a name for the report group.
7. [Add Report] — add a new report with the possibility to customize the system constructor of data output to the report.
8. [Add SQL report] — report type, in which data sampling with the help of SQL scripts is configured.

After clicking the [Add Report] button, the user is presented with a window with customization of the created report, divided into 4 tabs: [General], [Data Filter], [Variables], [Statistics]. Let's take a closer look at customization of the added report.

The [General] tab is used to customize the following parameters:



1. [Generate report] — the button to start report generation according to the created template. When generating the report, the system opens the [Active queries] tab to view the report generation process. After the report has been generated, the system transfers the data to Microsoft Excel and opens a new Microsoft Excel document with a ready report.
2. [Title] — enter the name of the report;
3. [Source] — selection of an entity to be used as a source for a reports.
4. [Template file] — load a template file for report generation. After loading the template, the user can edit or delete it. The edit function allows to change the currently loaded template without the need to re-download a new file. To edit the current document template you should press the [Edit] button, make the necessary changes in the opened window and save them.

To create a report template, you need to:

- Create a new Microsoft Excel document or CSV file;
- Create the required column headers for the report;
- Enter the variable name from the report, then the system will replace them with the calculated data when generating the report (variables are entered in curly brackets {}, variable names must not be repeated).

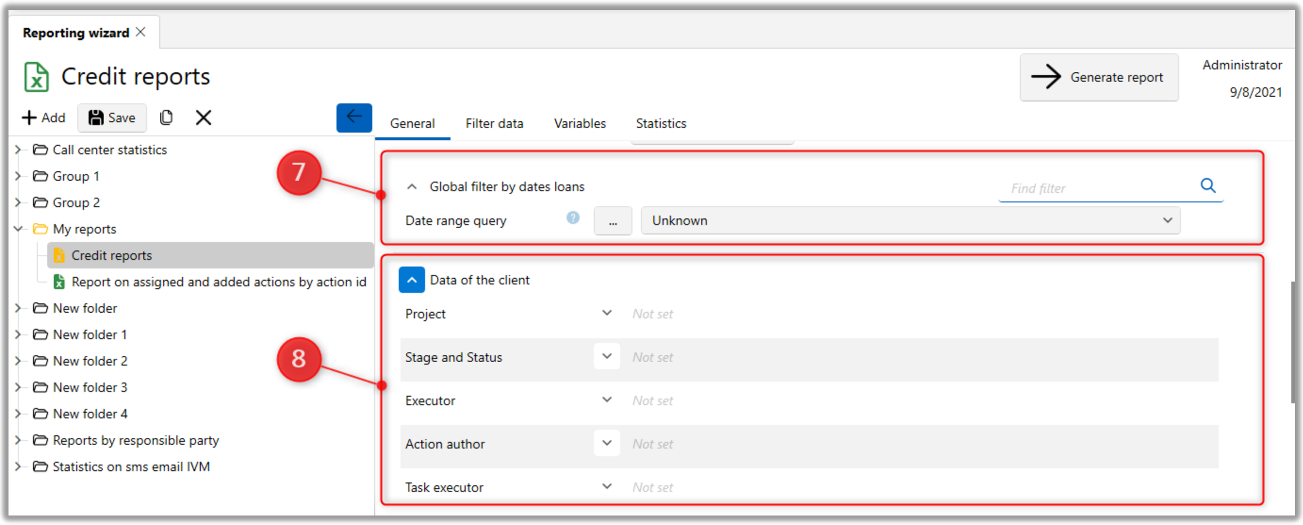
	A	B	C	D
1	Status	Total amount	Count	
2	{x1}	{x2}	{x3}	
3				
4				

- Save the document on your PC.

A file with a .txt extension can also be used as a report template.

5. [Orientation titles] — setting the orientation of report record headers:
   - [Horizontal] — headers in the template file are placed horizontally;
   - [Vertical] — headers in the template file are placed vertically.

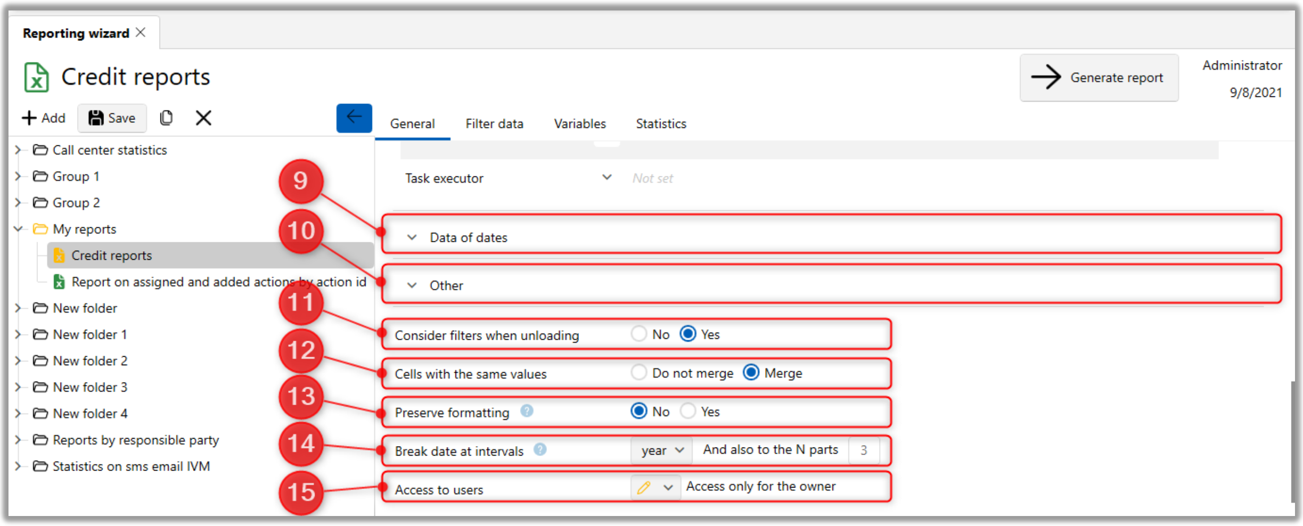
6. [Show filter in the formation of such fields] — enabling additional filter by marked fields, which allows to flexibly customize data filtering by setting the required value for each added filter. The list of available filters in this section changes depending on the selected entity as a source. To add one of the available filters, you should click on it with the left mouse button. Active filters are highlighted in blue color. The added filters will be displayed in a pop-up window when generating a document from the search results, entity card or using the [Generate document] block on the [Statistics] tab. This filter will not be available when you click the [Generate Document] button in the document generation wizard. Working with filters is described in detail in the section 2.3.3.1.1.1.



7. Set [Global Filter by dates loan], this filter is used by the system by default if no sampling period is specified during report generation.

8. Customize the default fields for data upload in the [Data of the client] filter group:

- [Project];
- [Stage and Status];
- [Executors];
- [Action author];
- [Task executor].



9. Customize the default fields for data upload in the [Data by date] filter group.

10. Other options.

11. [Consider filters when unloading] — whether the system should take into account the set filters when unloading.

12. [Cells with the same values] — customize the rule of merging cells with the same values:

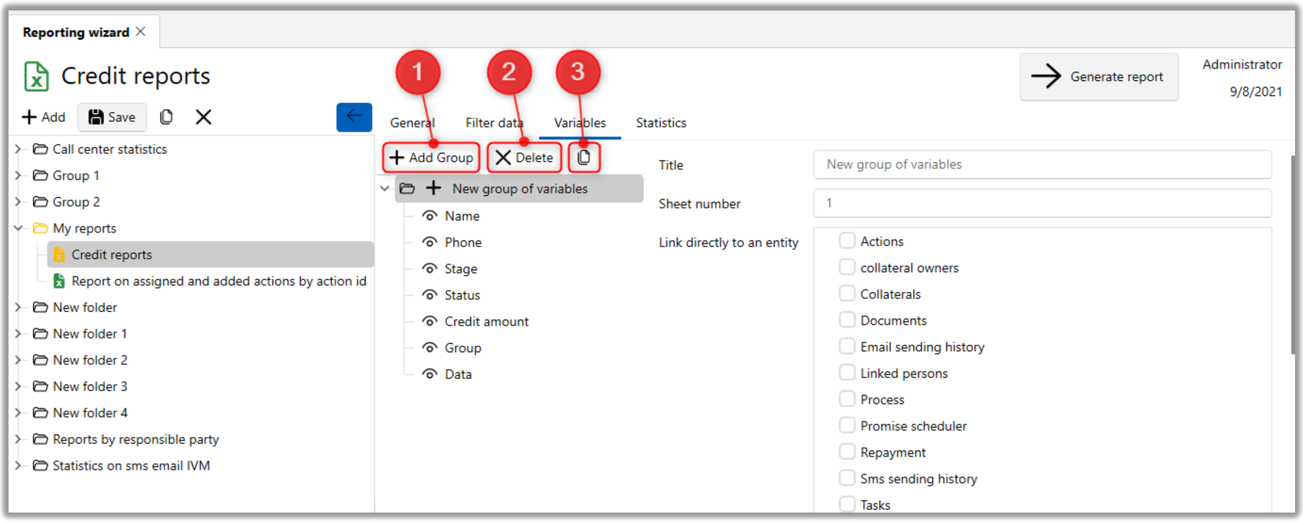
- Merge;
- Do not merge.

13. [Preserve formatting] — customize the rule of working with cell formatting (to retain or not to retain the original formatting of the template).

14. [Break date at intervals] — customize the rule of dividing the period of data sampling into intervals (hour, day, week, month, year) and additionally dividing each interval into parts.

15. [Access to users] — configure access parameters for users to view and/or edit the report

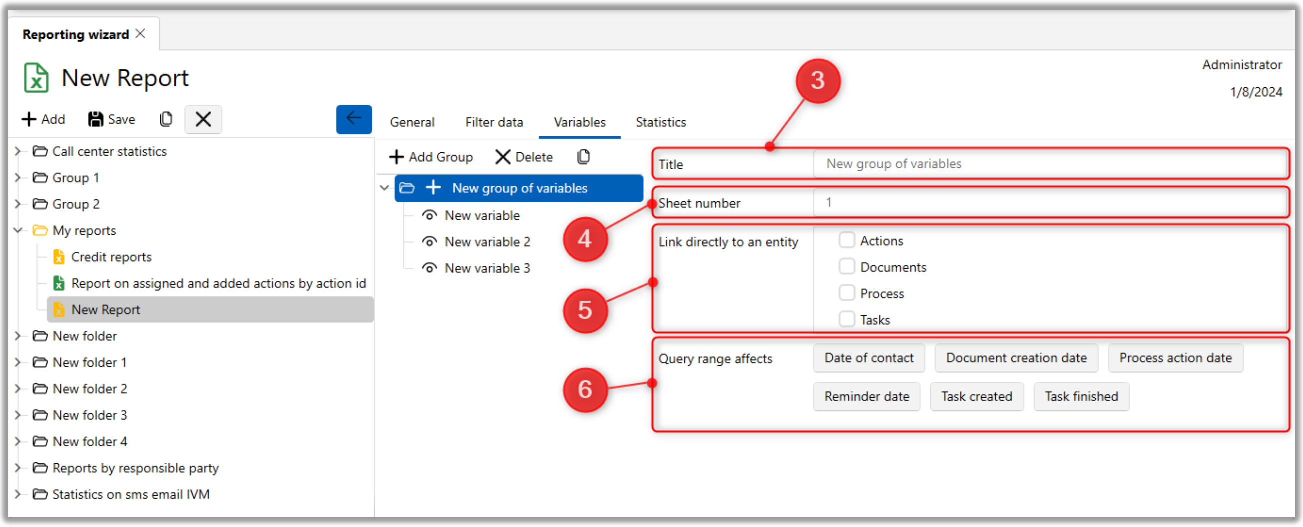
The [Variables] tab is where you create and customize the variables to be used in the report template.



1. [Add group] — create a group of variables in the selected report.

2. [Delete] — delete the selected group or variable. You can also use the Delete key on the keyboard.

3. [Duplicate element] — copy the selected element. Due to the fact that most variables have similar settings, the system provides the duplicate function. This function allows to copy one variable or group of variables with all created variables in the group and their settings.



4. [Title] — enter the name of the variable group.

5. [Sheet number] — field for entering the sheet number in the template file, on which the variables from the selected group of variables will be located.

6. [Link directly to an entity] — setting the parameters of entity linking directly with the main entities in the system.

7. [Query range affects] — setting of period sampling parameters.

After adding new types of reports, the [Generate Report] block will become available in the [Statistics] tab, with the help of which the user can quickly generate and view the necessary reports.

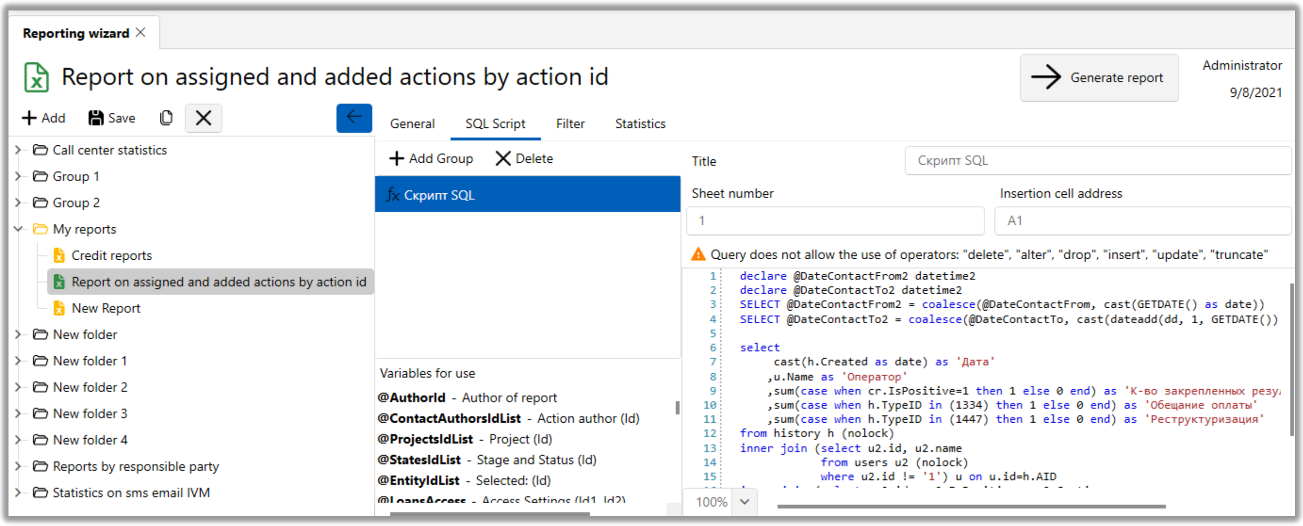
The [Statistics] tab displays statistics of successfully generated non-empty reports.

The user can use the Ctrl+F key combination to perform a full-text search of the displayed results.

2.3.3.2.1 Customizing the SQL report template

This tab is used to enter the SQL script that will be used to generate the Excel report. You can specify the script name, Excel sheet number and cell address where the data will be inserted. This tab also contains the list of available variables that can be used in the SQL script.

You do not need to specify variables in curly brackets in the SQL report template file.

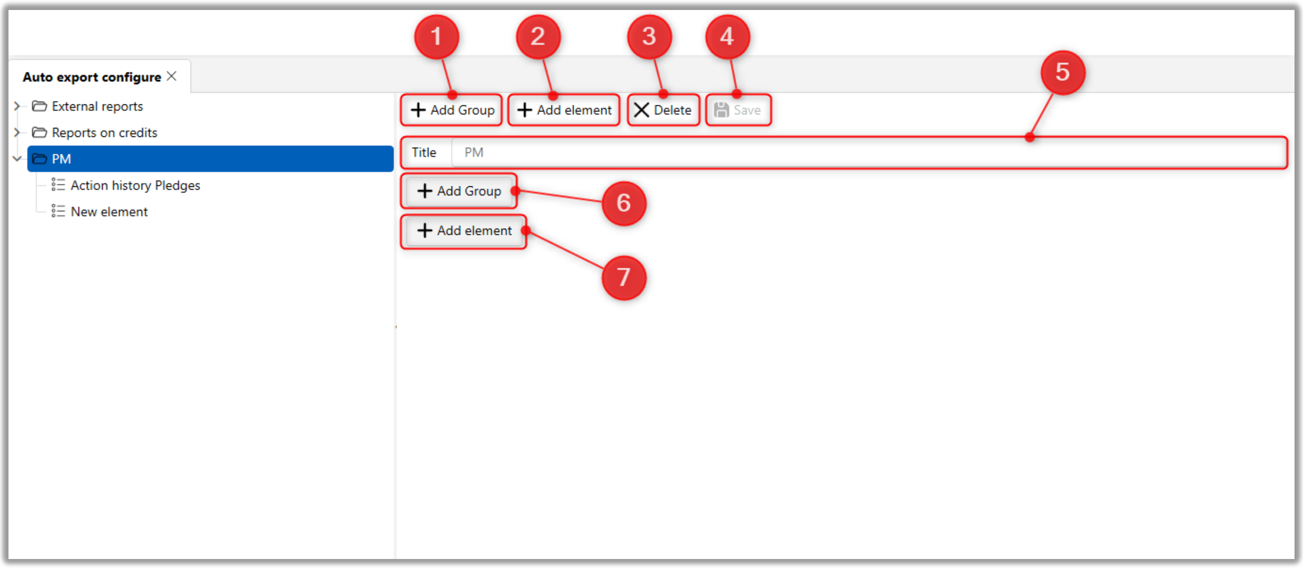


An example SQL script that will output the number of pinned and added actions by specified id:

2.3.3.3 Auto export configure

The system provides the module of automatic export of information and sending it to the specified address (network address, local folder, e-mail). Automatic export occurs according to the configured schedule. The objects of automatic data export can be: reports, SQL reports, documents, document groups and Plugins.

The following functions are available in the window of work with the automatic export setting:

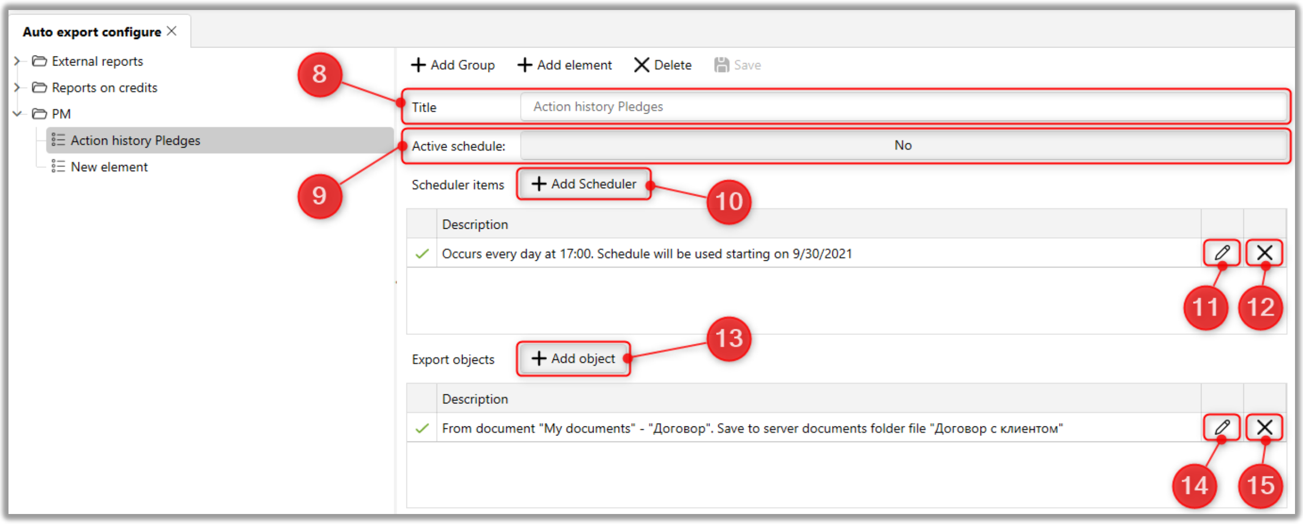


1. [Add group] — creation of a new auto export group.
2. [Add element] — add a new auto export element to the selected group.
3. [Delete] — deletes the selected element or group.
4. [Save] — save the changes made.

After adding an automatic export group, the settings of its name become available, as well as the functions of adding a subgroup and new element s in the group.

5. [Title] — enter a name for the selected auto export group.
6. [Add group] — adding a subgroup for auto export group.
7. [Add element] — creation of a new element of automatic export in the selected group.

After adding a new element to the automatic export group, its settings become available.

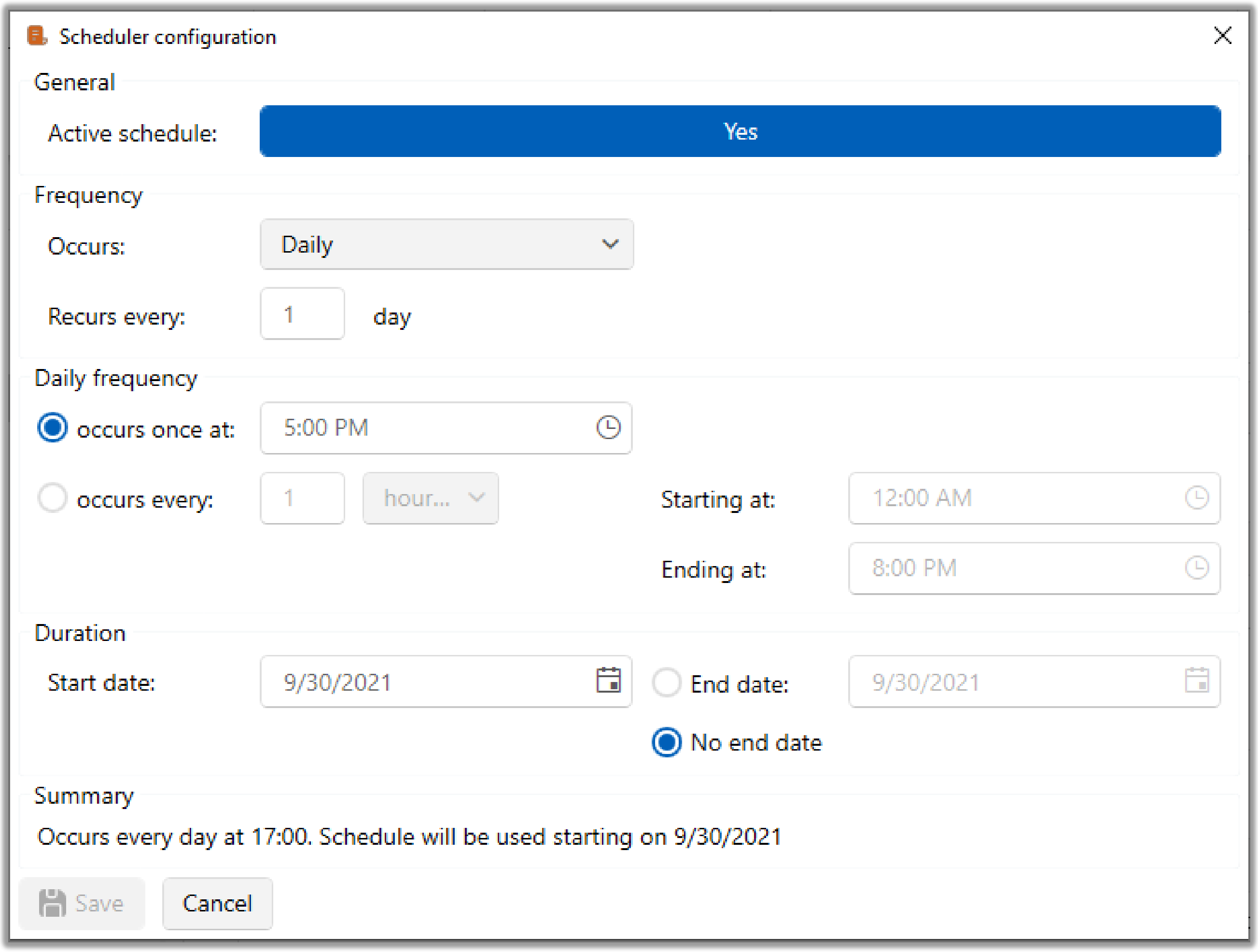


8. [Name] — enter a name for the auto export element.

9. [Active schedule] — enable/disable operation of the created automatic export in accordance with the configured schedule.

10. [Add schedule] — creation of objects unloading schedule for selected automatic export element. There can be several configured schedules.

The parameters in the [Scheduler configuration] window are divided into six blocks:

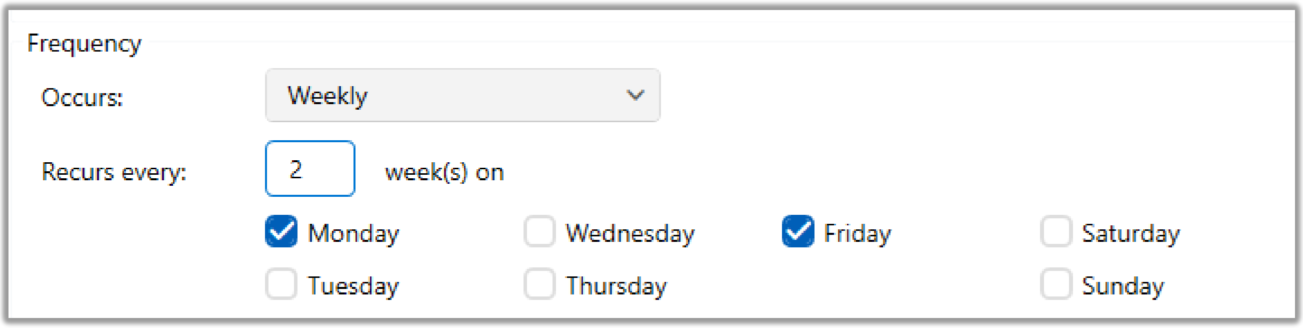


In the [General] block you customize the operation of the graph:

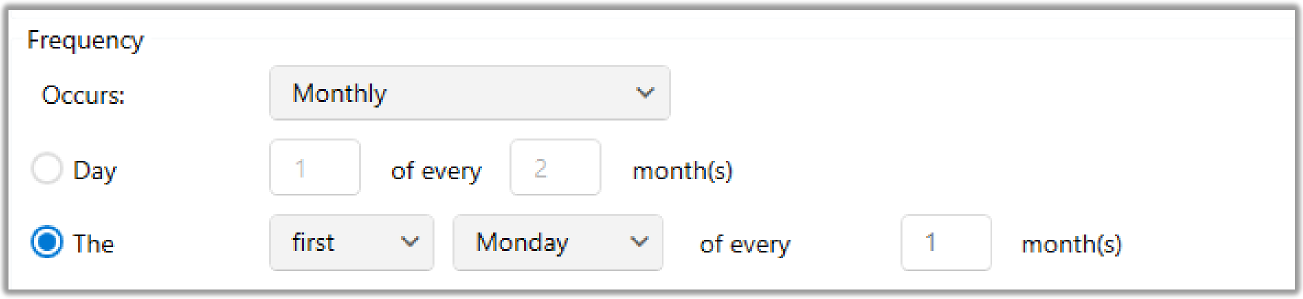
- [Activate schedule] — enable/disable the created schedule (yes/no).

In the [Repetition Frequency] block sets the frequency of calling the unloading of automatic export objects:

- [Daily] — setting the triggering of automatic unloading of objects with a periodicity of the set number of days, which is specified in the [Repeats every] parameter.
- [Weekly] — setting to trigger automatic uploading at intervals of the set number of weeks, on the marked days of the week, the first week is taken from the date that is set in [Start date].



- [Monthly] — Setup of monthly auto export according to set parameters, where you can select specific days of each month set by account by checking the [Day] checkbox, or specific days of the week for the month set by account by checking the [Each] checkbox.



In the [Daily Frequency] block you set the frequency of the schedule of daily call for unloading objects, the setting is available in two variants:

- [Occurs once at] — setting a specific time of automatic unloading repetition.
- [Occurs every] — specify the periodicity (in hours or minutes), when repeated export will take place, and time range (export start and end time).

In the [Duration] block you can set the duration of the period in which the call to unload objects will be repeated:

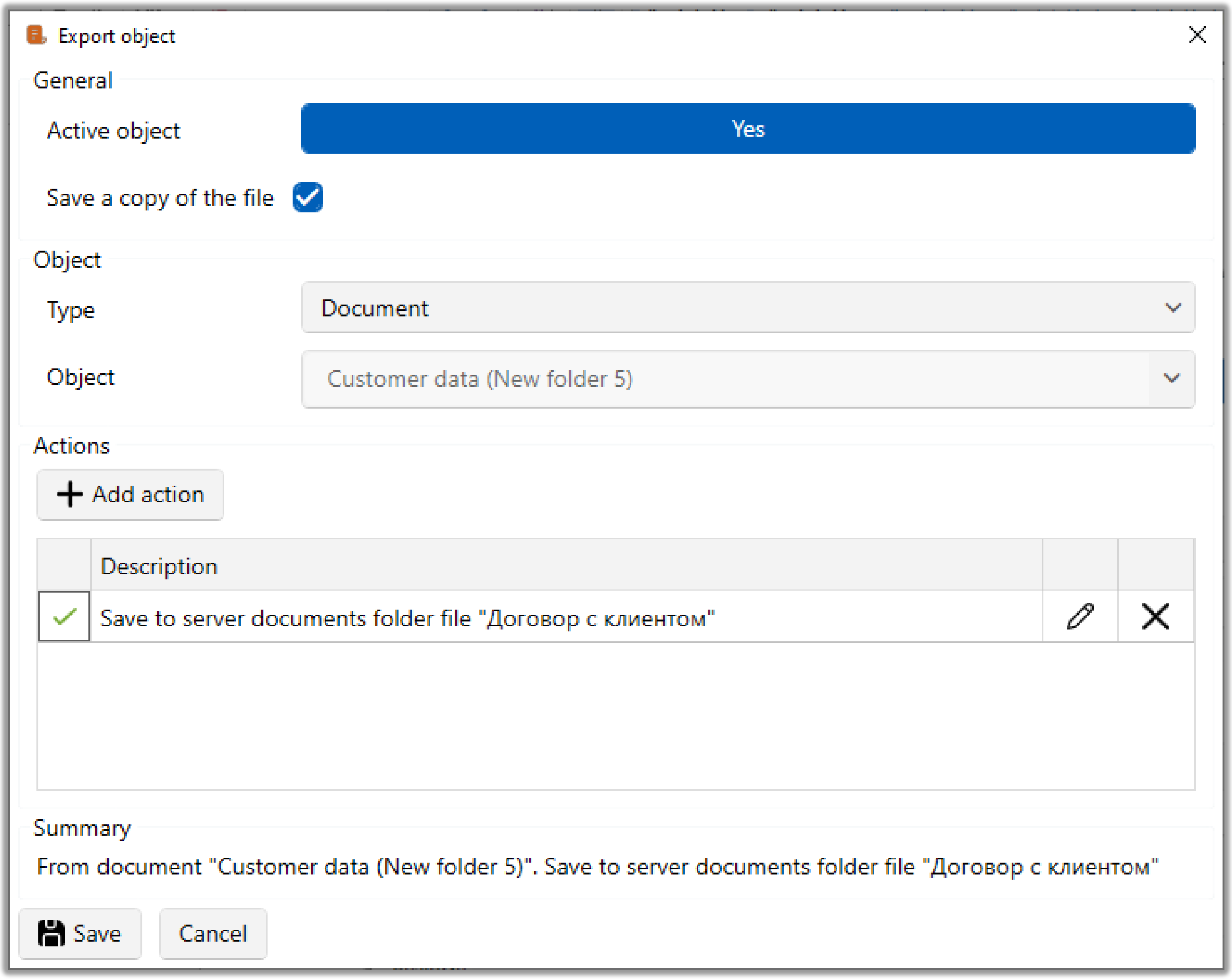
- [Start date] — start date of the chart.
- [End date] — the date when the schedule will end.

- [No end date] — the schedule has no end date and will be continuously repeated, according to the set parameters.

The [Summary] block displays the current schedule settings. When you have finished making settings, you must click the [Save] button.

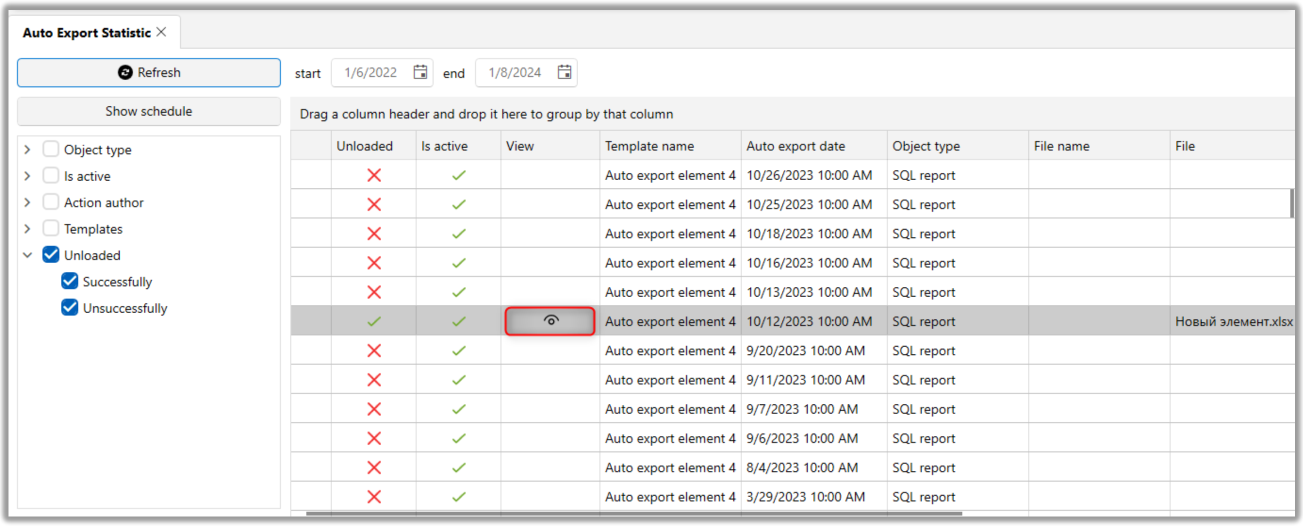
11. Button for editing the added schedule.
12. Button for deleting the added schedule.
13. [Add object] — add export object.

In the [Expoer object] window that opens, the following settings are available for customization:



[Active object] — enable/disable upload object (yes/no);

[Save a copy of the file] — enable saving a copy of the file with the possibility to view it in the auto export statistics (more details in section 2.3.1.4).

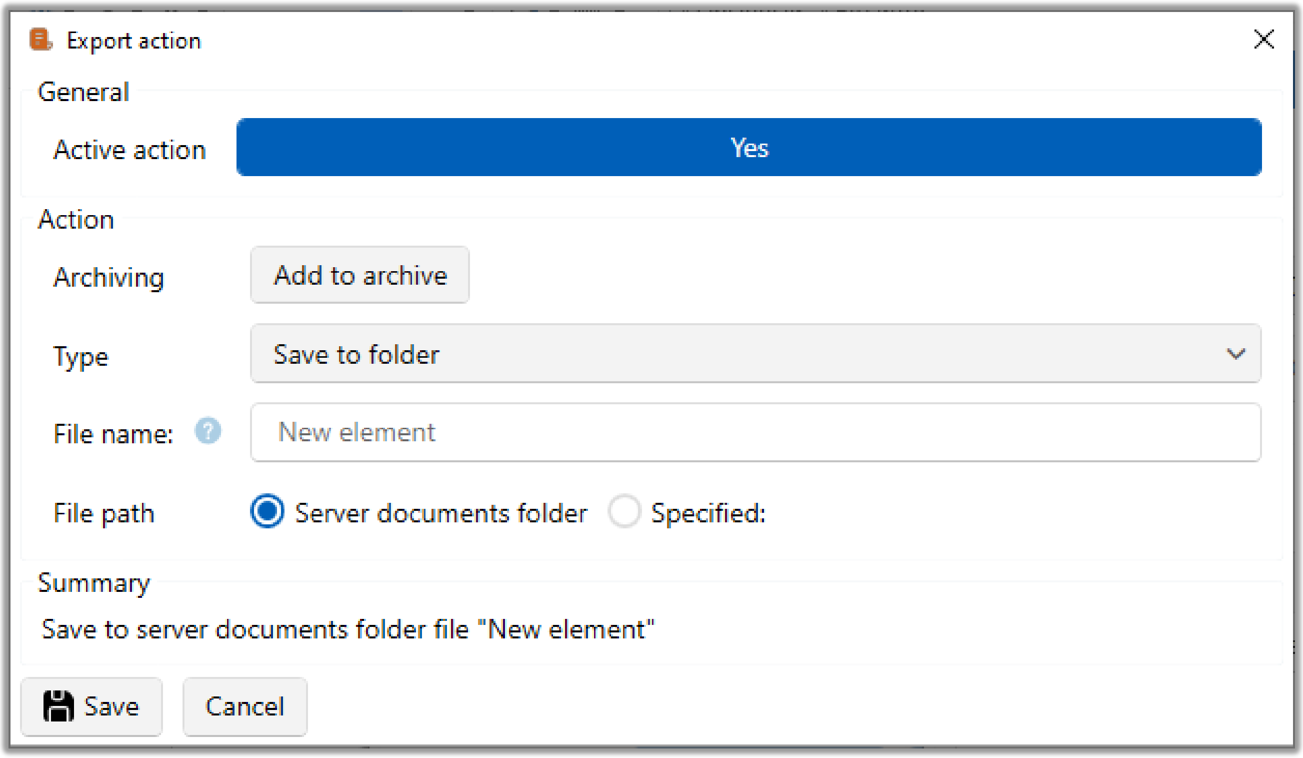


[Type] — selection of unloading object type, where the following entities are available:

- [Report] — selection of report template.
- [SQL Report] — selection of SQL report template.
- [Document] — selection of a document template.
- [Document Group] — selection of document group.
- [Plugins] — selection of a plugin.

[Object] — selection of the required export object, depending on the set type.

The [Add action] button opens the [Export Actions] window, where you can customize export parameters for the selected object:



[Active action] — enable/disable the upload action (yes/no);

[Archiving] — optional function of adding the report to the archive, when activated, you can set a password to open the archive.

[Type] — select the type of unload action:

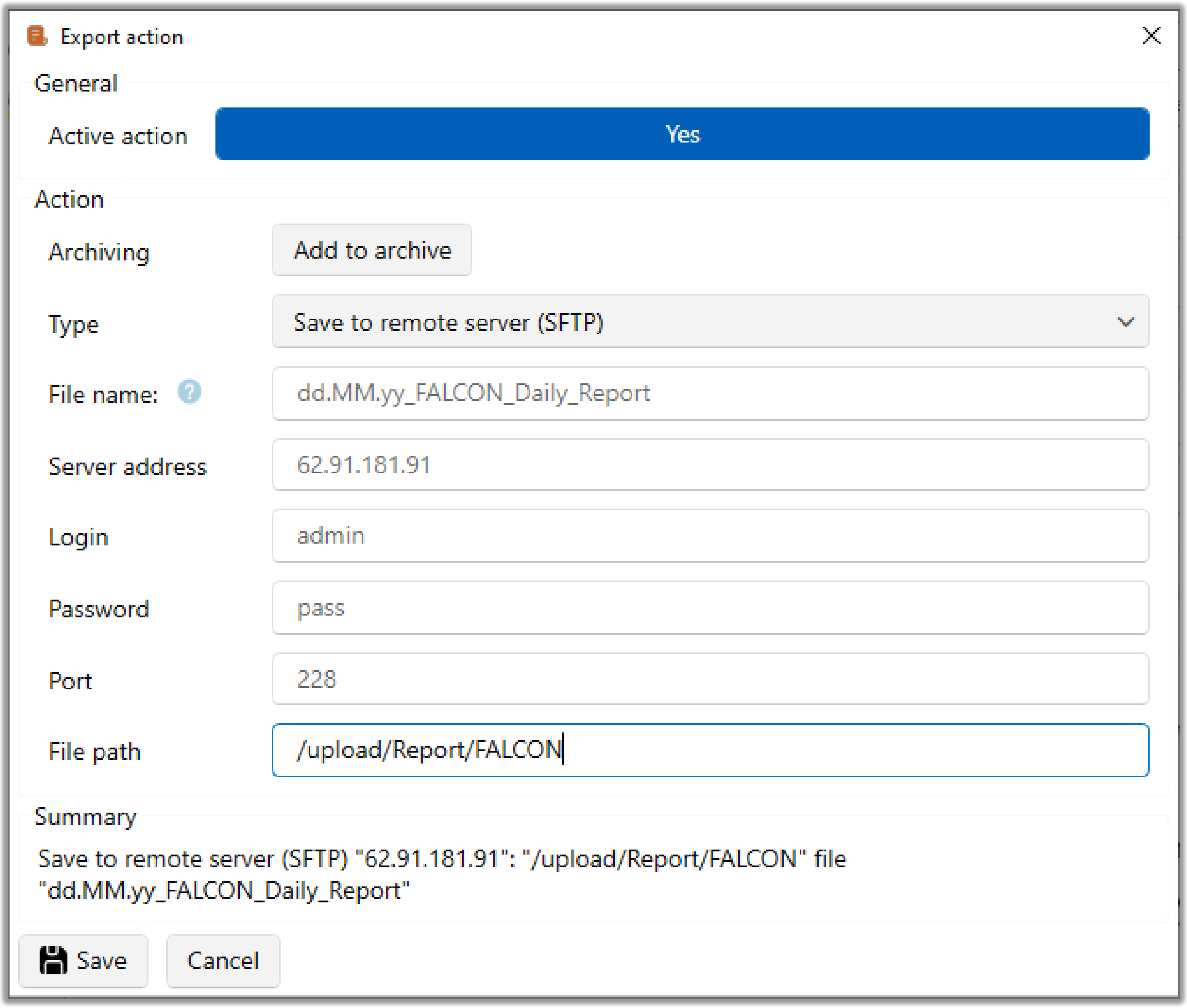
[File name] – enter file name. You can use date and time variables in the file name. Date format: "yyyy.MM.dd" or "dd.MM.yyyy". As delimiters for the entered date you can use: ".", "—", "_". Time format: "hh:mm", where the following characters can be used as delimiters: ":",".", "—", "_".

[File path] — saves the selected object to the specified path. Two types of saving are provided:

- [Server documents folder] — the object will be saved in the AutoExport folder, which is located in the path specified in WPF (parameter [Document path]).
- [Specified] — the file will be saved to the specified path.

[Send by E-mail] — function of sending e-mail of selected export object, where it is necessary to enter recipient's address and select sending template. The sending period in the e-mail template must coincide with the schedule settings of the automatic export element, otherwise the sending will not be performed. To send e-mail, an e-mail provider must be connected and the corresponding template must be configured. More information about creating and configuring e-mail templates in the section 2.5.1.9.1.

[Save to remote server (SFTP)] — it is necessary to specify data for connection to remote server (address, login, password, port) and path for saving file on remote server.

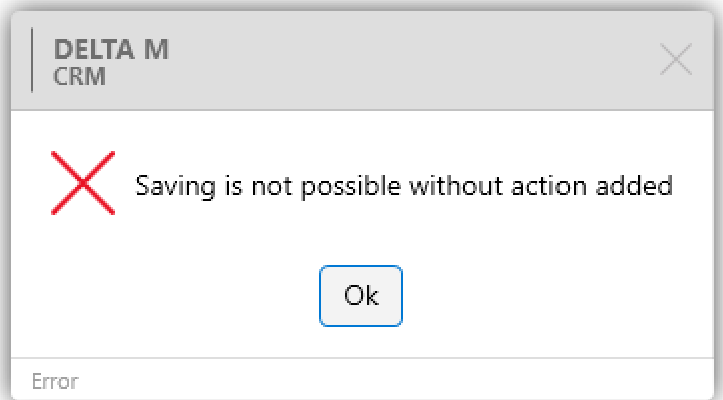


- [File name] — input the name of the file to be saved. You can use date and time variables in the file name. Date format: "yyyy.MM.dd" or "dd.MM.yyyy". As delimiters for the entered date you can use: ".", "-", "_". Time format: "hh:mm", where the following characters can be used as delimiters: ":",".", "-", "_".

- [Server address] — enter the server address for connection.
- [Login] — enter the user login that will be used when connecting to the remote server.
- [Password] — enter the password that will be used for authorization when connecting to the server.
- [Port] — enter the port to connect to the server.
- [File path] — specifying the path where the file will be saved after connecting to the remote server. The path is specified relative to the initial directory to which the SFTP connection is made. For example: /upload/Report/FALCON.
- [Summary] — display in the form of text the configured logic of operation of the configured upload parameters for the selected object.

After making all the necessary settings, click the [Save] button to save the upload action.

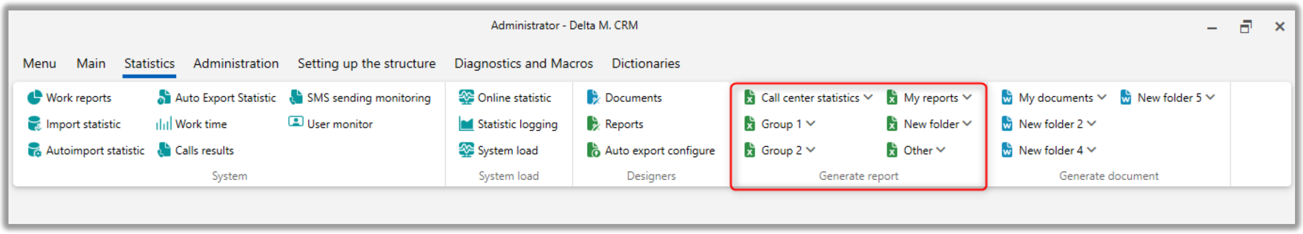
If you try to save the object without adding an upload action, a warning message will be displayed to the user: [Saving is not possible without adding an action].



14. Editing an added object.
15. Deleting an added object.

2.3.4 Generate report

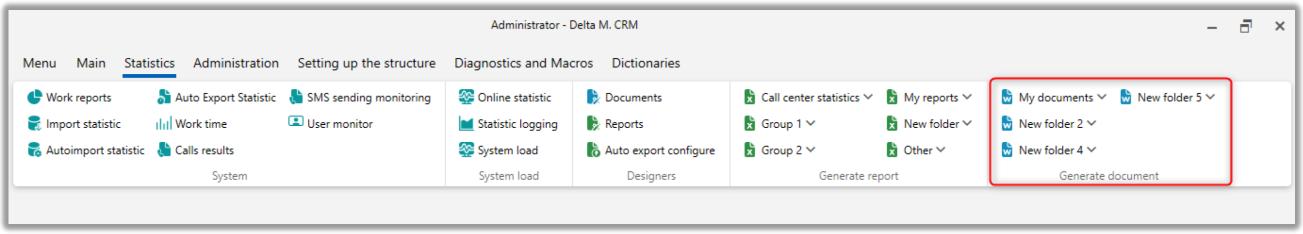
This block provides a list of groups with pre-created report templates, allowing users to quickly generate the required report in just one click. To access the ability to generate reports through this block, the [View available templates] checkbox in the [Export Wizard] section must be selected in the user role settings. Then the user will be able to view and generate reports using the available templates for his role. If the [Full Access] checkbox in the [Export Wizard] section is selected in his role settings, the user will be able to generate all report templates.



When the report is complete, it will open in a new window and be saved to a local folder.

2.3.5 Generate document

This block provides a list of groups with pre-created document templates, allowing users to quickly generate the required document in just one click. To access the ability to generate documents through this block, the [View available templates] checkbox in the [Export Wizard] section must be set in the user role settings. Then the user will be able to view and generate documents using available templates for his role. If the [Full Access] checkbox in the [Export Wizard] section is selected in his role settings, the user will be able to generate all document templates.



When the document is completed, it will open in a new window and will be saved in the local folder.

2.4 Administration

This tab is used to perform the main functions in the administration of the Delta M. CRM. The tab is divided into four functional blocks: [User Management], [System Configuration], [Work automation], and [API].

2.4.1 User Management

The block through which you can access the functions of setting user role rights, work schedules, creating and scheduling work shifts, and creating user statuses.

2.4.1.1 Roles and users

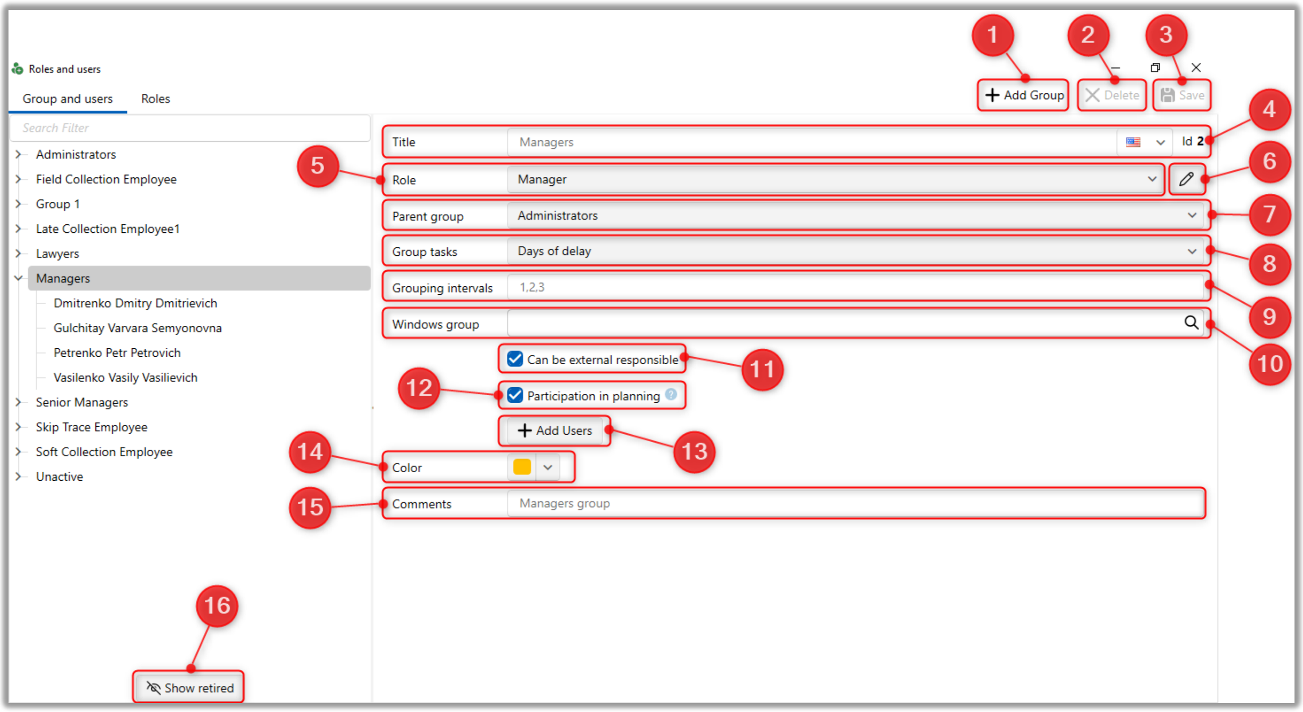
This module is used to add new users and user groups. Also, each user is assigned to a specific role, within which you can customize his access rights to the functions of Delta M. CRM. Users can not exist as a separate element without binding to a group and role.

Administration of users, user groups and their rights can be performed by a representative of the business, if he has the appropriate rights to perform these actions. The general principles of user administration must be described and approved by the business and user groups and their rights are set up according to the approved logic.

To add a new user in the system it is necessary to first create a role and set access rights for it, then create a user group with the set role and create a user within the selected group. Users can accept roles as a group (which will greatly simplify the administrator's work when it is necessary to change the role for a certain sample of users in the future) or it can be customized individually by selecting it from the list of existing ones.

2.4.1.1.1 Group and users

The [Groups and users] tab is used to create and customize user groups. A user group is a set of accounts that are united based on a common parameter, such as a position, a role, or a task. For example, a user group can consist of employees who share the same job title or those who work on a specific project. The following parameters are available for customization:



1. [Add group] — add a new user group to the system.

2. [Delete] — deletes the selected user group, selected user or role. The [System] user is a system user and cannot be deleted.

3. [Save] — apply the entered settings in the window of roles and users settings.

When working with a user group, the following settings become available:

4. [Title] — enter a name for the group. You can also specify a name for this group in other languages by selecting the required language from the drop-down list. After creating and saving the group, its identifier (id) will be displayed next to the name.

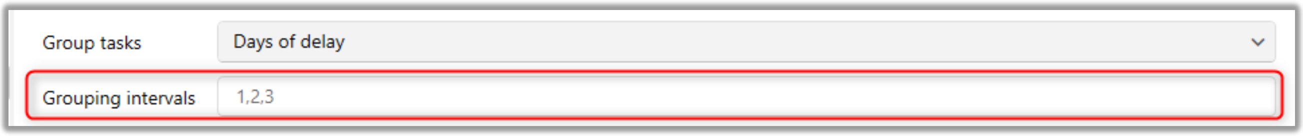
5. [Role] — select a role for users of this group, which will also be automatically set for new users of this group. All roles that were created on the [Roles] tab are available for selection.

6. The button for quick switching to the setting of the selected role.

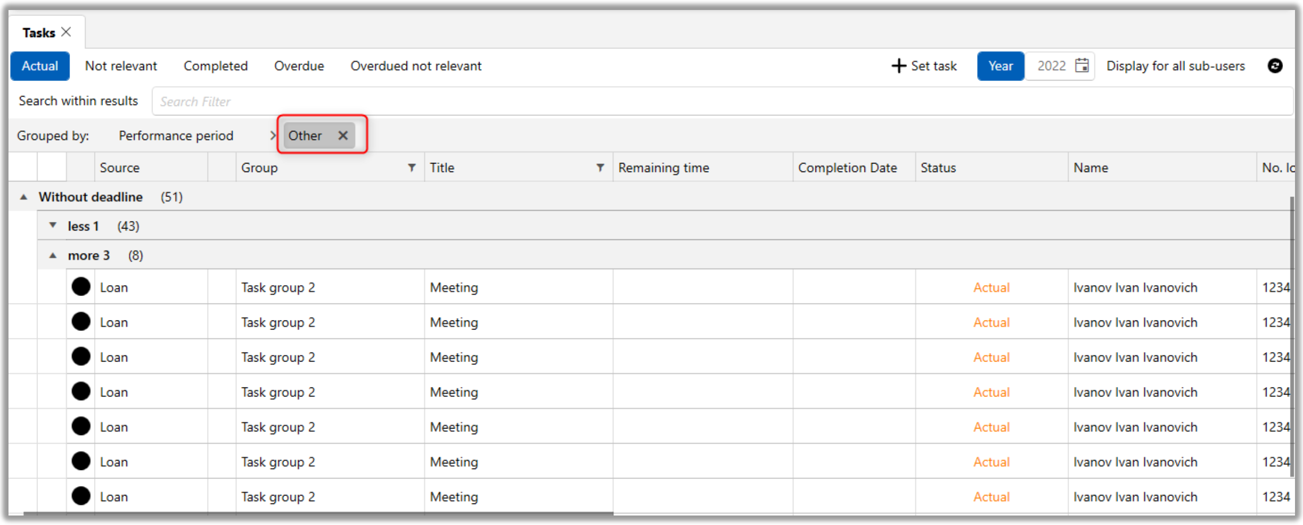
7. [Parent group] — selection of the group the current user group will be subordinate to. This setting affects the display of subordination of groups in the company structure (more details in the section 2.2.4.10).

8. [Group tasks] — the function of grouping tasks of users from this group in the organizer. System source loan fields and [do not group] condition are available for selection. This function will work only if the grouping interval has been set.

9. [Grouping intervals] — becomes available if any system loan field is selected as a task grouping, in this parameter it is possible to specify comma separated one or more integer values for task grouping, by which intervals for grouping will be built.



This option works only when the [Other] filter is applied to tasks.



If, for example, you select the [Days Overdue] field in [Group Tasks] and enter the value [1,2,3] in [Grouping Intervals], then when you go to the tasks, they will be grouped accordingly by days overdue: those with days overdue less than 1, 1 to 2 (not inclusive), 2 to 3 (not inclusive), 3 and more. When there are no values that fall into one of the intervals, then the system does not display such an interval.

The operation of this setting can be expressed by the following linear formula:

$$(X_1 <) \wedge ((\geq X_1) \wedge (X_2 <)) \wedge ((\geq X_2) \wedge (X_3 <)) \wedge \cdots \wedge ((\geq X_{N-1}) \wedge (X_N <)) \wedge (> X_N)$$

Where:

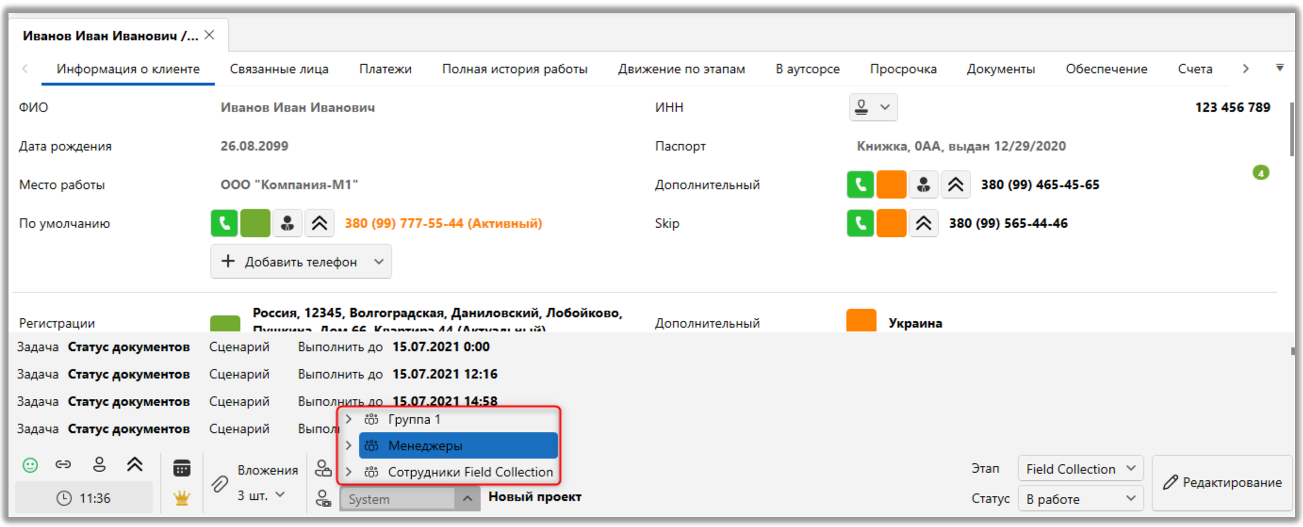
$<, >, \geq$ — comparison marks (less than, greater than, greater than and equal to).

$X_1 \cdots X_N$ — alternating variables, which are set in [Grouping Interval] comma separated.

$\wedge$ — conjunction (union) symbol.

10. [Windows group] — select Windows group to automatically add users to the specified group when they log on for the first time. The list of groups is available in a separate window where you can search by name. This option should be used when authorization via Active Directory is selected.

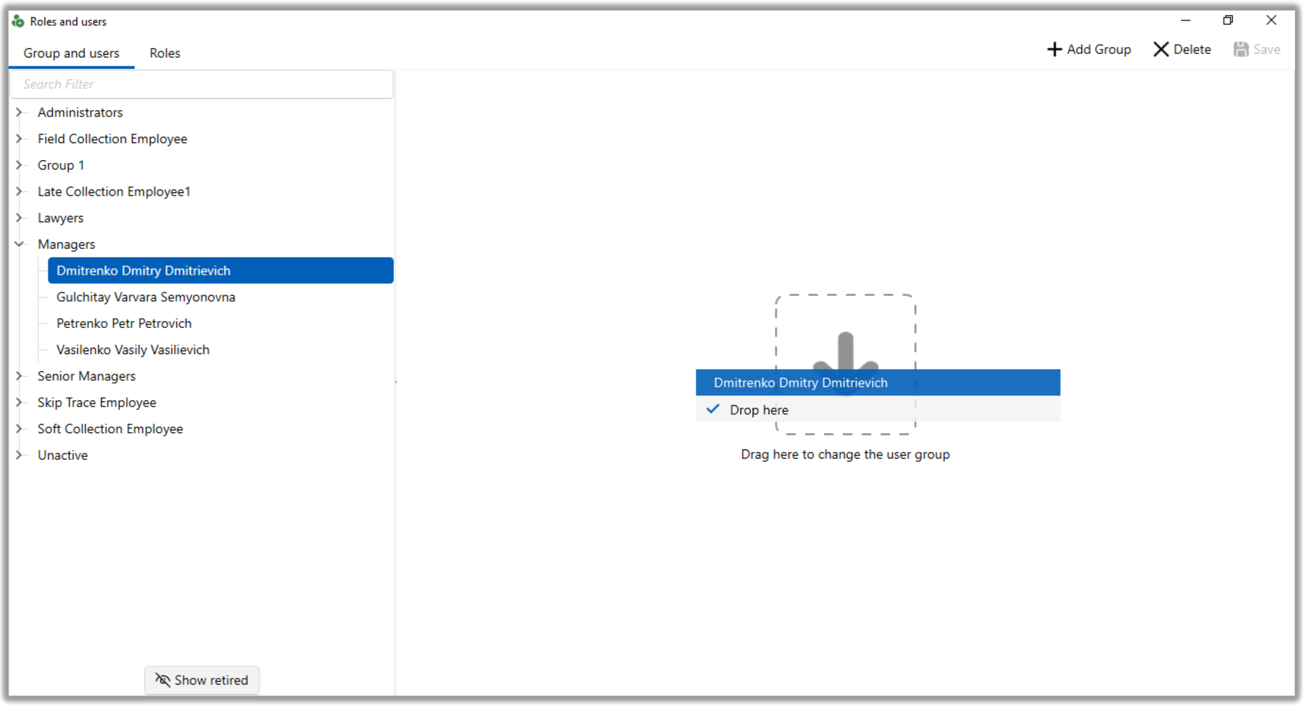
11. [Can be external responsible] — users of this group can be selected as externally responsible for loans (using the strategy, context menu in the search results or in the Loan card).

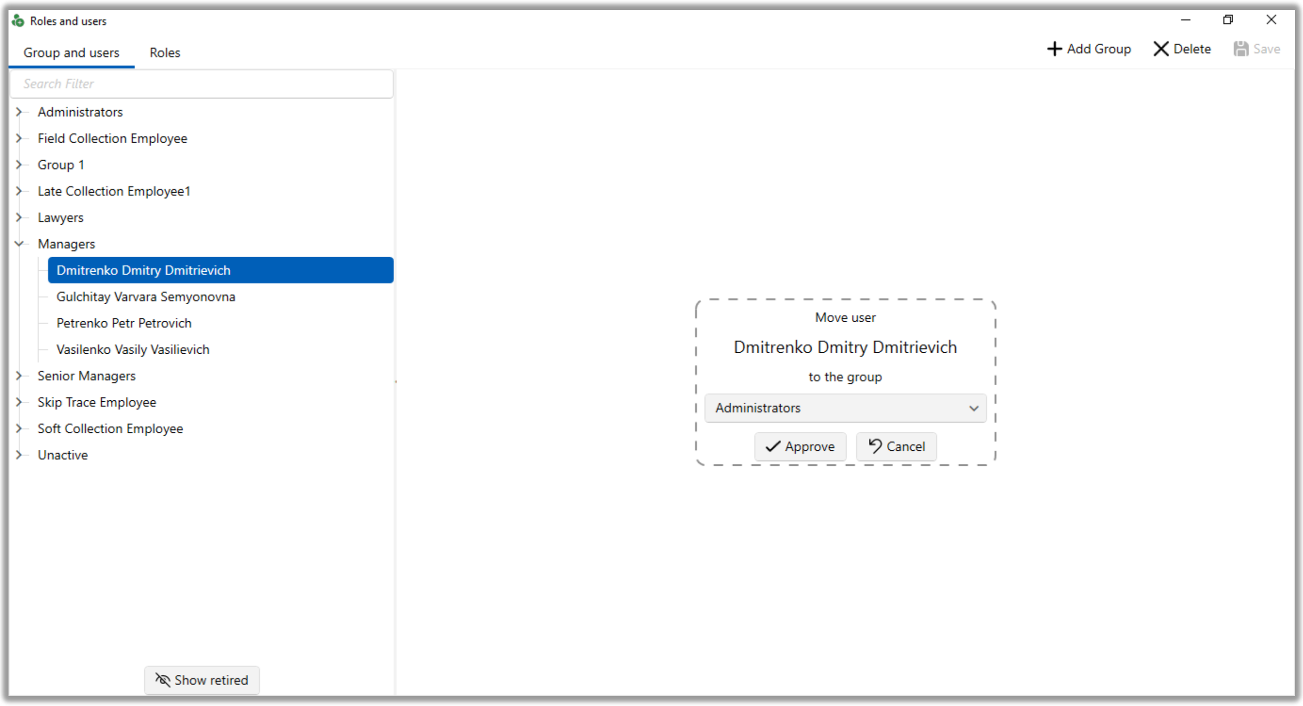


Also users of this group become available for selection when configuring the user's autoexport compliance in Skip-tracing (more details in section 2.4.2.1.4).

12. [Participation in planning] — you can assign work shifts to users of this group in the [Shift planning] module (for more details see section 2.4.1.3).

13. [Add Users] — the button for creating a new user in the selected group, after pressing it, you will be passed to the settings of the new user. By default, new users are created with the role that is selected in the group. Users are always assigned to a group and cannot exist separately from it. If necessary, users can be moved between groups. To do this, right-click on the user and drag him/her with the cursor to the left side of the window, where a special area will appear with the inscription: [Drag user here to change group], then select a new group from the drop-down list and click the [Confirm] button.





Users can also be [dragged] directly to the desired group in the availability list.

14. [Color] — selection of color for users of this group, by which they will be highlighted in the system (in the function [Company structure]).

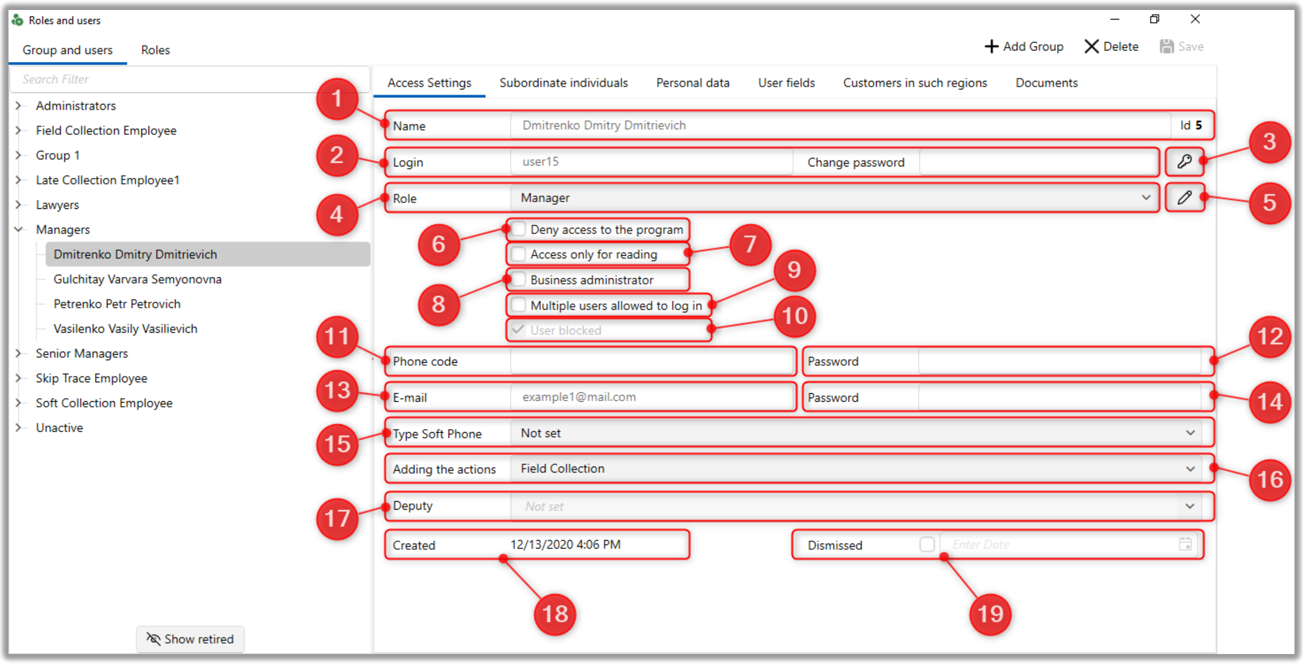
15. [Comments] — enter a comment for users of the selected group.

16. [Show retired] — button to display users who have been fired (with the [Dismissed] checkbox set in their profile).

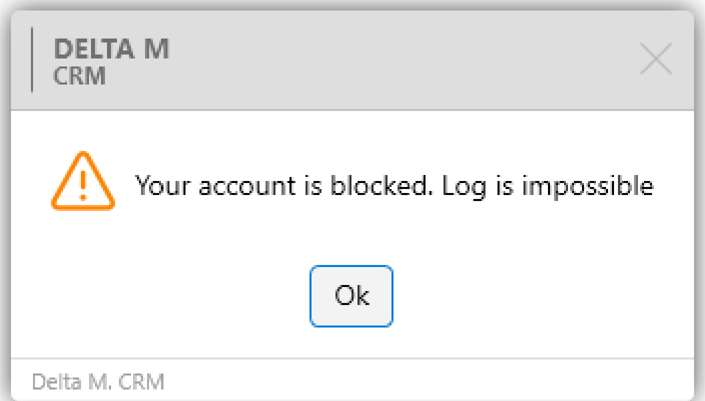
After adding a user to a group, you can configure its settings, which are grouped by the following tabs: [Access Settings], [Subordinate individuals], [Personal Data], [User fields], [Customers in such regions], [Documents].

2.4.1.1.1.1 Access Settings

The following user access options are available on the [Access Settings] tab for features Delta M CRM:



1. [Name] — enter the user name.
2. [Login] — enter login and password for the added user.
3. [Generate password] — button for generating a random password.
4. [Role] — set the role for the selected user (this role has priority over the role set in the group settings).
5. [Go to role setting] — button to go to the settings of the selected role.
6. [Deny access to the program] — deny access to the program for the selected user, set and removed only manually in the settings of roles and users. If at the time of setting this checkbox the user was online, then he will be disconnected from the system.



7. [Access only for reading] — the user will only be able to view the data in the system, without the ability to modify it, even if the role settings are set to permissions for editing.

8. [Business administrator] — the selected member of the group will receive e-mail notifications with the password of new users that were created via API.

9. [Multiple users allowed to log in] — using this option several users under one account will be able to log in and work in the system at the same time. At the same time the connection with the server will not be broken for any of them.

10. [User blocked] — this checkbox is set automatically, if the user has been blocked by the system or through the user monitor. The blocking can be removed only through the [User Monitor] module or the database. For example, the blocking occurs if the time limit of a user in a certain status is exceeded.

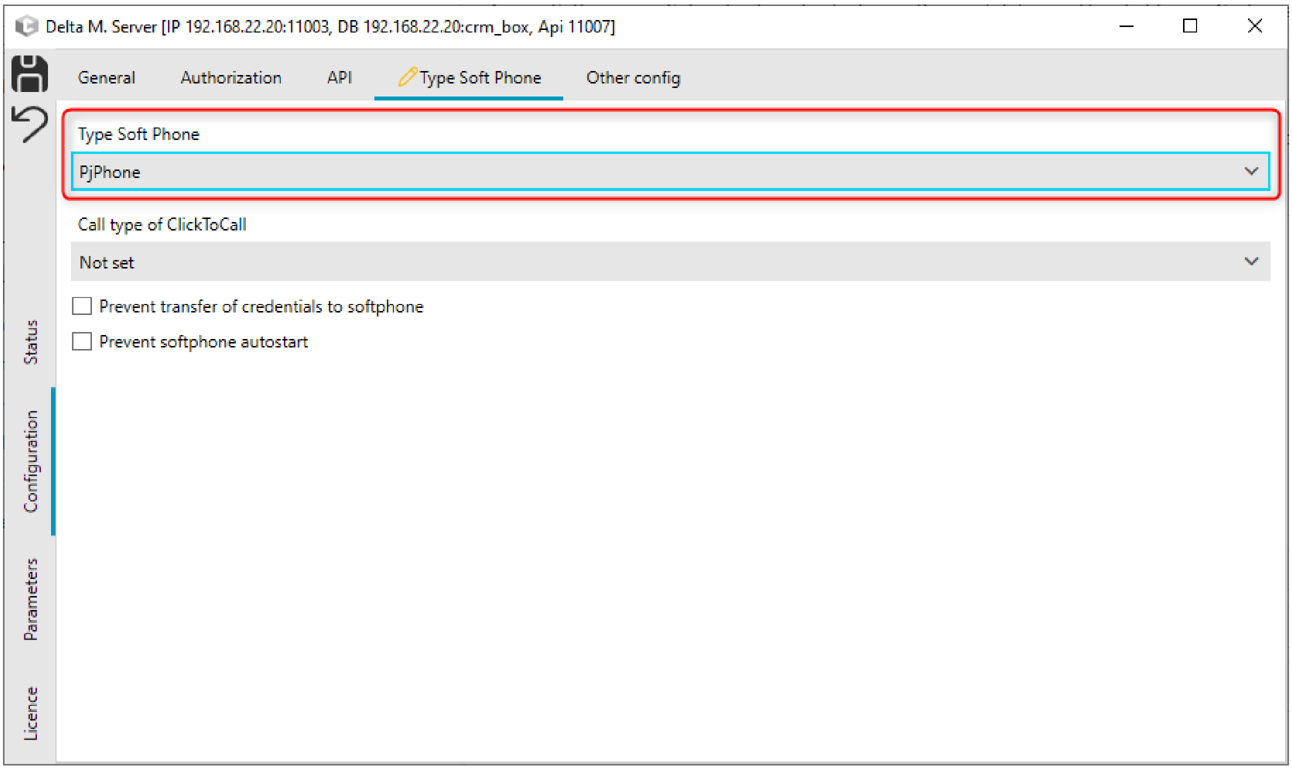
11. [Phone code] — SIP-number of telephony, which is created on the Asterisk server (in case of integration with telephony).

12. [Password] — enter the password for the previously entered SIP-number.

13. [E-mail] — user's work or personal e-mail address, to which notifications will be sent (reminders at status changes, tasks with customized E-mail template, results of automatic import, if participants are specified to receive mailings, etc.).

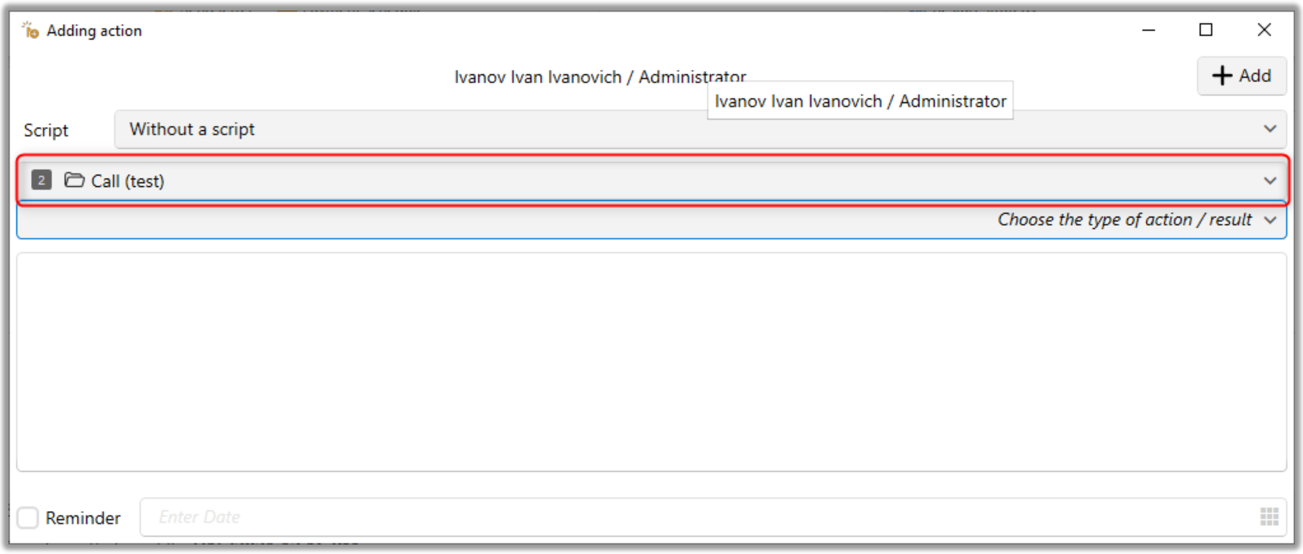
14. [Password] — password from the user's e-mail address.

15. [Type Soft Phone] — allows you to select the Soft Phone type used when making phone calls to clients. This setting allows you to flexibly customize the type of telephony used by users, for example, if some of the employees are at a remote workplace and some are in the office. The Soft Phone type selected in this setting takes precedence over the set type in WPF Server. Soft Phone type can be selected by default for all users in WPF Server, and the setting also allows you to set how ClickToCall will be handled.

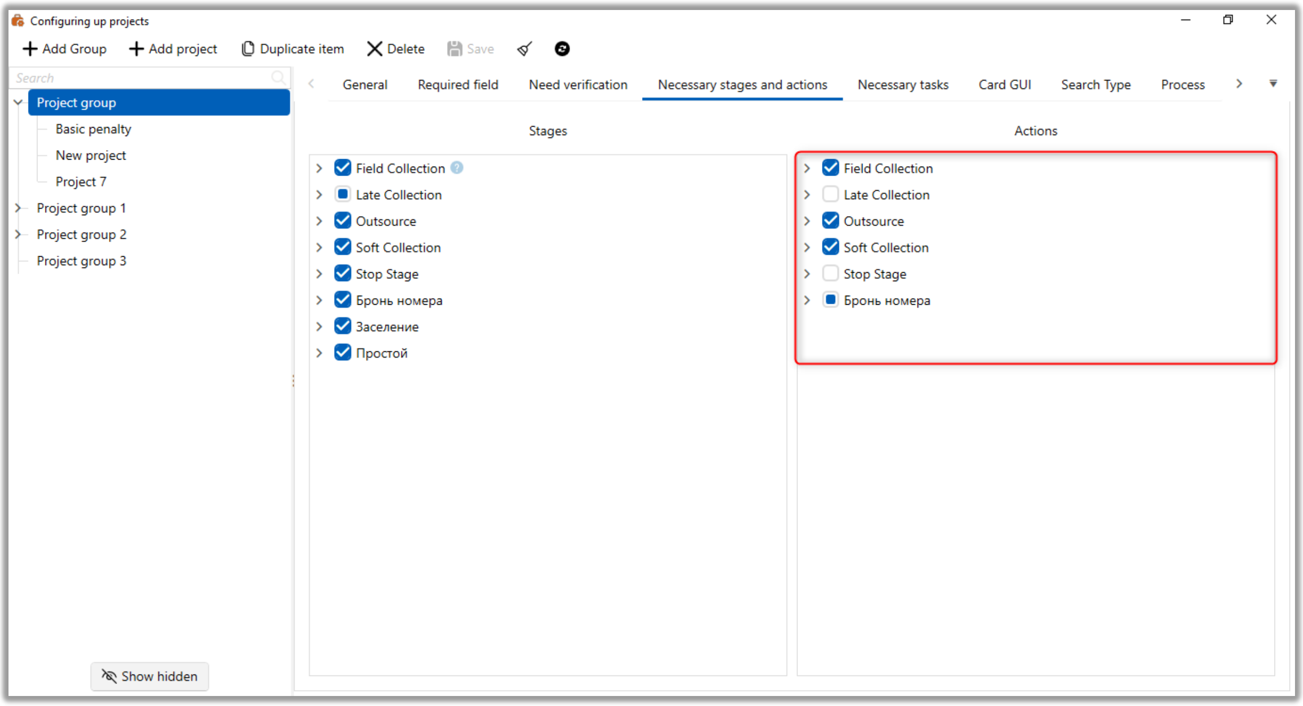


16. [Adding the actions] — in loans at all stages, the user will be able to add an action and select a work scenario only for the stage selected in this parameter, provided that there are no additionally marked stages in the settings of his role (on the [Access to projects and its stages] tab). If the marked stages are present in the user's role settings, the user will be able to add actions for these stages as well. When adding an action, the system ignores the action tree previously configured for the current loan stage, if a different action tree is selected in this setting.

If a stage is selected in this option for which there are no action types and results available in the project settings (on the [Required Stages and Actions] tab), and there are no selected stages for actions in the role settings, the user will not be able to select the type and result of the action, and, accordingly, add the action to the card.



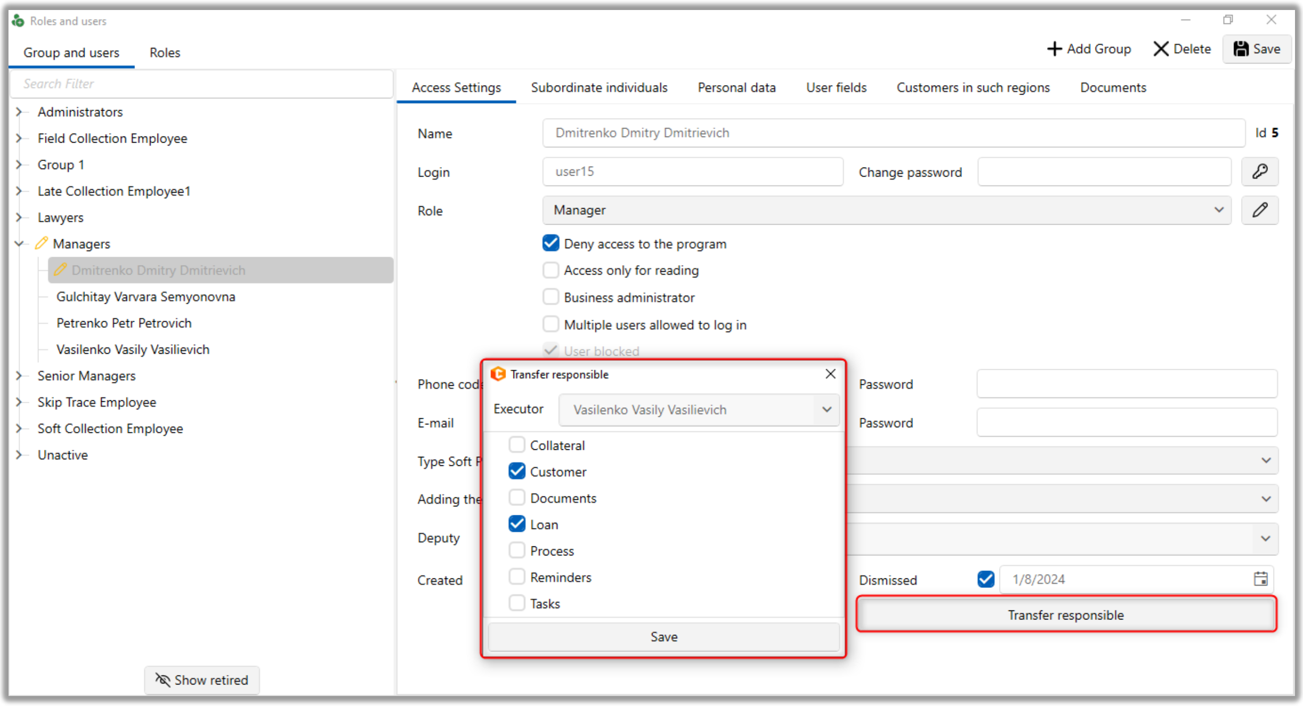
If set to [Default], the user will be able to add actions and select work scenarios for stages that are configured for their role (the stage must have at least one action type and one action result created). If there are none, only actions of the stage where the loan card is located and which are marked for this stage in the project or project group settings on the [Required stages and actions] tab (depending on inheritance) will be available.



17. [Deputy] — when a selected user goes on vacation or sick leave, all his/her loans, tasks, reminders, where he/she is set responsible, are transferred to the deputy. Vacations and sick leaves of users are configured in the Schedule module (for more details see section 2.4.1.3).

18. [Created] — display the date and time of creation of this user in the system.

19. [Dismissed] — the date when the user was dismissed. Users will not be able to log in and use the system functions immediately after setting this parameter. Fired users are available for viewing in the [Roles and Users] window only if the [Show Fired] button is active. Also, when this checkbox is selected, the [Transfer Responsible] button becomes available, where you can select a new responsible person for the checked entities.

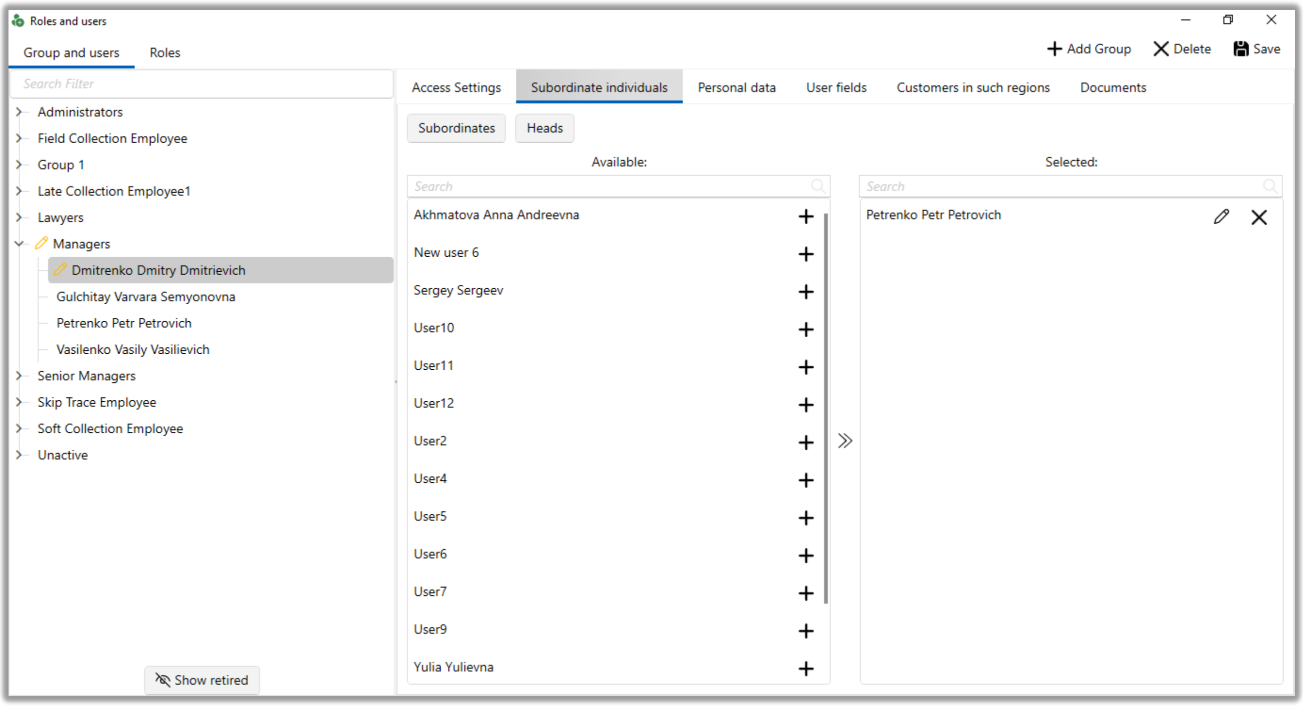


After selecting the entities to be transferred to a new responsible person, click the [Save] button. Entities where no new responsible person has been selected will be automatically transferred to the System user.

2.4.1.1.1.2 Subordinate individuals

On the [Subordinate individuals] tab you can view information about subordinates and supervisors of the selected user. To do this, click the corresponding [Subordinates] and [Heads] buttons. Besides, you can add and delete subordinates of the user on this tab.

By clicking on the [Heads] button, the user can view the list of all persons who are subordinate to him, as well as all those who are subordinate to his subordinates. Clicking on the [Supervisors] button will open a window where all of the user's supervisors and all those who are higher in the chain of command will be displayed.

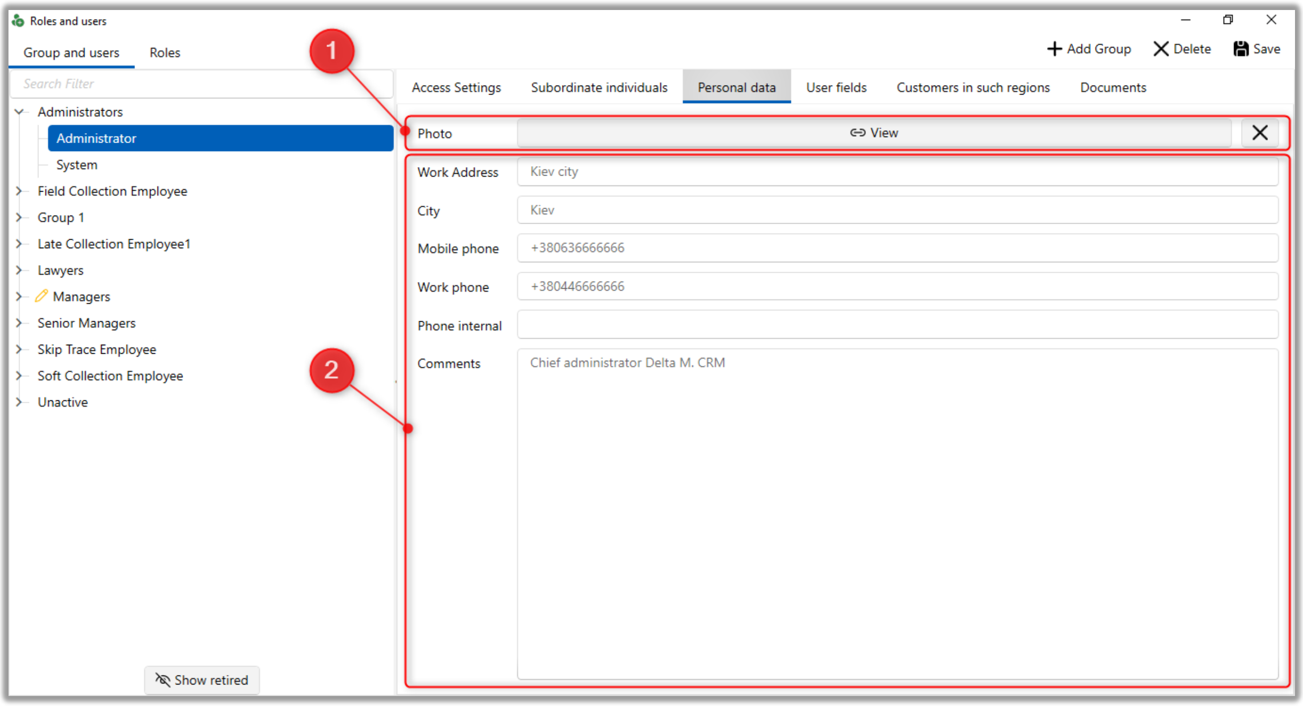


The tab itself is divided into two blocks: [Available] and [Selected]. The [Available] block displays the users that can be added as subordinates by pressing the [+] button next to the user name.

The [Selected] block displays users that are subordinate to the selected user, after clicking on the [Edit] button (icon [pencil]) the profile of this user will be opened, to remove the user from the subordination you should press the [X] button.

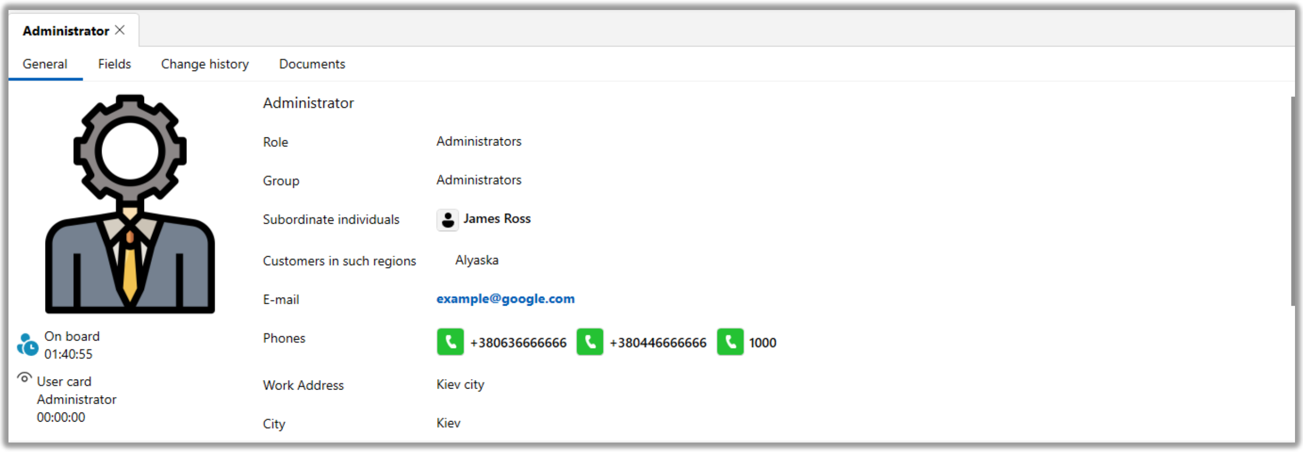
2.4.1.1.1.3 Personal data

The [Personal data] tab contains system fields in which you can enter information about users, these fields can be used in the strategy or in the formulas of calculation fields (when creating a user field, you must select the appropriate system source). The following fields are available:



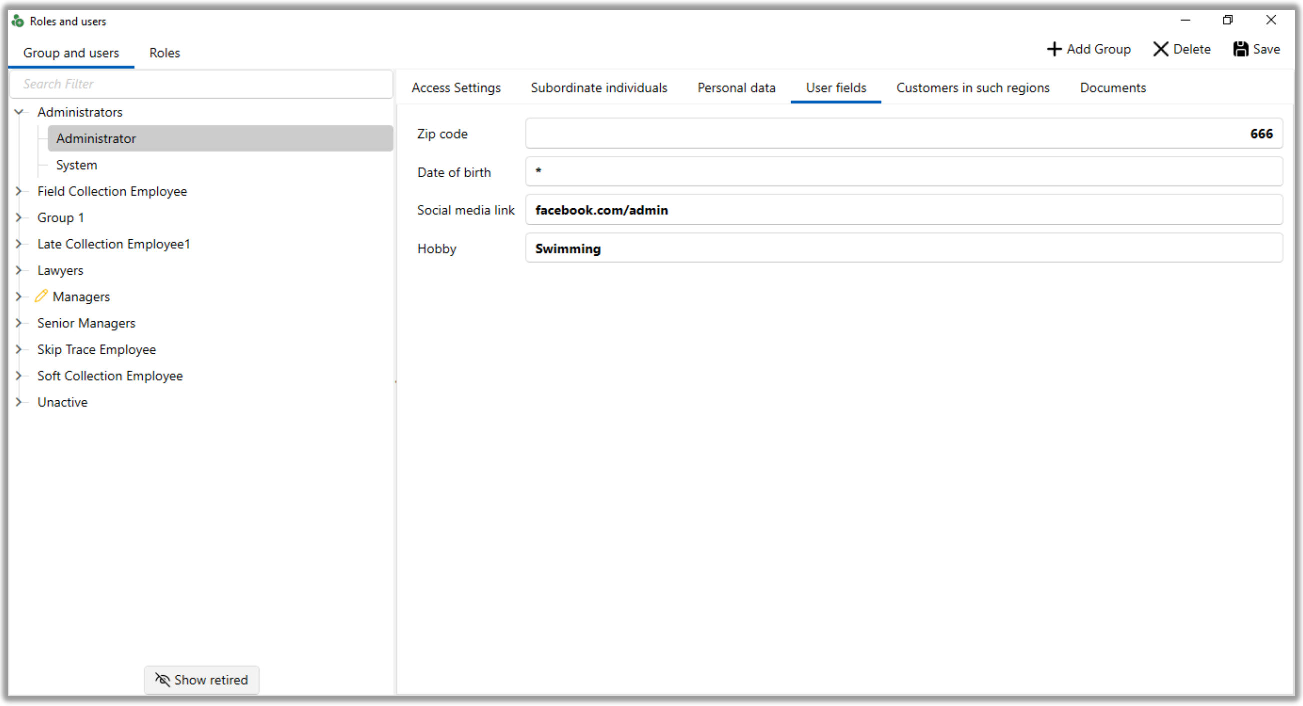
1. [Photo] — selection of the image to be used as the user profile photo.
2. [Personal data] — enter user's personal data.

The entered data will be displayed when viewing the user's profile in the user monitor (more details in section 2.1.5).

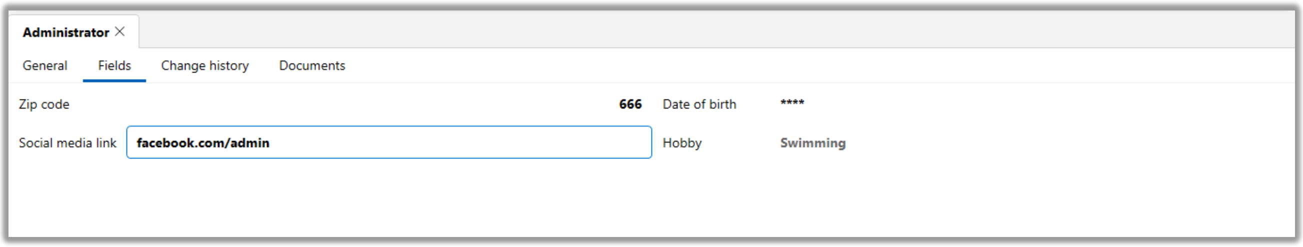


2.4.1.1.1.4 User fields

On the [User fields] tab all user fields created in the system are available for filling, where information about the user can be entered (experience, hobby, gender, etc.). Also these fields can be used in strategies and calculation fields. Detailed information about creation of user fields is described in section 2.5.4.5.

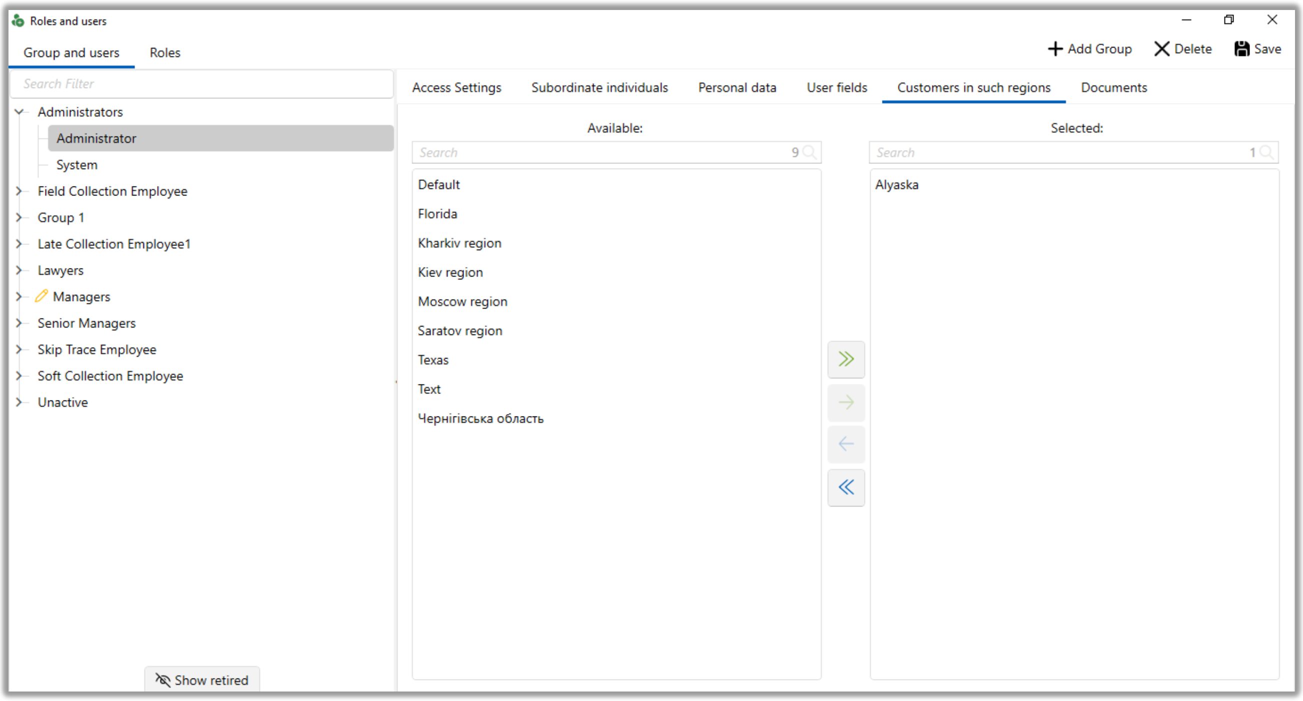


The entered information will be displayed on the [Fields] tab when viewing the user's profile (for more details, see section 2.1.5).

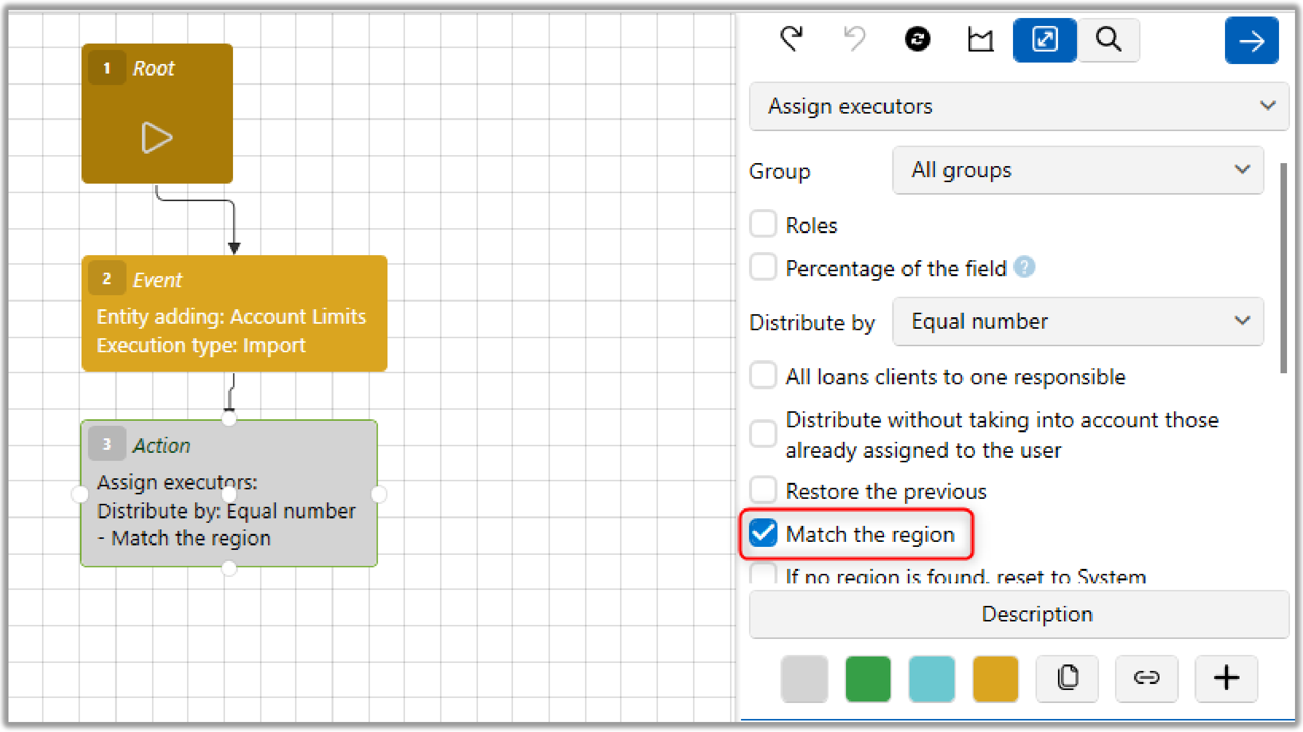


2.4.1.1.1.5 Customers in such regions

On the [Customers in such regions] tab, by moving from [Available] to [Selected], items from the [Regions] system dictionary are selected (the setting of the [Regions] dictionary is discussed in section 2.5.1.1.2).



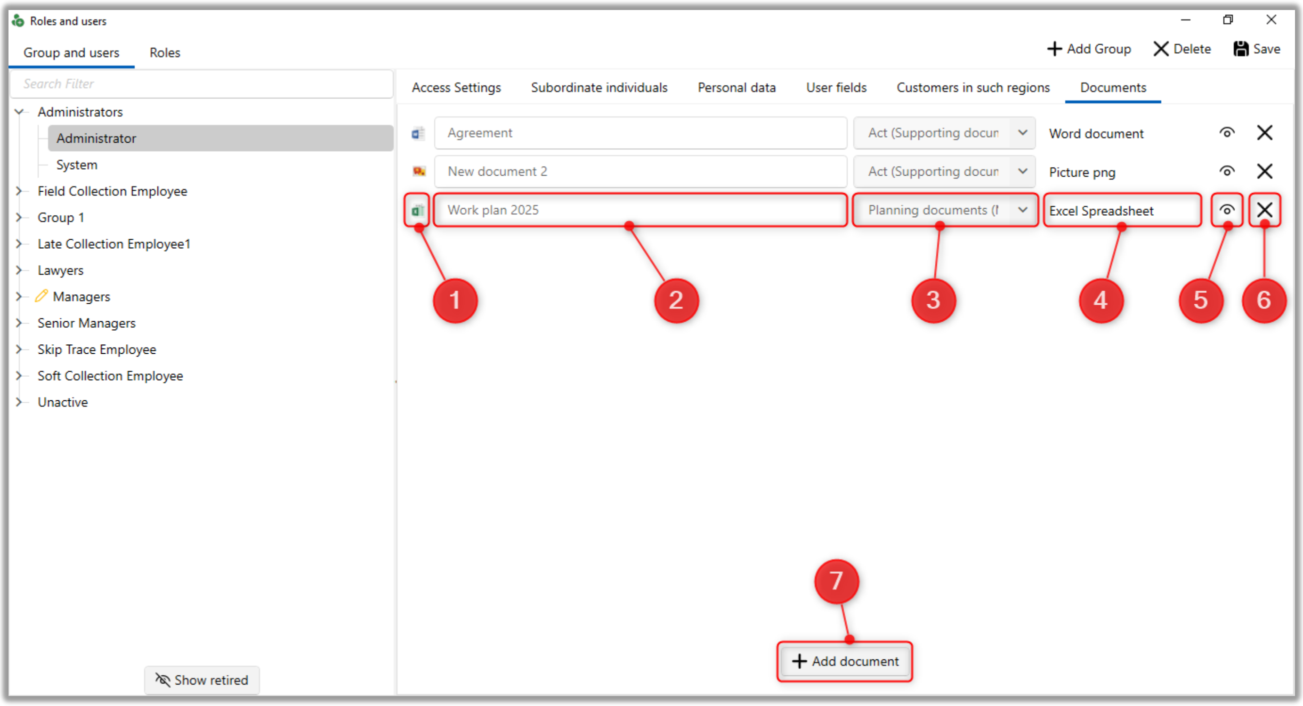
The selected regions can be used in the strategy when assigning executors or an external responsible person based on the region (see section 2.4.3.1.5.6). For example: if a user has the New York region selected, then only loans with New York as the region will be assigned to the user.



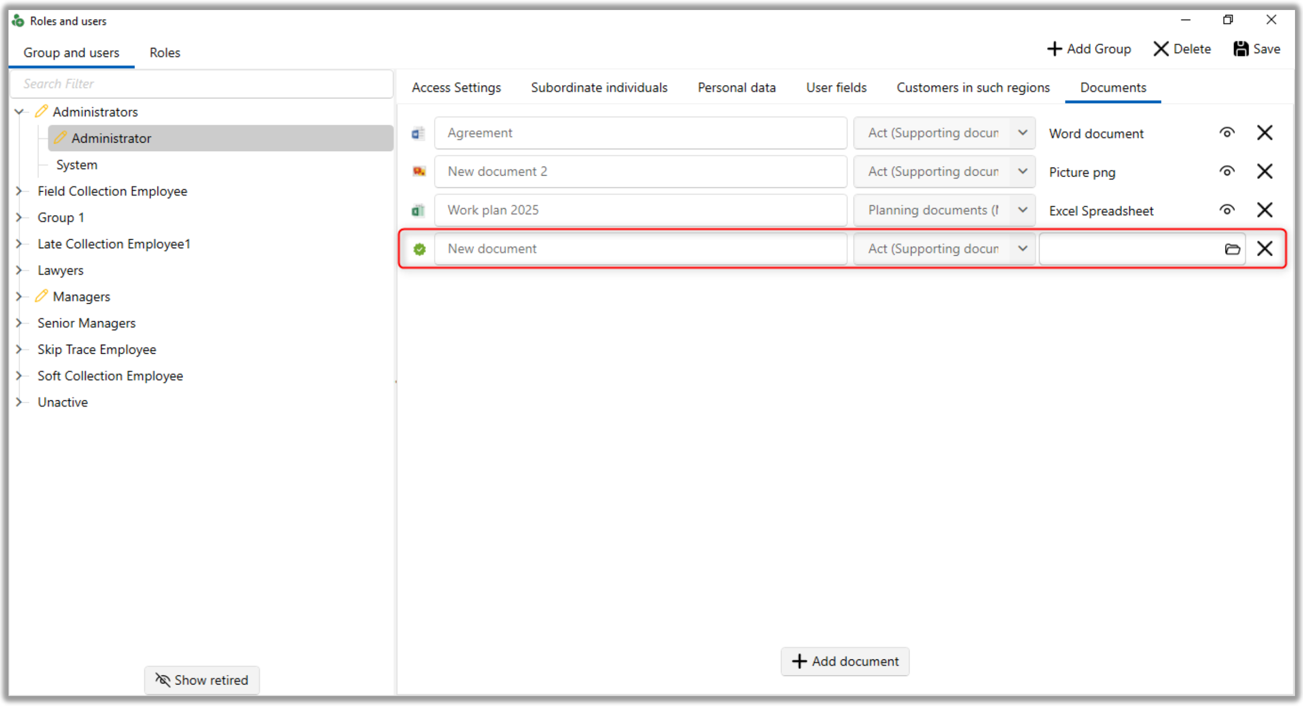
In the screenshot provided, you can see that when assigning executors, there will be an equal number of assignments based on the set region in the loan card.

2.4.1.1.1.6 Documents

The [Documents] tab assigns documents to a user (e.g., passport copy scan, contract) that will be available when viewing his/her profile (more details in the section 2.1.5).



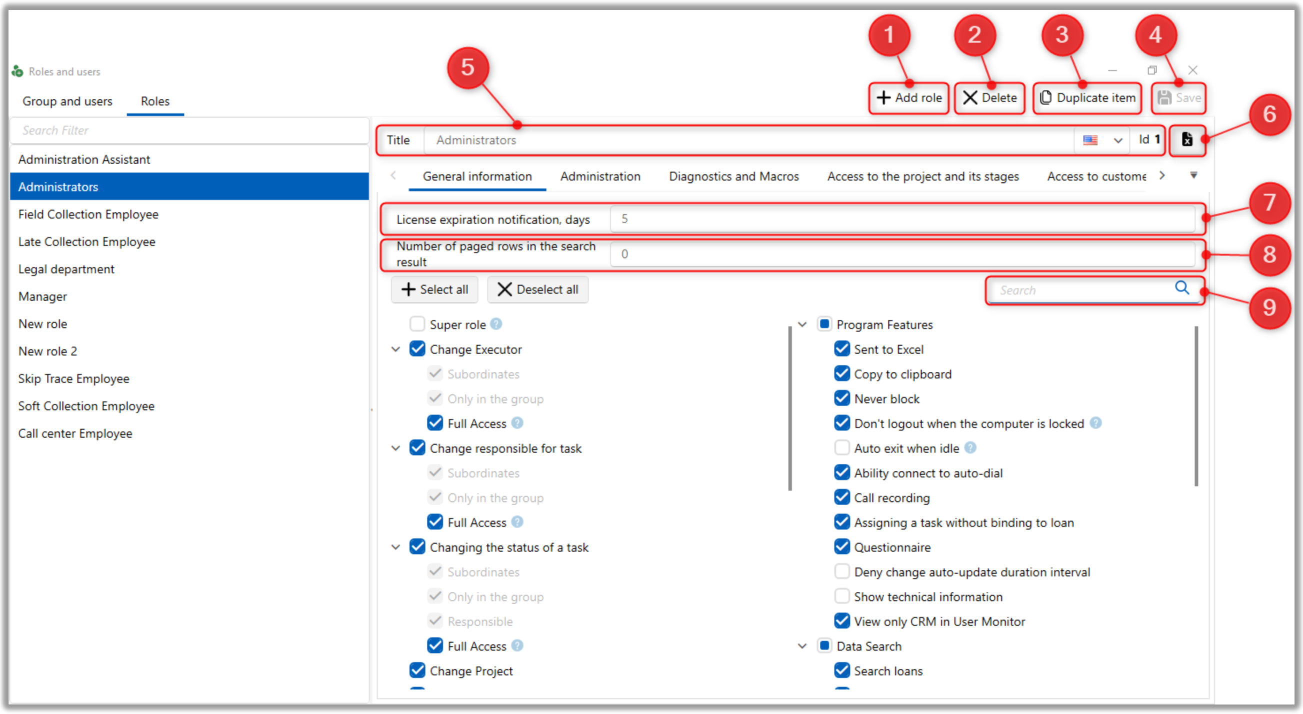
1. Icon that visually displays the format of the added document (PDF, picture, Word file, etc.).
2. Entering a title for the document to be added.
3. Selecting the document type to which the added file will belong (for more details on setting document types, see section 2.5.1.11.1).
4. Display the format and extension of the added file (excel, jpg, word, etc.).
5. Button to view the added document (the document will be opened in a new window by the appropriate software installed on the user's PC to view this type of file).
6. Delete the uploaded document.
7. [Add document] — button to add a form for uploading the document from the user PC.



Attached documents can be viewed in user cards through the user monitor, on the [Documents] tab in the user profile.

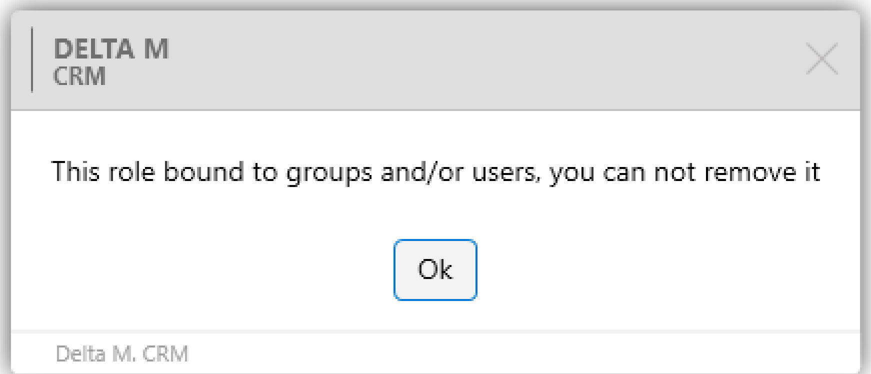
2.4.1.1.2 Roles

The [Roles] tab is where user roles are added and customized, where the following functionality is available:



1. [Add role] — creation of a new user role in the system.

2. [Delete] — the button to delete the created role. If there are users or groups to whom this role has been assigned, this role cannot be deleted, and a corresponding notification will be displayed to the user. Fired and blocked users are also taken into account.



If there are no assigned users for a role, then its name will be grayed out.

3. [Duplicate item] — duplicate (copy) the created role and all its settings. Since the names of roles should not be repeated, when duplicating a role, the word [copy] will be added to the end of its name.

4. [Save] — save all changes made.

5. [Title] — the name of the role that will be displayed in the system. Also in the drop-down list for each of the available languages you can specify the necessary role name that will be displayed to the user when changing the interface language.

6. [Transfer to Excel] — download data on access rights for this role in the form of an Excel table.

7. [License expiration notifications, days] — within one role (for example, it can be an administrator) you can set the notification that will be displayed to the user. The maximum value is 360 days. When set to 0, the system will not display any notification until the license expires.

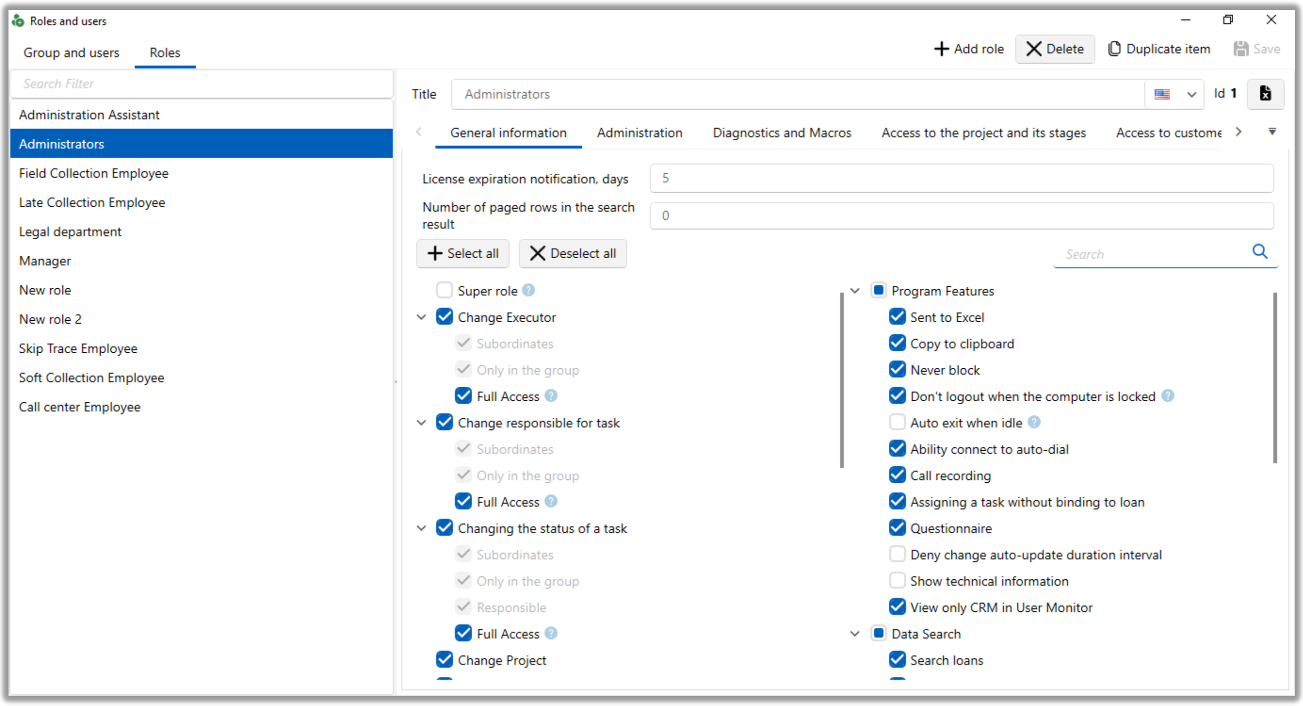
8. [Number of pages rows in the search result] — set a limit on the number of results displayed to the user for all types of searches. For example: if the value is set to 5, the user will be displayed only the last 5 values of the search results. If the value 0 is set, all unloaded strings will be displayed without limitation.

9. [Search] — search for parameters by entered value.

Next, you must set the access rights to the Delta M. client functions. CRM to users within this role. For ease of working with access rights, they are grouped into tabs depending on access to certain functions in the system.

2.4.1.1.2.1 General information

[General Information] — the tab responsible for customizing the display and user access to functions in the CRM client has the following settings:



[Select All] — automatically select all checkboxes on this tab, except: [Access only to your loans], [Access only to your processes], [Work according to schedule], [Super role], and the prohibit checkboxes are not set.

[Deselect all] — deselects all the checkboxes checked earlier and sets: [Access only to their loans], [Access only to their clients], [Access only to their processes], [Work according to schedule], [Super role], and the checkboxes prohibiting access to the functionality are not deselected.

[Super Role] — a user with this role can log in to the system even if the limit on the number of concurrent users set in the license does not allow it. This setting can be applied only to one user group containing only one member. A user with this role cannot be dismissed. The role, group and user with this setting will be highlighted in red.

In the group of settings [Change of Executor] the access of users to assigning responsible persons for loans, clients and external users (if such persons are created in the system), to change the responsible person for collateral and documents is configured. The change will also be available through the search result for these entities. Affects the display of available users for assignment in the context menu of the table of search results for loans/customers, inside the cards themselves. It has three types of customization of the responsible person:

- [Subordinates] — enables the ability to change responsibilities only for those who are subordinate to the user with this role.
- [Only in the group] — allows to change responsible persons only for those who are in the same group with the user who has this role selected.
- [Full access] — enables the ability to change the responsible person for any of the users logged into the system.

IMPORTANT: these restrictions do not apply to assigning responsible persons when editing and customizing strategies by users.

- In the [Change responsible for task] settings group you can customize the possibility of assigning and changing task responsible persons.
- [Subordinates] — the ability to change the responsible person for a task only for those who are subordinate to the current user.
- [Only in the group] — the ability to change the responsible person for a task who is in the same group as the current user.
- [Full access] — the ability to change the task manager for any user.

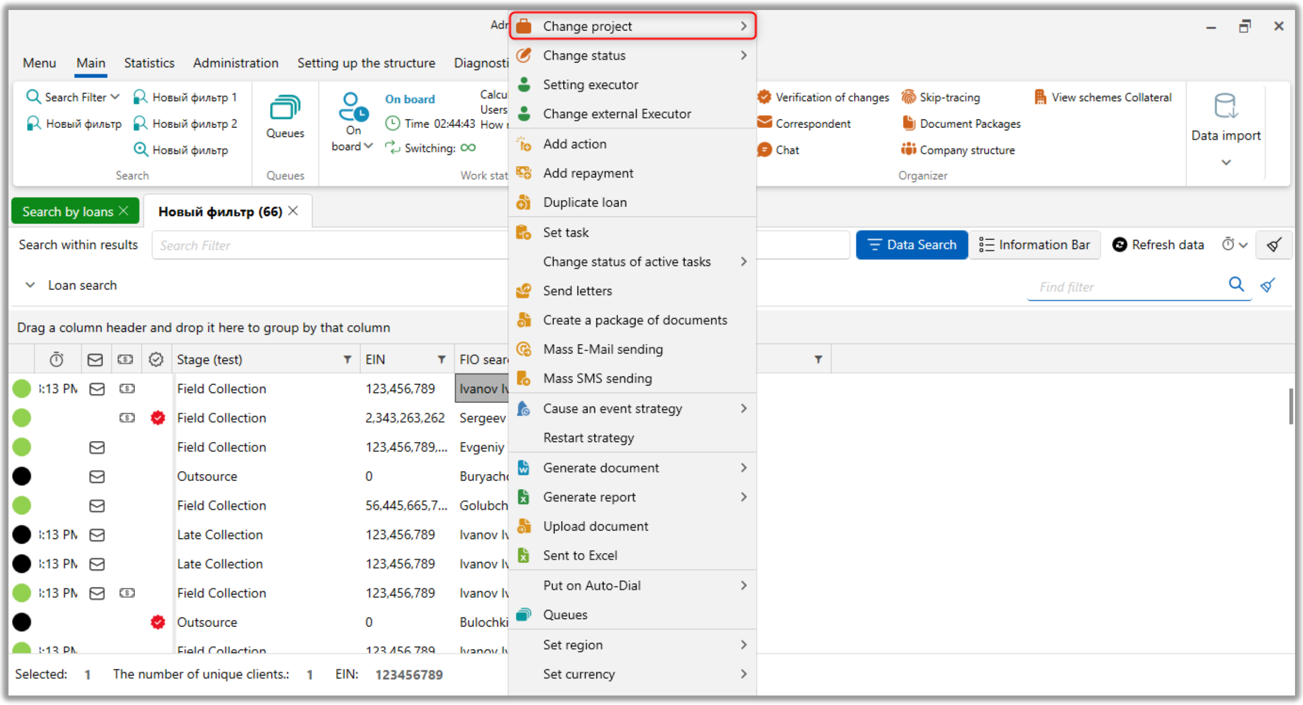
[Change project] — enables the ability to move a Loan to another project by means of the [Change project] button in the context menu of the table of search results by loans.

In the [Change status of a task] group, you can customize the ability to change the status of a task for users of this role.

- [Subordinates] — the ability to change the status of your tasks and your subordinates.
- [Only in the group] — possibility to change task status of users who are in the same group with the user of this role.
- [Responsible] — to change the status of tasks where the user is set as responsible.

- [Full access] — ability to set task status changes for any user.

- [Change project] — enables the possibility to change the project, on which the Loan is located, via the context menu in the search results.



- [Change currency] — enables the possibility to change the currency type for a Loan by means of the [Set currency] button in the context menu of the table of search results for loans.

- [Change region] — enables the possibility to change the region (system dictionary) by clicking the [Set region] button in the context menu of the table of search results by loans.

- [Client type change] — enables the possibility to change the client type from the client card.

The [Changing status] settings group includes access to the [Edit Status] button from the card of the corresponding entity and in the context menu of the search results table. Status editing can be enabled or disabled separately for:

- [Loans] — change of status inside the Loan card and in the search results.

- [Clients] — change of status inside the client card and in the search results.
- [Collaterals] — change of collateral status in the collateral card and in the search results.
- [Documents] — documents can be a separate entity. You can change the status of documents in the card and in the search results.
- [Cancel payments scheduler] — provides access to the button to cancel the active promise schedule. This parameter enables access to the [Cancel] button in the context menu of a promise schedule that is in the [Active] or [Partial payment] status.

In the [Create in main menu] block, you can customize the types of entities available for this role to create from the [Menu] tab.

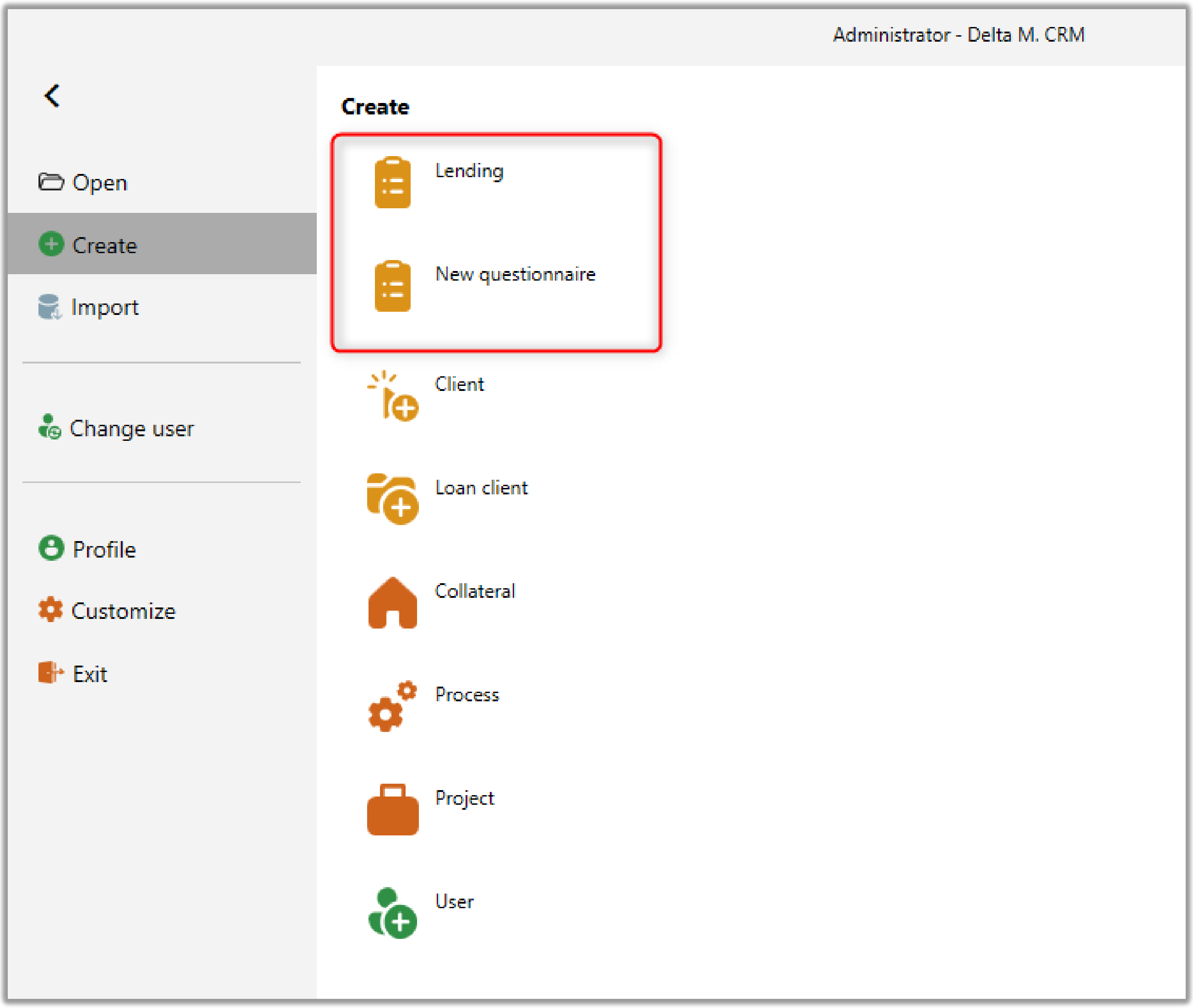
- [Create loans] — includes access to the button of creating a Loan card via the menu tab (the robot with this tab is described in detail in section 2.1.2) and the [Create Loan] button in the client card, as well as the ability to duplicate a Loan when working in the Loan card.
- [Creating Clients] — provides access to the function of creating a client card [Client Loan] via the menu tab (work with this tab is described in detail in section 2.1.2) and the button of creating a new client [Create New] in the loan card when adding linked persons.
- [Create a package of documents] — enable access to create document packages in entity cards and edit current document packages.
- [Create Payment Schedule] — enables the ability to create a payment schedule in a loan card.
- [Change process validity date] — allows to change the process fields [Estimated due date] and [Actual due date].

The [Adding Action] block configures the ability to add an action for entity cards:

- [Clients] — gives the ability to add actions in the client card.
- [Collateral] — allows you to add actions in the resource card.
- [Documents] — allows to add actions in the document card.

In the [Create in main menu] settings group, users' access to create entity cards via the [Menu] tab (the [Create] button) is configured.

- [Loans] — disabling the checkbox will remove access to create loans from the menu, but does not affect the ability to create loans from the client card or duplicate a Loan (if the Create loans checkbox is checked).
- [Clients] — disabling the checkbox will remove access to create clients through the menu, but does not affect the ability to duplicate a client or create a new one by adding linked persons (if the [Create Clients] checkbox is checked).
- [Collateral] — enable/disable access to create collateral through the menu. This setting has no effect on adding or duplicating collateral (if the [Create collateral] checkbox is checked).
- [Questionnaire] — enable/disable the possibility to create a questionnaire via the menu. Only templates of questionnaires preconfigured in the system will be available for creation (more details about creation and customization of questionnaires in the section 2.5.1.11.8), which have at least one selected field with active parameter [Entity creation] (project and status set).



The [Adding] block configures whether users can add the following items:

- [Create redemptions] — gives access to create Payments from the search results window, as well as from the Loan card.
- [Create payment scheduler] — gives access to create a promise schedule in the Loan card and also from the action (provided that the [Payment schedule] checkbox is checked for the action).
- [Definition third persons] — gives access to adding a third persons to the loan card or client card (does not limit the possibility to add the collateral owner).
- [Adding Linked Loans] — gives access to adding linked loans (adding the current loan to the "main" one, or adding "subordinate" loans, via search, to the current one as the "main" one).

- [Adding related loans] — gives access to adding related loans.
- [Creating/editing process] — gives access to adding a new process to the card of a Loan, client, collateral, document and affects the creation of a process from the search results. It also allows to edit already created processes and actions of processes (also users of this role must have permissions to edit in the process itself).
- [Create documents] — gives access to adding a new document in the loan, client, security card. Also the creation of attachments in processes and process actions becomes available for the current role.
- [Documents editing] — allows users of this role to edit already created documents, as well as to edit attachments in processes and process actions.
- [Creation of collateral] — gives access to creating collateral in the loan and client card. Users of the current role also get access to collateral creation via the [Menu] tab on the navigation bar (section [Create], button [Collateral]).
- [Determination collateral owners] — gives access to adding the owner to the collateral in the loan and customer card (does not limit the possibility to add a third persons).
- [Account creation] — gives access to creating an account in the loan and client card.
- [Create Account Limit] — gives access to creating a limit in the loan and client card.
- [Reservation collateral] — gives access to the possibility to reserve collateral in the collateral card on the tab with a special insert [Collateral Calendar].
- [Adding objects to the created process] — enables the possibility to add new objects to already created processes, without the possibility to delete old ones.

In the [SMS Sending] setting group, you can configure the ability to send SMS:

- [From card] — allows to send SMS manually from the Loan and client card.

- [Mass sending] — allows you to send SMS in bulk from the search results window by Loan or client (it is also possible to send SMS for only one Loan using bulk sending).
- [Force SMS] — if this checkbox is checked, SMS sending restrictions are ignored (in the SMS template settings, as well as in the general settings on the [Telephony] tab).

In the [E-mail sending] setting group, you can configure the ability to send e-mails:

- [From card] — allows to send e-mail from a loan/customer card manually.
- [Mass sending] — allows you to send e-mail in bulk from the entity search results window (it is also possible to send e-mail to only one Loan using bulk sending).
- [Restart strategy] — enables restarting the strategy in the Loan card and from the search results window (via the context menu).
- [Strategy register] — allows you to open the strategy log. If the checkbox is not checked, the [Strategy register] button is hidden.

In the [Archive] settings group the work with the archive of loans is configured:

- [Transferring the archive] — allows to transfer loans to the archive, from the card or from the search results.
- [Returning from the archive] — allows you to transfer loans from the archive, from the card or from the search results.

If only one setting is enabled, e.g. [Transferring the archive], the corresponding button will appear only if this loan is not in the archive.

In the [Removing] settings group you can configure the possibility of deleting items by users in the system:

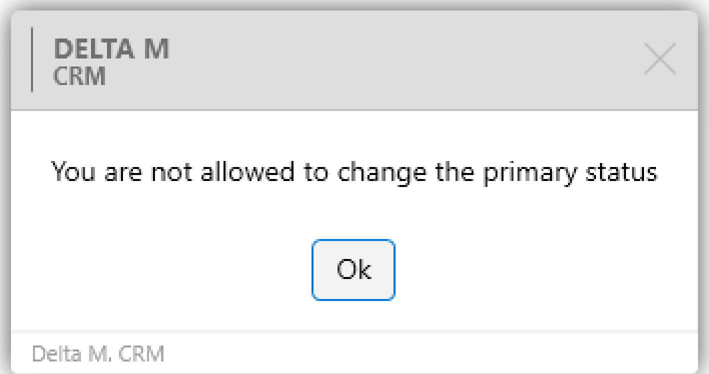
- [Loans] — allows you to delete a loan from the search results.
- [Customers] — allows to delete clients card from search results.

- [Repayments] — allows you to remove repayments from a loan by pressing PCM on the tab with special insert [Repayments].
- [History] — allows you to delete manual actions from the entity card by pressing the PCM (on the tab with the special insert [Complete History]).
- [Collaterals] — allows to delete collateral from the loan card (in the edit mode on the tab with the special insert [Collateral]), as well as to delete collateral from the search results.
- [Call recordings] — allows to delete conversation records from the search result of conversation records.
- [Owners] — allows to remove collateral owners from the loan.
- [Third persons] — allows you to remove linked persons from a loan (does not limit the removal of collateral owners).
- [Processes] — allows you to remove processes from the loan.
- [Process actions] — allows to delete process actions from the loan.
- [Documents] — allows you to delete loan documents, process attachments, and process action attachments.
- [Account Deletion] — gives access to delete an account in the loan card.
- [Deleting Limits] — gives access to deleting the limit in the loan card.
- [Deleting Reserves collateral] — gives access to deleting already added reserves in the resource card on the Resource Calendar special insert.
- [Removing reserve from queue collateral] — gives access to deleting already added reserves in the resource card on the incl. with the special insert [Queue] on the resource reservation.

In the [Contact Information] settings group, you configure user access to contact information:

- [Editing only though autocomplete] — contact details can only be changed via autocomplete.

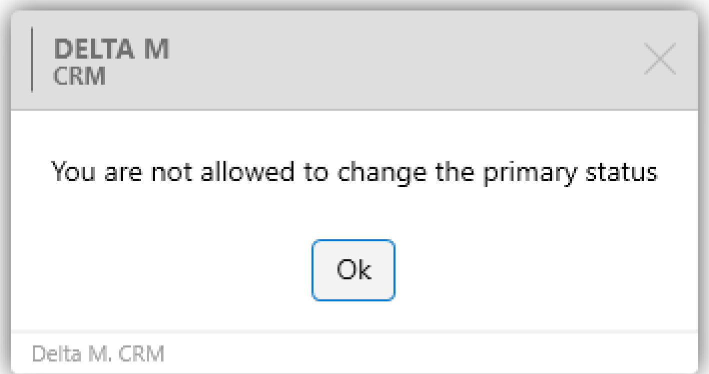
- [Phones] — configuring access parameters to the [Phones] entity and its functions:
    - [Adding] — possibility to add phone numbers.
    - [Changing data] — ability to edit phone numbers.
    - [Changing status] — possibility to change phone numbers statuses.
    - [Change owner] — possibility to change the owner of the phone number.
    - [Removing] — possibility to delete created phone numbers.
    - [Prevent phone editing] — prohibits editing of phone numbers for users of this role in the contact data.
    - [Working with [Primary] status] — enable/disable the possibility for users with this role to change the status of the phone number for which the [Primary] checkbox is set. When attempting to set or change this status, a notification will be displayed to the user.



- [Disable comment editing] — disables the ability of users with this role to edit the comment in the [Phone] source field. The [Comment] field will be hidden when adding a phone number or editing it.

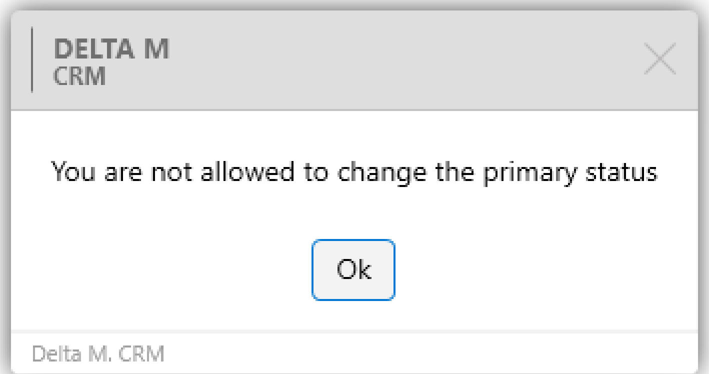
- [Addresses] — configuration of access parameters to the [Address] entity and its functions:

- [Adding] — possibility to add addresses of clients in the loan or client card.
- [Changing data] — ability to edit addresses.
- [Changing status] — possibility to change the statuses of addresses.
- [Change owner] — possibility to change the owner of the address.
- [Removing] — possibility to delete created addresses of clients.
- [Prevent address edit] — prohibits editing of addresses for users of this role in the contact data.
- [Working with [Primary] status] — enable/disable the possibility for a user with this role to change the status of the address for which the [Primary] checkbox is set. If an attempt is made to set or change this status, a notification will be displayed to the user.

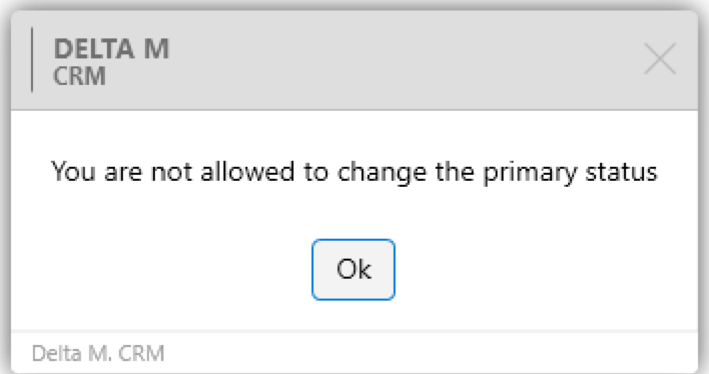


- [E-mail] — setting access parameters to the [E-mail] entity and its functions:
- [Adding] — ability to add e-mail addresses.
- [Changing data] — ability to edit e-mail.
- [Changing status] — ability to change e-mail statuses.
- [Change owner] — ability to change e-mail owner.
- [Removing] — possibility to delete created e-mail.

- [Prevent editing email] — prohibits e-mail editing for users of this role in the contact data.
- [Working with [Primary] status] — enable/disable the possibility for a user with the given role to change the status of e-mail for which the [Primary] checkbox is set. When attempting to set such status or change it, a notification will be displayed to the user.

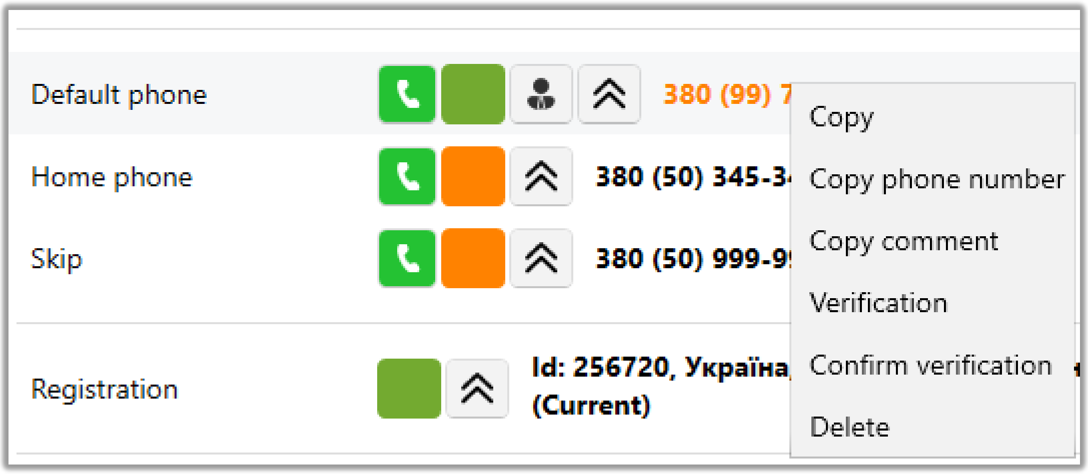


- [Web Links] — configuring access parameters to the [Web Links] entity and its functions:
  - [Adding] — ability to add web links.
  - [Changing data] — allows you to edit web links.
  - [Changing status] — allows you to change the statuses of web links.
  - [Change owner] — allows you to change the owner of web links.
  - [Removing] — allows you to delete created web links.
  - [Prevent link editing] — prohibits users of this role from editing links in their contact information.
  - [Working with [Primary] status] — enable/disable the ability for a user with a given role to change the status of a web link for which the [Primary] checkbox is set. When attempting to set or change this status, a notification will be displayed to the user.



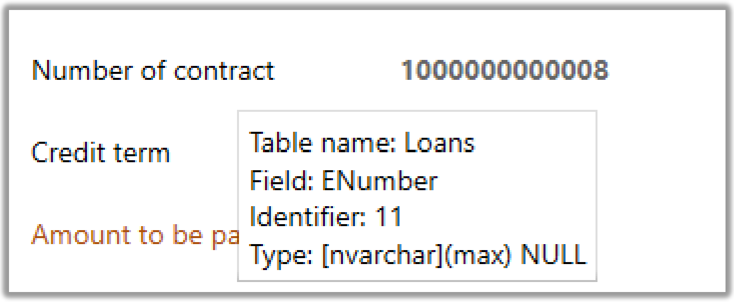
The [Program Features] settings group configures access to the following Delta M functions. CRM:

- [Sent to Excel] — accesses the [Transfer to Excel] button and allows you to transfer data to Excel from search results, queues, from the [Work report] module.
- [Copy to clipboard] — allows you to copy contact data, information from card fields and search results to the clipboard. Please note that copying data from search results will be available only if the [Transfer to Excel] checkbox is checked in the role settings. If the checkbox is not checked, then the user will not be able to copy information on the listed entities.



- [Never block] — allows you not to lock the user if the time interval set in statuses or schedules is violated.

- [Don’t logout when the computer is locked] — allows you to not disconnect the user from the system when locking, so that all unsaved data will not be lost when locking.
- [Auto exit when idle] — enables automatic logout of the user at inactivity, which was set for the current user status (for more information about user statuses, see the section "User Statuses"). 2.4.1.4).
- [Ability connect to Auto-Dial] — enables the possibility to enter autodialer mode in such systems as MediaTel.
- [Call recording] — this setting allows (or restricts, if it is absent) viewing of data of special insert [Call records] in a Loan or client card. If this setting is absent, when opening a tab in a Loan or a client, where a special insert [Call records] is located, the system will show an informational message: [You do not have access to view this entity].
- [Assigning a task without binding to loan] — if this setting is set in the [Main] section, [Organizer] block, [Tasks] module, it will be possible to assign a task to a user (without binding to an entity).
- [Questionnaire] — when this setting is set, the [Questionnaire] button will be available in the loan card.
- [Deny change auto—update duration interval] — prohibit users from changing the value of the auto refresh interval in search results.
- [Show technical information] — if this checkbox is checked, a tooltip will appear, which, when hovering over fields with information, will display information about which database table this field is stored in, its id and type of field in the database.



- [View only CRM in User Monitor] — prohibit viewing other programs than the CRM system through the [User Monitor] module. Without this setting, all running programs on the user's computer are available for viewing.

The [Data Search] settings group configures the types of data searches that will be available in the Search block, on the [Main] tab, of the Delta M client. CRM, where the following settings are located:

- [Search loans] — the setting that allows searching by loans (advanced and by id). Unchecking this setting automatically removes checkboxes from all settings in the [Data Search] block and makes them unavailable for setting, except for search by clients and processes.
- [Client search] — the setting that allows you to search by customers (advanced and by id).
- [Process search] — setting that allows you to search by process (advanced and search by id).
- [Search collateral] — the setting that allows you to search for collateral (advanced and search by id). This setting cannot be set if the [Search loans] setting is not set.
- [Search call recordings] — a setting that allows you to search by conversation records. This setting cannot be set when the [Search loans] setting is not set.

- [Document search] — a setting that allows you to search by documents. This setting cannot be set when the [Search loans] setting is not set.
- [Search clients by address] — enables the ability to search by customer addresses.
- [Deny Blank Search] — if this checkbox is checked, it is impossible to start the search without filling in at least one field. It applies to the search for all entities. Applies if there is a need to limit the amount of information output for users. This setting cannot be set if the [Search loans] setting is not set.
- [Deny creation of user filters] — the user will not be able to create their own search filters (the [Create] button will not be available in the search window).
- [Display customer time in search loans and customers] — if this checkbox is selected, the client time will be displayed in the search results for loans and clients according to the data in the filled in client field [Time zone] (field with selected source [Time zone]). This setting cannot be set when the [Search loans] setting is not set.
- [Access to bulk document uploads] — when this checkbox is checked, the [Upload documents] button will be available in the search results. This setting cannot be set if the [Search loans] setting is not set.

The [View Access] setting group, which is subdivided into:

- [View loan cards] — this setting gives access to open Loan cards from the search results and from the [Recently Opened] menu.
- [View client cards] — this setting allows you to open customer cards from the search results. This setting cannot be set until the [View Loan Cards] setting is set.
- [View collateral cards] — this setting gives access to opening collateral cards from the Loan card and from the search results. This setting cannot be set until the [View Loan Cards] setting is set to [View Loan Cards].
- [View call recording cards] — this setting gives access to open conversation record cards from the Loan card and from the search results. Also, if the

checkbox is unchecked, the possibility to open a card of conversations by Id disappears. This setting cannot be set until the [View Loan Cards] setting is set.

- [View document cards] — this setting gives access to opening document cards from the loan card and search results. This setting cannot be set until the [View loan cards] setting is set.
- [View process cards] — enables access to view and create process cards.
- [Access by owned entities also by ever assigned] — this setting gives access to the cards where the current user has ever been responsible. This setting works provided that any restriction on viewing cards is enabled.
- [View only your work history] — if this setting is set, the user of this role will be able to view the history of only those records where the current user or System is the author.

In the [Access to correspondence in loans] settings group, you can configure the following settings for access to chats in trail cards:

- [Access to correspondence in loans, responsible for which the current user] — enable access to chat in a Loan card where the current user is responsible for the Loan.
- [Access to correspondence in all loans] — enable access to chats in the cards of all loans.

[Access only to own loans] — if this setting is set, the search results will reflect only those loans for which the current system user is responsible. The following parameters of access to loans are configured in this group:

- [Card loans] — only those loans for which the current system user is responsible will be displayed in search results.
- [Access also by your subordinates] — enable display of loans of your subordinates in the search results, but without the ability to view information inside the card itself (when opening such a card, the user will see the message [Forbidden],

and all fields and controls will be hidden). This setting is available only if the [Client Card] checkbox is checked.

- [Access also by group] — enables displaying of client cards in the search results of loans, responsible for which are members of the group, in which users of this role are located, but without the ability to view information inside the card itself (when opening such a card, the [Forbidden] message will be displayed to the user, and all fields and controls will be hidden). This setting is available only if the [Loan Card] checkbox is checked.
- [Edit only your own fields loans] — if this setting is enabled, the fields for editing only those loans where the current system user is responsible will be available.
- [Phones] — if this setting is set, only those clients' phones will be available for editing, for which the current system user is responsible. Also adding new phones in the [Contact details] block will be unavailable. This setting is set by default, if the [Loan Card] checkbox is checked.
- [Addresses] — if this setting is set, addresses of only those clients, for which the current system user is responsible, will be available for editing. Adding new addresses through the [Contact details] block will also be unavailable. This setting is set by default, if the [Loan Card] checkbox is checked.
- [E-mail] — if this setting is set, only those clients' e-mail addresses, for which the current system user is responsible, will be available for editing. Also adding of new e-mail addresses in the [Contact details] block will be unavailable. This setting is set by default if the [Loan Card] checkbox is checked.
- [Web links] — if this setting is checked, only those clients' web links will be available for editing, for which the current system user is responsible. It will also be unavailable to add new web links through the [Contact details] block. This setting is set by default if the [Loan Card] checkbox is checked.
- [View contact information for subordinates] is a setting that allows users to view contact information not only for their own loans, but also for the loans of their

subordinates. If this checkbox is not checked, then the user will not see the phone numbers of clients when opening the cards of their subordinates.

- [View contact information for your group] — enables viewing of contact information in the cards of users who are in the same group as the user of this role.

The [Access only to own customers] settings group is used to set restrictions of user's work only with his clients' cards. The search results will show only those client cards for which the current system user is responsible.

- [Client card] — only those clients, for which the current system user is responsible, will be displayed in the search results.
- [Access also by subordinates] — enables displaying of client cards of their subordinates in the client search results, but without the ability to view information inside the card itself (when opening such a card, the [Forbidden] message will be displayed to the user, and all fields and controls will be hidden). This setting is available only if the [Client Card] checkbox is installed.
- [Access also by group] — enables displaying clients in search results, responsible for which are members of the group, in which users of this role are located, but without the ability to view information inside the card itself (when opening such a card, the [Forbidden] message will be displayed to the user, and all fields and controls will be hidden). This setting is available only if the [Customer Card] checkbox is checked.
- [Edit fields only for your customers] — if this setting is enabled, the fields for editing will be available only for those clients for which the current system user is responsible.
- [Phones] — if this setting is enabled, phones of only those clients for which the current system user is responsible will be available for editing. Adding new phones in the [Contact details] block will also be unavailable. This setting is set by default, if the [Client card] checkbox is checked.

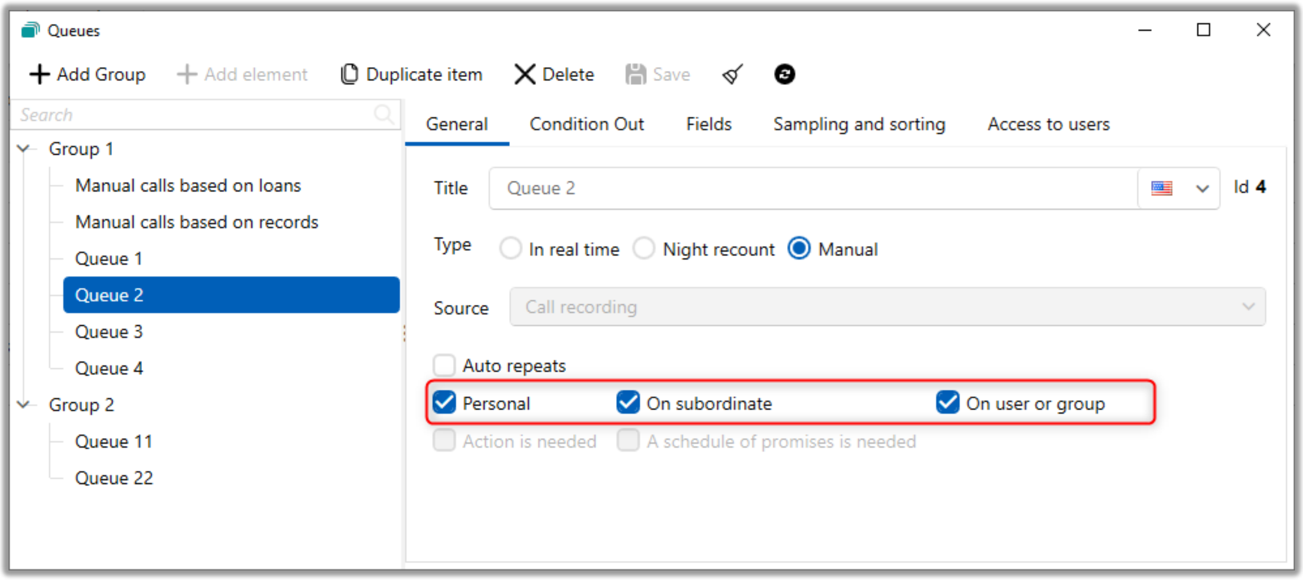
- [Addresses] — if this setting is checked, addresses of only those clients, for which the current system user is responsible, will be available for editing. Adding new addresses through the [Contact details] block will also be unavailable. This setting is set by default, if the [Client Card] checkbox is checked.
- [E-mail] — if this setting is set, only the E-mail addresses of those clients, for which the current system user is responsible, will be available for editing. Also adding of new e-mail addresses in the [Contact details] block will be unavailable. This setting is set by default if the [Client Card] checkbox is checked.
- [Web links] — if this setting is checked, Web links of only those clients, for which the current system user is responsible, will be available for editing. It will also be unavailable to add new web links through the [Contact details] block. This setting is set by default if the [Client Card] checkbox is checked.
- [View contact information for subordinates] — activate viewing of contact information by user's subordinates.
- [View contact information for your group] — access to view contact information of members of your group.

The [Access only to own processes] settings group is used to set restrictions for the user to work only with the processes created by the user.

- [Process card] — in the special inserts [Work processes] and [Process movements] only the processes where the user of this role is set as responsible will be displayed.
- [Access also by subordinates] — access to view the processes of his subordinates.
- [Access also by group] — access to view the processes of users who are in the same user group with him.
- [Edit/add actions only to your processes] — the ability to edit and add actions only to your processes.

The following [Queues] module operation parameters are configured in the [Queues] settings group:

- [Step in to the queue] — the setting that opens access to the configured (filled queues), allows you to become in the queue.
- [All items of the group queues] — this parameter gives access to processing of all loans, ignoring queue settings: [Personal], [By subordinate], [Per group].



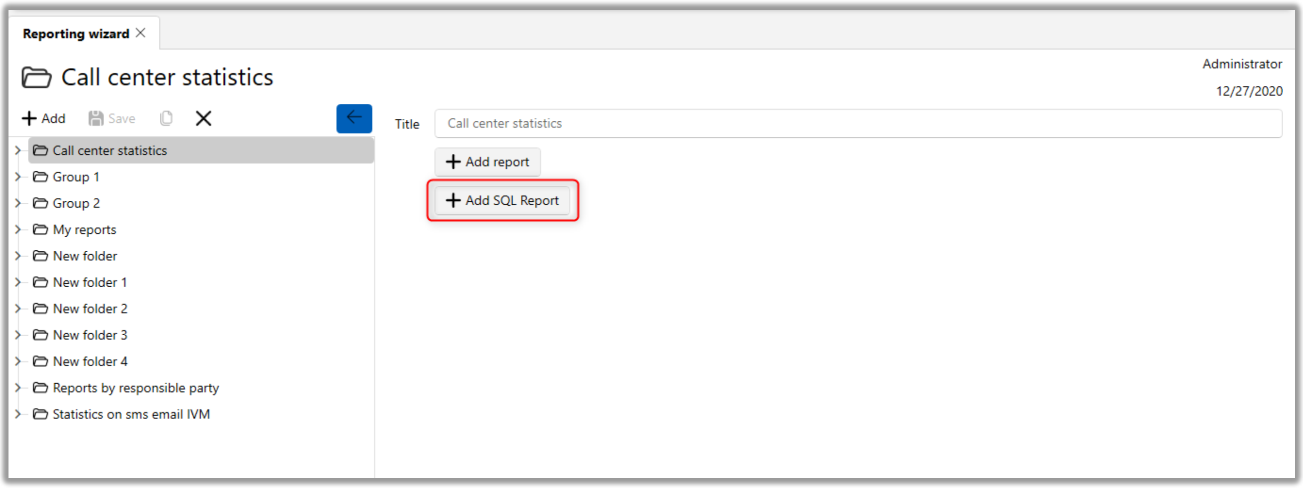
The [Statistics] settings group is divided into three subgroups:

The [Export Wizard] group configures access to documents and reports and their generation, contains the following checkboxes:

- [View available templates] — this setting gives access to viewing and generation of already created documents/reports (only to those reports and documents, for which the current system user has access) from the [Statistics] menu, [Generate report] and [Generate document] blocks. This checkbox is automatically checked and becomes unavailable for unchecking if additional checkboxes for working with documents and reports are set in the [Export Wizard] block.
- [Editing available templates] — this setting gives access to viewing and editing of previously created templates of reports or documents (with access set for

the current system user). It gives access to the [Documents] and [Reports] buttons in the [Designers] block. This checkbox is automatically checked when permissions to create/delete templates or full access are added.

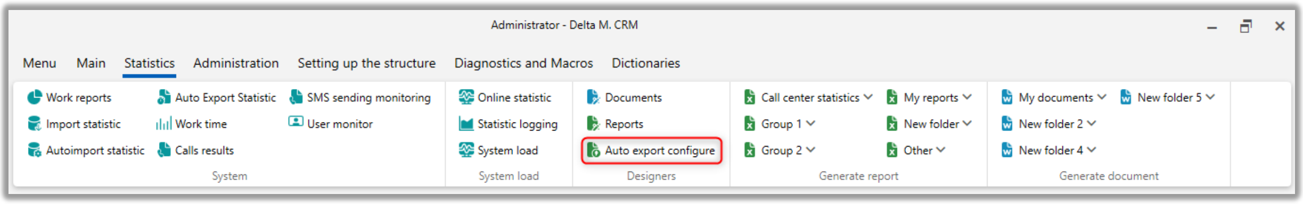
- [Adding/removing templates] — enables access to adding and deleting previously created document and report templates. It is automatically checked when the [Full access] checkbox is checked.
- [Full access] — enabling the ability to edit, add, upload and delete all templates in the report/document designer. When this setting is checked, the checkboxes are automatically set: [Add/Remove templates], [Edit available templates], [View available templates].
- [Adding/Removing SQL Templates] — provides access to creating and deleting SQL templates in reports (the [Add SQL report] button in the report templates group becomes available). When this setting is set, the [View available templates] and [Edit available templates] checkboxes are automatically selected.



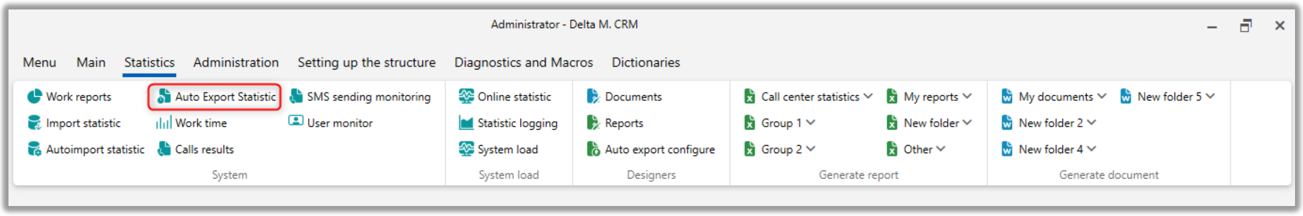
The [Statistics] settings group contains the following settings for access to viewing and processing statistics in the [Statistics] tab, [System] block:

- [View own group] — in the statistical data (all data from the [Statistics] menu) will be available only those events whose authors are in the same group with the current user, or are subordinates of the current user. This checkbox cannot be unchecked if the [View all] checkbox is checked. Opens access to the modules: [Work Report], [Import Statistics] and [Auto Import Statistics].

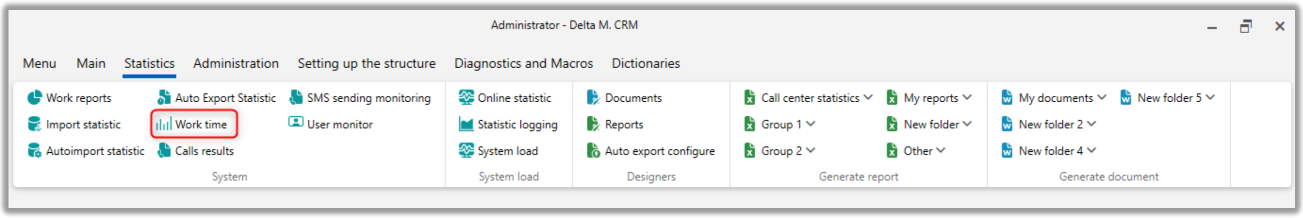
- [View all] — all events will be available in the statistics data (all data from the [Statistics] menu). When this checkbox is checked, the [View its group] setting is automatically set.
- [Auto export configure] — access to the [Auto export settings] module in the [Statistics] menu, [Designers] block.



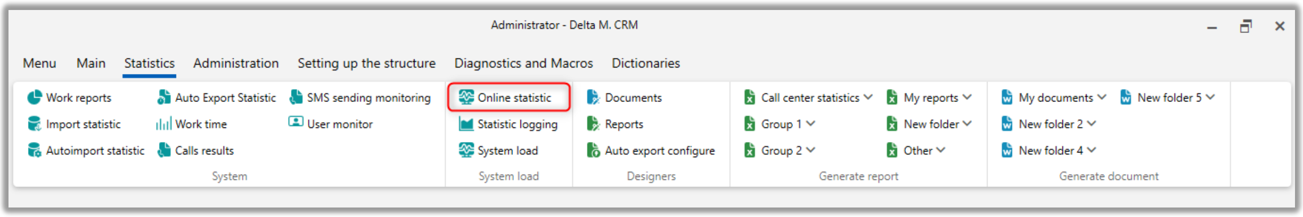
- [Auto Export Statistics] — enable access to the [Auto Export Statistics] module in the [Statistics] menu, [System] block.



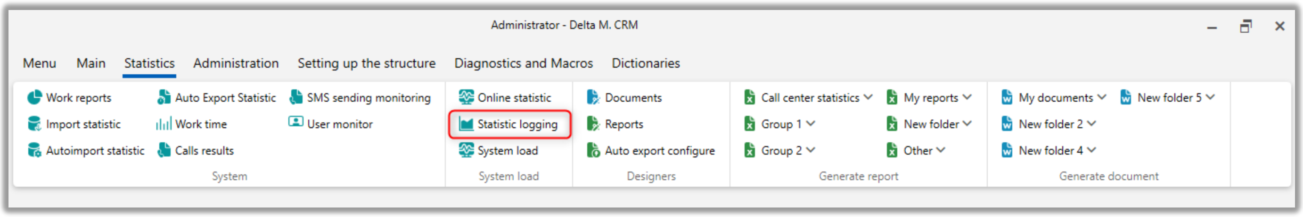
- [Work time] — opens access to the [Working time statistics] module in the [Statistics] menu, [System] block.



- [System load] — enable access to the [System Load] module in the [Statistics] menu, [System] block.
- [Online statistics] — enable access to the [Online Statistics] module, which is located in the [Statistics] menu, [System Load] block.



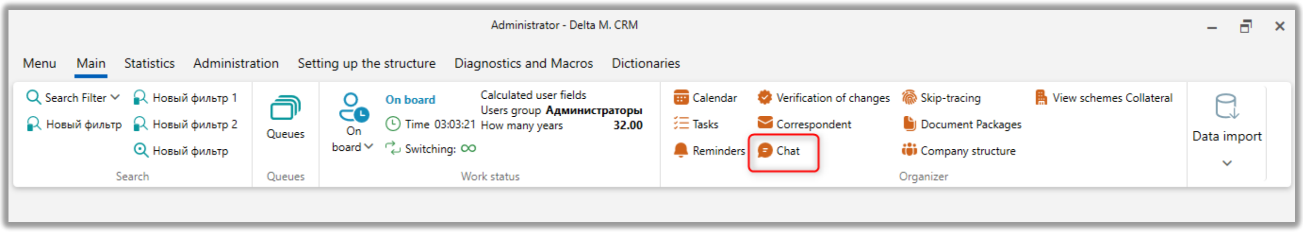
- [Restart processing] — enabling access to restart the machining process.
- [Statistic logging] — opens access to the [Statistic logging] module in the [Statistics] menu, [System Load] block.



- [Creating downtime] — enables the possibility of adding downtime to the working hours, opens access to the [Reasons for downtime] button in the [Working time statistics] module.
- [Creating downtime reasons] — opens access to creating a new downtime reason in the [Working time statistics] module (the [Add downtime reason] button in the [Downtime settings] window).
- [SMS sending monitoring] — enabling access to the [SMS Sending Monitor] module.

The [Chats] settings group configures how chats are accessed and handled within Delta M. CRM:

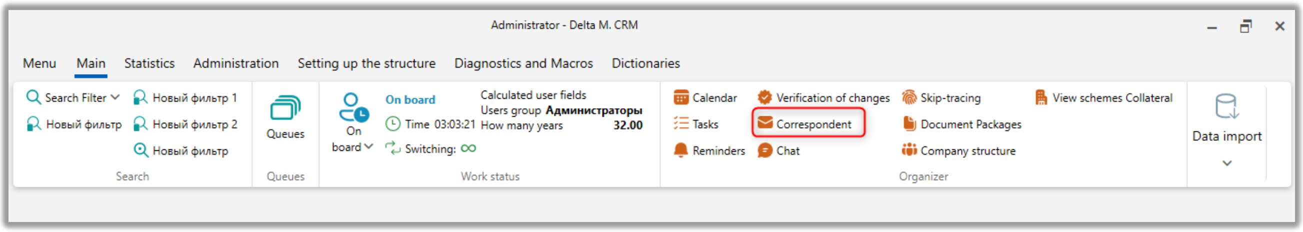
- [Chat acess] — enables access to the [Chats] module, which is located on the [Main] tab, [Organizer] block.



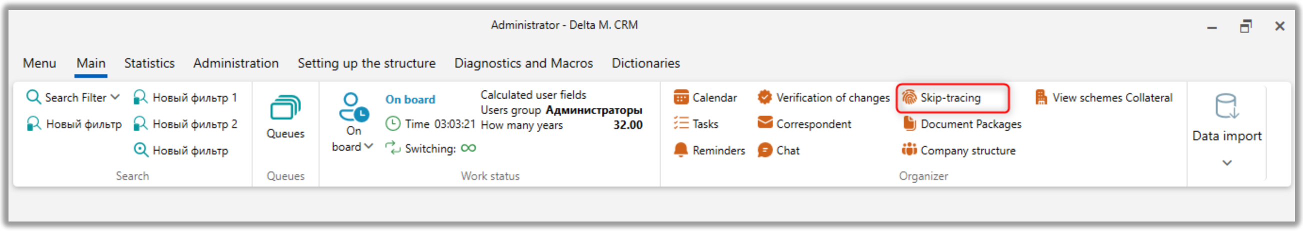
- [Add Chat] — enable the ability to create chats by users of this role.
- [Chat editing] — enables editing of settings for already created chats, it is also possible to delete or edit other people's messages in chats. The user will be able to edit even those chats where he/she does not have access.

In the [Organizer] block you can customize the access settings for its modules:

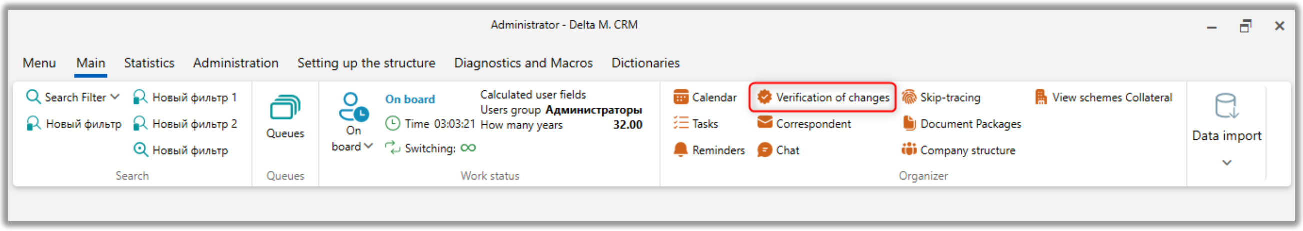
- [Working with reminders] — if this setting is not enabled, the [Reminders] module (in the [Organizer] block) is not available, it is not possible to set a reminder in action (even if it is mandatory), and previously added reminders do not pop up.
- [Correspondent] — opens access to the [Correspondent] module (and the tasks that have been assigned to it) in the [Main] menu, [Organizer] block.



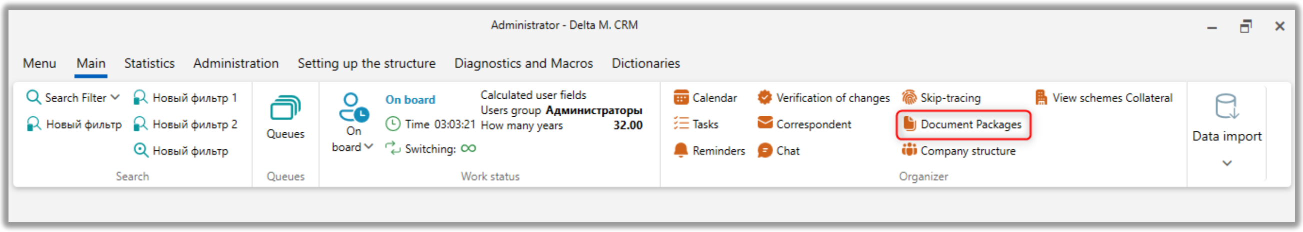
- [Skip-tracing] — enable access to the Skip-tracing module (and tasks that have been assigned to it) in the [Main] menu, [Organizer] block.



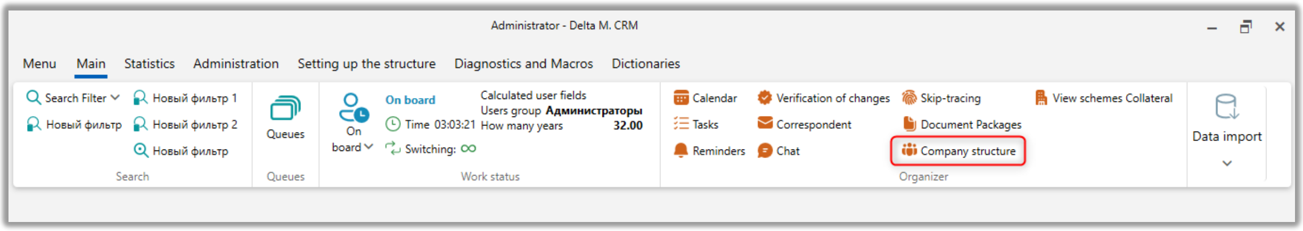
- [Verification of changes] — gives access to the [Verification of changes] module in the [Main] menu, [Organizer] block.



- [Document Packages] — opens access to the [Document Packages] module in the [Main] menu, [Organizer] block.



- [Company structure] — enables access to the [Company Structure] module in the [Main] menu, [Organizer] block.



- [View schemes Collateral] — unchecking this checkbox will block the user from viewing resource schemes in the [Organizer] block.

In the [Deny viewing] block, you can set restrictions on how users in the current role can view some of the organizer modules.

- [Dashboard] — prohibit viewing the board (for web version of CRM);
- [Calendar] — prohibit viewing the [Calendar] module;
- [Tasks] — prohibit viewing the [Tasks] module.

In the [Search result by reserve] setting group, you can configure the following reservoir search settings:

- [Access to search result by reserve] — enable the ability to switch from a normal search result to a resource reservation search result. This setting is used when working with the web version of CRM.
- [Bulk reservation] — enable the ability to reserve multiple resources as a result of a reserve search. This setting is used when working with the web version of CRM.

In the [Knowledge base] settings group, you can customize the settings for accessing the built—in CRM knowledge base:

- [View all] — opens access to viewing of all partitions created in the system, regardless of viewing rights. This checkbox becomes available only if the [View available] checkbox is selected.
- [View available] — the user will be shown only those partitions where he/she has the corresponding viewing rights.
- [Editing all] — enables editing of all created sections in the knowledge base. This option is available only when the [Edit available] checkbox is selected.

- [Edit available] — enables editing of created sections and subsections, for which the user has permissions to edit. The user will also be able to add sections and subsections to the system (only to sections to which he/she has access).
- [Adding attachments] — enables users of this role to attach documents when creating or editing sections (the [Add document] button in the editing mode). You can add attachments only for those sections that are available for editing by the current user.
- [Removing] — enables deletion of created sections in the knowledge base.

In the [Document Packages] settings group, you can set the following parameters for working with document packages:

- [View] — enables access to viewing of document packages.
- [Change status] — this setting gives access to change the statuses of document packages.
- [Change envelope type] — enables the ability to change the envelope type.
- [Deleting document packages] — this setting allows users of this role to delete document packages.

In the [Call recording] settings box, you can customize the settings for working with call recordings:

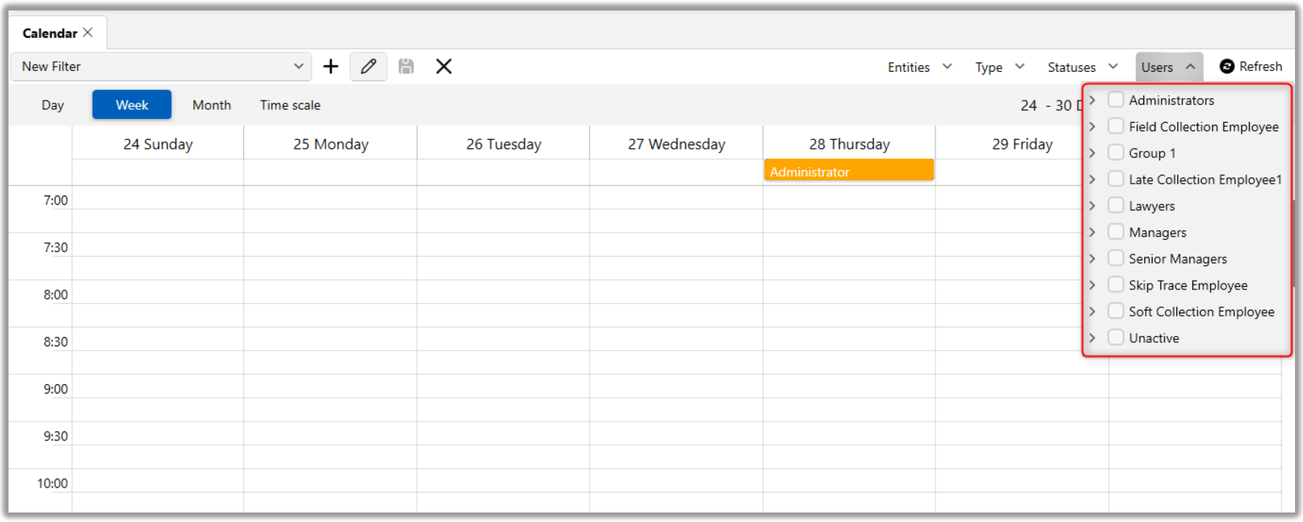
- [Listening to call recordings] — enables access to the function of listening to call recordings in the call record card or from the special [Call recordings] insert.
- [Downloading call recordings] — enables access to downloading a call recording when it is played back in the card. It will be necessary to select a folder for saving and click on the [Download file] button. You can also download call recordings through the special insert [Call recordings] in the entity cards or through the search

results, if you select the desired recordings and click [View] (a window will automatically open with the selection of the directory to save them).

- [Evaluate of call recordings] — enables access to the [Evaluate] button in the conversation record card (there will be a [Save and Exit] button in the evaluation, if you click it, you will not be able to edit the evaluation).
- [Editing evaluation] — enables the possibility to edit the evaluation of conversation records (the [Save] button will appear in the evaluation to apply the changes made).
- [Add to Queue] — enable access to the [Add to queue] button in the conversation record card.

The following settings are available in the [Calendar user restriction] setting group:

- [All users] — allow access to viewing all tasks in the calendar. The user filter becomes available.



- [Subordinates individuals] — enable access to viewing only those tasks in the calendar, for which the current user and subordinate users are responsible. The filter with selection of subordinate users becomes available.

- [User] — gives access to viewing only those tasks in the calendar, for which the current user is responsible.

The following settings are available in the [User Management] setting group:

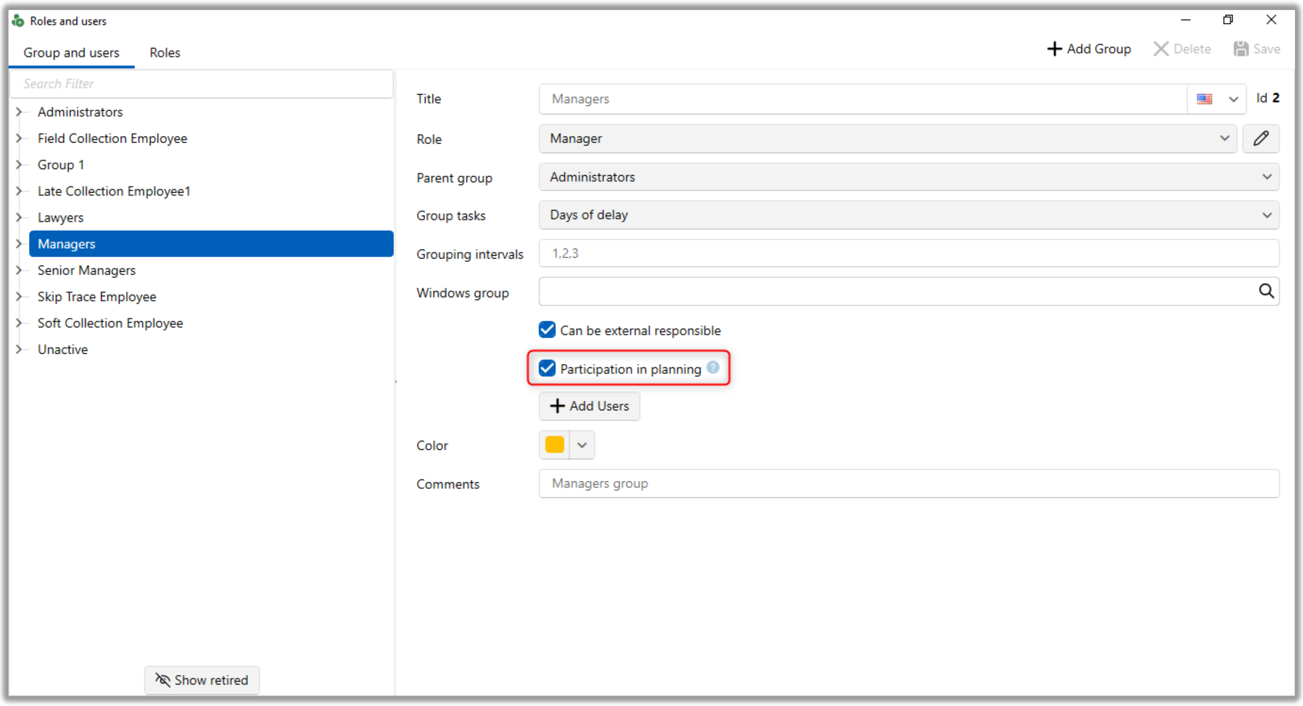
- [View own group] — enables access of users of this role to view and manage their subordinates, as well as their subordinates, if these subordinates have the [View their group] checkbox set in the role settings. Also in the [User Monitor] module all users that are in the group of their subordinate will be displayed.
- [View all] — view statistics and management of all registered users in the system.
- [Blocking] — allow access to blocking a user through the User Monitor. If the user to be blocked has the [Never block] checkbox set in the role setting and is not subordinate to the current user, then the context menu with the [Block] function will be unavailable.
- [Unlocking] — enable the ability to unlock users who have been locked by the system via [User Monitor].
- [Assigning tasks] — enable the ability to assign tasks from the loan card, as well as from the search results window.
- [Sending letters] — enable the ability to send emails from the loan card, as well as from the search results window (does not block [Correspondent] in the [Main] menu, [Organizer] block).
- [Editing user statuses] — allow access to customizing user statuses in the [Statuses] module (menu [Administration], block [User Management]).
- [Work scheduled] — enable restriction of access to the system for users of this role, taking into account the configured [Work schedule]. This setting is additionally taken into account in the strategy when assigning a responsible task (in the [Action] block the [Take into account work schedule] setting). Before enabling this

setting, make sure that the users of this role have their work shifts configured in the work schedule.

- [User monitor] — enable access to the [User Monitor] module in the [Statistics] menu (for more information on the operation and configuration of the user monitor, see the section "User Monitor"). 2.3.1.7).
- [Editing profile] — enables access to the button for editing the profile of the current user (tab [Menu], profile section [Profile]), as well as to the profiles of other users (in the [User Monitor] module).
- [Dissmissing] — enables access to firing users through the user profile (via the [User Monitor] module). Does not restrict the possibility of dismissal through the [Roles and Users] menu (the [Administration] tab).

The [Shift planning] settings group gives access to shift scheduling. It contains the following settings:

- [Your groups] — enable access, on the [Administration] tab, to the [Shift planning] module, where it will be possible to schedule shifts only for the current user's group, as well as for the groups in which the current user's subordinates are located (provided that the [Participation in scheduling] setting is set in the groups of these users). This setting cannot be unchecked if the [All groups] checkbox in the [Shift planning] block is checked.
- [All groups] — enable access to shift scheduling for all user groups (provided that the [Participate in scheduling] setting is set in the user groups setting).



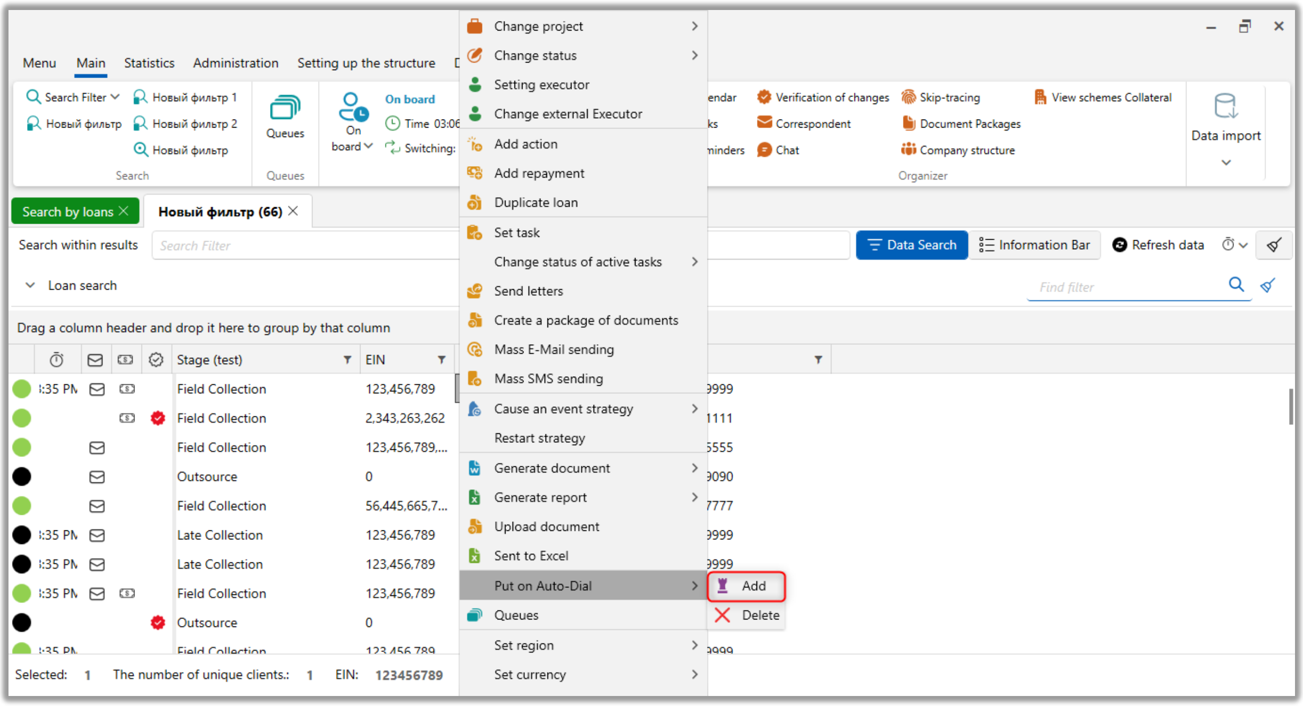
The [Shift assignment in the schedule] settings group enables access to the [Schedule] module in the [Administration] tab. It has the following parameters:

- [Your groups] — enable access to schedule settings in the [Schedule] module (more details on the operation of this module in section 2.4.1.4), only for users who are in the same group as the current user, as well as their subordinates. This setting cannot be unchecked if the [All groups] checkbox is selected.
- [All groups] — enable access to schedule setting for all system users.

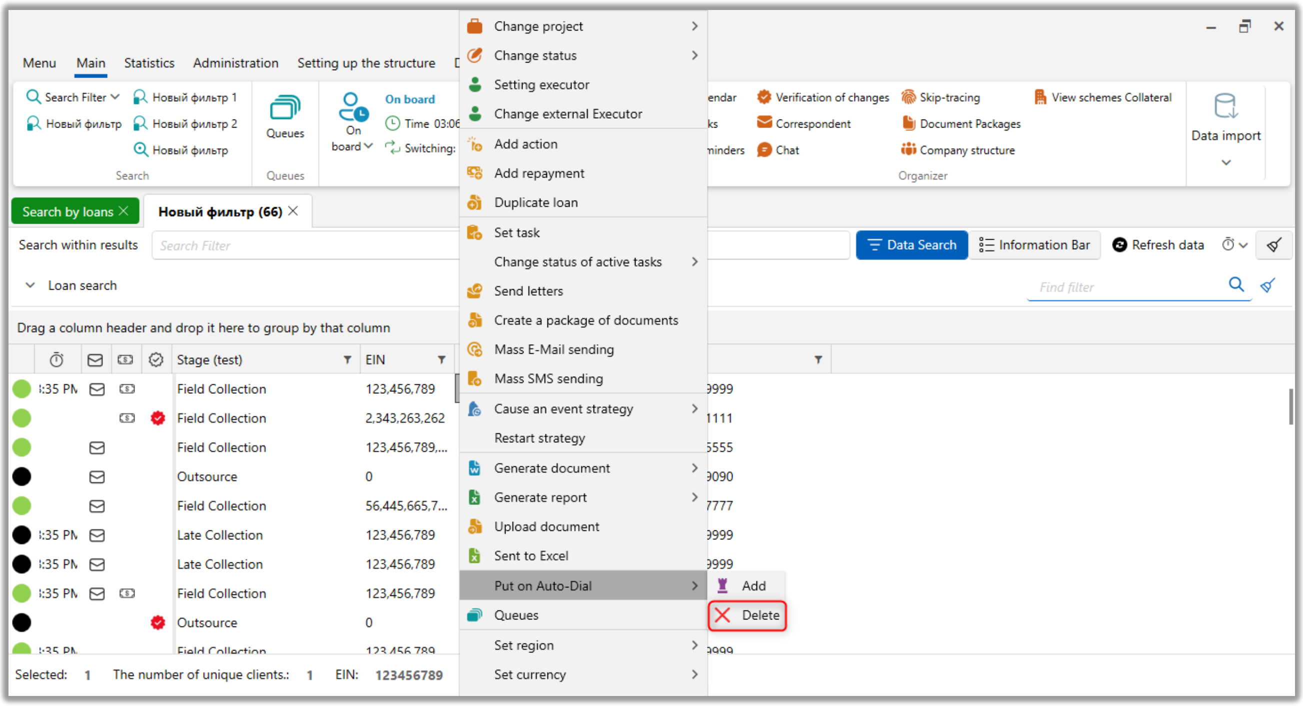
The [Telephony] settings group can also be optionally available if the system has been integrated with telephony, where the following settings can be found:

- [Call results] — enable access to view call statistics on the [Statistics] tab, [Call Results] button.
- [View IVM] — enables access to view IVM in call results.
- [View Outbound] — Enable access to view Outbound in call results.
- [Sending IVM] — enable access to send IVM from the context menu of the search results.

- [Sending Outbound] — enables access to the [Add] button in [Put on Auto-Dial] from the context menu in the search results by loans or customers, to send selected loans to Auto-Dial.

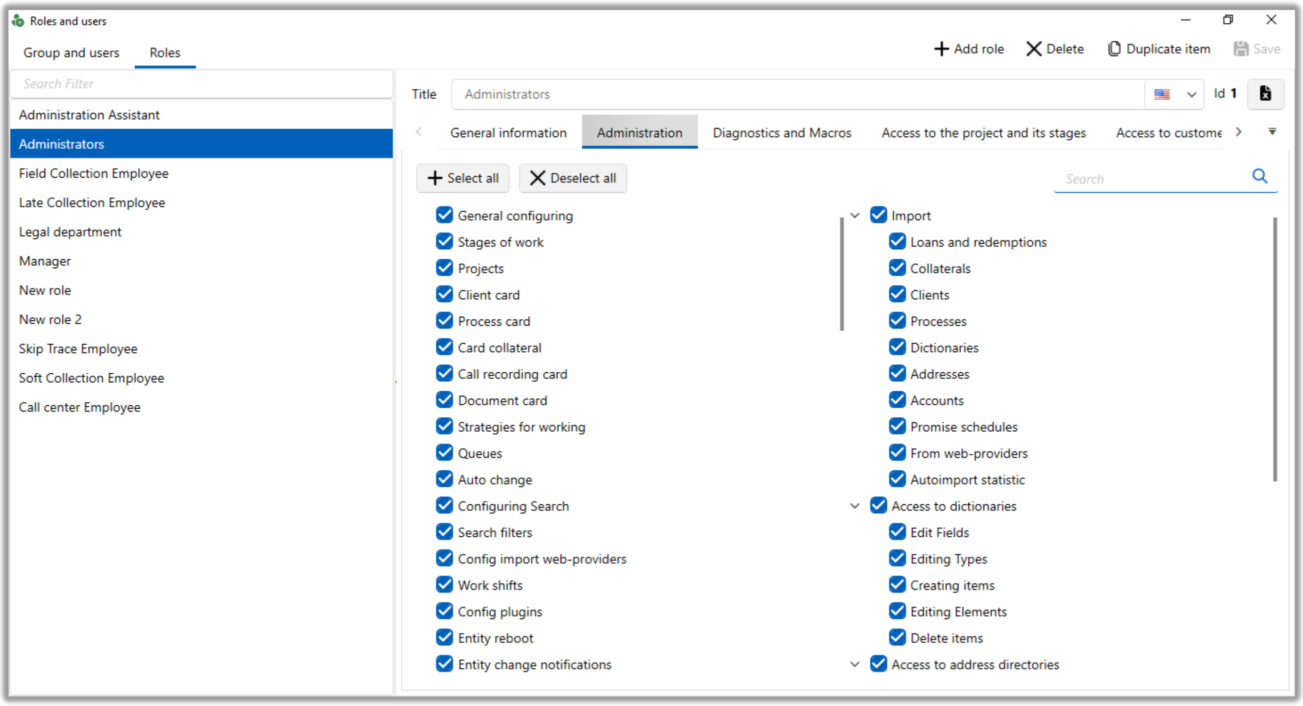


- [Stop IVM] — enable access to IVM stop in call results functionality.
- [Stop Outbound] — enable access to the [Delete] button in [Put on Auto-Dial] from the context menu in the search results by loans or customers, to remove selected loans from Auto-Dial.



2.4.1.1.2.2 Administration

[Administration] — the tab where access to the system modules and functions is configured, where the following parameters are available:



[Select All] — automatically select all checkboxes on this tab.

[Deselect all] — deselect all checkboxes that were previously selected.

[General configuring] — enable access to the [General Configuring] functionality in the [System Configuration] block of the [Administration] ribbon for users of this role.

[Stages of work] — enable access to the [Stages and Statuses] functionality, in the [Structure Settings] group, [Administration] tab.

[Projects] — enable access to the [Projects] functionality, in the [System Configuration] block, [Administration] tab.

[Client card] — enabling access to client card settings (functionality [Client card], in the [System customization] group, tab [Administration]).

[Process Card] — enables access to the process card settings (functionality [Process Card], in the [Work Processes] group, [Configuring dictionaries] block, [Setting up the structure] tab).

[Card collateral] — enables access to the settings of the collateral card ([Card collateral] button) in the [Collateral] module, [Configuring dictionaries] block, [Setting up the structure] ribbon (the name of the entity may be different if it has been changed in the general settings).

[Call recording card] — enable access to the [Conversation Record Card] functionality, [Conversation Records] module, in the [Configuring dictionaries] block, [Setting up the structure] tab.

[Document card] — enabling access to the [Document Card] functionality, [Documents] module, [Configuring dictionaries] block, [Setting up the structure] tab.

[Strategies for working] — enable access to the [Strategy] functionality, in the [Work Automation] module, [Administration] tab.

[Queues] — enable access to the [Queues] functionality, in the [Work Automation] block, [Administration] tab.

[Auto change] — enable access to the [Auto Change] functionality, in the [Work Automation] block, [Administration] tab.

[Configuring Search] — Enable access to the [Configuring search] functionality, in the [System Configuration] block, [Administration] tab.

[Configuring filters] — Enable access to the [Search filters] functionality, in the [System Configuration] block, [Administration] tab.

[Config import web—providers] — enables access to the [Import Web Providers] functionality, in the [System Configuration] block, [Administration] tab.

[Work shifts] — enables access to the [Work shifts] functionality, in the [User Management] block, [Administration] tab.

[Config plugins] — enables access to the [Plugins] functionality, in the [System Configuration] block, [Administration] tab.

[Entity reboot] — enable access to the [Entity reboot] functionality, in the [Work Automation] block, [Administration] tab.

[Entity change notifications] — Enable access to the [Entity change notifications] functionality, in the [Work Automation] block, [Administration] tab.

[Tester panel] — enable access to the tester menu.

In the [Schema Collateral] settings group, set access to work with collateral schemas, where:

- [Schema administration Collateral] — enable access to the [Schema administration Collateral] functionality, [Collateral] module, [Configuring dictionaries] block, [Setting up the structure] tab;
- [View schemes Collateral] — enable access to the [View schemes Collateral] functionality, in the [Organizer] block, [Main] tab.

The following settings are available in the [SMS] setting group:

- [SMS providers] — enable access to the [SMS providers] functionality, in the [System Configuration] block, [Administration] tab;
- [SMS Templates] — enable access to the [SMS templates and statuses] functionality, in the [Dictionaries settings] block, [Structure settings] tab.

In the [E-mail] settings group the following parameters of access to work with E-mail are configured:

- [E-mail Providers] — enabling access to the [E-mail Providers] functionality, in the [System Configuration] block, [Administration] tab;
- [E-mail templates] — enable access to the [E-mail templates] functionality, in the [Dictionaries settings] group, [Structure settings] tab.

In the [Mail Providers] settings group, you configure the following settings for access to work with mail providers:

- [Mail Providers] — enabling access to the [Mail Providers] functionality, in the [System Configuration] block, [Administration] tab;
- [Mail statuses] — enable access to the [Mail statuses] functionality, in the [Dictionary settings] block, [Structure settings] tab.

In the [Fields] group, you can access the setting of the following fields:

- [Client fields] — enable access to the [Client fields] functionality, in the [Setting up the structure] block, [Setting up the structure] tab;
- [Fields loans] — enable access to the [Fields loans] functionality, in the [Setting up the structure] block, [Setting up the structure] tab;
- [Call recording fields] — enable access to the [Call recording fields] functionality, in the [Conversation Records] module, [Configuring dictionaries] block, [Setting up the structure] tab;
- [QC Questionnaire Fields] — enable access to the [QC Questionnaire Fields] functionality in the [Conversation Records] module, [Configuring dictionaries] block, [Setting up the structure] tab;
- [Payments fields] — enable access to the [Payment fields] functionality, in the [Setting up the structure] module, [Setting up the structure] tab;

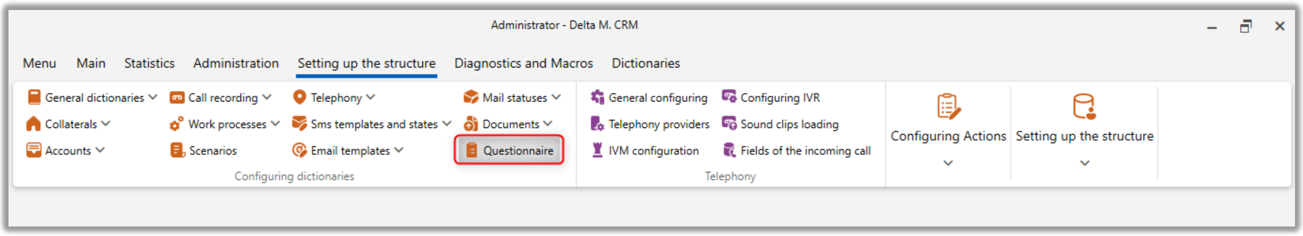
- [Repayments schedule fields] — enable access to the [Amortization schedule Fields] functionality, in the [Setting up the structure] block, [Setting up the structure] tab;
- [Fields collateral] — enabling access to the [Main Fields] and [Additional Type Fields] functionality, in the [Configuring dictionaries] block, [Setting up the structure] ribbon;
- [Process fields] — enabling access to [Basic Fields] and [Action Fields] functionality in the [Work Processes] module, [Configuring dictionaries] block, [Setting up the structure] tab;
- [Project fields] — enable access to [Project fields] functionality in [Setting up the structure], [Setting up the structure] tab;
- [Project group fields] — enable access to the [Project group fields] functionality in [Setting up the structure], [Setting up the structure] tab;
- [User fields] — enable access to the [User Fields] functionality, in the [Setting up the structure] block, [Setting up the structure] tab;
- [Phone Fields] — enable access to the [Phone Fields] functionality, in the [Setting up the structure] group, [Setting up the structure] tab;
- [Address Fields] — enable access to the [Address Fields] button, in the [Setting up the structure] group, [Setting up the structure] tab;
- [Calculated fields] — enabling access to the [Calculated fields] functionality.
- [Account Fields] — enabling access to the [Basic Fields] functionality, in the [Accounts] module, [Configuring dictionaries] block, [Setting up the structure] tab;
- [Limit Fields] — enable access to the [Limit Fields] functionality, in the [Accounts] module, [Configuring dictionaries] block, [Setting up the structure] tab;
- [E-mail Fields] — enable access to the [E-mail Fields] functionality, in the [Setting up the structure] group, [Setting up the structure] tab;

- [Url Fields] — enable access to the [Url Fields] functionality, in the [Setting up the structure] group, [Setting up the structure] tab.

In the [Configuring dictionaries] group, you configure access to system dictionaries:

- [General dictionaries] — enable access to the [General dictionaries] functionality, in the [Configuring dictionaries] module, [Setting up the structure] tab;
- [Types of collateral] — enable access to the [Types of collateral] functionality, in the [Collaterals] module, in the [Configuring dictionaries] block, [Setting up the structure] tab;
- [Work processes] — enable access to the [Work processes] functionality, in the [Configuring dictionaries] module, [Setting up the structure] tab;
- [Evaluation for QC] — enable access to the [Evaluation for QC] functionality, in the [Call recordings] module, [Configuring dictionaries] block, [Setting up the structure] tab;
- [Scenarios] — enable access to the [Scenarios] functionality, in the [Configuring dictionaries] module, [Setting up the structure] tab;
- [Number of the document] — enable access to the [Number of the document] functionality, in the [Documents] module, [Configuring dictionaries] block, [Setting up the structure] tab;
- [Types of the document] — enable access to the [Types of the document] functionality, in the [Documents] module, [Configuring dictionaries] block, [Setting up the structure] tab;
- [Envelope types] — enable access to the [Envelope types] functionality, in the [Documents] module, [Configuring dictionaries] block, [Setting up the structure] tab;
- [Barcode fields] — enable access to [Barcode fields] functionality, in the [Documents] module, [Configuring dictionaries] block, [Setting up the structure] tab;

- [QR code fields] — enable access to [QR code fields] functionality, in the [Documents] module, [Configuring dictionaries] block, [Setting up the structure] tab;
- [Package statuses] — enable access to [Package statuses] functionality, in the [Documents] module, [Configuring dictionaries] block, [Setting up the structure] tab;
- [Package types] — enable access to the [Package types] functionality, in the [Documents] module, [Configuring dictionaries] block, [Setting up the structure] tab;
- [Account Types] — enabling access to [Account Types] and [Limit Type] functionality, in the [Accounts] module, [Configuring dictionaries] block, [Setting up the structure] tab.
- [Questionnaire] — enable access to work with [Questionnaire] module, which is located in the [Setting up the structure] menu, [Configuring dictionaries] block.



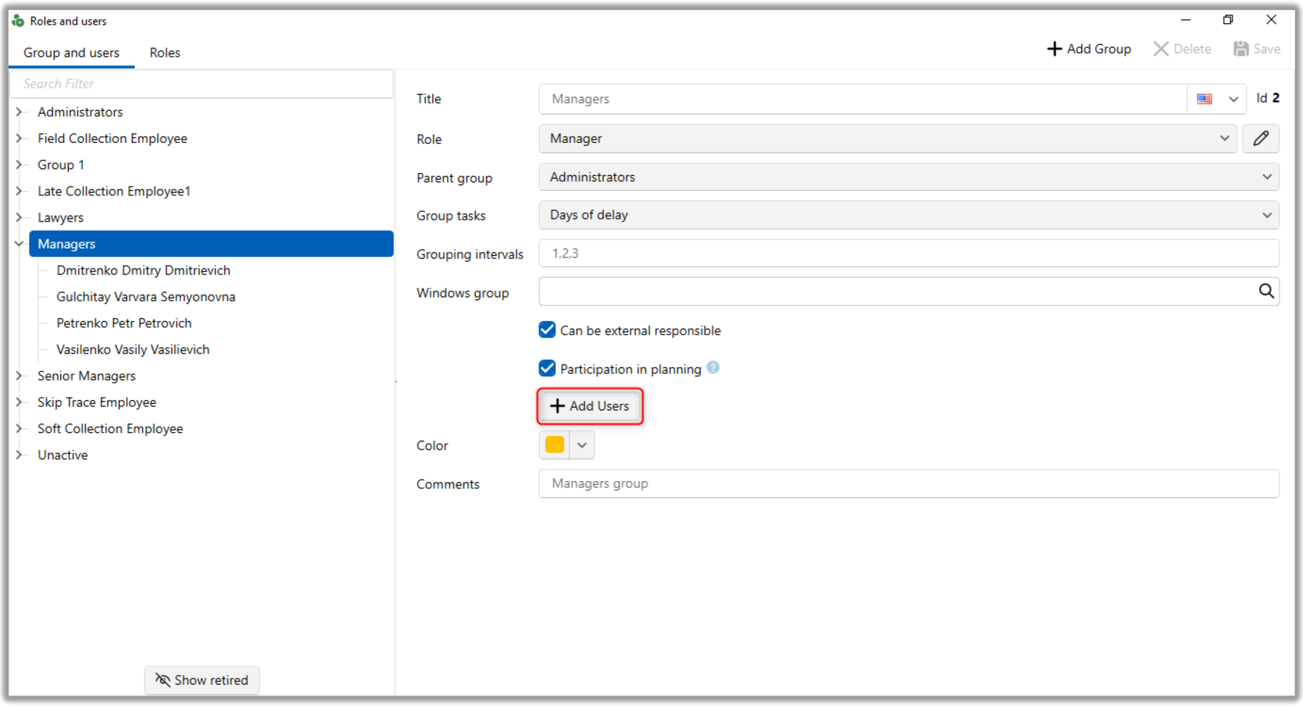
Options are available in the [Configuring Actions] group:

- [Type of actions and their results] — enable access to [Action Types and Results] and [Action Events] functionality, in the [Configuring Actions] block, [Setting up the structure] tab;
- [Tasks] — enable access to [Tasks] functionality, in the [Configuring actions] block, [Setting up the structure] tab;
- [Mood indicators] — Enable access to [Mood indicators] functionality, in the [Configuring Actions] block, [Setting up the structure] tab;

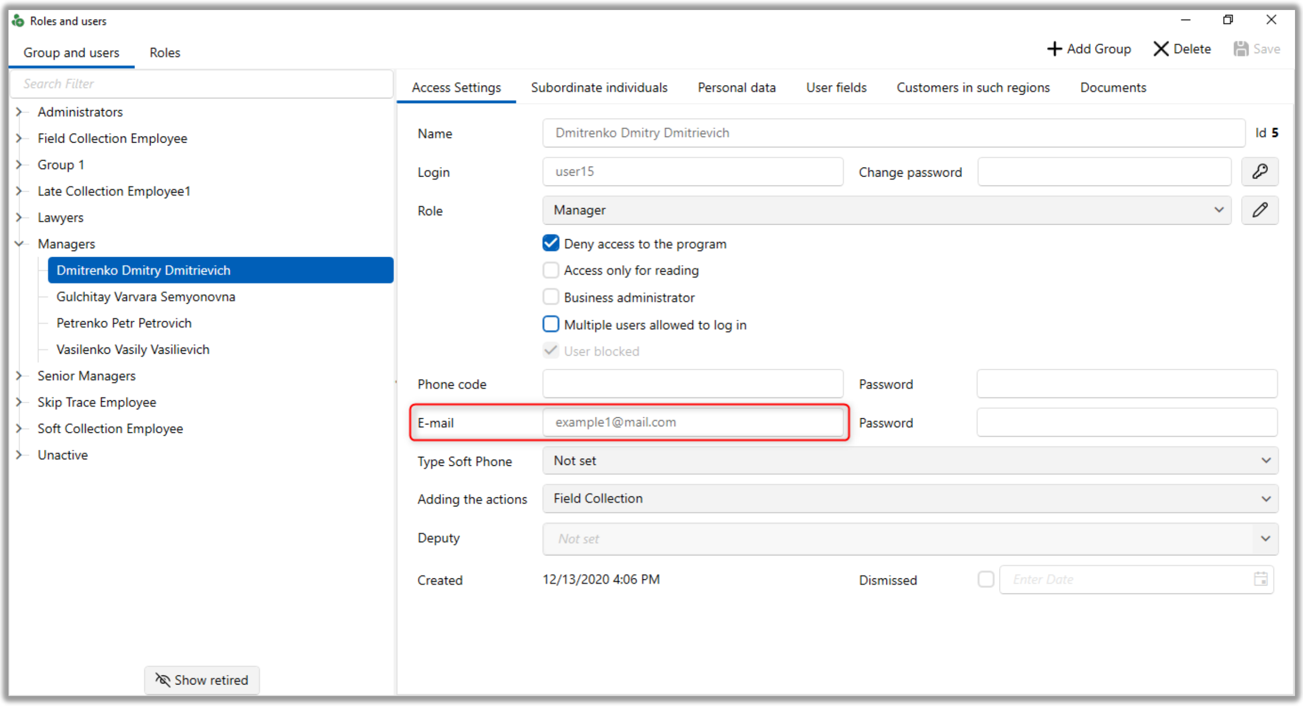
- [Conversion languages] — enable access to the [Conversion languages] functionality, in the [Configuring Actions] block, [Setting up the structure] tab.

In the [Users] setting group:

- [Own group] — enable limited access to the functions of the [Roles and users] module, in the [User management] block, [Administration] tab. Users with this role will be able to view only the members of their group and their subordinates. On the [Subordinates] tab, only the users of their group and their subordinates will be displayed. In the group settings, only the parameters will be available for editing: [Grouping Intervals] (if there was a grouping field in [Group Tasks]), [Windows Group], and [Color]. Customizing user roles will not be available. In user settings only those users who are in the same group as the current user and his subordinates will be available for editing (group settings will be hidden, e-mail settings of the user will also be hidden). The [Roles] tab will also be hidden for such users. The [Own group] checkbox cannot be disabled if the [Full access] checkbox is checked in this settings block.
- [Adding user to group] — enable access to the function of creating new users in your group (the [Add User] button). If only this option and [Own group] are set, the user will be able to add other users only to the group he belongs to. The [Roles] tab will be hidden.



• [Can customize account E-mail] — fields with login and password of the user's e-mail address become available for editing.



• [Removing users from a group] — enable access to the function of deleting users from the group, respectively, if the checkbox is not checked, this function will be unavailable. It should be noted that the function of deleting a group will be unavailable if it has one or more members, even if they are not active (dismissed).

- [Full access] — enables full access to all functions (adding, editing, deleting) when working with users and user groups. The [Roles] tab also becomes available. When this setting is enabled, all nested parameters in the [Users] settings group are automatically set and locked.

The following access rights for data import functions are configured in the [Import] group:

- [Loans and redemptions] — enable access to [Clients, loans, repayments] and [Work history] functionality, in the [Import data] block, [Main] tab;
- [Collaterals] — enable access to [Collaterals] functionality, in the [Data Import] block, [Main] tab;
- [Clients] — enable access to the [Clients] functionality, in the [Data Import] block, [Main] tab;
- [Processes] — enable access to the [Processes] functionality, in the [Data Import] block, [Main] tab;
- [Directories] — enable access to the [Dictionaries] functionality, in the [Data Import] block, [Main] tab;
- [Addresses] — enable access to the [Addresses] functionality, in the [Data Import] block, [Main] tab;
- [Accounts] — enable access to the [Accounts] functionality, in the [Import Data] block, [Main] tab;
- [Promise schedules] — enabling access to the [Payment scheduler] functionality, in the [Import Data] block, [Main] tab;
- [From web—providers] — enabling access to the [Web Providers] functionality, in the [Data Import] block, [Main] tab;

- [Autoimport statistic] — enable access to the [Autoimport statistics] functionality, in the [System] block, [Statistics] tab.

In the [Access to dictionaries] group, you can customize the access rights to the dictionary functions:

- [Edit Fields] — enable access to [Dictionary Fields] functionality, in the [Settings] block, [Dictionaries] tab;
- [Editing Types] — enables access to the [Dictionary Types] functionality, in the [Settings] block, [Dictionaries] tab;
- [Creating items] — enables access to the [Add] functionality (creating an entry) for the selected complex dictionary, in the [View/Edit] block, [Dictionaries] tab;
- [Editing elements] — enables access to the [Edit] functionality (editing an entry) for the selected complex dictionary, in the [View/Edit] block, [Dictionaries] tab;
- [Delete items] — enables access to [Delete] functionality (deleting an entry) for the selected complex dictionary, in the [View/Edit] block, [Dictionaries] tab.

The [Access to address directories] group configures access to work with the system dictionary [Addresses], which is located in the [Dictionaries] menu, [Settings] block. The [Addresses] system dictionary becomes available if the [Use address field directories] option is enabled in the general system settings (see section 2.4.2.1.3 for details)..

- [Edit addresses] — enables editing of the [Addresses] system dictionary items.
- [Add addresses] — enables adding new items to the [Addresses] system dictionary.
- [Deleting addresses] — enables deletion of items in the [Addresses] system dictionary.
- [Add value to the directory of address from the card] — add new values to the [Addresses] system dictionary from a card.

In the [Configuring telephony] group, you configure access to the following telephony settings:

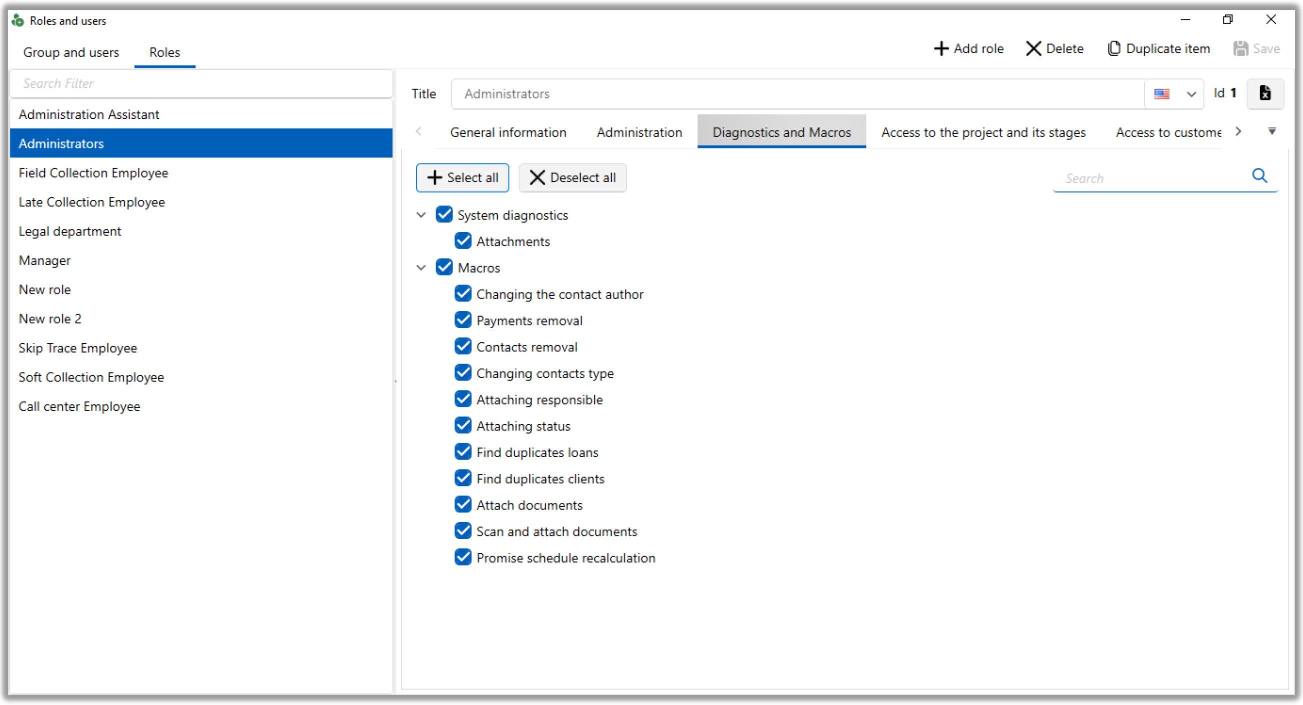
- [General configuring] — enable access to the [General Configuring] functionality, in the [Telephony] block, [Setting up the structure] tab;
- [Telephony providers] — enable access to work with [Telephony Providers] module, which is located in [Setting up the structure], [Telephony] block.
- [IVR Settings] — enable access to IVR settings on the [Setting up the structure] tab.
- [IVM configuration] — enable access to the [Configuring IVM/ Outbound] functionality, in the [Telephony] block, [Setting up the structure] tab;
- [Download sound clips] — enable access to the [Sound Clip Upload] functionality, in the [Telephony] block, on the [Setting up the structure] tab;
- [Fields of the incoming call] — enable access to the [Fields of the incoming call] functionality, in the [Telephony] block, on the [Setting up the structure] tab.

The following options for working with APIs are available in the [API] group:

- [API Users] — enable access to the [API Users] functionality, in the [API] block, on the [Administration] tab;
- [API constructor] — enable access to the [API constructor] functionality, in the [API] block, on the [Administration] tab.

2.4.1.1.2.3 Diagnostics and Macros

The **[Diagnostics and Macros]** tab is used to configure access to the system modules, which are placed in the [System Diagnostics] and [Macros] blocks respectively, [Diagnostics and Macros] tab:



In the [System diagnostics] group, you configure access to the following modules:

- [Attachments] — enable access to the [Attachments] button, in the [System Diagnostics] block, [Diagnostics and Macros] tab.

In the [Macros] group, you can configure access to the following modules:

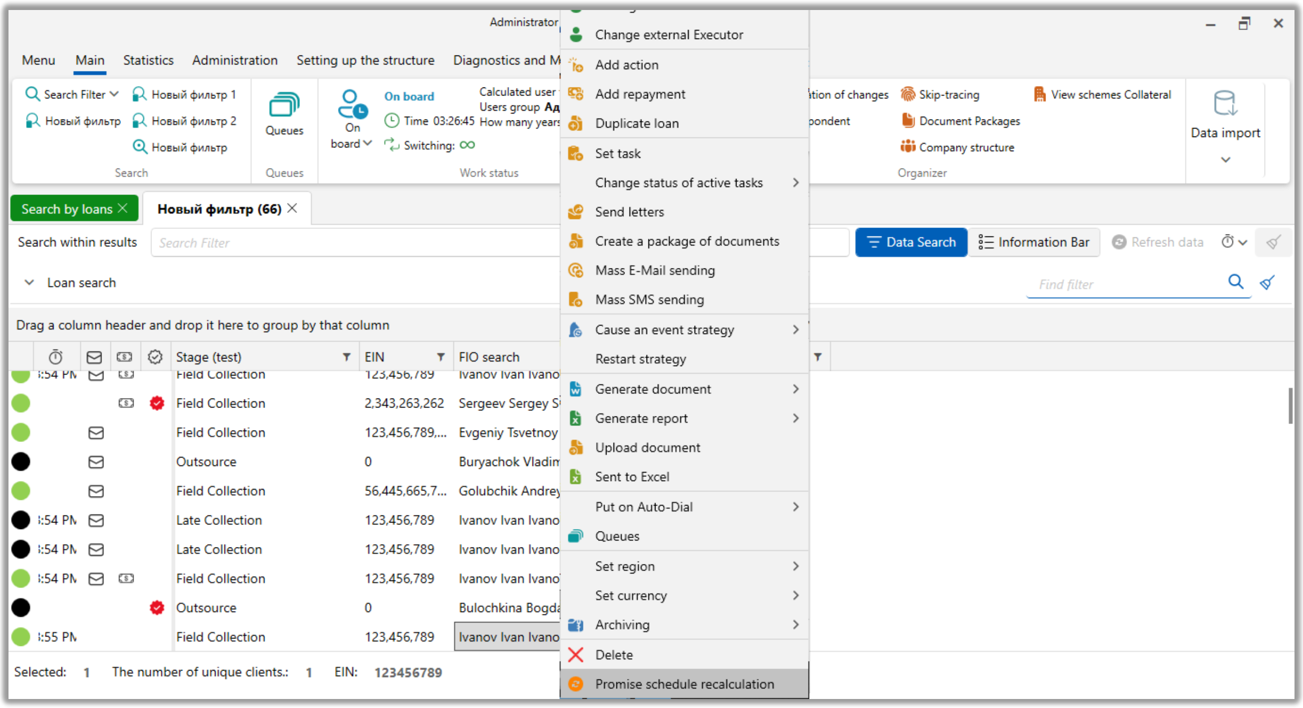
- [Changing the contact author] — enable access to [Change the contact author] functionality, in the [Macros] block, [Diagnostics and Macros] tab;
- [Payments removal] — enables access to the [Delete Repayments] functionality, in the [Macros] block, [Diagnostics and Macros] tab;
- [Contacts removal] — enables access to the [Delete Contacts] functionality, in the [Macros] block, [Diagnostics and Macros] tab;
- [Changing contacts type] — enables access to the [Change contact type] functionality, in the [Macros] block, [Diagnostics and Macros] tab;
- [Attaching Responsible] — enables access to the [Attaching Responsible] functionality, in the [Macros] block, [Diagnostics and Macros] tab;

- [Attaching status] — enable access to the [Attaching status] functionality, in the [Macros] block, [Diagnostics and Macros] tab;
- [Find duplicates loans] — enable access to the [Find duplicates loans] functionality, in the [Macros] block, [Diagnostics and Macros] tab;
- [Find duplicates clients] — enable access to the [Find duplicates clients] functionality, in the [Macros] block, [Diagnostics and Macros] tab;
- [Attach document] — enable access to the [Attach document] functionality, in the [Macros] block, [Diagnostics and Macros] tab;
- [Scan and attach documents] — enable access to the [Scan and attach documents] functionality, in the [Macros] block, [Diagnostics and Macros] tab.
- [Promise schedule recalculation] — enable promise schedule recalculation via the context menu in the search results of loans. After recalculation, the system will correct the debt payment percentage based on the total value of received repayments for the corresponding lower-level schedule, and the statuses of lower-level communication schedules will be corrected according to the received repayments.

IMPORTANT: in the database, before running the recalculation, you must put the trail promise schedules into [Pending] status. For example, for one particular schedule, it will look as follows:

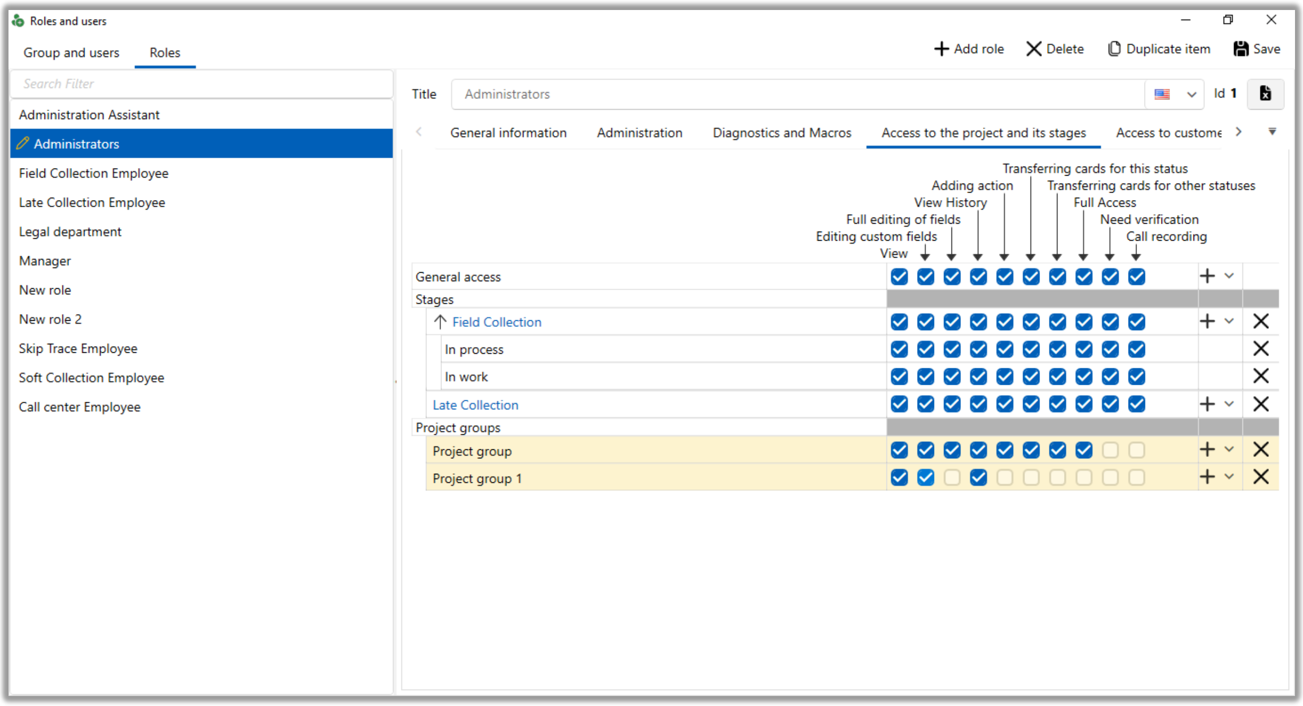
```
update PromisePayment set State = 2 where Id = 34171
```

It is also necessary to make sure that only one promise chart is active for the loan, which will be recalculated by the system.

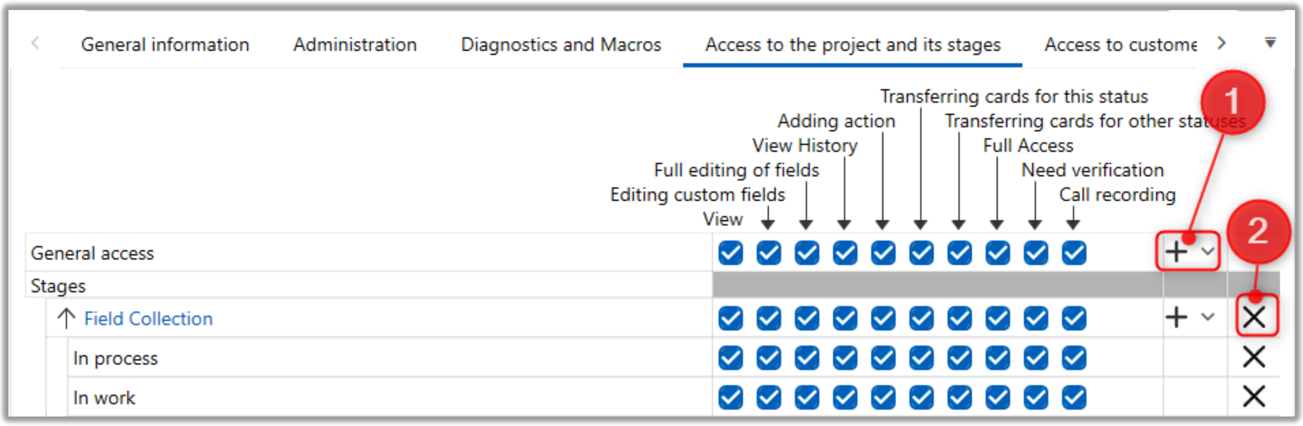


2.4.1.1.2.4 Access to the projects and its stages

The **[Access to the projects and its stages]** tab is used to customize the access of users of the current role to loans in terms of projects and their stages, statuses and work with them. All settings of this tab, described below, can be configured separately for: stages and statuses (as an element nested in a stage); project group, project, stage and status (as nested elements).



Access to the necessary rights can be configured as a common one for all loans of all projects and milestones, or separately for each of them. Adding and removing accesses required for customizing groups, projects, stages and statuses is performed using the following buttons:



1. Add item button.
2. Button for deleting the selected item.

Use the checkboxes on this tab to customize access to loans within project groups and projects. The following types of access can be configured:

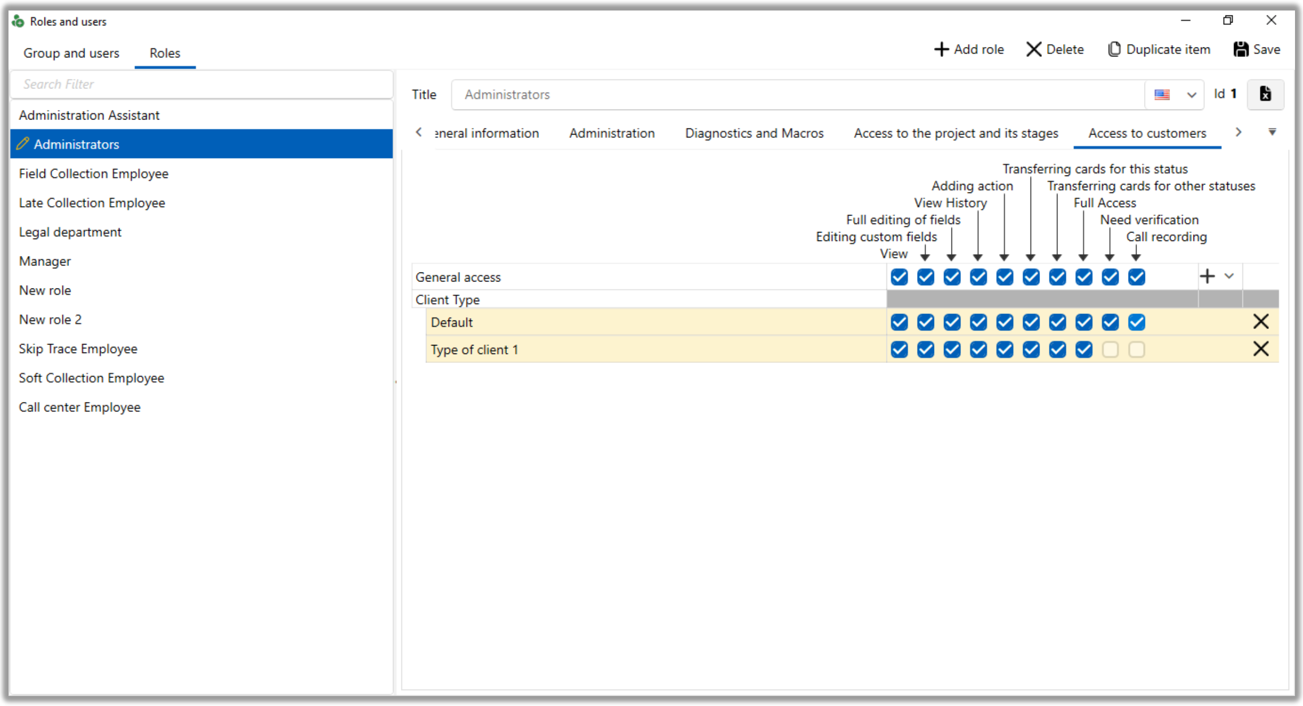
- [View] — enables access to view loans in search results and recently opened Loan cards from [Menu]. If the setting is not active, the user will be shown the message [No loans found], also when trying to search for loans by their ID;
- [Editing custom Fields] — provides access to edit the fields of Loan, client, collateral and linked parties, for which the [Additional Field] checkbox is set in the field settings;
- [Full editing of fields] — full access to edit all fields of the loan, client, collateral and linked persons;
- [View History] — access to view the Full Work History, as well as the Short Work History (in the bottom menu of the loan card);
- [Adding Action] — access to add actions within the selected project, group or stage. Restricts the ability to add an action from the Loan card, as well as, using the context menu from the search results window;
- [Transfer cards for this status] — possibility to transfer a card to a certain status in the context of a stage (if this setting is set for a certain status). If the setting is set in the [General Access] section of this tab, it is allowed (or prohibited when the checkbox is unchecked) to transfer cards to any status configured for the Loan project from the Loan card and from the search results window;
- [Transfer cards for other statuses] — access to transfer Loan cards to different statuses. If the setting is set in the [General access] section of this tab, it is allowed (or prohibited when the checkbox is unchecked) to transfer a card to all statuses set for the Loan project. If the checkbox is checked for one or several statuses, it is allowed to transfer the card only to the checked statuses;
- [Full access] — enables permissions for all the settings described above in this tab. When this setting is set, all settings in this section are automatically set (horizontally);

- [Need verification] — if this checkbox is enabled, it will be necessary to verify the changed data (if the fields are configured in the project). If the checkbox is off — verification is not required for a user with this role.
- [Call recording] — access to call records.

The general access rights that are set in [Shared access] apply to all groups, projects, milestones and statuses that have not been configured individually. Also note that all settings become individual for each added item on this tab. For example: stage settings will be applied only to those statuses that have not been added as a separate item, and each added status will need a separate setting.

2.4.1.1.2.5 Access to customers

On the [Access to customers] tab you can customize access of users of the current role to clients in terms of their types, statuses and work with them.



The checkboxes on this tab are used to customize access to clients within their types. The following types of access can be configured:

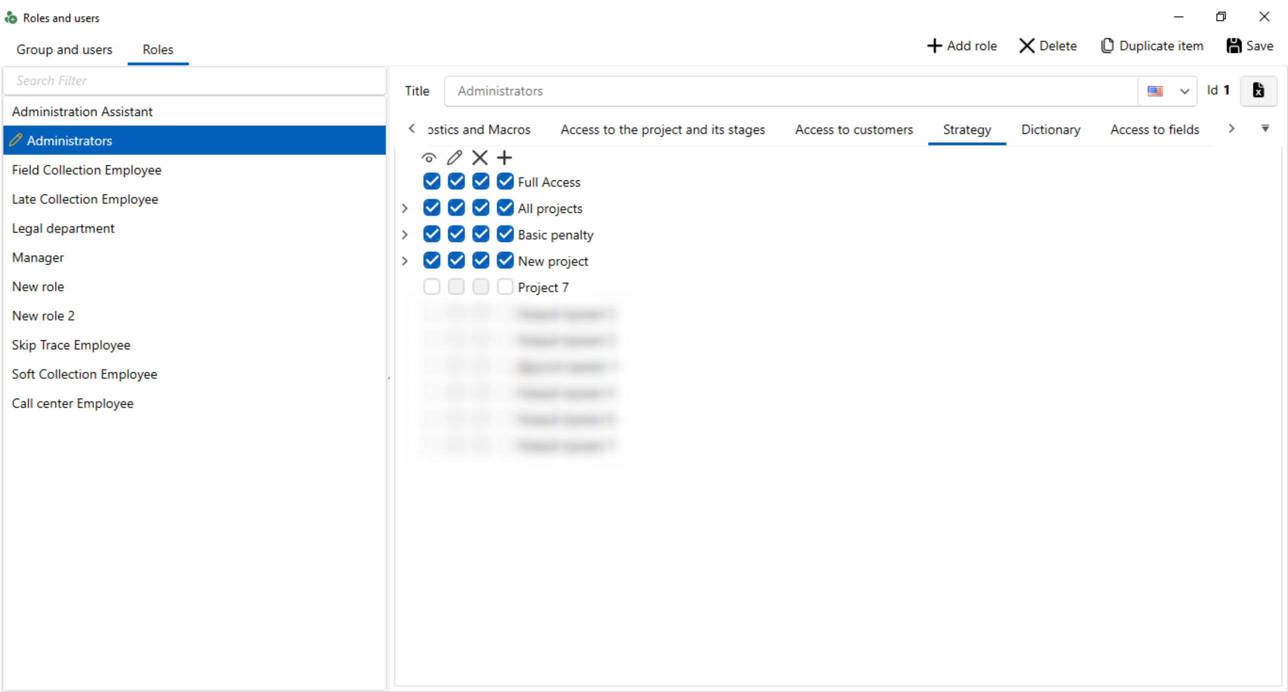
- [View] — enables access to view clients in search results and recently opened client cards from [Menu]. If the setting is not active, the [No clients found] message will be displayed to the user;
- [Edit custom Fields] — provides access to edit the client, collateral and linked parties fields that have the [Additional Field] checkbox checked in the field settings;
- [Full editing of fields] — full access to edit all fields of the client, collateral and linked persons;
- [View History] — access to view the Full Work History, as well as the Short Work History (in the bottom menu of the client card);
- [Adding Action] — access to add actions within the selected client type. Restricts the ability to add an action from the client card, as well as, using the context menu from the search results window;
- [Transfer cards for this status] — possibility to transfer card to all stages and statuses in terms of client type (if this setting is set for a certain client type). If the setting is set in the [General Access] section of this tab, then it is allowed (or prohibited when the checkbox is unchecked) to transfer cards to any status. Users in this role will be able to transfer a customer card to any stage and status from the search results window;
- [Transfer card for other statuses] — access to transfer client cards to different statuses. If the setting is set in the [General Access] section of this tab, it is allowed (or prohibited when the checkbox is unchecked) to transfer a card to all statuses;
- [Full access] — enables permissions for all the settings described above in this tab. If this setting is set, all settings in this section are automatically set (horizontally);

- [Need verification] — if this checkbox is enabled, it will be necessary to verify the changed data (if the fields are configured in the project). If the checkbox is off — verification is not required for a user with this role.
- [Call recording] — access to all call records. Split by client types is not taken into account.

The general access rights that are set in [Shared Access] apply to all types of clients that have not been individually configured. Also note that all settings become individual for each added item on this tab.

2.4.1.1.2.6 Strategy

The **[Strategy]** tab is used to customize access to the strategies created in the system. If there are no checkboxes set, users of this role will not have access to all created strategies.

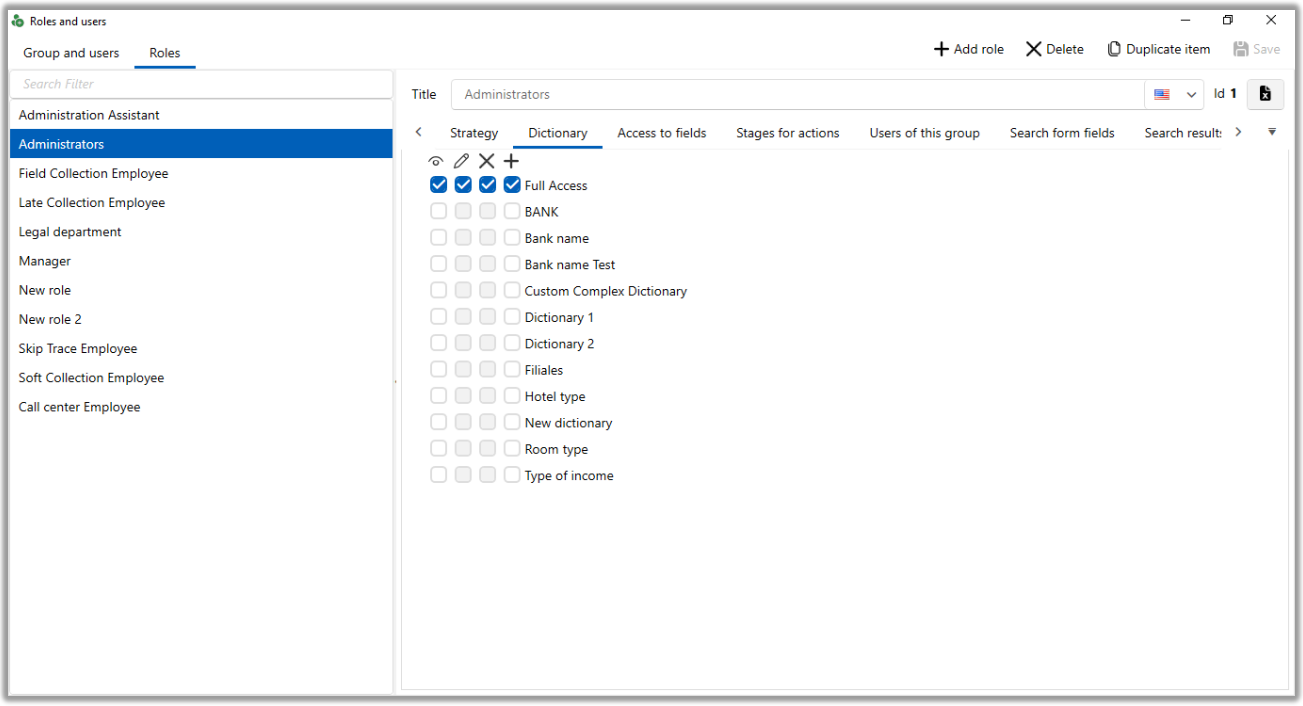


The tab contains 4 columns with the list of strategies and checkboxes that are responsible for access rights to them:

- [View] — set permissions to view the selected strategies.
- [Edit] — sets the permission to edit the selected strategy.
- [Delete] — sets the right to delete the selected strategy.
- [Add] — enables access to the possibility to create new strategies.

2.4.1.1.2.7 Dictionary

The **[Dictionary]** tab is used to configure access to complex and simple custom dictionaries (for custom simple dictionaries, the [General dictionaries] checkbox on the [Administration] tab must be checked in the role settings). If no checkboxes are set, users of this role will not have access to all custom dictionaries.



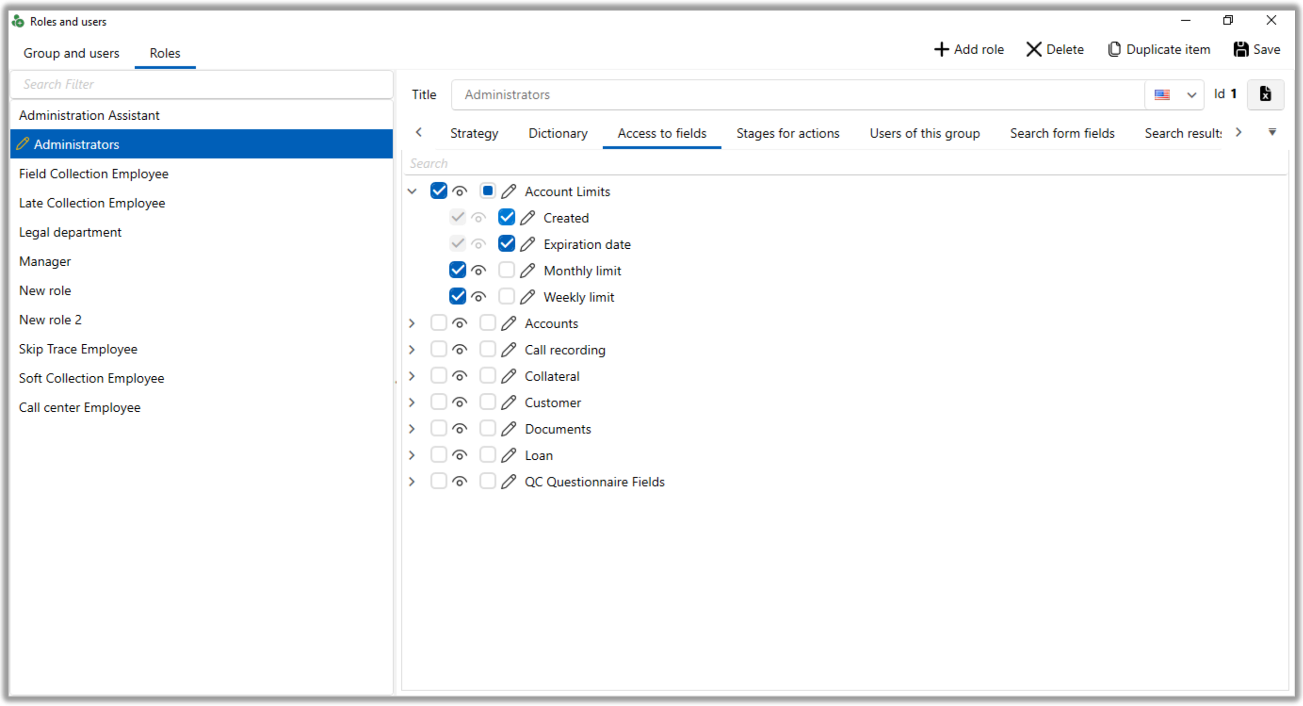
The tab contains 4 columns with the list of user dictionaries and checkboxes that are responsible for access rights to these dictionaries:

- [View] — set permissions to view selected dictionaries and its elements.

- [Edit access] — sets the right to edit items in the selected dictionary (the [Edit] button becomes available).
- [Delete] — sets the right to delete items in the selected dictionary (the [Delete] button becomes available).
- [Add] — enables access to the possibility to add new items in dictionaries (the [Add] button becomes available).

2.4.1.1.2.8 Access to fields

The [Access to fields] tab displays all fields of clients, loans and entities (collateral), call records, etc. Checkboxes are used to set access to view and edit the fields of each entity.

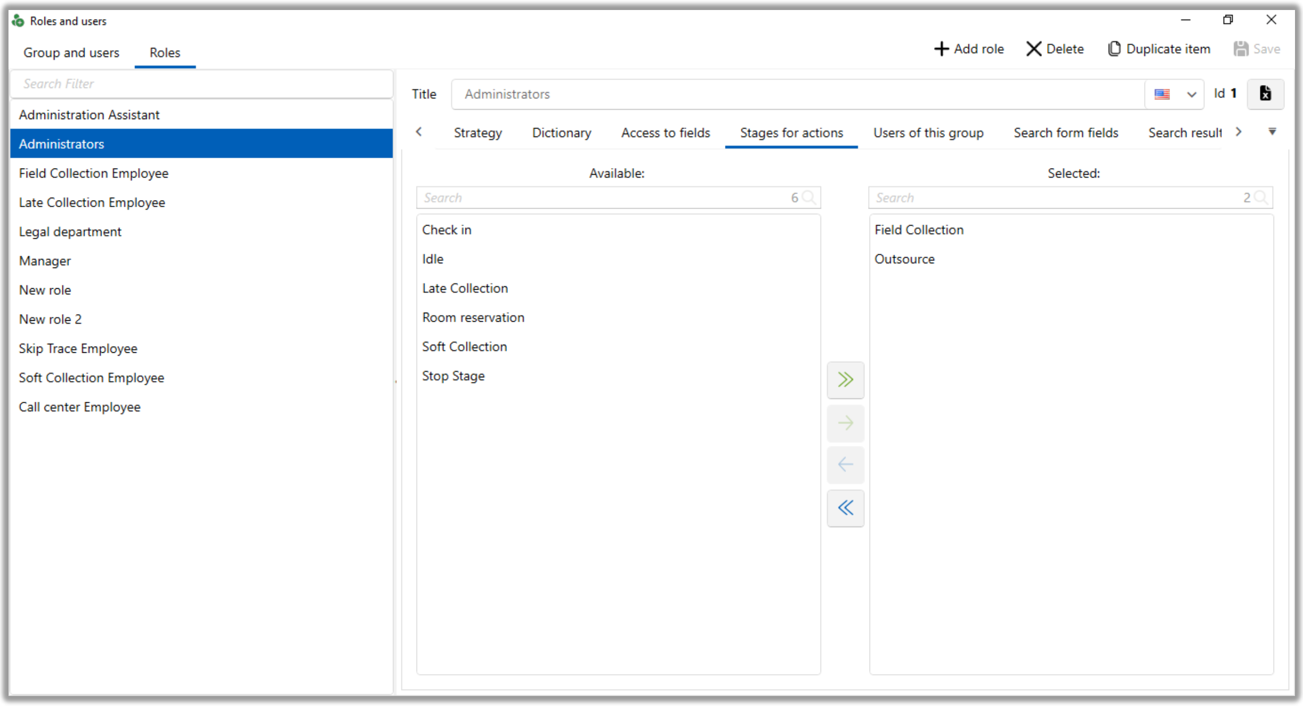


If no checkboxes are selected for an entity, then users with this role have full access to view and edit all fields of the entity. If the fields have a view-only checkbox, then users with this role will only see the fields that are checked for view. If fields have both view and edit checkboxes checked, users with this role have access to the checked fields for viewing and editing. If none of the checkboxes are checked, users with this role retain full access to all fields of the submitted entities.

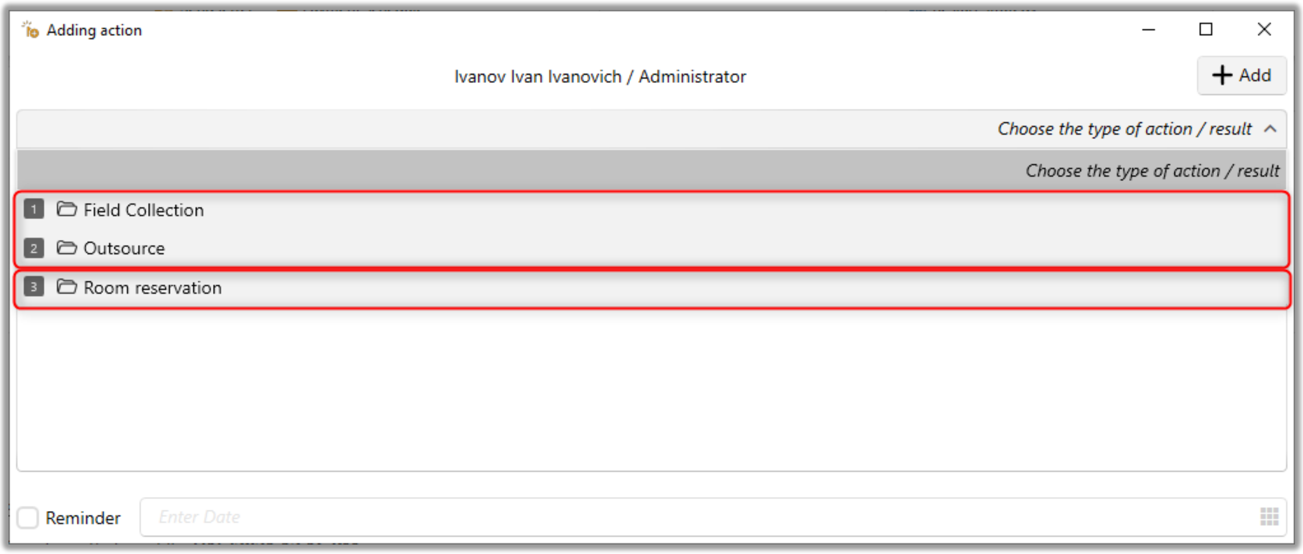
It should be noted that the setting of work with the fields of the [Documents] entity applies not only to work in the document card, but also to work in the special [Documents] insert, which can be added to the entity cards (clients, loans, collateral).

2.4.1.1.2.9 Stage for actions

The **[Stages for actions]** tab configures additional stage actions that will be available for selection when users of this role add an action.



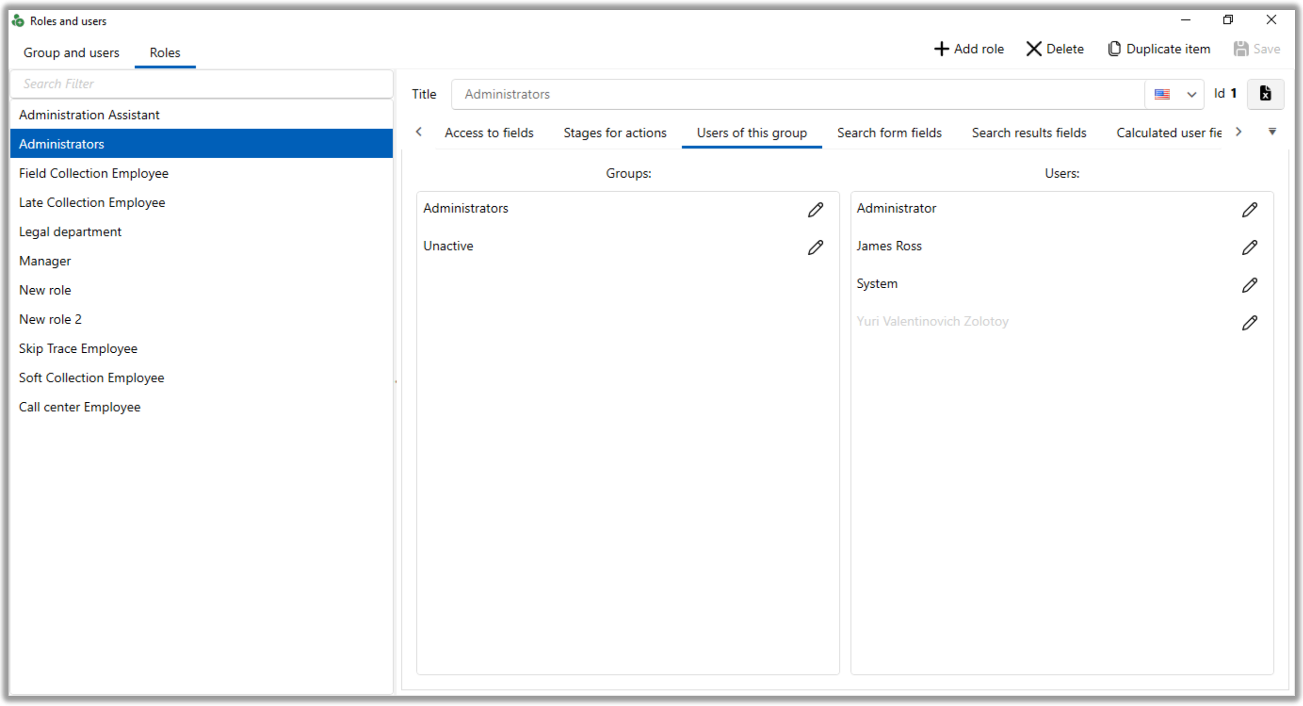
The [Available] block displays all the stages created in the system. By moving the required stages to the [Selected] block, the user will be able to select their action types and results when adding an action, regardless of the stage where the entity card is located. It should be noted that when adding an action, the user will have access to the stage that is set in the [Adding the actions] parameter, even if it is not in the [Selected] block.



If there are no stages added to the [Selected] block, then by default only actions that are created for the stage that the entity card is on will be available to users in this role ([Adding the actions] must be set to [Default]).

2.4.1.1.2.10 Users of this group

The **[Users of this group]** tab displays the users and user groups to which this role is assigned. Terminated users will be displayed in translucent font.

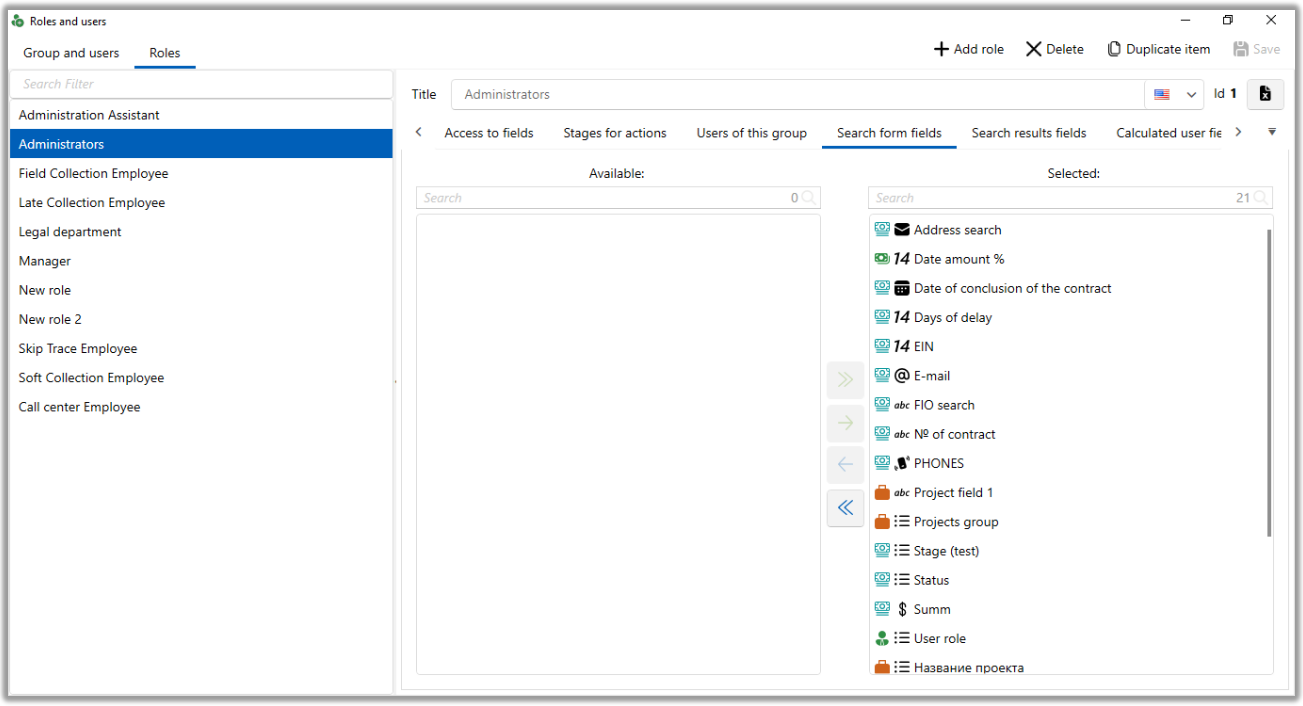


The tab itself is divided into two blocks:

- [Groups] — the groups of users with the current role (in the [Role] field) are displayed. If you click on the [Edit] button (the button with a pencil icon) opposite the group name, you will go to the configuration of the selected user group (the [Groups and Users] tab).
- [Users] — list of users, in whose settings the current role is set (in the [Role] field). If you click the [Edit] button (the button with a pencil icon), which is located opposite the user name, you will go to the settings of this user (the [Groups and Users] tab).

2.4.1.1.2.11 Search form fields

The **[Search form fields]** tab is used to customize the set of fields used in the loan search filter for the selected role.

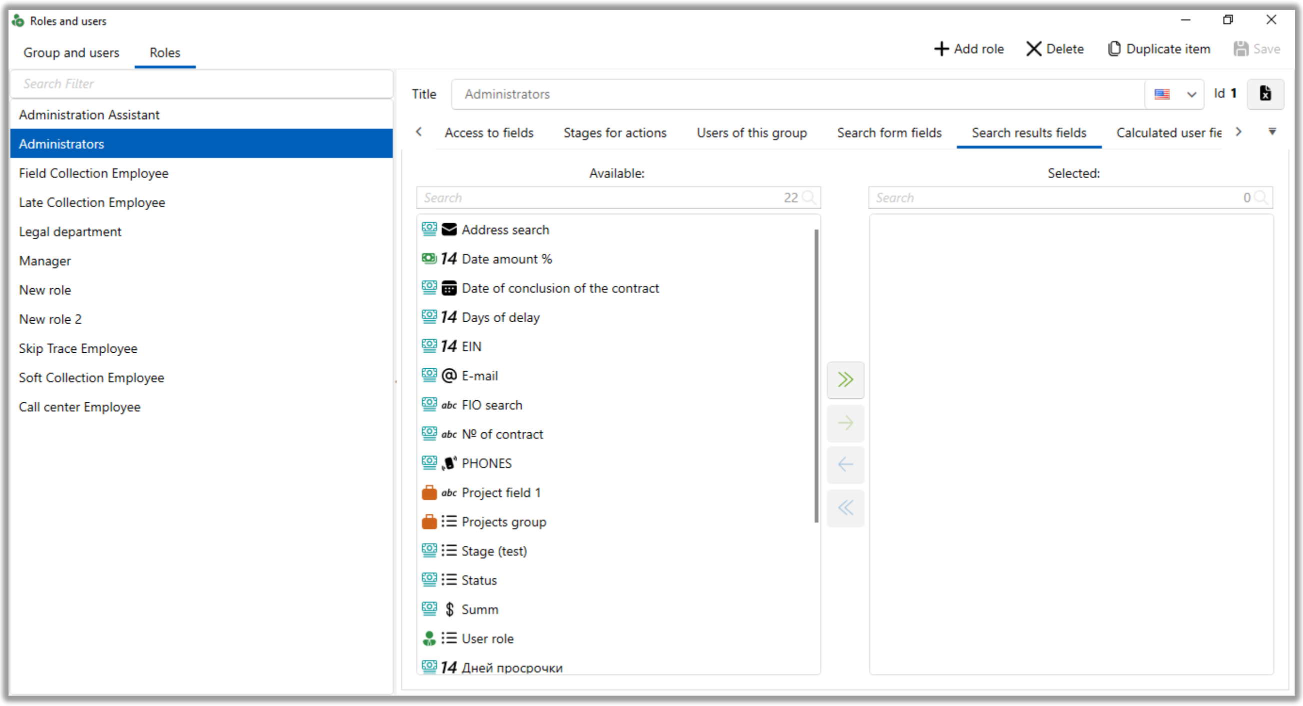


The [Available] block contains all the Loan search fields that were added in the Loan search settings window. To go to the Loan search settings window, click the [Search loans] button in the [Search Settings] module, [System Configuration] block, on the [Administration] tab.

The transferred fields in the [Selected] block will be displayed for the selected role in the loans search filter (the [Search by loans] functionality, in the [Search filter] module, the [Search] block, the [Main] tab). Given a customized search view in a project or project group. If the [Selected] block does not contain fields, filtering of Loan search results using these fields will not be available.

2.4.1.1.2.12 Search result fields

The **[Search result fields]** tab customizes the display of data from the search fields in the loan search results form for the selected role.

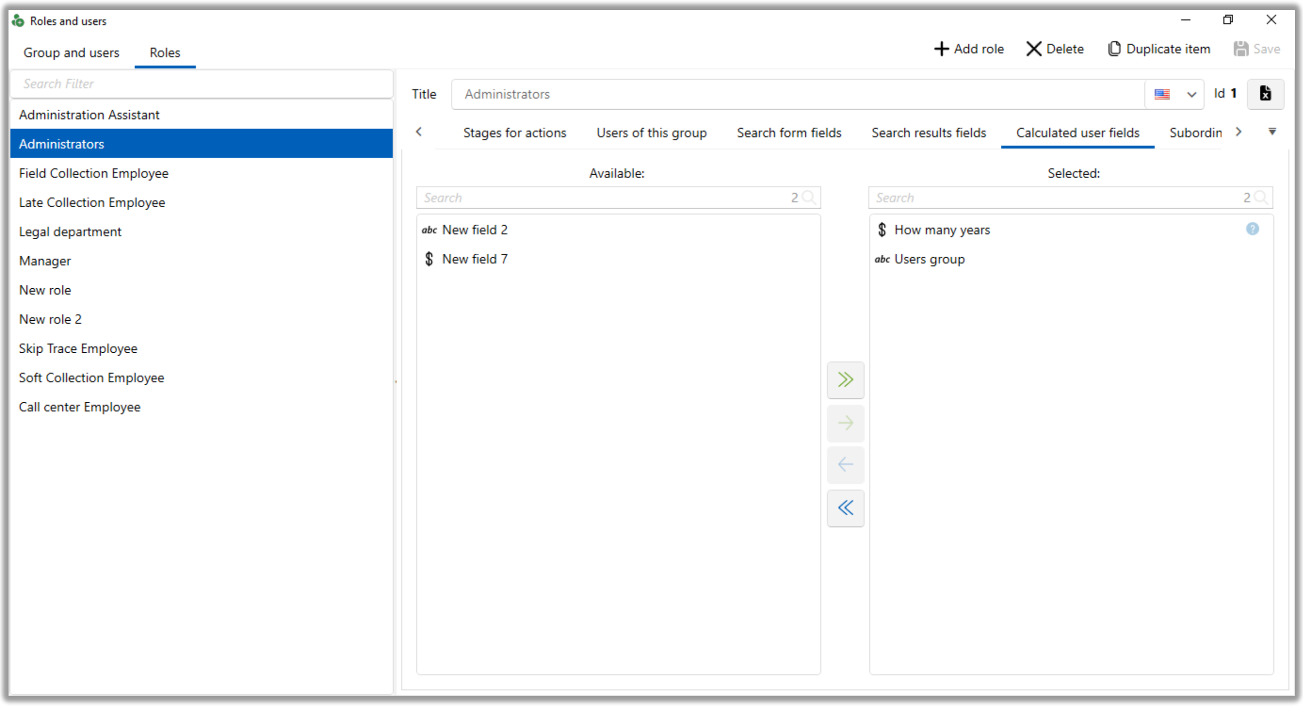


The [Available] block contains all Loan search fields that were added in the Loan search settings window, to open which you should click the [Search loans] button in the [Search Settings] module, [System Configuration] block, [Administration] tab.

The fields moved to the [Selected] block are displayed in the results of the loans search (menu [Main] —> [Search filter] —> [Search by loans]) taking into account the setting of the search type in projects or project group. The order of displaying fields in the search results is defined in the menu [Administration] —> [Search settings] —> [Search loans] —> [Enable field sorting]. Please note that only those fields will be displayed in the search results that were also displayed in the project settings on the [Search View] tab (for more details see section 2.4.2.3.1). If there are no fields in the [Selected] block, all fields that have been assigned to projects or project groups (depending on inheritance) will be available for the user to view in the search results by default.

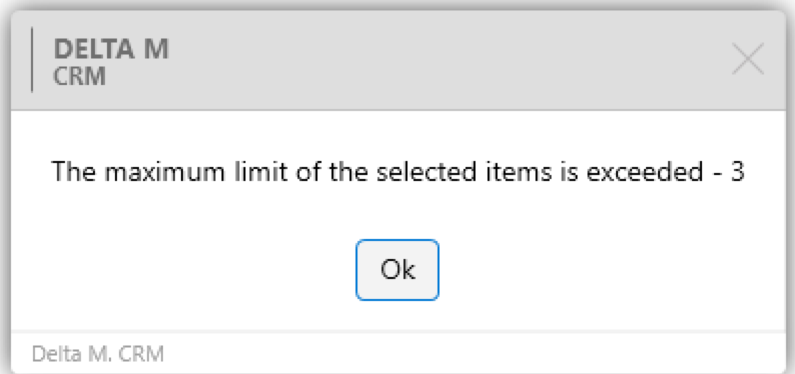
2.4.1.1.2.13 Calculated user fields

On the [Calculated user fields] tab you can customize the displayed calculation fields (more details on customizing calculation fields in section 2.8.2.4), the information from which will be displayed in the [Work Status] block, [Main] tab.



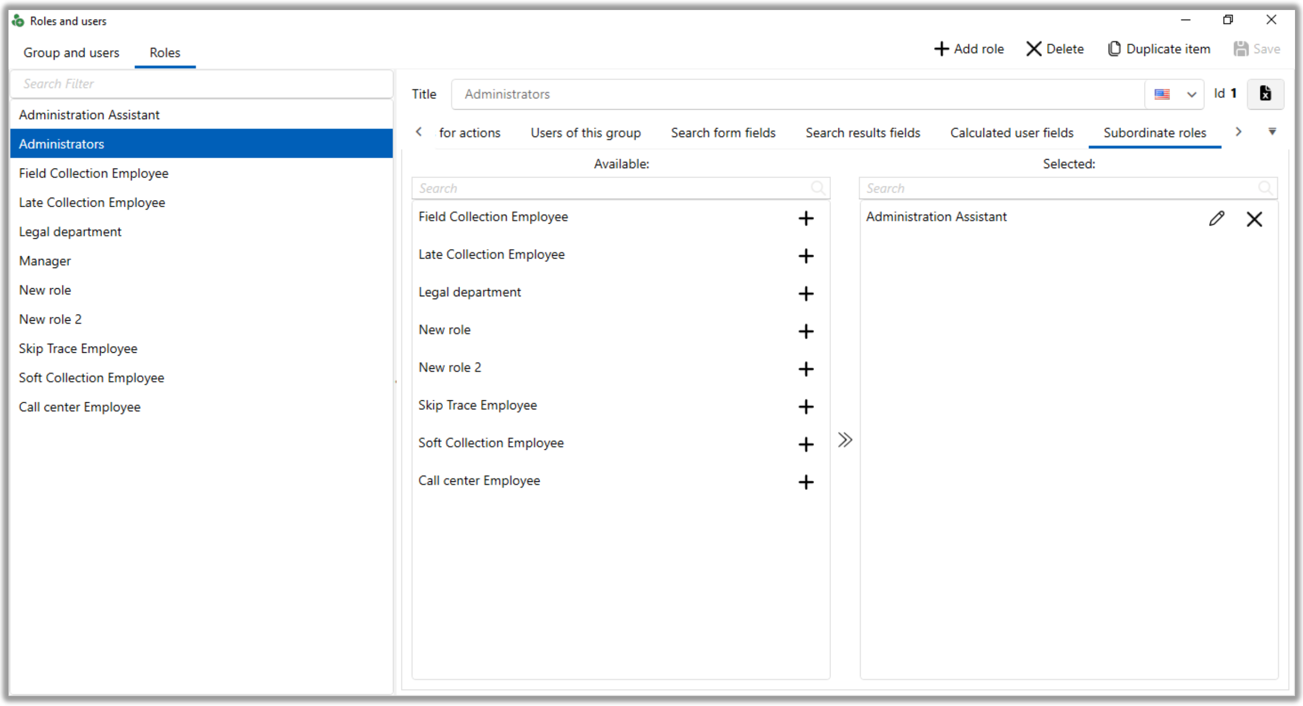
The [Available] block displays all created and enabled calculation fields with the selected source [Users]. The fields transferred to the [Selected] block will be displayed in the [Job Status] block, [Main] tab, for the selected role.

The maximum number of displayed calculated user fields is 3, if you try to add more fields to the [Selected] block, a warning will be displayed to the user.



2.4.1.1.2.14 Subordinate roles

The **[Subordinate roles]** tab customizes the list of subordinate roles within a group for a role.



In a block [Available] all created in the system roles which are not subordinate to anybody are displayed, for adding such role in subordination it is necessary to press the button [+].

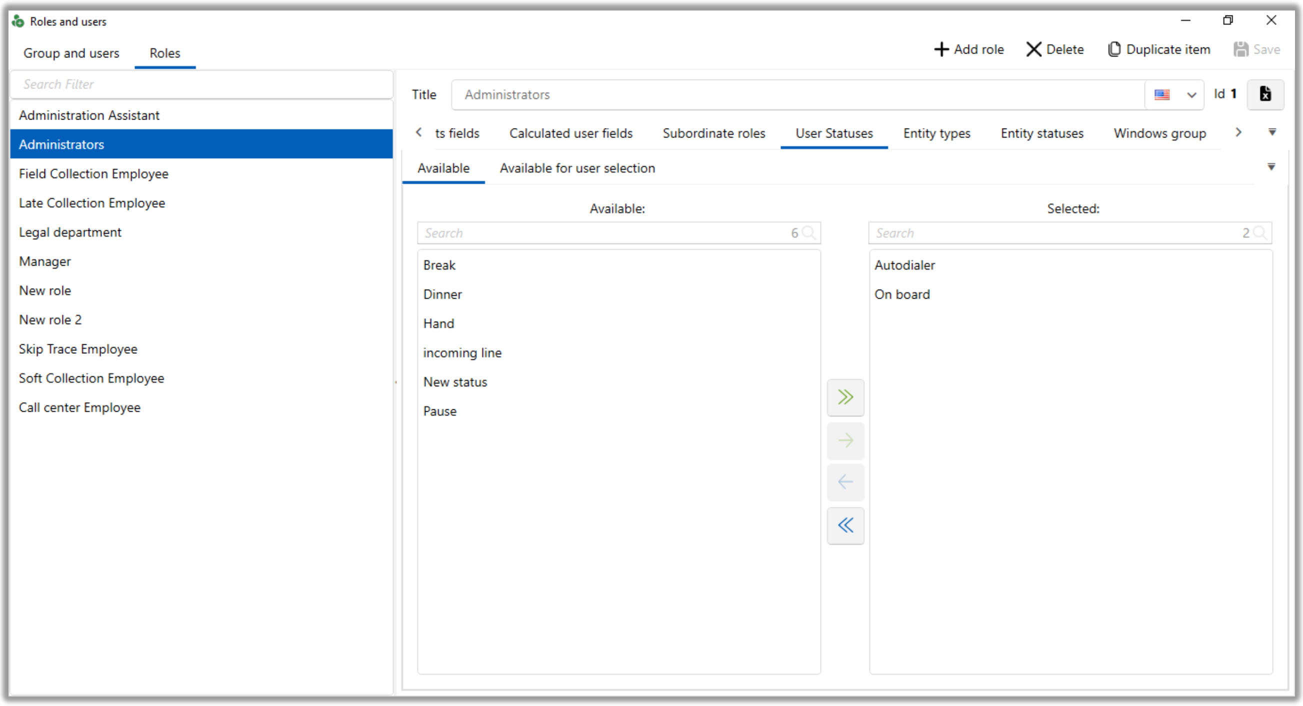
In the [Selected] block there are displayed the roles that are subordinate to the selected role, by pressing the [Edit] button you will go to the settings of this role, to remove the role from the subordination you should press the [X] button on the right side of the role. All roles that are subordinate to the selected role will also be subordinate to the selected role.

For example: if role [A] is subordinate to role [B], and role [B] is subordinate to role [C], then role [A] is subordinate to role [C]. By this principle, all users in the system with roles [A] and [B] are subordinate to all users with role [C].

IMPORTANT: one role cannot be subordinate to several other roles at the same time, but one role can have several subordinate roles at the same time.

2.4.1.1.2.15 User statuses

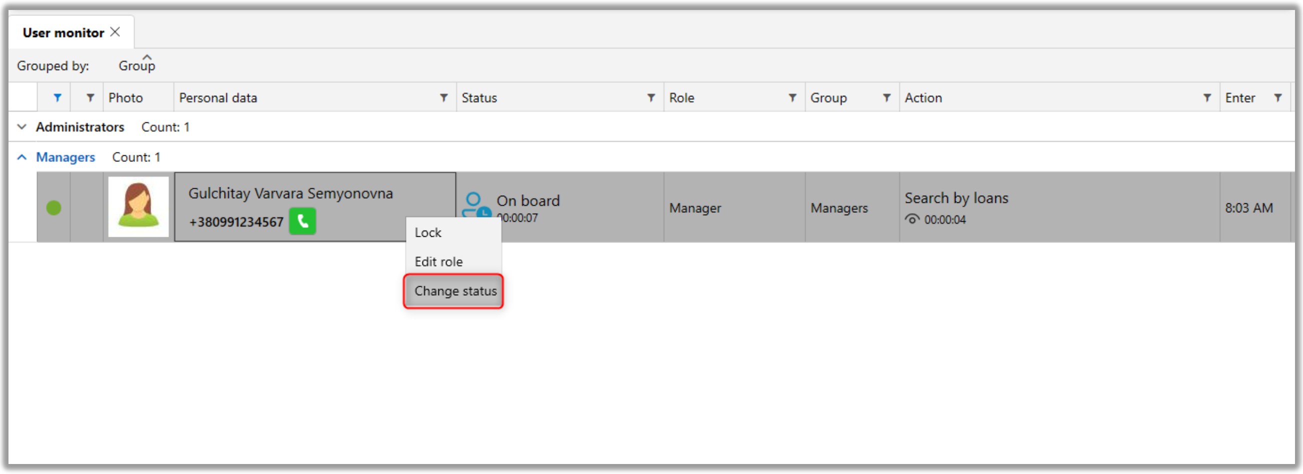
The **[User Statuses]** tab is used to customize the set of available user statuses for a role (see Section 2.4.1.5 for details on creating and customizing statuses).



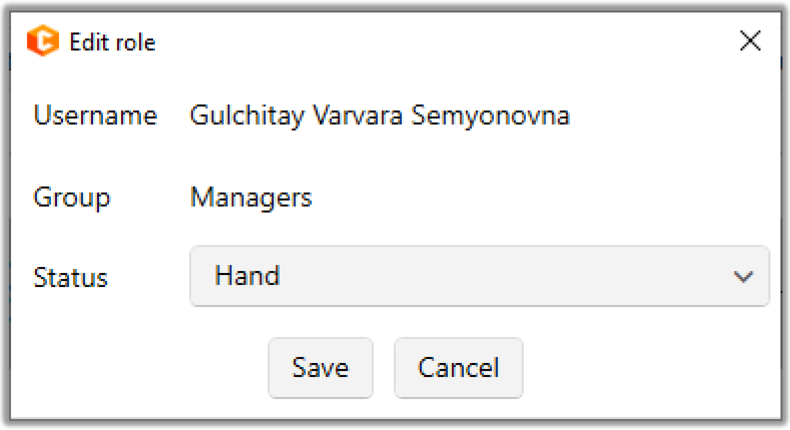
The tab has two sections: [Available] and [Available for user selection].

To define a set of available user statuses for a role, select the necessary field from the [Available] block (for which the [Hide Status] checkbox is not checked) and transfer it to the [Selected] block, after which they will become available for setting through the [User Monitor] module. To set such a status you should click on the user of this role and click [Change status] in the context menu.

The [Selected] block contains the statuses that a user with the "A" role cannot set for himself. However, a user with role "B" (subordinate to role "A") can set for a user with role "A" one of the statuses from the [Available] section through the user monitor. The user of role "A", being in the status set by the user with role "B" through the user monitor, can change it to one of the statuses, which for his role are on the tab [Available for user selection].

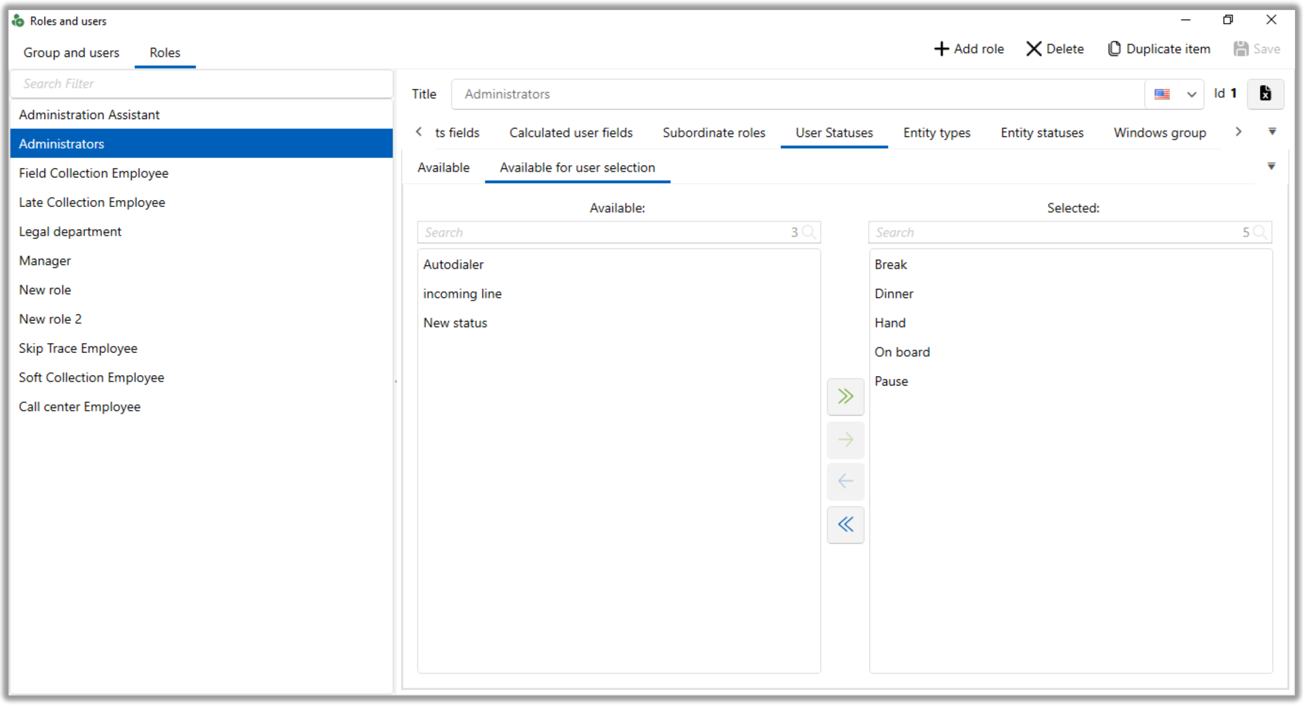


After that a window opens with an opportunity to change the user status to one of the selected ones. After selecting the status, click the [Save] button.



The [Available for user selection] section customizes the statuses that will be available for selection by users of this role in the [Job Status] block of the [Main] tab.

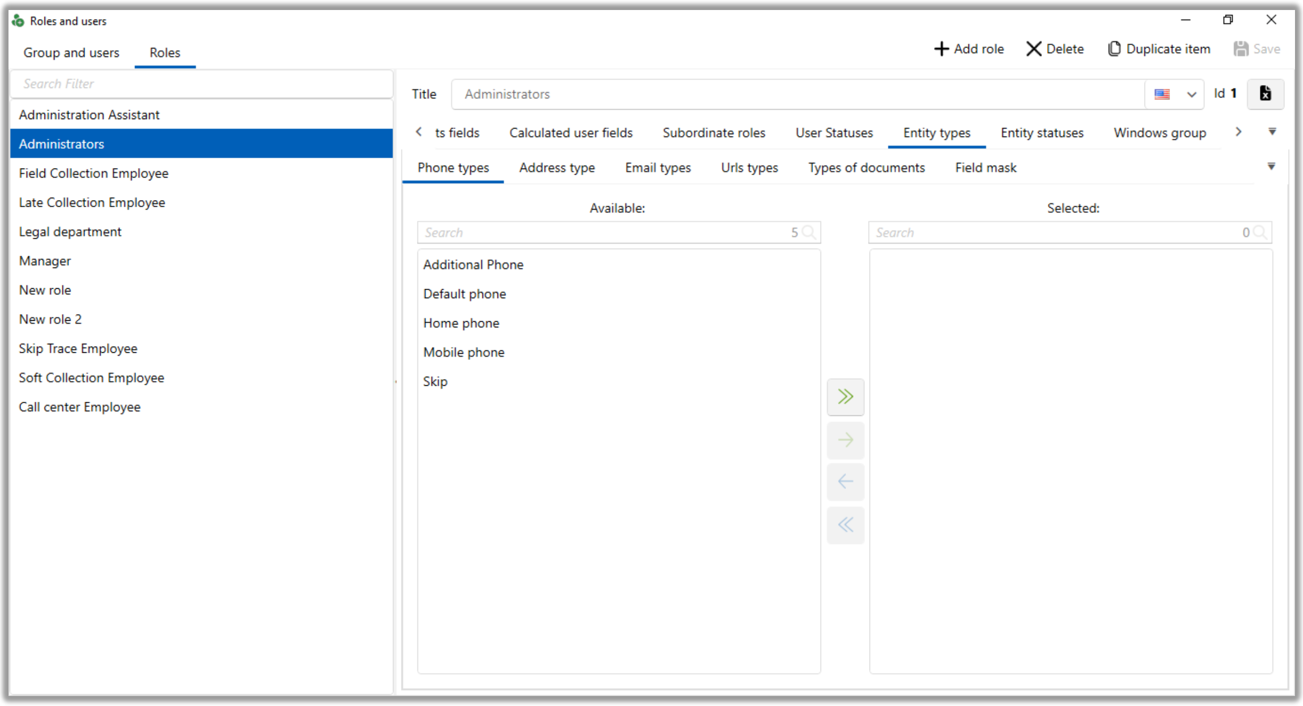
To define a set of available statuses for the user of this role, select a field from the [Available] block (for which the [Hide Status] checkbox is not checked) and transfer it to the [Selected] block.



For one role, you can add the same status to the [Available for user selection] set and to [Available]. If no status is selected, all statuses will be available.

2.4.1.1.2.16 Entity types

The **[Entity types]** tab customizes the entity types that will be available to users of this role. If there are no items in the [Selected] block, all types for this entity will be available to users of this role.



In the [Phone Types] section you select the phone types that will be available for selection by the user of this role (setting phone types is described in more detail in section 2.9.1.1.9.1). To set a set of available phone types for a role, select an item from the [Available] block and transfer it to the [Selected] block.

The [Address Type] section selects the types of addresses that will be available for selection by the user of this role (the setting of address types is described in more detail in section 2.9.1.1.10.1). To set a set of available address types for a role it is necessary to select an item from the [Available] block and transfer it to the [Selected] block.

In the [E-mail types] section select e-mail types that will be available for selection by the user of this role (setting e-mail types is described in more detail in section 2.9.1.1.7.1). To set a set of available e-mail types for a role it is necessary to select an item from the [Available] block and transfer it to the [Selected] block.

In the [Urls Types] section you select the types of web links that will be available for selection by the user of this role (setting the web link types is discussed in more detail in section 2.9.1.1.8.1). To set a set of available URL types for a role, select an item from the [Available] block and move it to the [Selected] block.

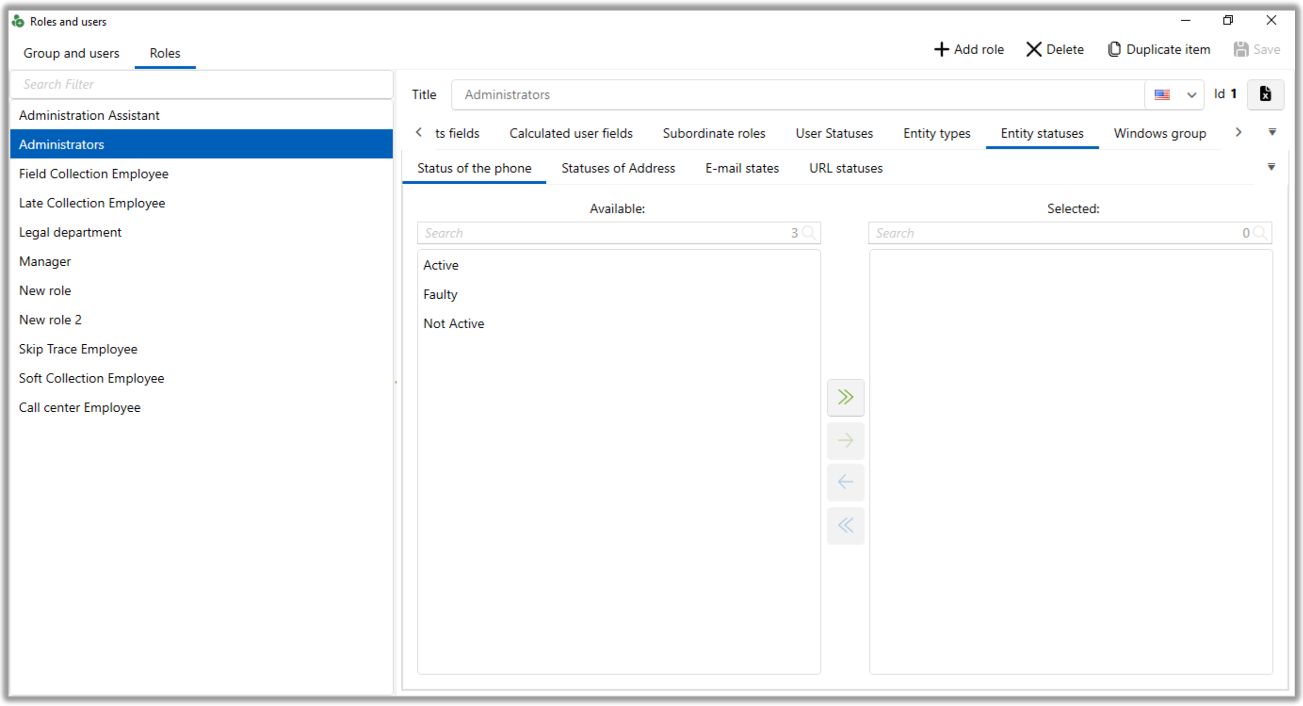
The [Types of documents] section selects the document types that will be available for viewing and adding in the special [Documents] insert, when working with entity cards, tasks and workflows.

[View] — access only to view selected document types in the special insert [Documents] in the entity cards or when searching for documents.

[Edit] — possibility to edit documents of the selected type, transfer other documents to this type, add documents with this type in the special insert [Documents] or in the document card of this type.

2.4.1.1.2.17 Entity statuses

The [Entity statuses] tab customizes the entity statuses available for selection by users of this role. If there are no migrated statuses in the [Selected] block, all statuses will be available to users.



In the [Status of the phone] section select phone statuses that will be available for selection by the user of this role (setting phone statuses is described in more detail in section 2.5.1.1.10.2). To set a set of available phone statuses for a role, select an item from the [Available] block and move it to the [Selected] block.

In the [Statuses of address] section select the address statuses that will be available for selection by the user of this role (setting of address statuses is described in more detail in section 2.5.1.1.11.2). To set a set of available address statuses for a role it is necessary to select an item from the [Available] block and transfer it to the [Selected] block.

In section [E-mail states] select e-mail statuses that will be available for selection by the user of this role (setting of e-mail statuses is considered in detail in section 2.5.1.1.8.2). To set a set of available e-mail statuses for a role it is necessary to select an item from the [Available] block and transfer it to the [Selected] block.

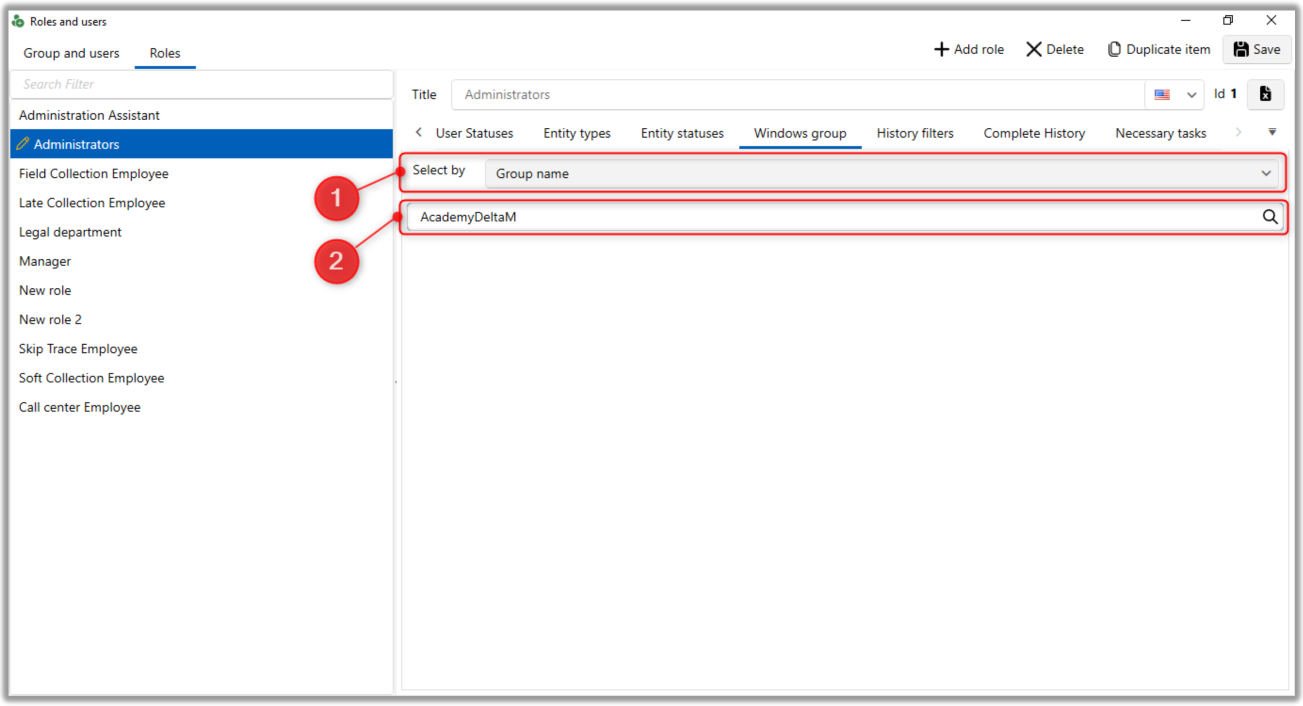
In the [URL Statuses] section, you select the web link statuses that will be available for selection by the user of this role (the setting of web link statuses is discussed in more detail in section 2.5.1.1.9.2). To set a set of available URL statuses for a role, select an item from the [Available] block and move it to the [Selected] block.

In the [Document Types] section you select the statuses of documents that will be available for viewing and adding in the special insert [Documents], when working with entity cards, tasks and workflows.

2.4.1.1.2.18 Windows group

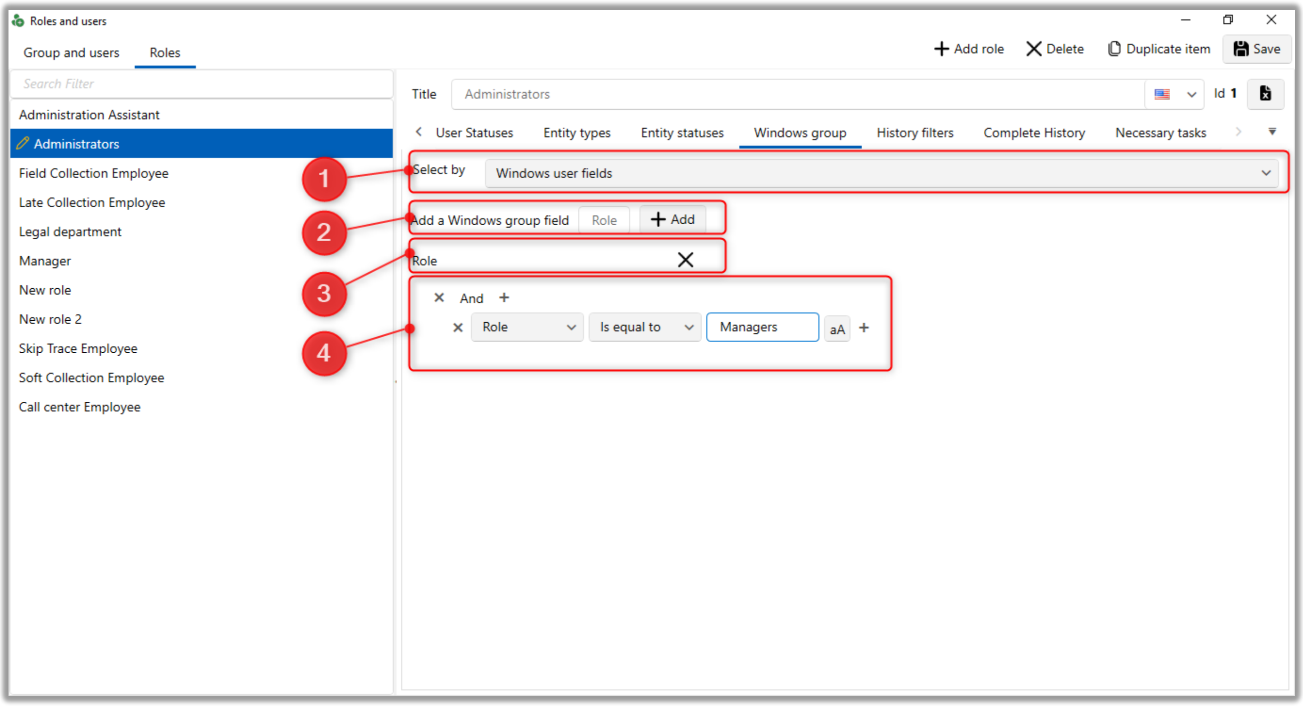
The [Windows Group] tab selects the Windows group for the role that will be automatically assigned to a new user when he or she logs on for the first time. It is also possible to set a condition to define a Windows group based on the user's Windows fields. These conditions can include matching the user's Windows fields and selecting the group itself to assign to the user. Thus, you can configure the automatic assignment of a given group to newly created users when they log on for the first time from different Windows groups according to the specified conditions. Two selection modes are available: [Group Name], [User Fields].

When the [Group Name] selection type is set, the following settings become available:



1. [Select by] — selects the type of group Windows definition for this role.
2. Selects the Windows group name when the [Select By] selection type is selected. It is also possible to search and select a Windows group for a system in which the authorization type [Active Directory] is selected in the administration panel (WPF Server).

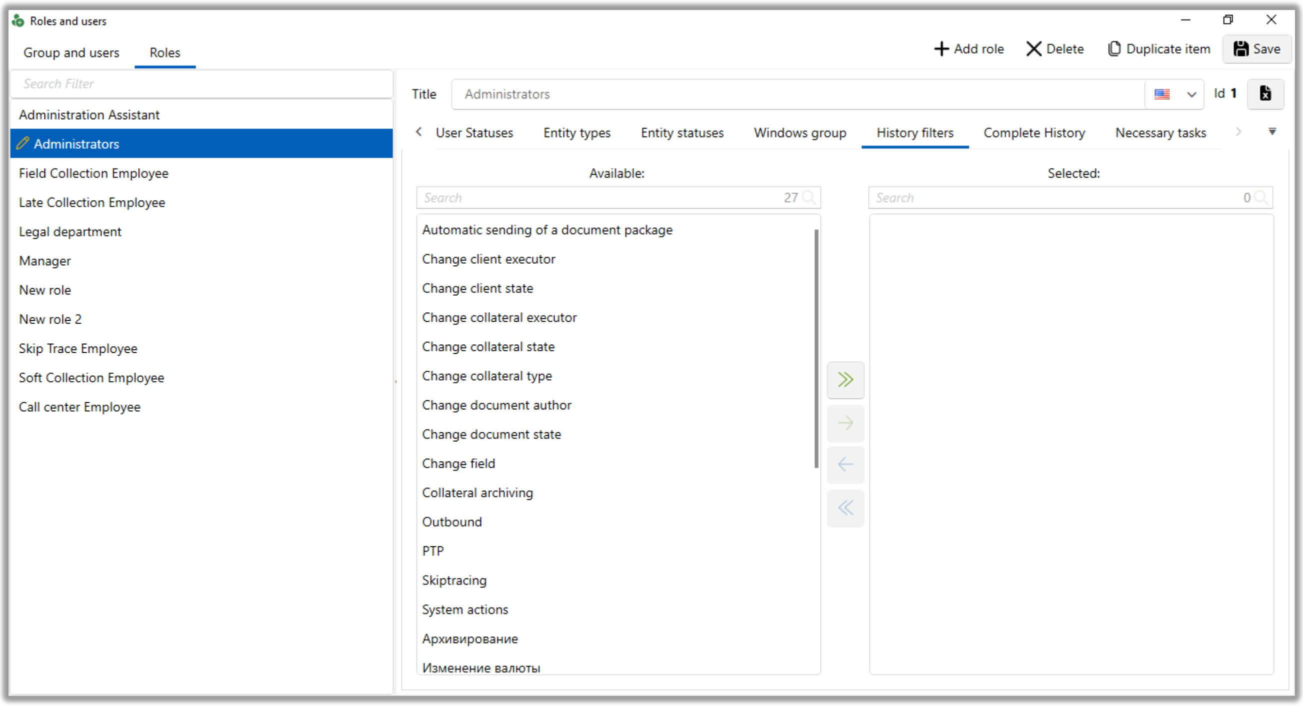
When the selection type is set to [Windows User Fields], the following settings become available:



1. [Select by] — specifying the type of selection.
2. [Add a Windows group field] — enter the name of the Windows field, then click [+Add].
3. Block with added Windows fields of the group. Unneeded fields are deleted by pressing [X].
4. Condition block, where the selection of the Windows group is customized using the logical operators [AND] and [OR], as well as comparison operators.

2.4.1.1.2.19 History filters

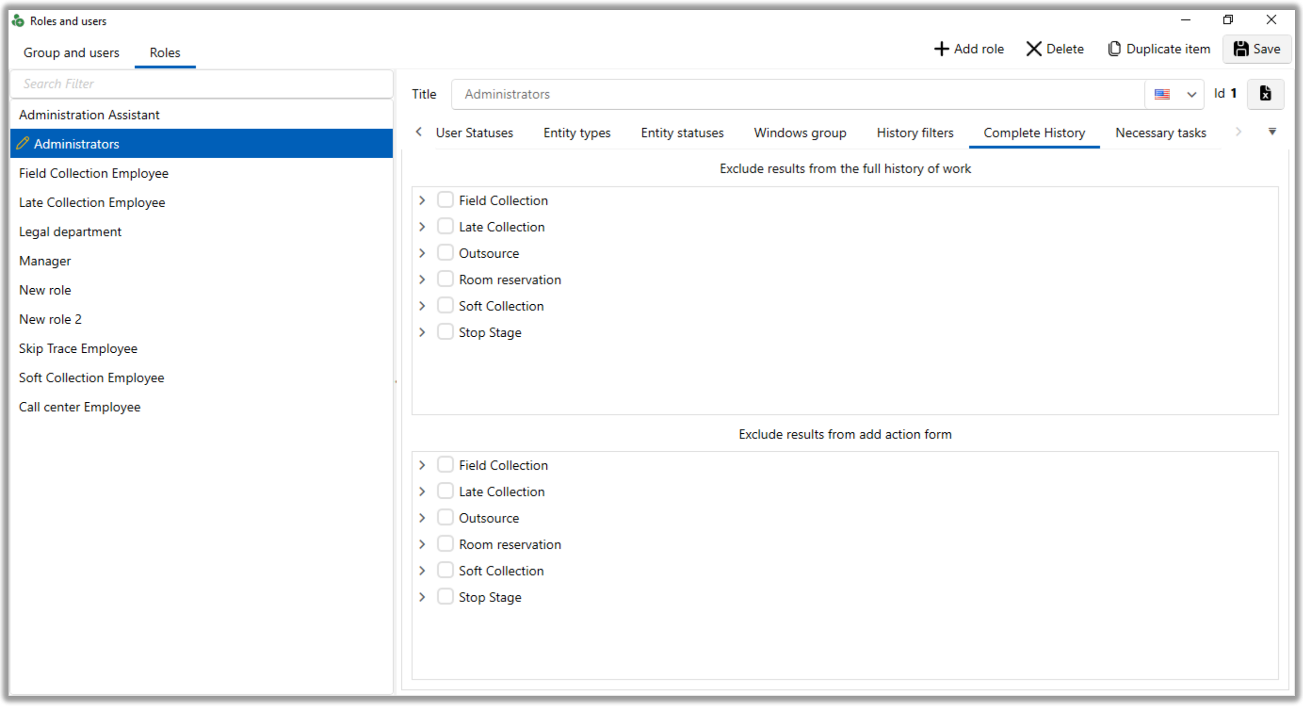
The [History filters] tab configures access to filters when working with a special [Complete History] insert in a client or loan card, for users of this role. If no filter has been selected, then all existing filters will be available by default.



The [Available] block displays all existing filters of the complete work history, and the [Selected] block displays the filters set for the selected role. If one or more actions have been migrated, then the user with this role will be able to view only information on the selected actions in the corresponding entities on the tab with the special insert [Work History] (filters of these actions will be available for selection).

2.4.1.1.2.20 Complete History

On the **[Complete History]** tab, checkboxes are used to mark the types of actions and their results that will not be displayed in the full work history and the form of adding an action. The tab is divided into two blocks:



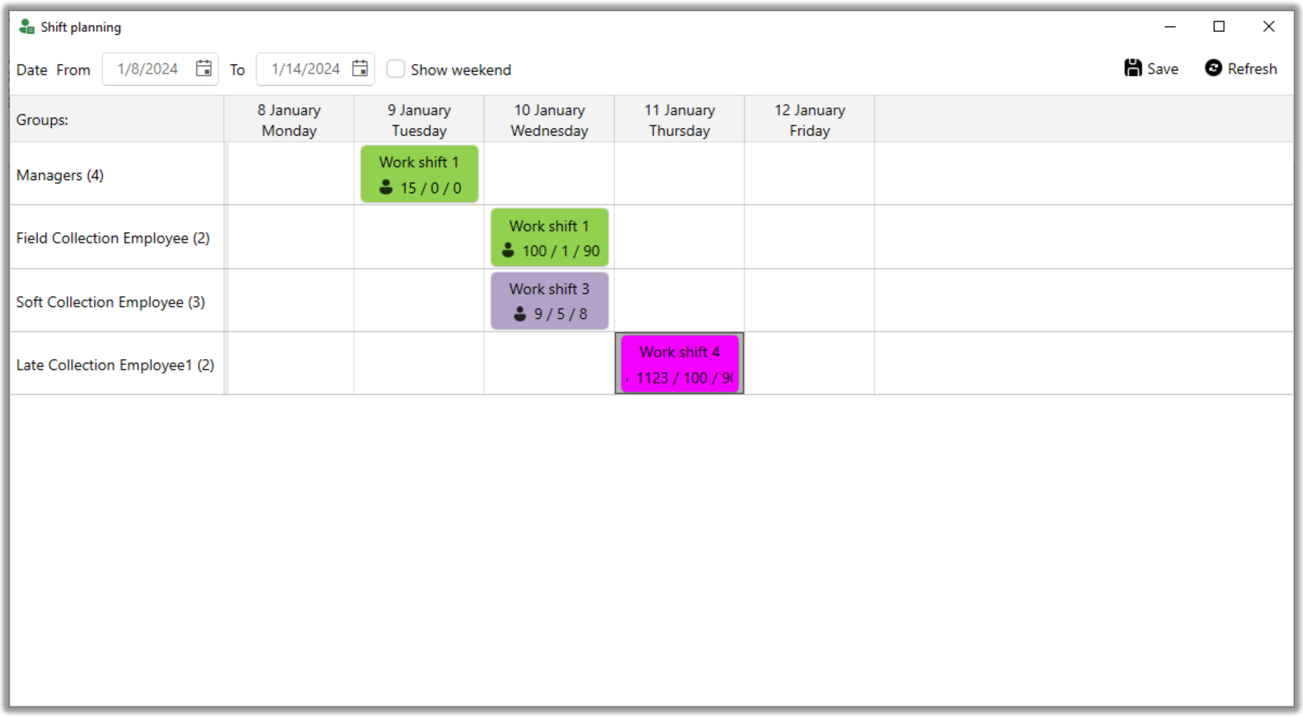
- [Exclude results from the full history of work] — marked action results will not be displayed in the full work history (special [Complete History] insert added in the entity card view settings).
- [Exclude results from add action form] — marked action results will be unavailable for selection when adding an action in the entity card or through the context menu in the search results (the [Add action] button).

When editing role settings, users who are on the network will see a corresponding message to change their permissions.

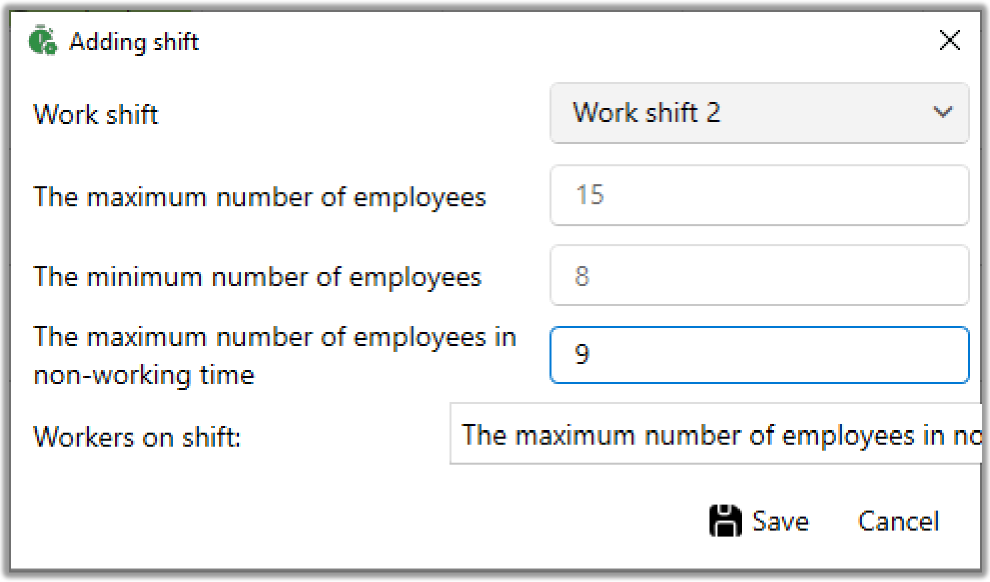
2.4.1.2 Shift planning

This module allows you to schedule shifts for groups of users (it is not possible to schedule a shift for each user separately), with the ability to set up several different shifts for the same group within the same day. Access to shift scheduling is available only to users who have the [Shift planning] checkbox checked in the role settings on the [General Information] tab, in the [User management] section: [Own Groups] or [All Groups].

In order to schedule a shift, it is necessary to call the context menu in the [Shift planning] window by right-clicking on the block with the required date and selecting [Add].



Fields to be filled in when planning:

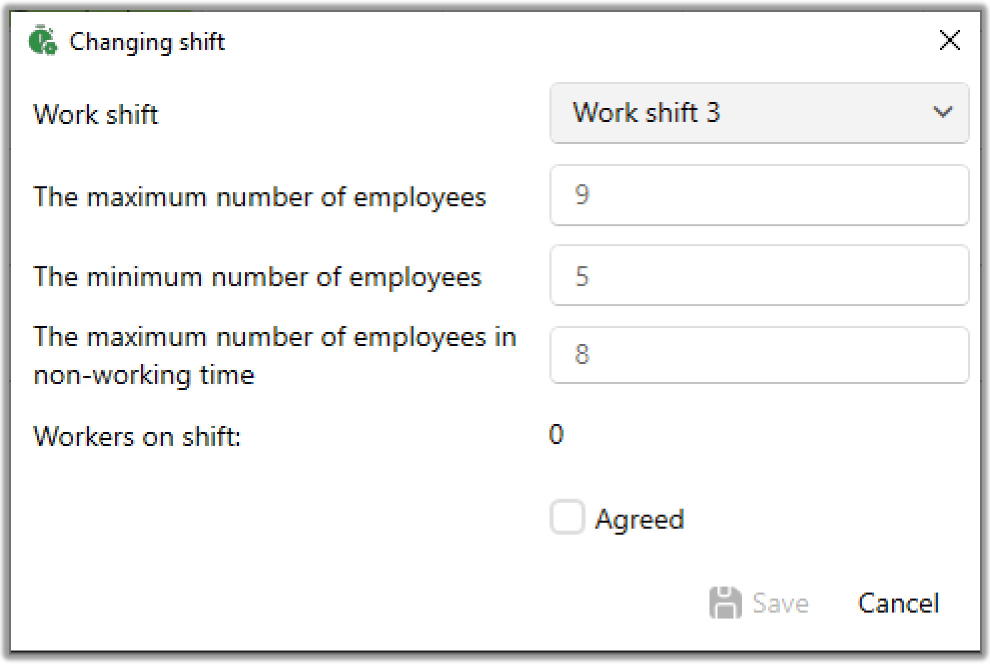


- [Work shifts] — the list contains available work shifts (previously configured in the [Work shifts] menu), which have not yet been scheduled for this user group for the current date.
- [The maximum number of employees] — field with integer data type. The setting defines the maximum number of employees within this group that can be assigned to this shift in the schedule.
- [The minimum number of employees] — field with integer data type. The setting defines the minimum number of employees within this group to which this shift should be set in the schedule.

Note: If the number of employees who have a shift set (displayed in [Employees on Shift]) is less than the minimum number of employees, then the shift cannot be matched and a notification will be displayed to the user.

- [The maximum number of employees in non-working time] — field with data type [integer]. It defines how many employees (who have this shift set) can simultaneously not be in the [In Work] status.
- [Workers on shift] — field whose value is set automatically depending on how many employees of the given group have the given shift set in the Schedule for the set date.
- [Agreed] — set manually. This setting cannot be set until this shift is set in the Schedule for the number of users of the selected group that is equal to or greater than the value set in [Minimum number of employees], but not greater than in [Maximum number of employees]..

In order to coordinate a shift, it is necessary to call the context menu in the [Shift Planning] window by right-clicking on the required shift and selecting the [Edit] item. In the window that opens, check the [Agreed] checkbox.



NOTE: If the [Agreed] setting is set, then this shift is hidden from the list of shifts available for setting in [Schedule]. Even if the number of employees to which the shift is set is less than the [Maximum number of employees] setting. It is also not possible to delete an agreed shift in shift scheduling or change the number of employees.

If you put the mouse cursor over the name of a shift, a tooltip appears with the following parameters: name, working time, matching sign, number of employees on the shift.

If you put the mouse cursor over the bottom line with the "little man" icon, a tooltip appears with the following parameters set in the work settings: maximum number of employees, minimum number of employees, maximum number of employees in non-working time.

You cannot schedule the same shift for the same group on the same date more than once.

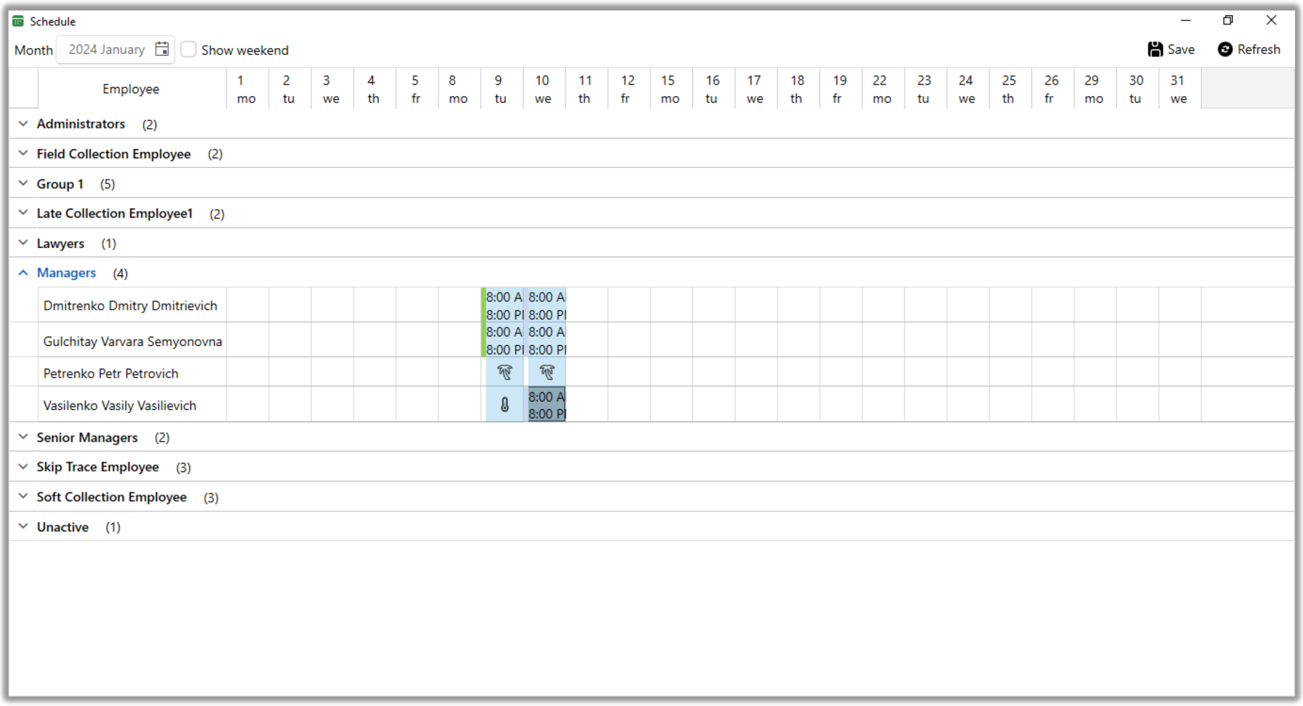
You cannot set two shifts for the same user on the same date whose working hours overlap.

If the end time of the previous shift and the start time of the next shift coincide, such shifts are allowed to be set up for the same user on the same date (it is not considered that the times of such shifts overlap).

There can be several shifts, and using the context menu it is possible to add (if not all shifts that are configured in the work shifts are added), modify, copy or delete configured shifts within one day for a group of users.

2.4.1.3 Schedule

The [Schedule] module allows you to create shift schedules for system users for any period, limit the number of employees on a shift during working and non-working hours. This wizard allows you to set targets for working hours, which are used in the [Working Time] block.

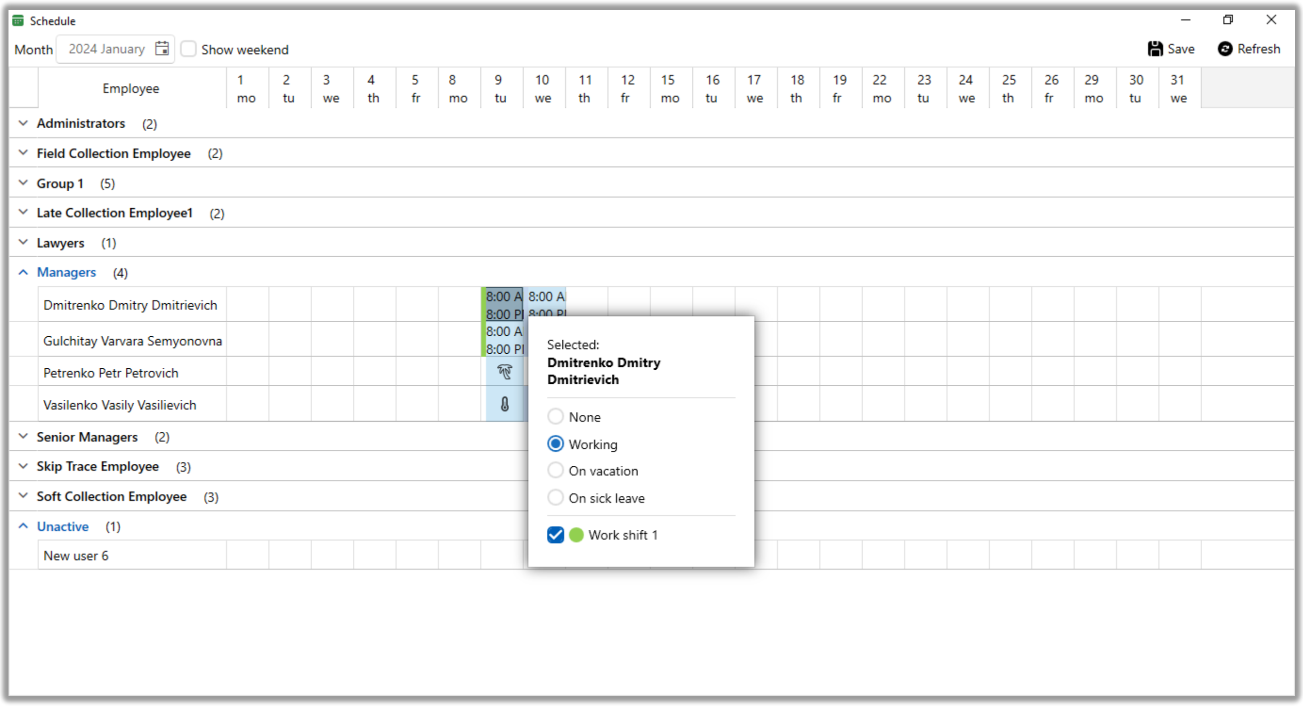


Only those users can assign shifts in the Timetable, whose role settings have the [Assign shifts in Timetable] setting ([Own groups], [All groups]). To set the work schedule for a user, right-click on the corresponding day and use the context menu to set the user's status for that day: [On vacation], [Working], [Sick] or [None]. If a user group has a configured work shift for the selected day in the [Shift planning] functionality (see section 2.4.1.2 for details), this shift will become available for selection.

Multiple shifts can be set to one user, but they must not overlap in time. If one shift ends at the same time as the next shift starts, they can be assigned to one user. Shifts can only be assigned if the maximum number of employees has not been reached.

If a shift has been agreed upon, it can no longer be assigned to employees, even if the maximum number of users has not been reached (the shift is hidden from the list of available shifts). When selecting a shift, the start and end times of the shift are set automatically.

In addition to the configured shifts, it is also possible for the user to set the working hours manually (without a shift), as well as to set sick leave or vacation.



Employees, whose status [Working] is not fixed for the current day, will not be able to log in to the system, if the checkbox [Work according to schedule] is set in the settings of their role.

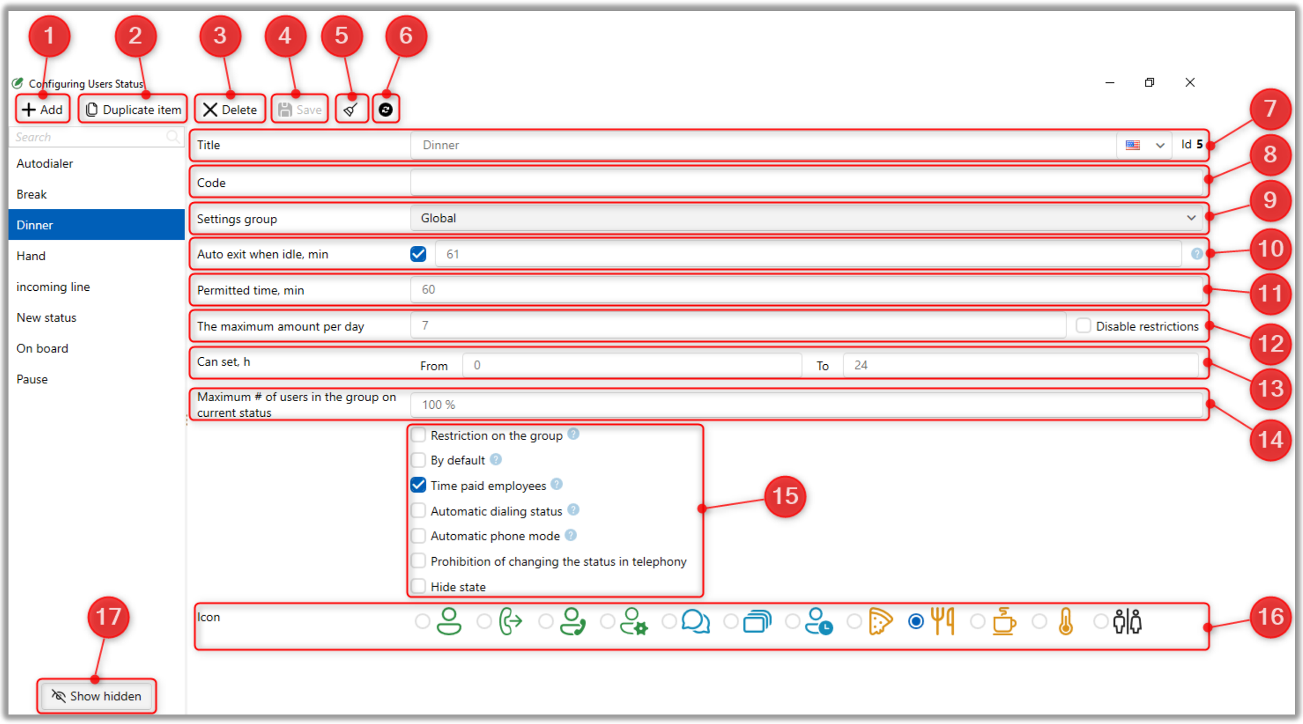
In case of an employee's unplanned exit on his/her day off (according to the schedule), it is necessary to change the work schedule for this user, with the help of the administrator of his/her group.

2.4.1.4 Statuses

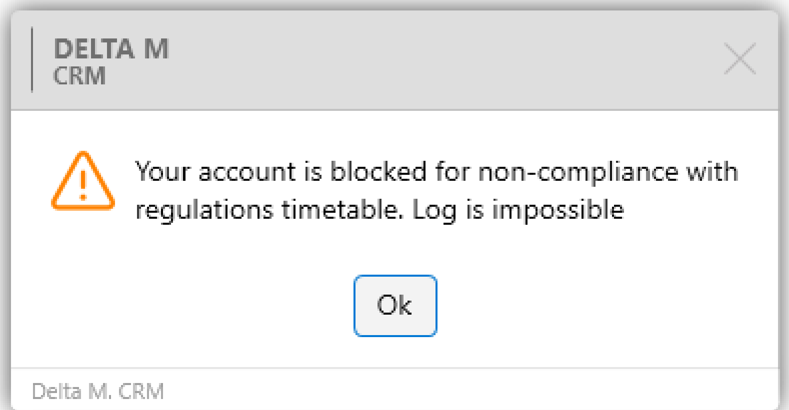
The [Configure users status] functionality is used to create possible user statuses for the system. In it you can add, delete and modify existing user statuses.

Access to customization of user statuses is available only to those users who have the [Edit user statuses] setting in the role setting on the [General Information] tab, in the [User management is set] section.

[Global] — this type of status will be available to all users of the system, regardless of their work shift (taking into account the role settings).

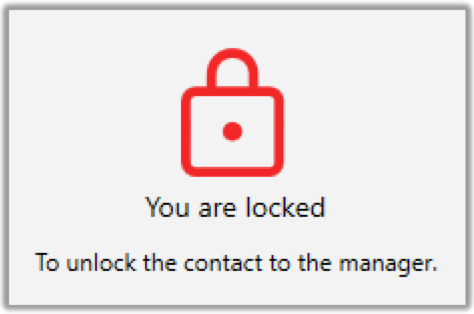


1. [Add] — creation of new status of users.
2. [Duplicate item] — duplicate the selected status.
3. [Delete] — delete the selected status.
4. [Save] — saves the settings you have made.
5. [Clear selection] — deselect the selected item.
6. [Refresh data] — update data in the window of user status settings.
7. [Title] — enter the name of the status.
8. [Code] — specify the code for the selected status.
9. [Settings group] — select the type of status settings.
10. [Auto exit when idle, min] — sets the value in minutes, after which the user is automatically disconnected from the system.



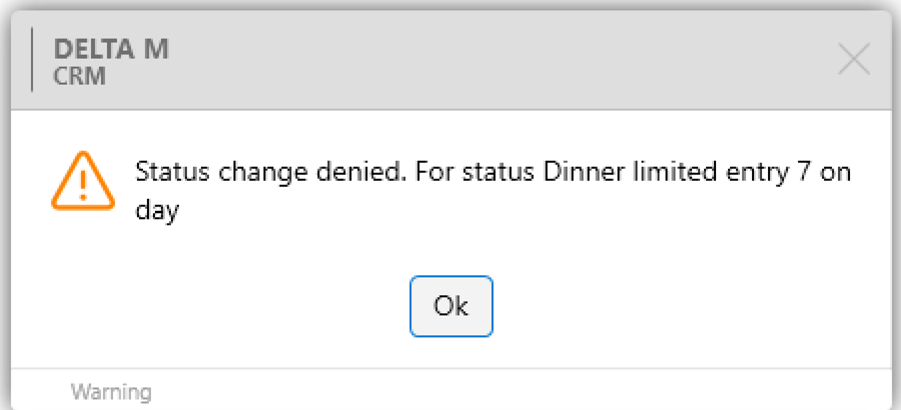
This function works only for users who have the [Auto Logout] checkbox set in the role settings.

11. [Allowed time, min] — setting of time (in minutes), which the user can stay in this status. The maximum allowed value for input is 65535. After switching to the preset status on the [Main] tab in the [Operation status] block, the user will see a timer with countdown of the allowed time. If the user does not change the status before the time expires, the system will block the current user, accompanied by an appropriate notification. The blocked user can be unblocked via [User Monitor].



Please note that if the user has the [Never block] checkbox set in the role settings (tab [Administration], section [Program Functions]), the user will not be blocked. In this case, the system simply counts down the time during which the user is in this status.

12. [Maximum number per day] — set a limit on the number of switches by users to this status per day. If the user has exceeded the set limit, a corresponding warning will be displayed to the user when switching to this status, and the switch will not be made.



If the [Disable Limit] checkbox is selected, the limits on the number of switches for this status will be removed. When enabled, the [Maximum number per day] setting is locked. This means that the number of switches to this status is not limited.

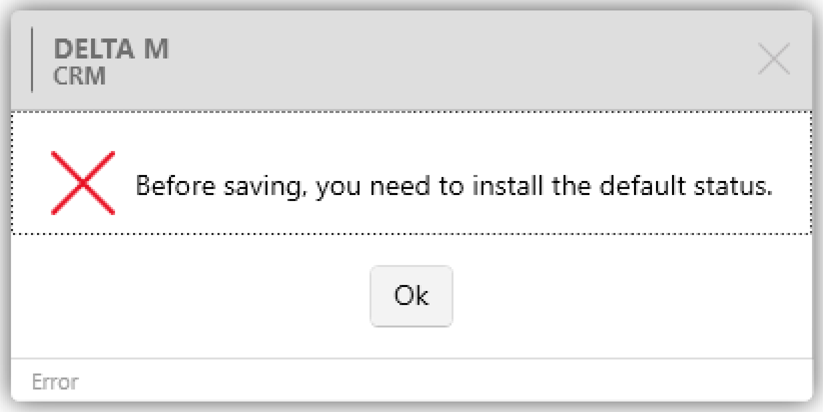
In the [Operating Status] section of the [Main] menu, an infinity symbol is displayed to indicate that there is no limit to the number of transitions to this status.

13. [Can be set, h] — set the schedule by day ([from] and [to]), when the user can be in this status. If the user tries to switch to this status at an inappropriate time, a corresponding notification will be displayed to the user, indicating the allowed time for entry.

14. [Maximum number of users in the group in this status] — specify what percentage of online users can be in this status. If you try to switch to a status for which the set limit is exceeded, a corresponding notification will be displayed, where the number of users in this status will be specified.

15. Set additional status settings using checkboxes:

- [Group Limit] — the limit on the number of users in this status, set in [Maximum number of users in a group on this status], which will be applied to groups of users, not to online users. This option is not available if the [By default] checkbox has been selected.
- [By default] — when the user logs in, this status will be selected automatically. There can be only one default status. The default status must be selected in the system, otherwise a warning message will be displayed to the user. When this setting is set, [Allowed time, min], [Maximum number per day], [Can be set,h], [Maximum number of users in a group on this status], [Group limit] and [Hide status] are blocked. That is, all the settings mentioned above are not applicable when [Select Default] is set. This option can only be set if the [Operate] setting is also activated.



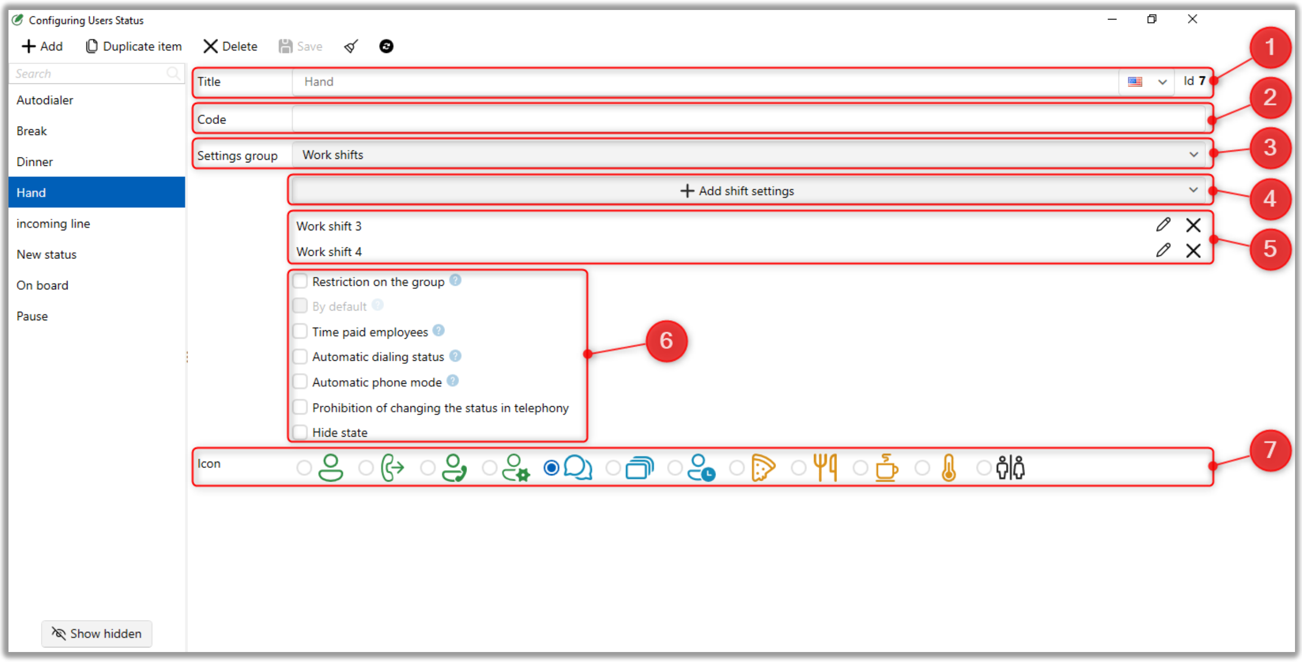
- [Time paid to employee] — time spent in this status is paid (used in working time statistics).
- [Auto dialing status] — the parameter, when the user is in auto dialing (using this parameter for the status is available only when integrated with telephony).
- [Automatic dialing mode] — the user with this status becomes in the mode of automatic reception of calls, without the possibility of resetting calls and changing the status. Use of this status is available only when integrated with telephony.
- [Prohibit status change in telephony] — the use of this status is available only in case of integration with telephony. When the system statuses are synchronized with the softphone and [Prohibit status change in telephony] is enabled, it is not possible to manually change the status on the softphone. Status change on the softphone will be blocked.
- [Hide Status] — the selected status will be hidden and unavailable for selection. The user will also not be able to set this status if this setting is set — the status will not be visible in the list of available statuses. When the [Hide Status] setting is active, the [By Default] setting is also blocked.

16. [Icon] — select the icon that will be displayed for this status in the [Robot Status] block.

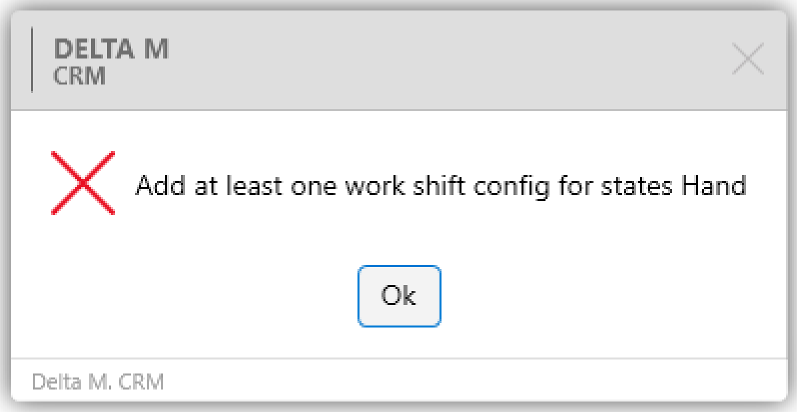
17. [Show hidden] — enable displaying of hidden statuses (statuses with the checkbox [Hide status] checked). The selected icon will be displayed when this status is set in the [Main] menu, section [Work Status].

[Work shifts] — setting of statuses for a specific work shift (only for those users who have [Work by schedule] set in their role).

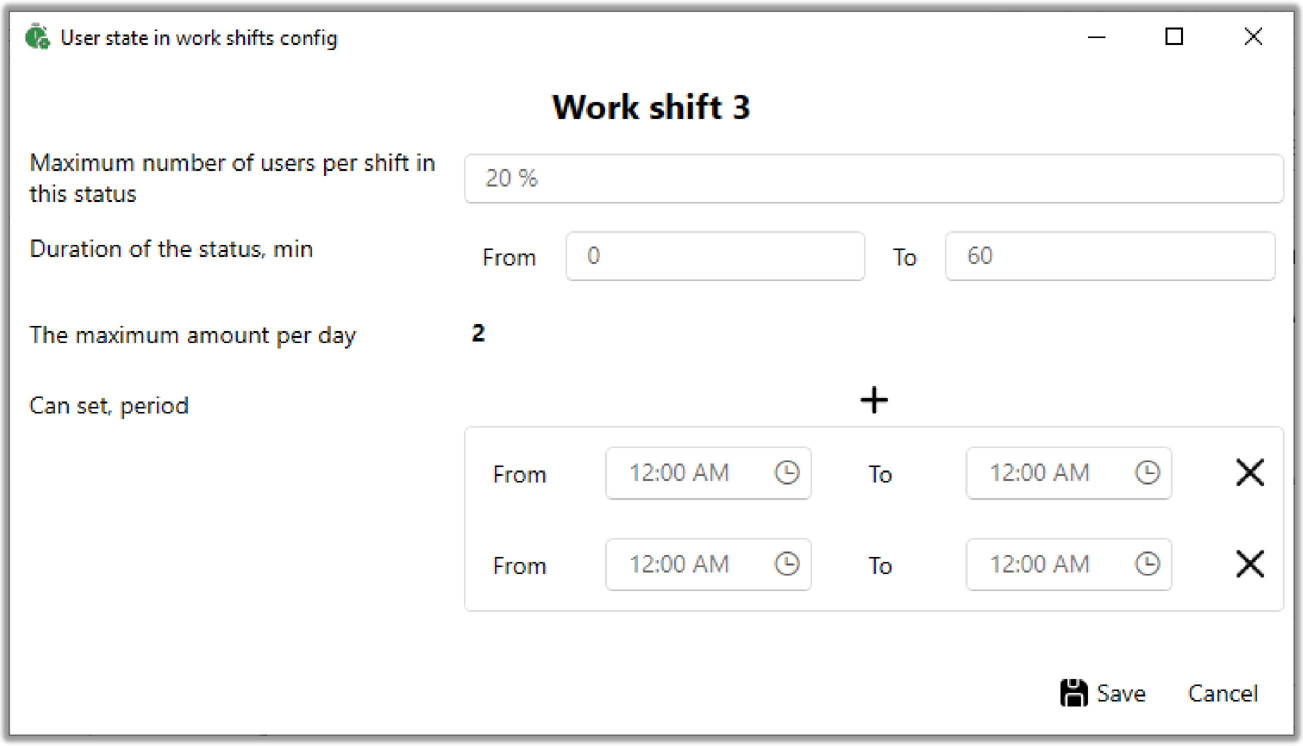
The following settings are available for the status with the selected [Shifts] type:



1. [Name] — enter a name for the status.
2. [Code] — enter the code for the item.
3. [Settings group] — select the type of status.
4. [Add Shift Settings] — selection of the configured work shifts in which users will be able to select this status. It is not possible to save a status with the selected [Shifts] settings group if there are no selected shifts for it, and a warning message will be displayed to the user.

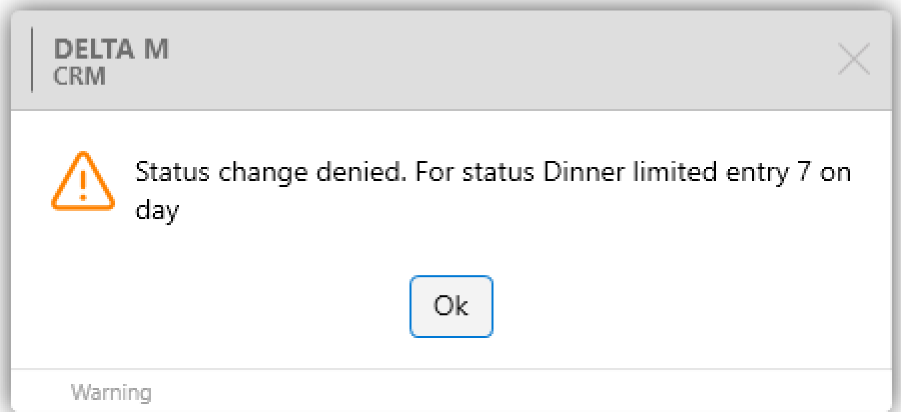


5. List of added shifts for this status. By clicking on the [Edit] button, the user will be presented with a window for customizing the selected work shift, where the following parameters are available:

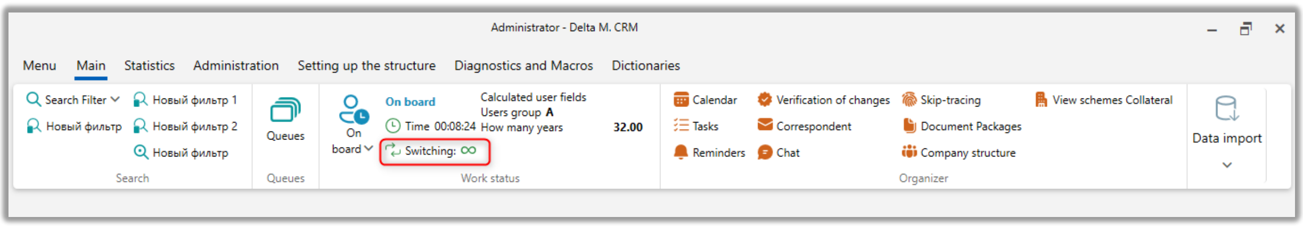


- [Maximum number of users on the shift with this status] — the maximum percentage of all users for whom this shift is configured, who can set this status.

- [Status duration, min] — sets the minimum and maximum amount of time ([From] and [To]), for the selected shift, that the user can be on the given status. The time is set in minutes.
- [Maximum number per day] — sets the number of switches to this status within one day. When attempting to switch to this status, if the allowed number is exceeded, the system will not make the switch, and a corresponding warning will be displayed to the user.



This setting is displayed in the [Main] menu, [Operation Status] section, under [Toggles Remaining], which accordingly displays the number of remaining toggles that are available to the current user.



- [Can be set, periods] — for this parameter in the [From] and [To] fields sets the time interval within which the user can set this status. If an attempt to set the status outside the specified interval is made, the system will not allow the transition, and a corresponding warning will be displayed to the user.

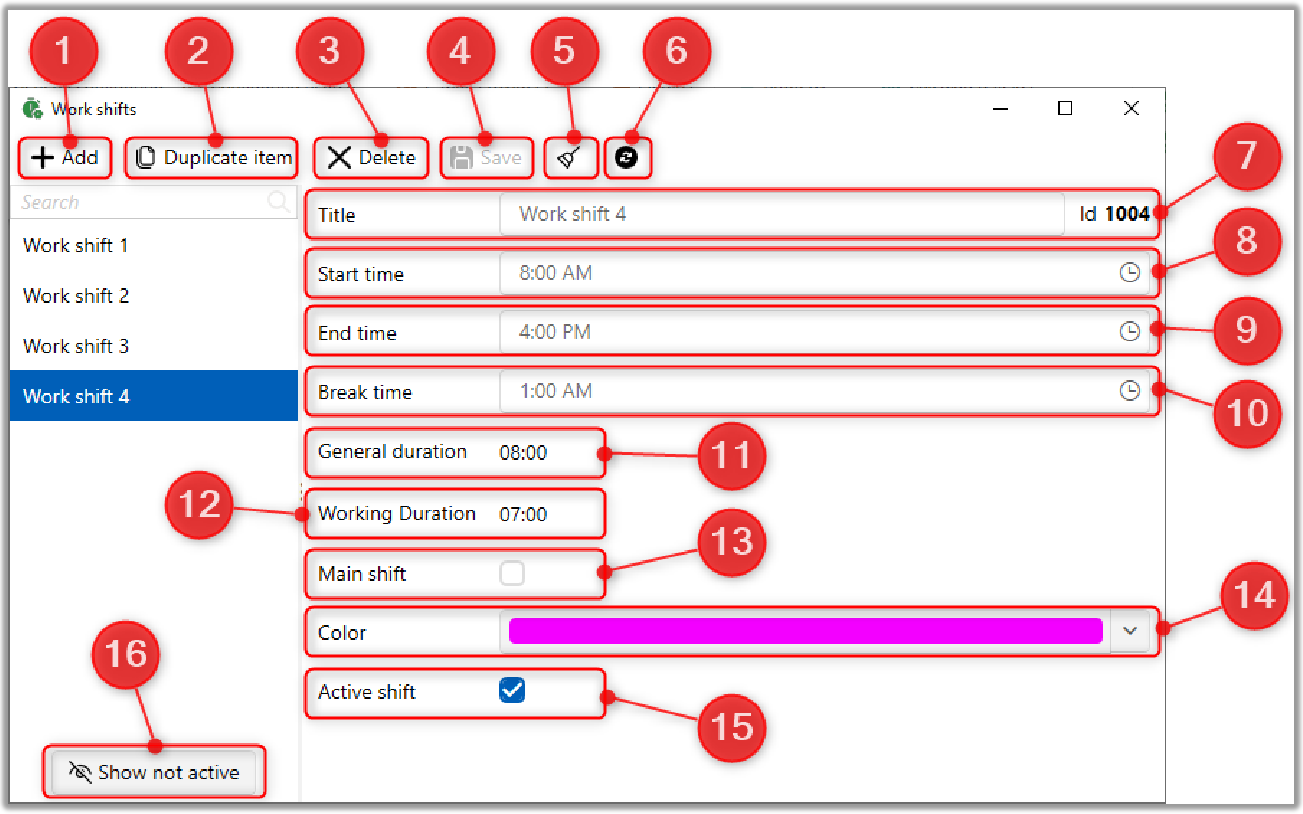
6. Advanced settings (similar to the settings for global statuses). The [By default] checkbox will not be available.
7. [Icon] — selection of the displayed icon for this status.

You can restrict access to selecting certain statuses in the user role settings (see section 2.4.1.1.2.15 for details).

2.4.1.5 Work Shifts

The [Work Shift] tab is used to configure restrictions for users to perform actions in the system according to the set work schedule.

Only users who have the [Work shifts] checkbox set in the role settings on the [Administration] tab can create and configure work shifts in the system.



1. [Add] — adding a new work shift.
2. [Duplicate item] — duplicate the selected work shift.
3. [Delete] — delete the selected shift. You cannot delete a shift if it has already been assigned.
4. [Save] — applies the settings made.
5. [Clear selection] — deselects the selected item.
6. [Refresh data] — update the data in the window of work shifts settings.
7. [Title] — enter a name for the work shift.
8. [Start time] — set the start time of the work shift. 9.
9. [End time] — set the time when the users' work within this shift is finished.
10. [Break time] — sets the allowed rest time for users.
11. [General duration] — displays the number of work hours calculated from the start time of the shift, specified in [Start Time], to the end time, specified in [End Time].

12. [Working Duration] — displays the duration of working hours excluding rest time.

13. [Main shift] — the field is informative:

- [Yes] — basic shift;
- [No] — overtime hours, overtime.

14. [Color] — select the color by which this shift will be displayed in the shift planning and in the shift schedule.

15. [Active shift] — only active shifts are available for selection in shift planning and in the shift schedule settings. This checkbox is set by default when creating a shift.

16. [Show not active] — displays all shifts that are not active.

NOTE: deleting a work shift and editing its working time is not possible if this work scheme was added in the [Shift planning] functionality.

2.4.2 System Configuration

The [System Configuration] section allows you to configure and customize the main system parameters. In this section you can configure general system parameters, client cards, projects, configure search settings, providers, and manage Plugins.

In order to configure the general system settings, you need to click the [General Configuring] button in the [System Configuration] block on the [Administration] tab.

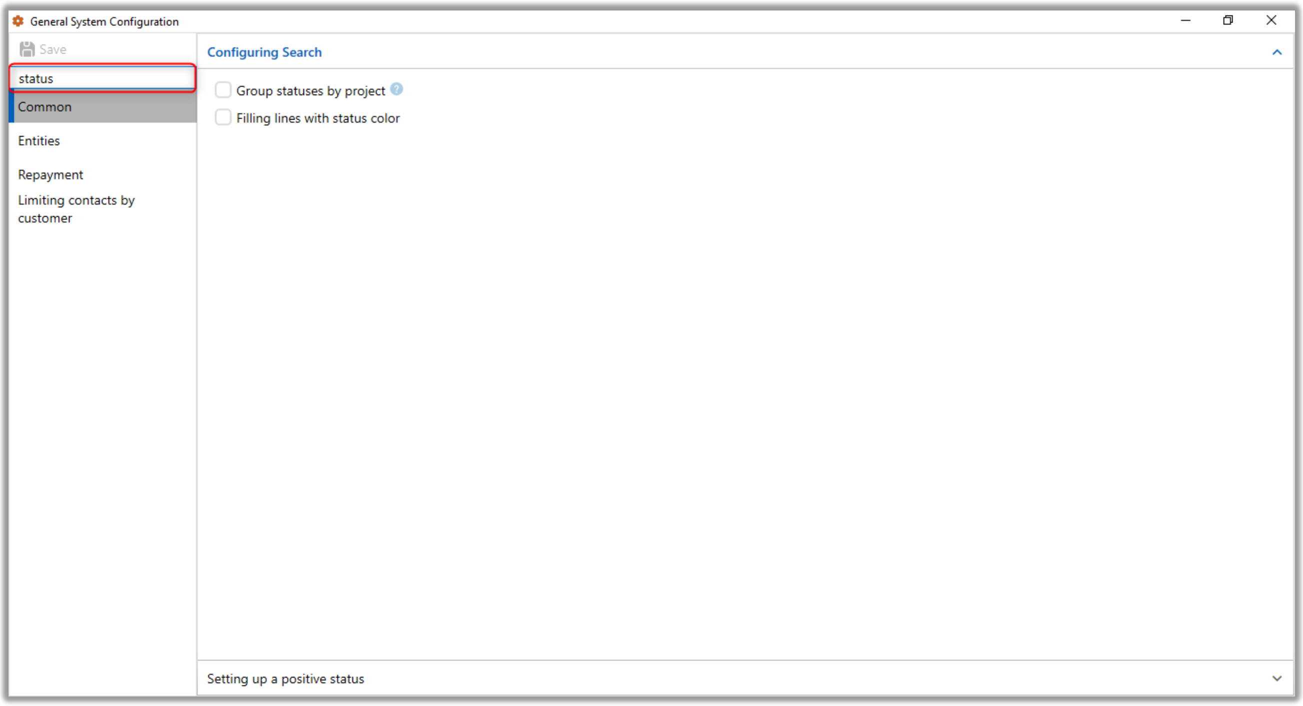
2.4.2.1 General Configuring

In the [General Configuring] window, you set the settings common to the Delta M. CRM settings. The window is divided into the following sections with the settings of the system functions: [Common], [Telephony], [Address], [Skip-tracing], [Processes], [Entities], [Entity adding], [Date and Time], [User Monitor], [Required user fields], [Setting linked data fields], [Configuring customer pooling fields], [Payments], [Reservation collateral], [Autocomplete mechanism], [Limiting contacts by customer], [Work automation].

2.4.2.1.1 Common

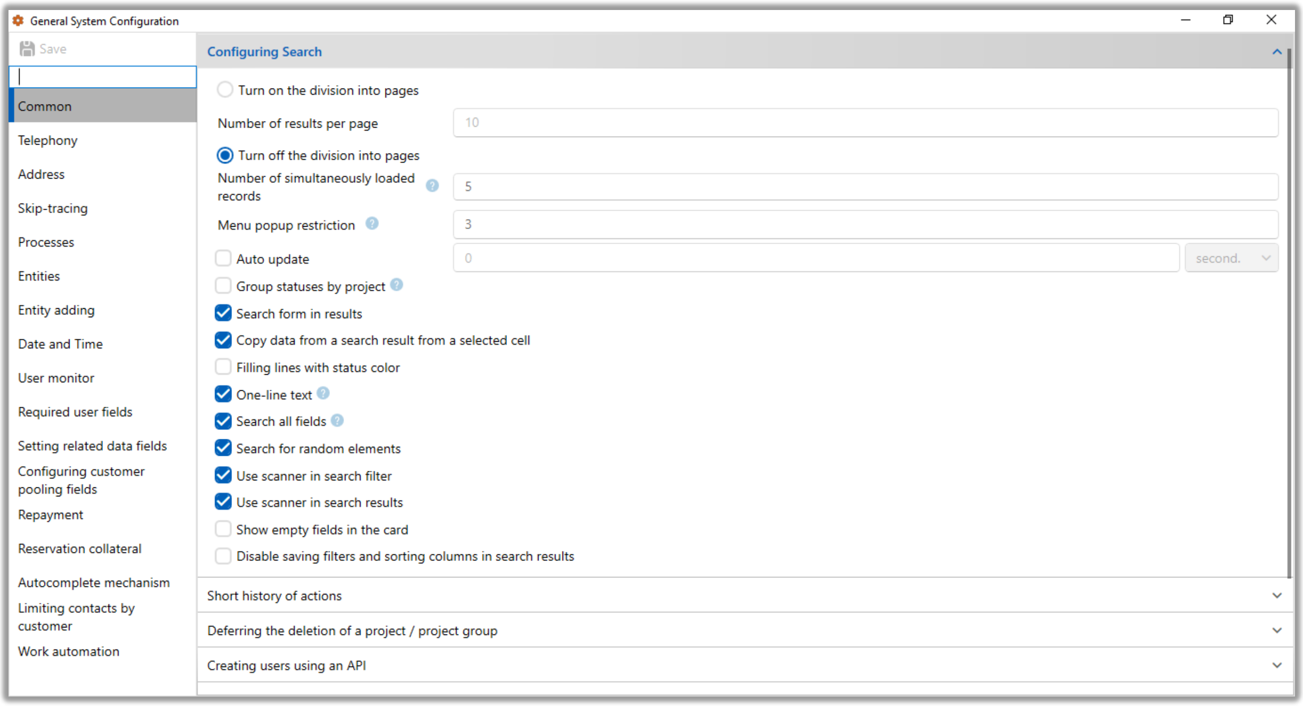
In the [Common] section, you can customize the search and breakdown of results, display a brief search history, delay deletion of projects or groups of projects, create users via API, set up positive status and other general settings for the system.

In the [General System Configuration] window, a quick search for settings is available by entering a word, and all sections and their subsections that contain the searched word will be displayed to the user.



2.4.2.1.1.1 Configuring Search

[Configuring Search] — the subsection through which the settings for searching items in the system are set.



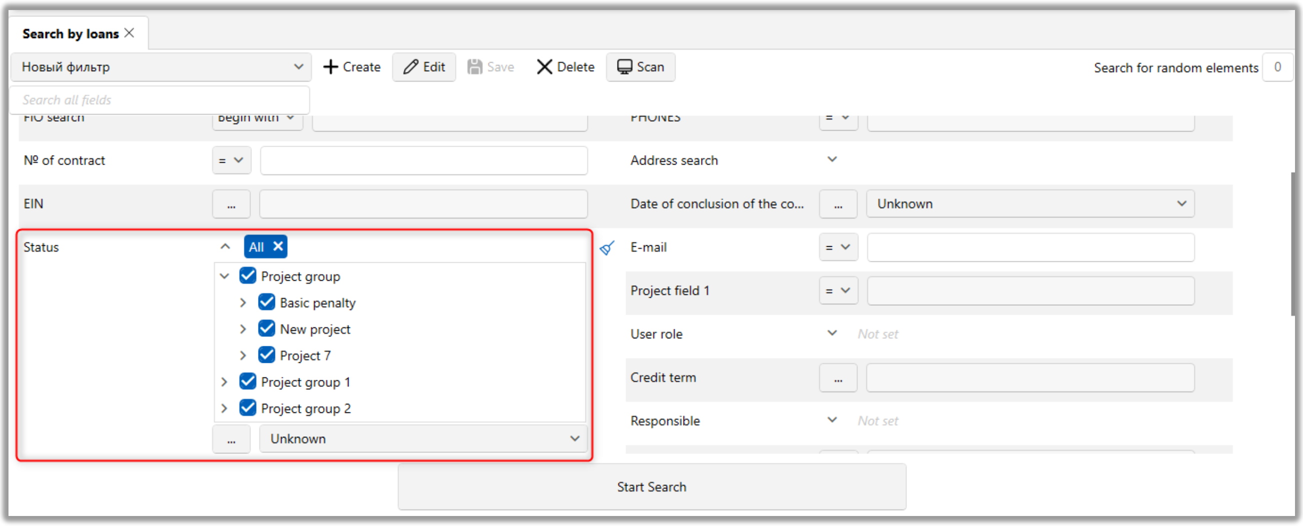
[Turn on the division into pages] — if this checkbox is checked, all records found during the search will be displayed to the user, with their subsequent division into the specified number of pages, which is set in the associated parameter [Number of results per page] (minimum value — 5).

[Turn off the division into pages] — disable pagination of search results, all records are unloaded on one page, but are loaded gradually, according to the specified number in the [Number of simultaneously loaded records] parameter (minimum value — 5).

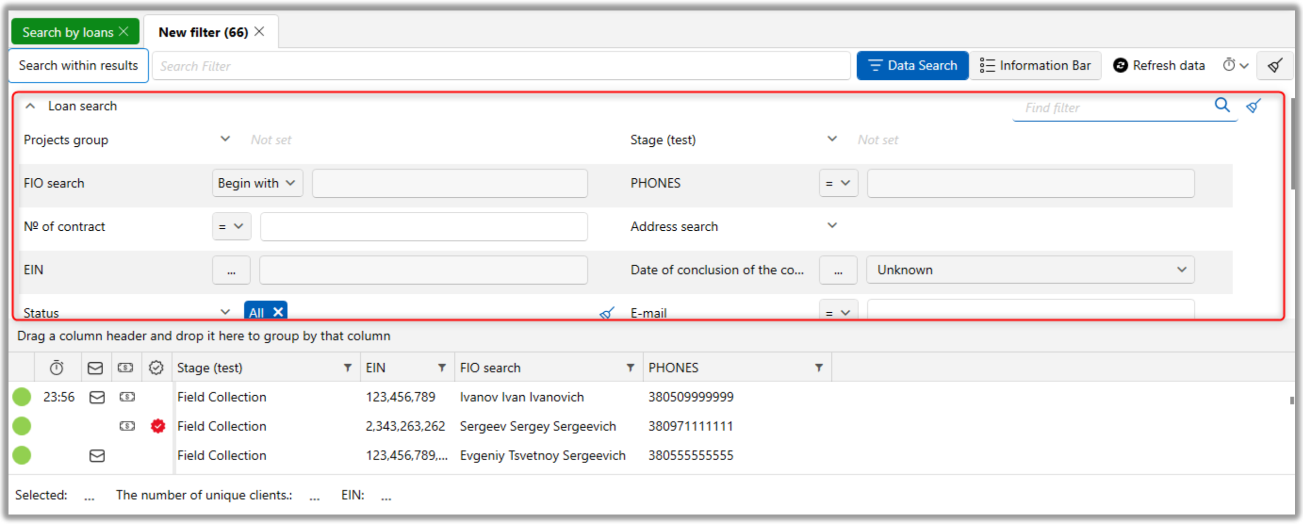
[Menu popup restriction] — sets the number of items in the popup menu for assigning users (used for [Assignment of responsible person] and [Assignment of temporary responsible person] in search results by loans or clients), if exceeded, it is replaced by a user selection dialog box with a drop-down list and search option.

[Auto update] — set the time interval for automatic refreshing of search results. You can set the value (maximum 360) and time unit (seconds, minutes, hours). If this option is enabled, the search results will be updated automatically according to the set interval.

[Group statuses by projects] — enables grouping of statuses and stages by project groups and projects (only available statuses and milestones will be displayed for each project), when searching by loans. If this setting is disabled, only the tree of stages will be displayed in the [Loan Status] search field.



[Search form in results] — enable the search form of loans inside the search results. To start searching through the results, enter data and press [Enter] key on the keyboard or click [Refresh data] button.

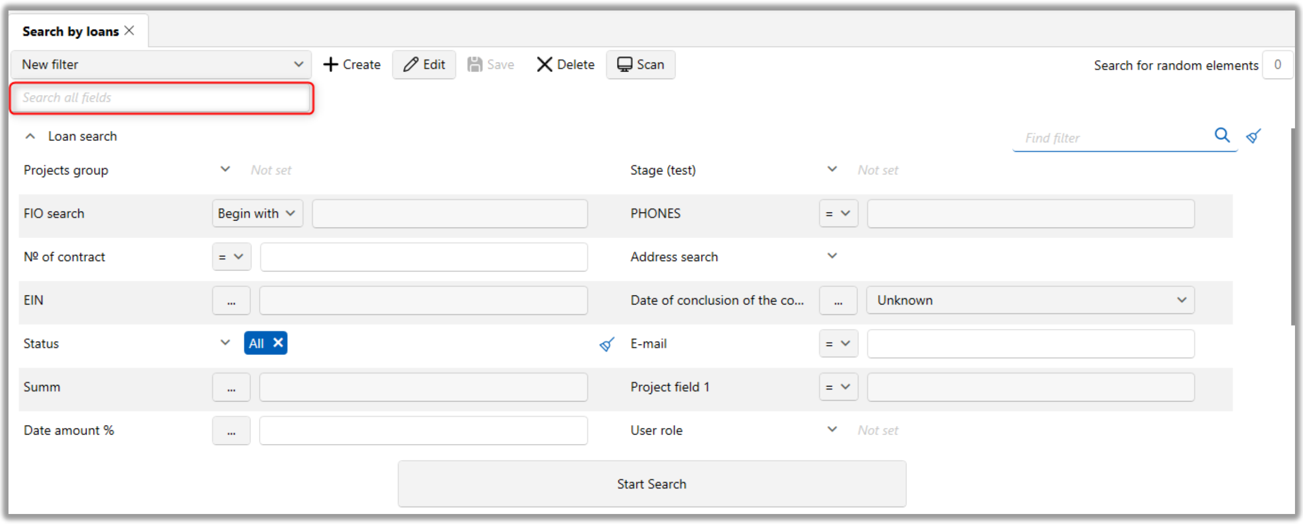


[Copy data from a search result from a selected cell] — in the search results when clicking on a card only one cell is selected, not the whole row, which allows you to copy the information contained in the selected cell (by pressing the key combination [Ctrl+C]).

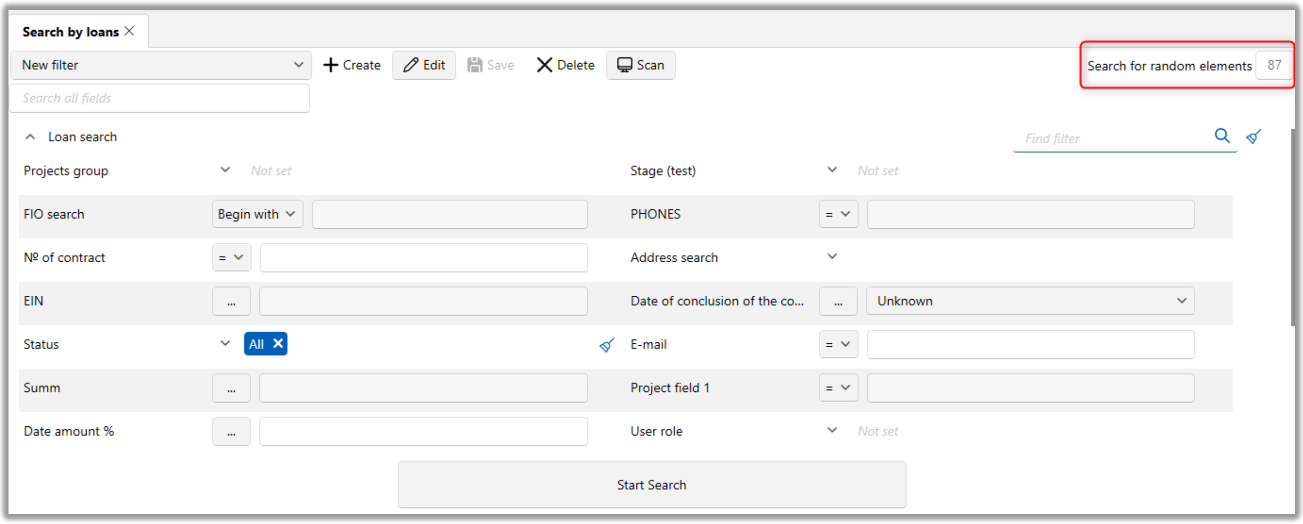
[Filling lines with status color] — paints the entire row in the search results for the card with the set status, depending on the status color set for it on the stage (setting of statuses and stages is considered in section 2.5.4.12).

[One—line text] — if this checkbox is checked, the text transfer to a new line in the search result fields will be disabled when the column width is changed, its display will not be narrowed, and at the end of the field with the shortened text, ellipses [...] will be added to the end.

[Search all fields] — enable/disable additional search by all fields for search filters.



[Search for random elements] — the elements in the search results will be displayed in random order, according to the set search parameters. The required number of random elements is set in the search form window. This setting works for all search types. The maximum number of simultaneously displayed items cannot be more than 1000.



[Use scanner in search filter] — enable/disable access to the [Scan] button in the search filter, which, when clicked, opens a form for downloading and working with scans. More details in the section 2.2.1.

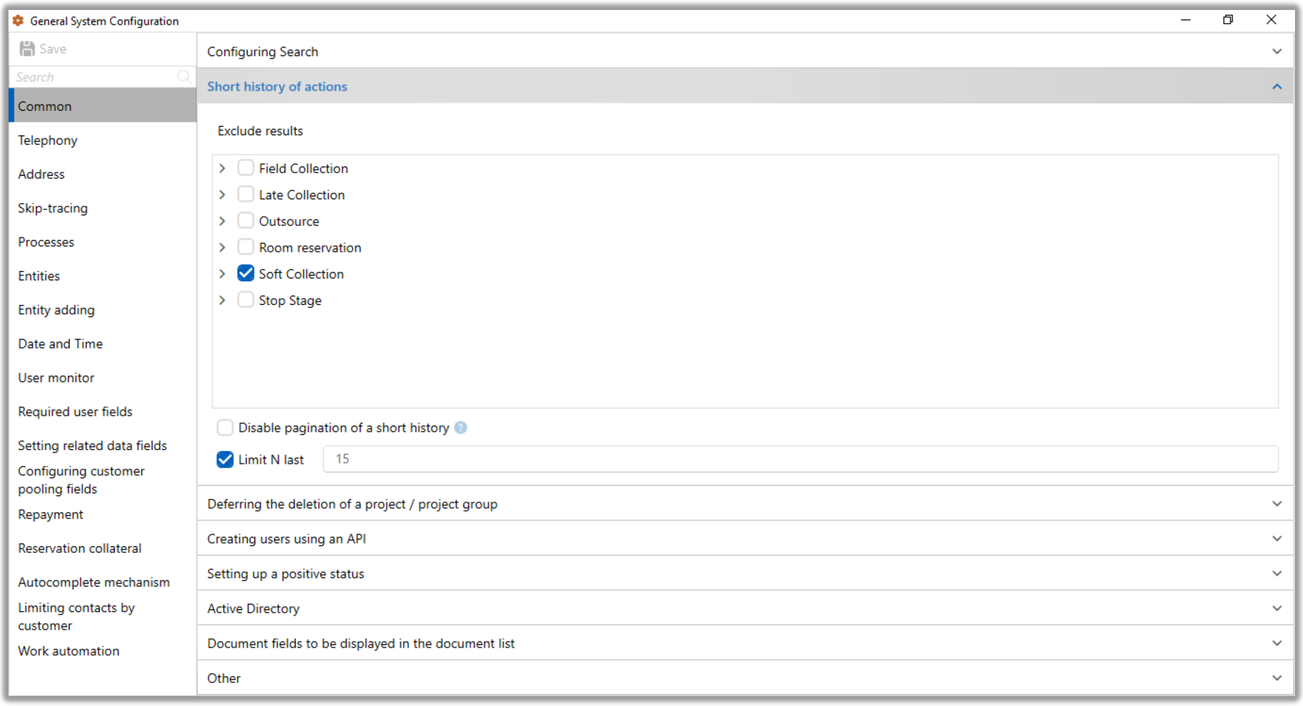
[Use scanner in search results] — enable/disable access to the scan form in the search result.

[Show empty fields] – show empty fields in search.

[Disable saving filters and sorting columns in search results] — saving filters and sorting columns in search results will be disabled.

2.4.2.1.1.2 Short history of actions

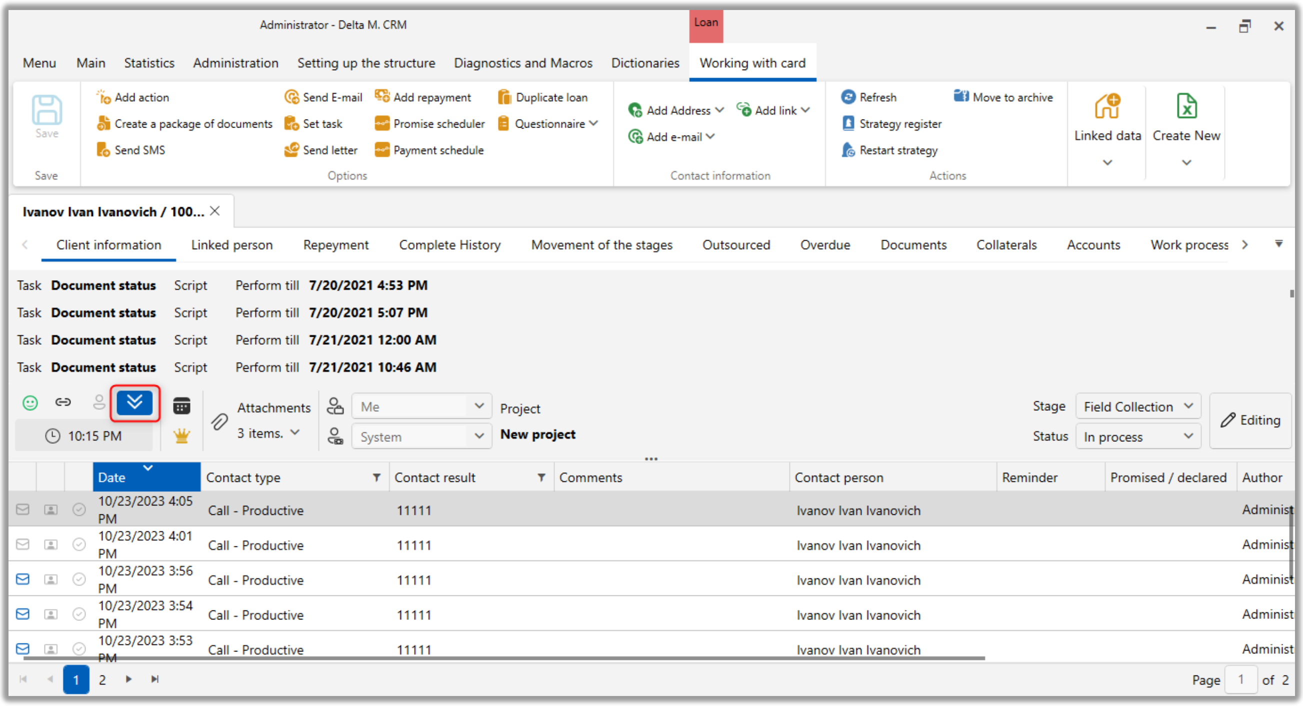
In the [Short history of actions] section, you can customize the display of all actions added by users while working with the entity card.



In the [Exclude results] box, check the checkboxes to indicate the types of actions and their results that will not be displayed in the work history summary.

[Disable pagination of a short history] — all entries in the summary history of actions will be displayed in a single list that can be scrolled. This setting also affects the [Limit N last] setting: if the limit is enabled (for example 15), the specified number of entries in one list will be displayed; if the [Limit N last] setting is disabled, all entries will be displayed in one list. When the setting is disabled — the summary operation history display is divided into pages of 10 entries.

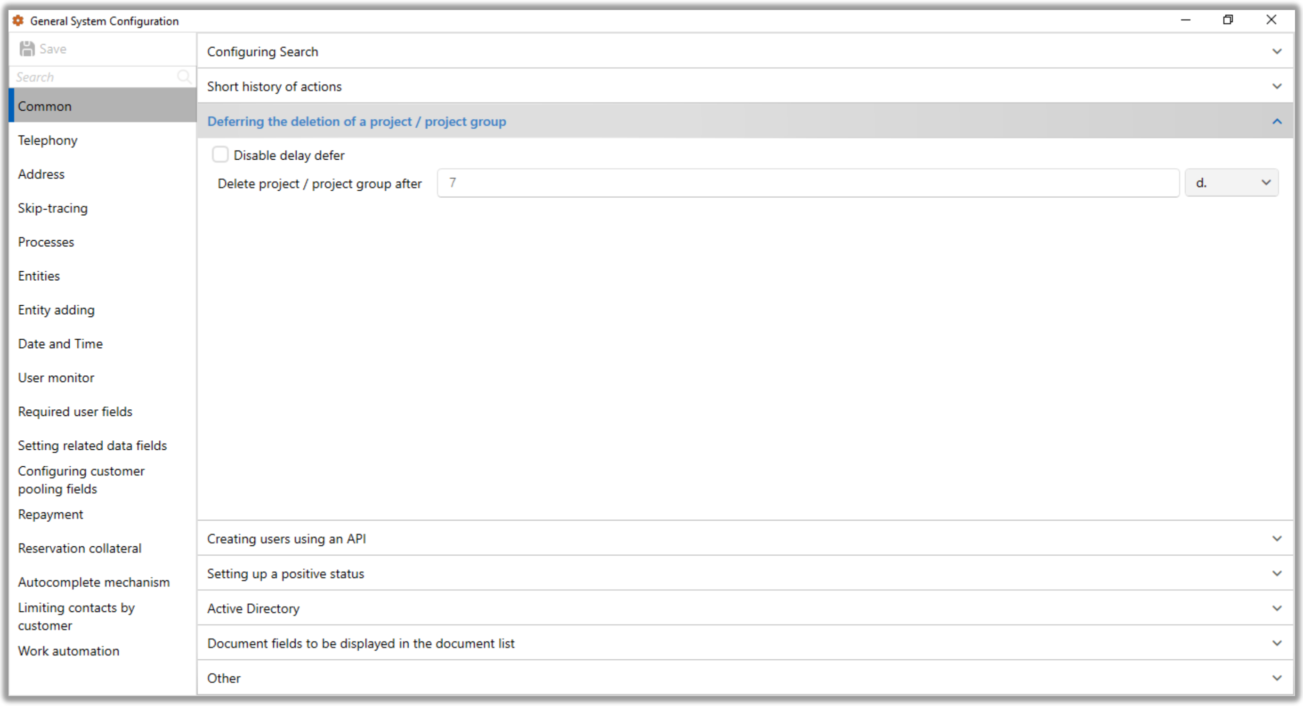
Example of displaying a brief history of actions divided into pages:



[Limit N last] — in this parameter sets the maximum number of actions that will be displayed to the user in the brief work history for the selected loan. If this setting is disabled, all manual actions will be displayed in the brief work history, and the displayed information will be divided into pages of 10 records.

2.4.2.1.1.3 Deferring the deletion of a project / project group

In [Deferring the deletion of a project / project group], you can enable/disable the ability to set the delay time for deleting projects or groups of projects, and set the required value for the delay.

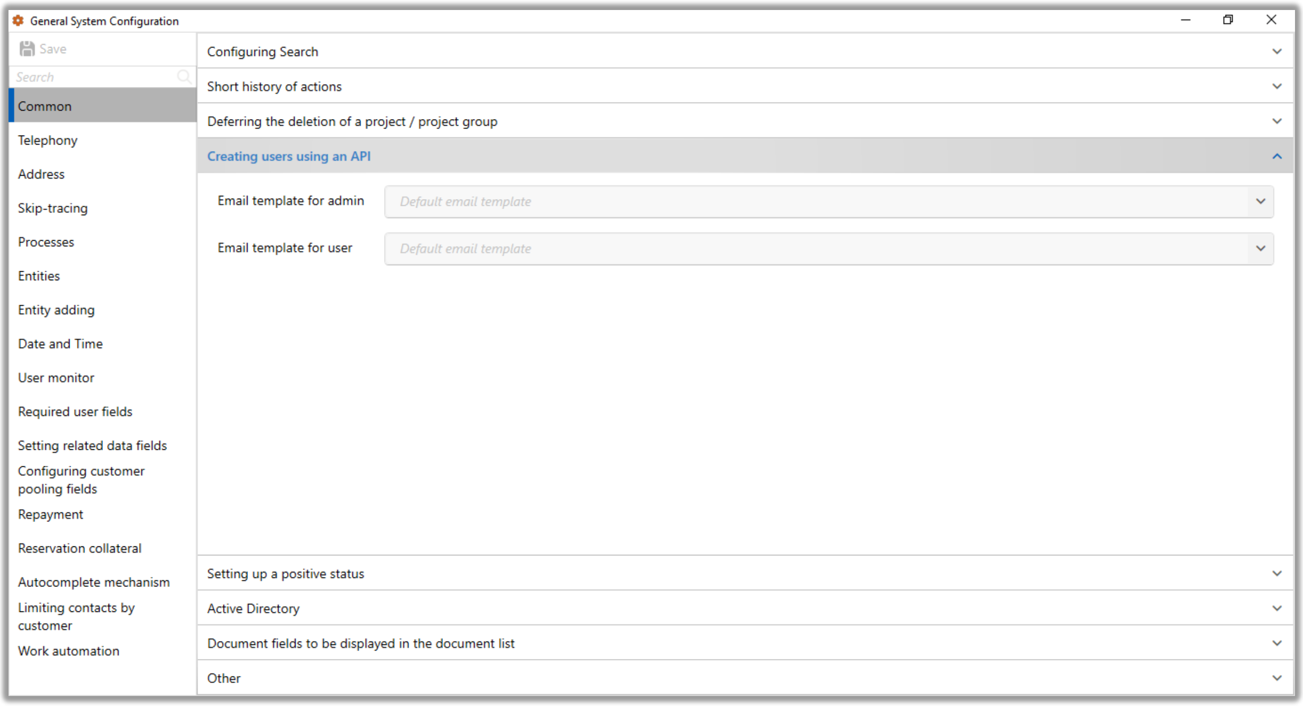


[Disable delay defer] — enable/disable the deferral function. If this checkbox is checked, projects and project groups will be immediately deleted from the system without possibility of recovery. If this setting is disabled, projects and project groups will not be deleted from the system immediately, only after the set deferral time.

[Delete project/project group after] — set the deferral time by setting a numeric value and selecting the time unit (minutes/hours/days/months/years), after which the deleted project or project group will be immediately deleted from the system without possibility of recovery. Until the entered time expires, the project will be available for recovery.

2.4.2.1.1.4 Creating users using an API

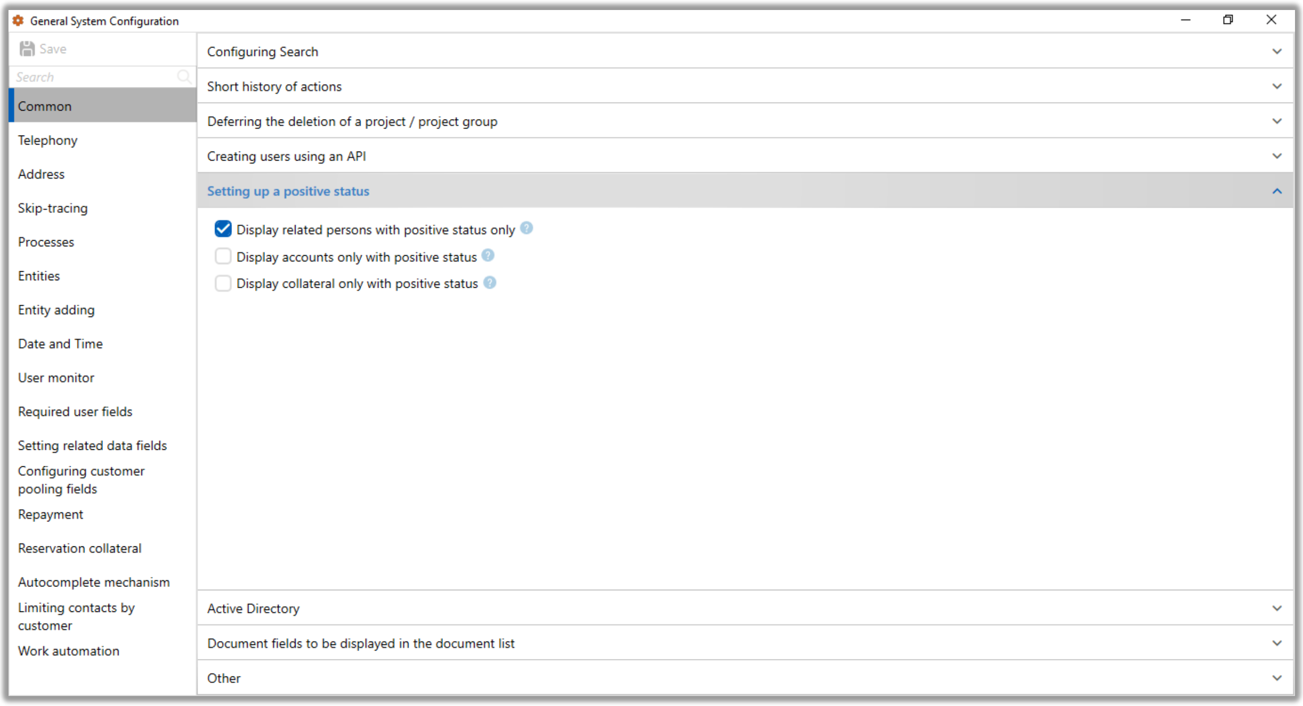
When new users are created via API, the system can send an Email notification to the user or the system administrator. Customization includes selection of a template to notify the user about creation of a new user in the system after import via API. It is also possible to immediately send users login and password in a pre—configured template or notify the administrator to add information and set up a new user with the selection of his role in the system. Template customization is performed in the [Setting up the structure] tab in the [Email Templates] item (more details in the section 2.5.1.9.1).



- [Email template for admin] — allows you to select an email template from the drop-down list that will be automatically sent to users with the administrator role. The e-mail will be sent to the e-mail specified for the user in the [Roles and Users] settings, on the [Groups and Users] tab, in the [E-mail] field. This function works if the e-mail provider is connected in the system.
- [Email template for user] — select an email template from the drop-down list that will be sent to all users. The e-mail will be sent to the e-mail specified for the user in the [Roles and Users] settings, on the [Groups and Users] tab, in the [E-mail] field. This function works if the e-mail provider is connected in the system.

2.4.2.1.1.5 Setting up a positive status

This sub tab is used to customize the display of linked persons/accounts/securities that are of a type with the [Positive Status] checkbox selected. You can customize the display for the following entities:

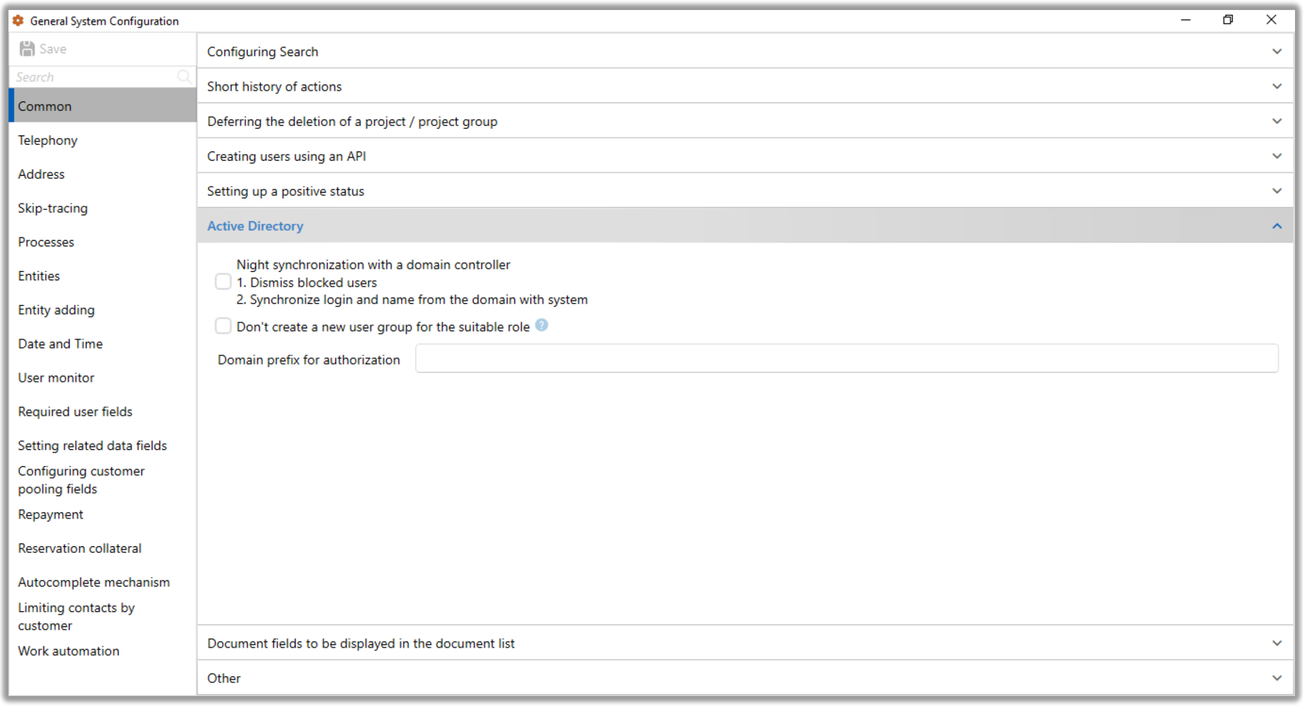


- [Display linked persons with positive status only] — this checkbox enables displaying in cards only those linked persons that have positive status (checkbox [Positive status] is set). Linked persons, for which the positive status is not set, if the checkbox is active, will be available for viewing only in the card editing mode. If the setting is not active, all linked persons will be displayed in cards, regardless of their status.
- [Display accounts only with positive status] — this checkbox enables displaying in cards only those accounts that have positive status (the [Positive status] checkbox is enabled). Accounts, for which the positive status is not set, if the checkbox is active, will be available only in the card editing mode. If the setting is not active, all accounts will be displayed in the cards, regardless of their status.
- [Display collaterals only with positive status] — this checkbox enables displaying in cards only those collaterals that have a positive status (the [Positive

status] checkbox is checked). Collaterals for which the positive status is not set, if the checkbox is active, will be available only in the card editing mode. If the setting is not active, all collaterals will be displayed in the cards, regardless of their status.

2.4.2.1.1.6 Active Directory

This subsection configures synchronization and authorization of users and user groups using Active Directory. Users whose domain groups are linked to the system groups will be logged in automatically. The following settings are available:



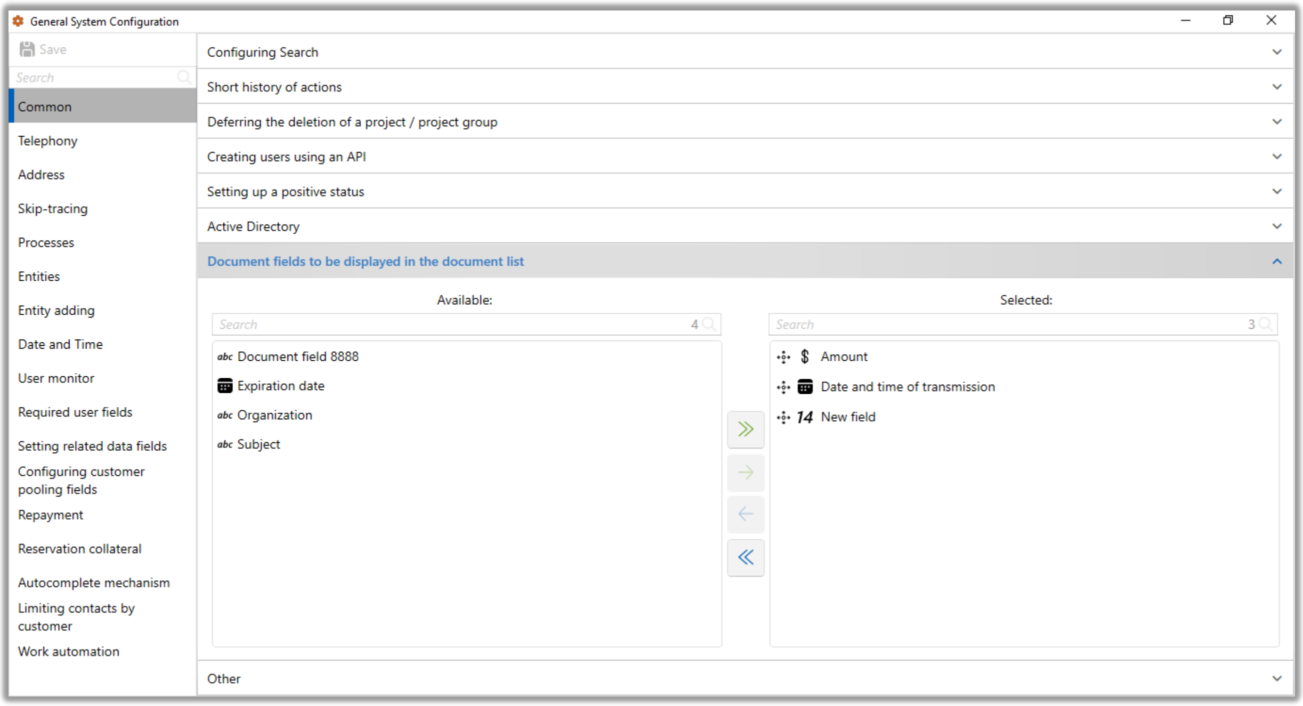
- [Dismiss blocked users] — when a domain group is locked in Active Directory, users of this group are set as terminated in the system. The setting applies to all users of the domain group. Synchronization with Active Directory on terminated users is performed daily at the change of day, at 00:00.
- [Don’t create a new user group for the suitable role] — when domain authorization is enabled, new users will be automatically added to a group with a matching role set, if the user belongs to a domain group that is specified in the

settings of such role ([Windows group] tab), and the system will not create a new group for such users. The system creates a new group if there is no created user group with a matching role in CRM.

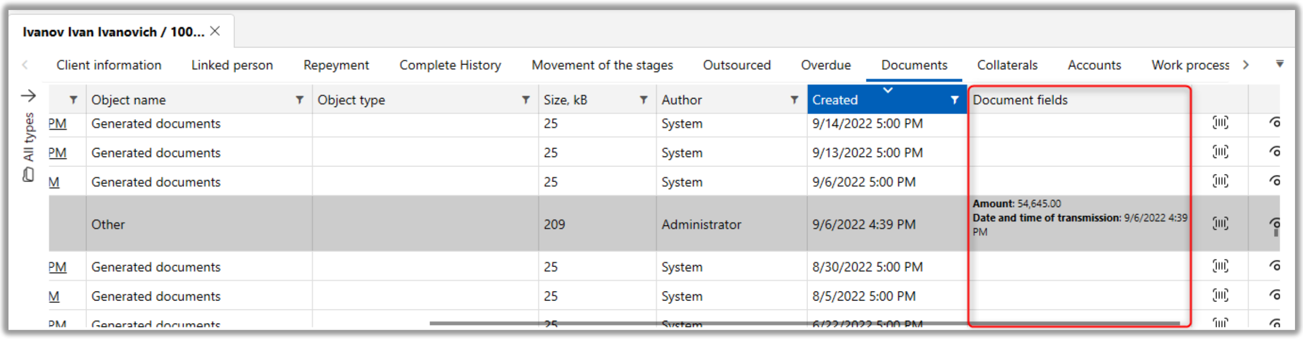
- [Domain prefix for authorization] — specifies the prefix of the domain group, which allows users from this group to automatically log in without entering login and password. For example, if the prefix for a user is "Delta\Serhiy" and the prefix of his group is "Delta\", then when specifying this prefix in CRM and authorizing through Active Directory, he will also be automatically logged in Delta M. CRM.

2.4.2.1.1.7 Document fields to be displayed in the document list

With the help of this section you can customize the display of document fields in the special [Documents] insert. The [Available] block contains custom document fields created in the system, and the [Selected] block contains selected fields for displaying to users. Customization and creation of document fields are described in detail in section 2.5.1.11.3.

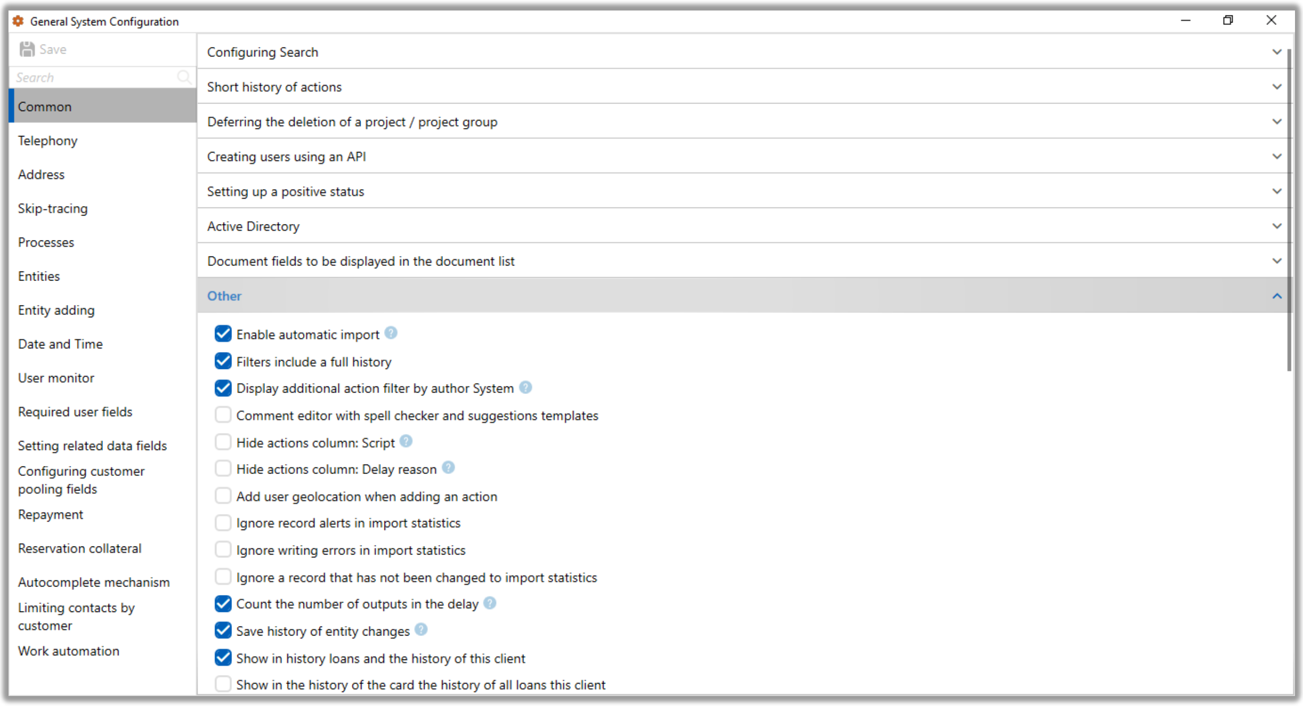


The values set in the selected fields can be viewed in the special column [Document Fields]. Empty fields will not be displayed.



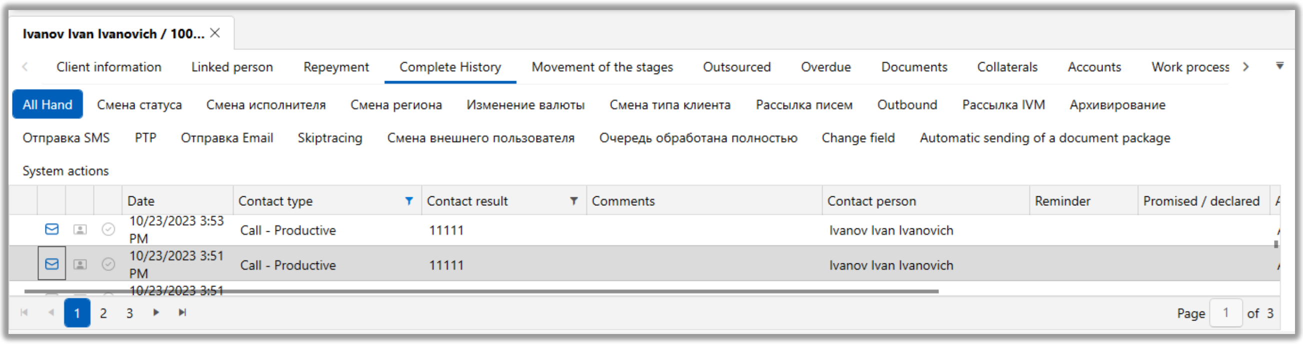
2.4.2.1.1.8 Other

The [Other] section collects additional general settings for the system.



- [Enable automatic import] — enable or disable automatic import of data into the system. If this setting is enabled, auto import will take place at the set time.

- [Filters include a full history] — enables the ability to filter the actions added to the loan card (if a special [Complete History] insert is added as a card for the project), where:



[All manual] — displays all manual actions;

[Status change] — displays the events in which the status in the entity card was changed;

[Change Responsible] — displays the events in which the responsible person for the entity has been changed;

[Region Change] — displays events in which the region of the entity has changed;

[Currency Change] — displays events in which the currency of the entity has changed;

[Customer Type Change] — displays events in which the customer type has changed;

[Mail Sending] — displays the events of mail sending;

[Outbound] — displays events of loan processing by means of automatic dialer;

[IVM Sending] — displays when and which IVM (Interactive Voice Messaging) was sent;

[Archiving] — displays the event when the entity was archived;

[SMS Sending] — displays when and what type of SMS was sent for the loan and customer;

[Add RTR] — displays when the promise schedule was added;

[Send E-mail] — displays when and what type of E-mail template was sent on the Loan and customer;

[Send SkipTracing] — displays when the Loan was sent to SkipTracing;

[Change of external responsible person] — the external responsible person has been changed;

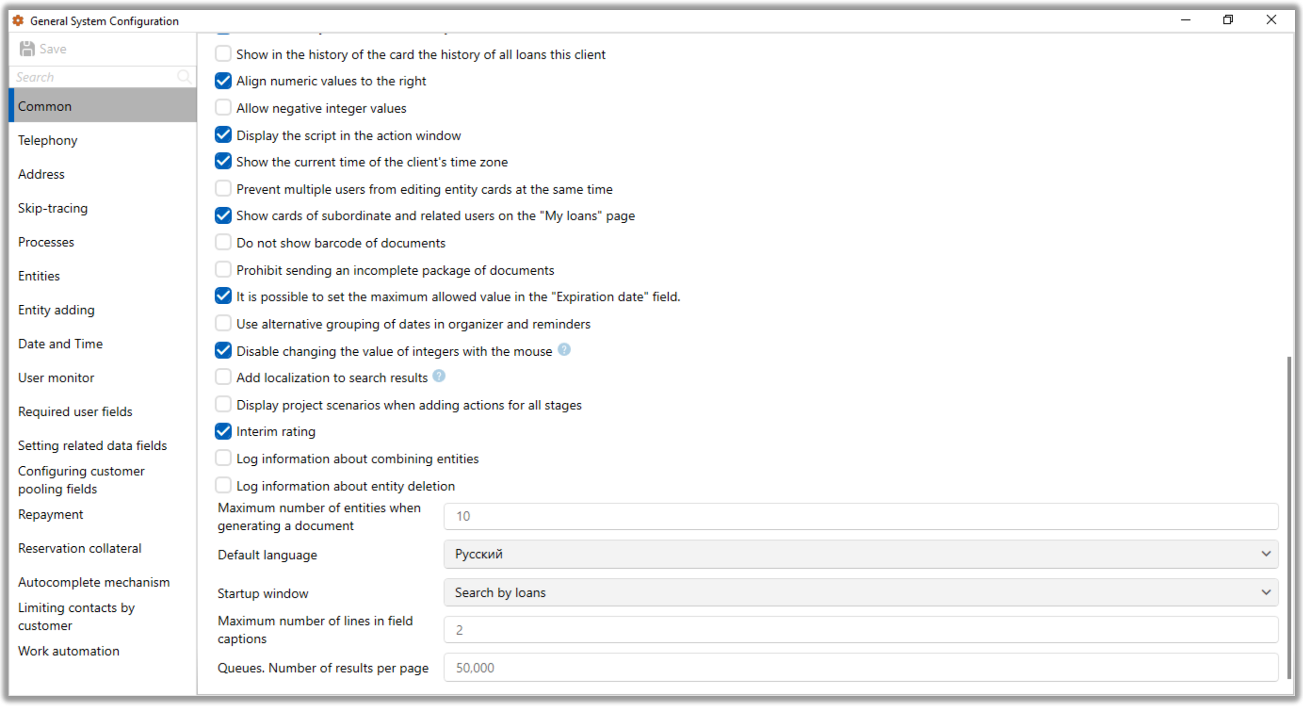
[Queue processed completely] — displays receipt of [Processed completely] status when the card is processed through queues;

[Fields change] — displaying of fields change in the card.

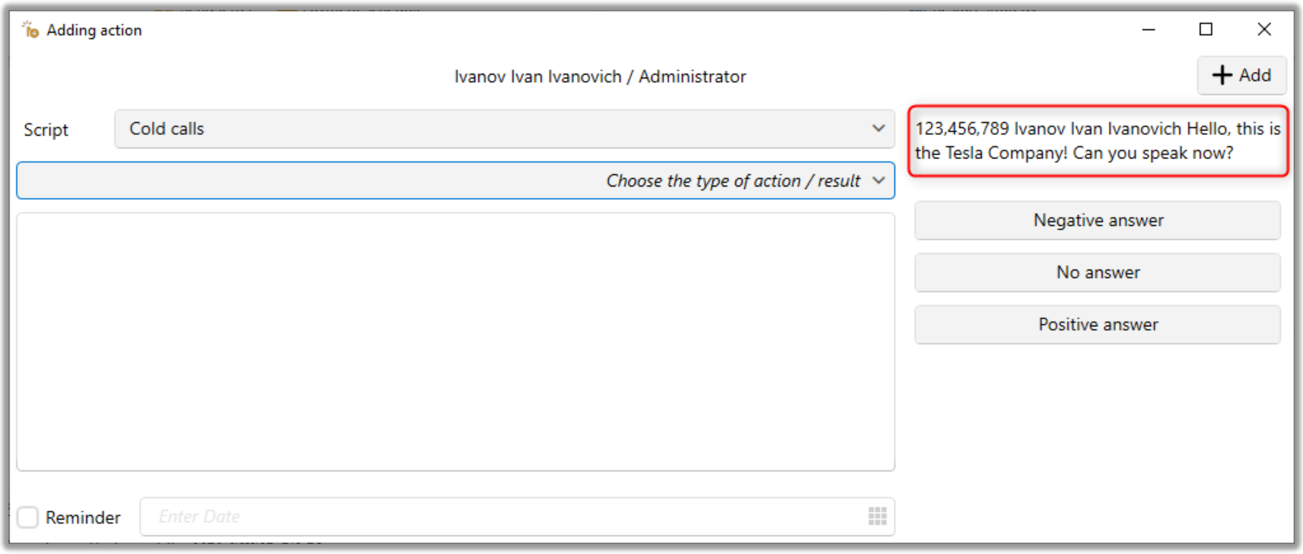
- [Display additional action filter by author System] — enable displaying of additional [System action] filter in the special [Complete History] tab. When this checkbox is enabled, the [History] tab will display by default only records where the author is a System user (all except System). To view the records created by the System user, you must click on the [System action] filter.
- [Hide action column: Script] — the [Scenario] column will be hidden in the special [Complete History] box.
- [Hide action column: Delay reason] — the [Reason for delay] column will be hidden in the special [Complete History] box.
- [Ignore record alerts in import statistics] — disable the display of statistics on warnings in [Import Statistics] (more about import statistics in section 2.3.1.2). The setting when enabled does not overwrite warnings in the statistics for previously performed imports.
- [Ignore writing errors to import statistics] — disable display of statistics on warnings in [Import statistics]. The setting when enabled does not overwrite errors in the statistics, for previously performed imports.
- [Ignore a record that has not been changed to import statistics] — disable the display of import statistics of unchanged data in [Import Statistics] (block [Not

updated], column [Identical records]). The setting when enabled does not overwrite the display on identical records in the statistics, for previously performed imports.

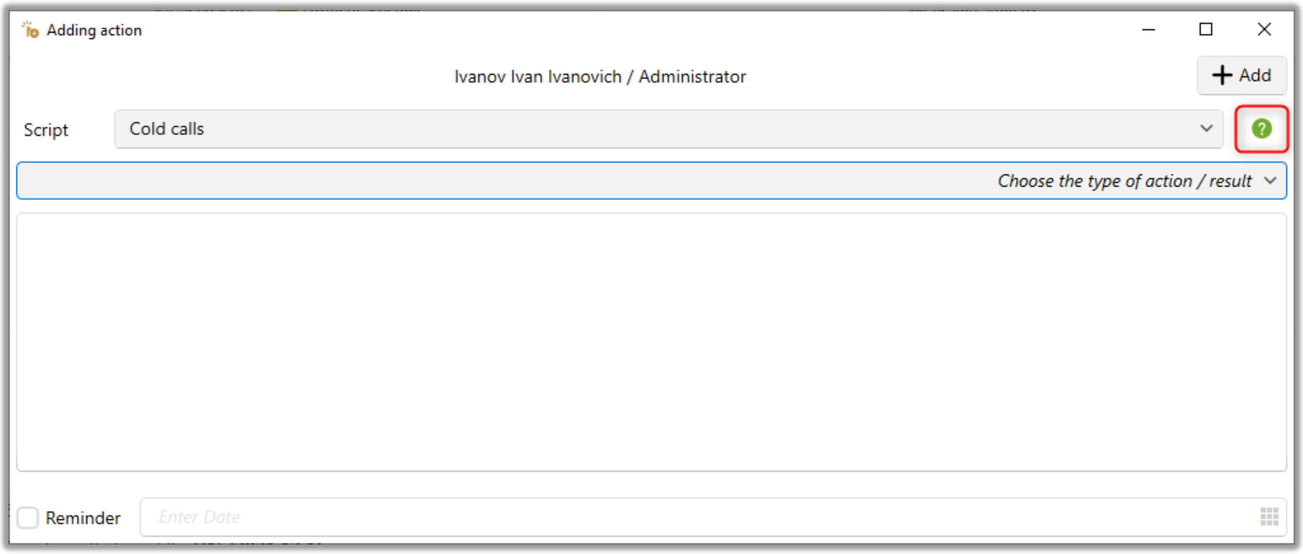
- [Count the number of outputs in the delay] is a setting that allows you to automatically calculate the number of overdue payments for a loan. To work with this setting, you need to create a field with the source [Number of overdue payments] by adding it to the project and card view fields. For example, if the client has not made a payment before the set date, the system starts counting the days of overdue, which is recorded in the parameter [Number of days overdue], then the parameter [Number of overdue exits] will increase by one and will be equal to 1, if this is his first overdue.
- [Save history of entity changes] — this setting enables saving the history of changes of all entities in the system. The history is logged in the archive database (DynamicHLoans/Clients/Collaterals*).
- [Show in history loans and the history of this client] — this setting enables displaying in the loan card, on the tab with the special insert [Work History], the entire history of this loan, as well as the history of the client of this loan (on the tab with the special insert [Complete History]).
- [Show in the history of the card the history of all loans this client] — enable the function of displaying in the Loan card the entire history of this Loan, as well as the history of all other loans of the client of this Loan without the history for the client of this Loan (on the tab with the special insert [Complete History]).
- [Align numeric values to the right] — the setting that allows to align values contained in numeric fields of cards to the right edge of the width of this field.
- [Allow negative integer values] — the setting allows to write negative values (—5; —99,99, etc.) in the field with fractional and integer values.



• [Display the script in action window] — enable the possibility of displaying the script text in the window of adding action.

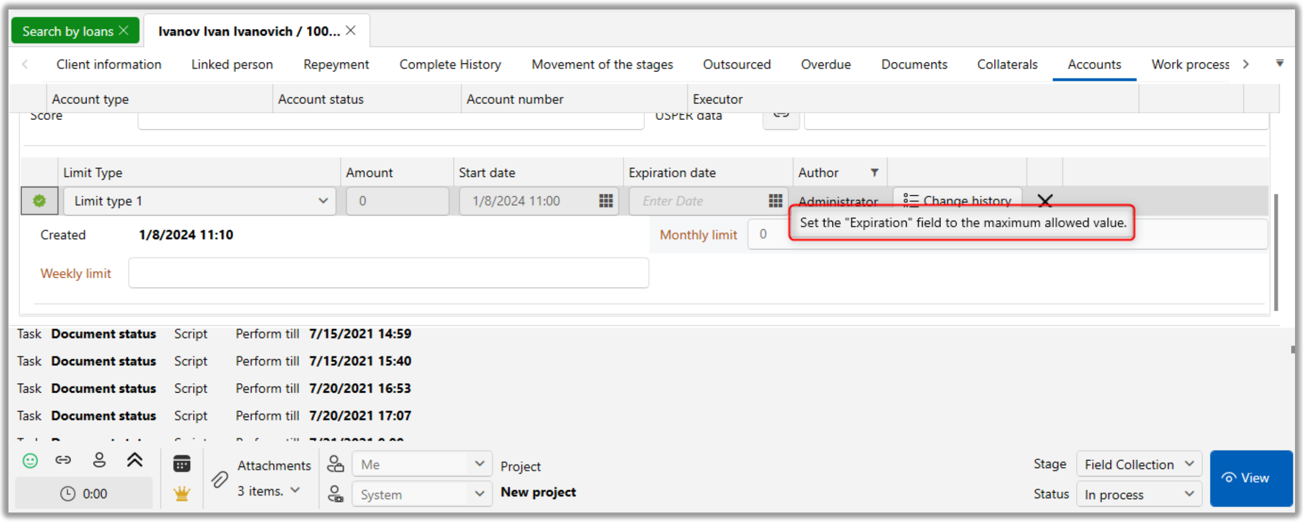


If the checkbox is not checked, then to view the text of the script you should click on the button with a question mark, after which it will open in a new window.



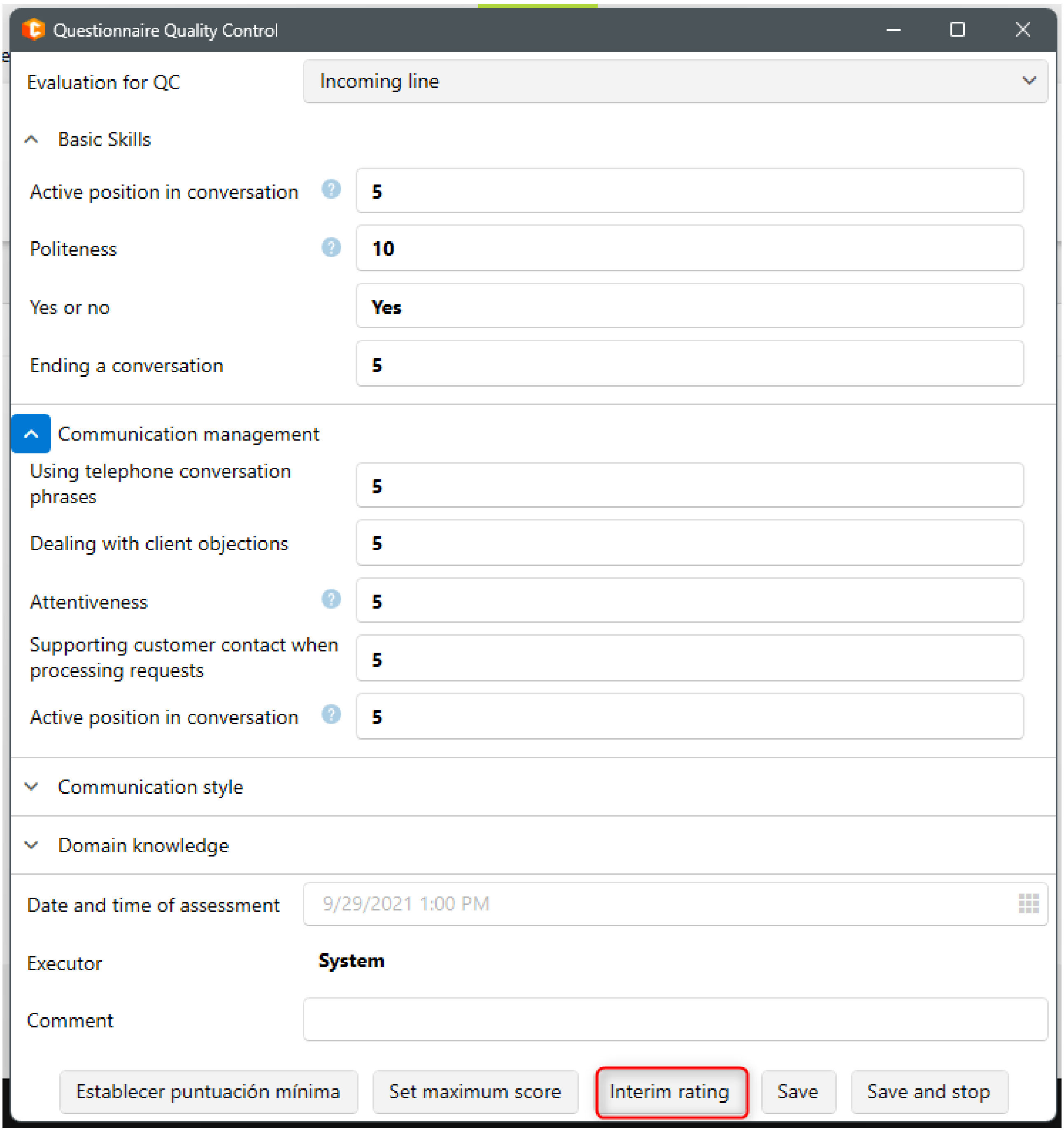
- [Show the current time of the client’s time zone] — the footer will display the time based on the client's time zone, provided that the client system field is added to the card view and filled with the selected [Time zone] source.
- [Prevent multiple users from editing entity cards at the same time] — this setting prohibits multiple users from editing the same entity card (loan, customer, etc.) at the same time. The setting does not affect the ability of multiple users to view the card at the same time.
- [Show cards of subordinate and linked users on the [My Loans] page] — if you select the [Start page] — [My loans] option, which is configured in this section below, the system automatically generates a search result for loans when a user logs in. This result will include loans where the current user is responsible, as well as loans where his subordinates and users from his group are responsible.
- [Do not show barcode of documents] — this setting disables access to the column with the [Print Barcode] button in the entity card on the tab with the special insert [Documents].
- [Prohibit sending an incomplete package of document] — disables the ability to send incomplete document packets to the provider if it does not contain a complete list of documents.

- [It is possible to set the maximum allowable value in the "Expiration date" field] — enabling the possibility to set the maximum allowable value in the "Expiration" field using the context menu, after right-clicking on the required limit in the special tab "Accounts".



- [Use alternative grouping of dates in the Organizer and reminders] — the [Reminders] and [Tasks] modules of the [Organizer] block will be grouped by month and broken down by day.
- [Disable changing the value of integers with the mouse] — set the prohibition to change values of integer and fractional fields by scrolling with the Mouse Wheel.
- [Add localization to search results] — search results will display items with localization support in the language selected in the system (status name, stage name, etc.).
- [Display project scenarios when adding actions for all stages] — when adding an action, the user will have access to all project scenarios created in the system, regardless of the stage of the entity card. The settings of the filter of displaying available scenarios in the settings of the project, in which this card is located, are taken into account.

- [Interim rating] — enable the functionality that allows you to view the interim evaluation when working with the Quality Control questionnaire. The interim score is automatically calculated according to the user-defined indicators in the QC questionnaire fields and is displayed in a separate field [Interim evaluation].



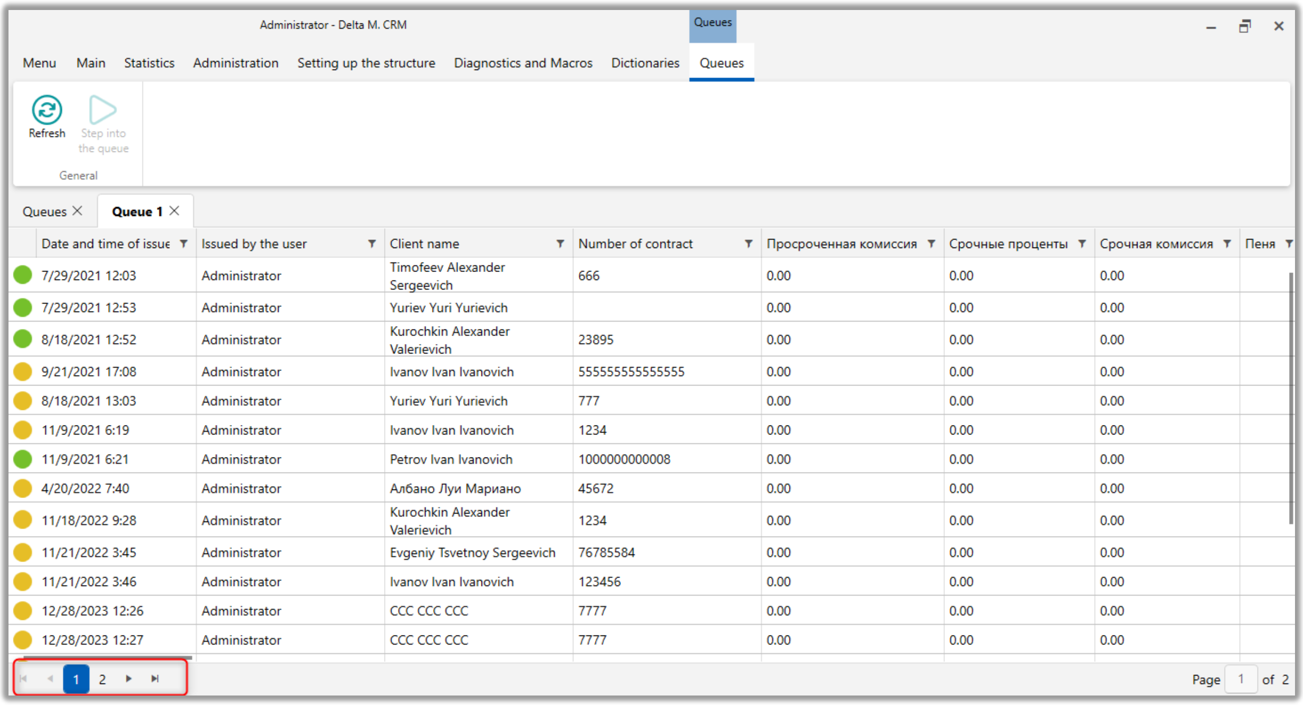
- [Log information about combining entities] — enable information logging when merging entities through duplicate search or strategy. Logs can be viewed in module [Work reports].
- [Log information about entity deletion] — enable information logging when deleting entities. Logs can be viewed in module [Work reports].
- [Maximum number of entities when generating a document] — specify the maximum number of loans or clients that will be included in the printed form when unloading from the search results. No more than 1000.
- [Default language] — select the system language that will be used by default for new users after their creation, if the corresponding changes have not been made in the language settings (General settings or menu). This setting is also used to select the required date format when sending sms and e-mail.
- [Startup window] — select the type of start page that will be opened when the user logs into the Delta M. CRM client. Three types of start page with search are available:

[Search by loans] — when logging in, the user opens the search tab by loans.

[Search by clients] — when logged in, the user is presented with the clients search tab.

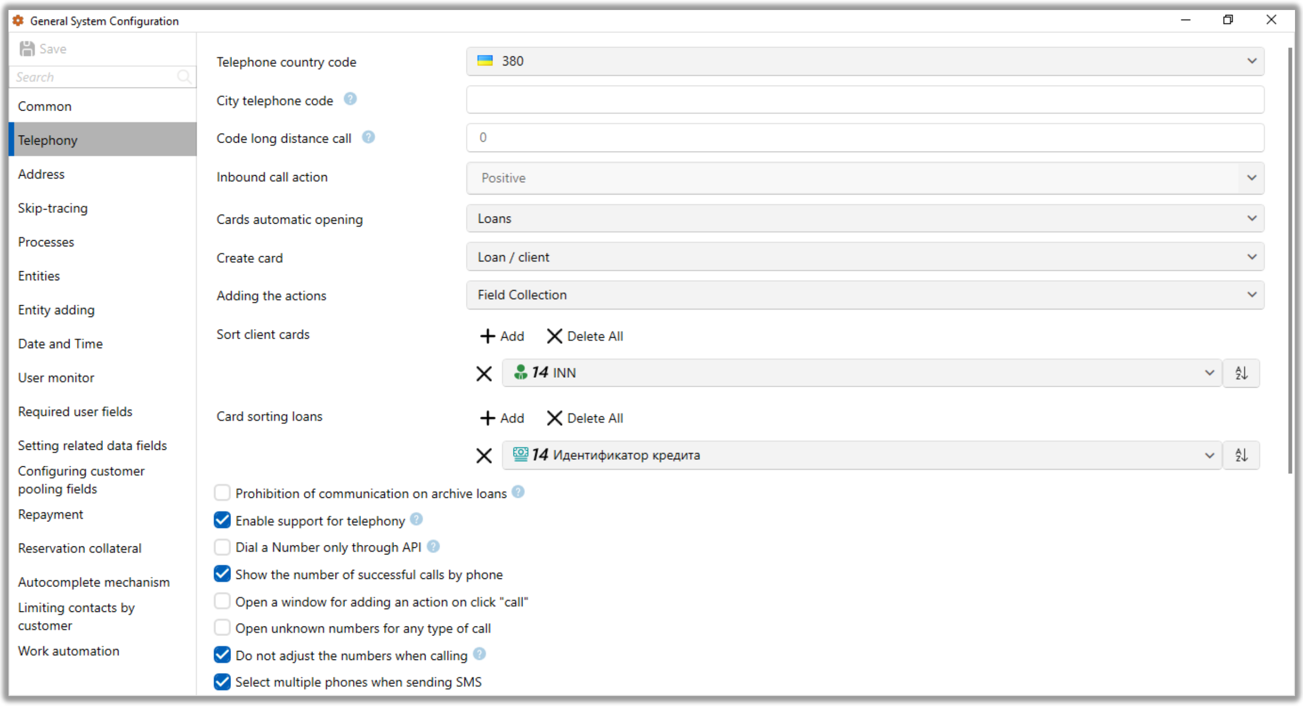
[My loans] — when logging in, the user opens the window with search results by loans, where the current user of the system is assigned as responsible. If the [Show cards of subordinate and linked users on the [My loans] page] checkbox is checked, then both loans of his subordinates and loans of users of his group will be displayed.

- [Maximum number of lines in field captions] — increase the number of lines for displaying field names. It can be used, for example, if the field names do not fit in the default 2 lines (55 characters).
- [Queues. Number of results per page] — the setting for displaying the number of results per page in the [Queues] module. The minimum value is 20 and the maximum value is 50000.



2.4.2.1.2 Telephony

In this section you can configure telephony and SMS sending.



[Telephone country code] — select from the drop-down list the country code that will be set by default when adding a new phone in the entity card. When importing phones without specifying the operator code, the system will automatically add the code specified in this setting, provided the number of characters matches the number of characters specified in the [Configuring Telephony] — [Telephony] — [Configuring dictionaries] block — [Setting up the structure] tab.

[City telephone code] — the system will truncate phone numbers with the corresponding telephone area code, when making calls to landlines, if there is a need to follow the dialing format for telephony. Also, when importing landlines without specifying the city code, the system will automatically add the code specified in this parameter.

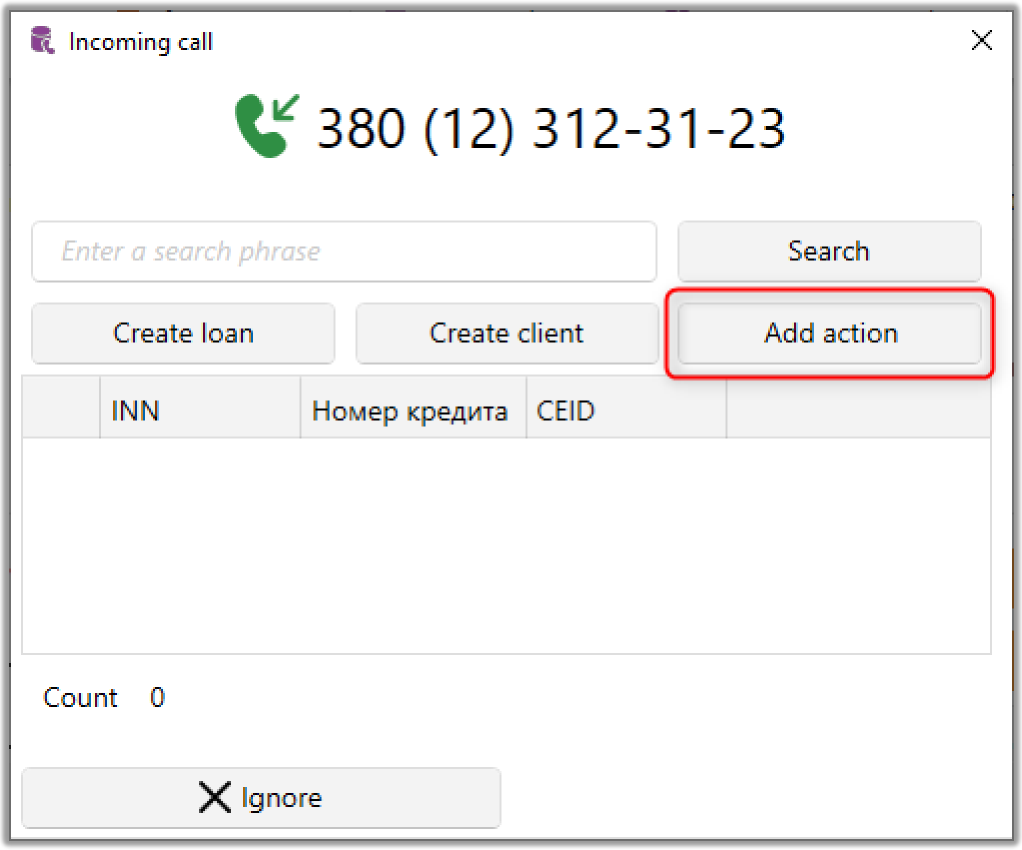
[Code long distance call] — the system corrects the phone number when making local calls by removing the country code and adding the long distance code. For example, there is a phone number 380441234567, where 380 is the country code, then the system removes it and converts it to 0441234567.

[Inbound call action] — select the default action to be set on incoming call. If it is set to [Not Selected], then the system will open the Add Action window without the action result filled in.

[Cards automatic opening] — select from the drop-down list the entity card ([Loans], [Customers] or [Loan/Customer]) that will be automatically opened on an automatic incoming or outgoing call. If the system does not find the cards by the set entity, then the user can search for the entity that was selected in this option in the incoming call window. When [Loan/Customer] is selected, the system first searches for loans and then, if there are no results, searches for customers. If the system does not find a loan card or customer card when [Loan/Customer] is selected, the user can search for loans and customers in the incoming call window. If the user did not find any matches through the search, the user can create a new entity card (only for the entity set in [Create Card]).

[Create card] — select the type of card that will be created through the incoming call window for the customer. When [Loan/Customer] is set, the user can select the type of card to be created (loan or customer card).

[Adding the actions] — in case of an incoming call, if this client is not in the system, the incoming call window opens for the user, in which the "Add action" button is available (if the "Add action" stage is selected in this parameter) (if the stage is selected in this parameter). When adding an action in the system, a new loan is created with the already added action, the user can fill in the necessary information in this card and save it. If it is set to [Default], there will be no possibility to add action from the search results window



[Sort client cards] — select the field by which the sorting of client cards in the incoming call window will be performed. If the number of clients with the same number is greater than 1.

[Card sorting loans] — selection of the field by which loan cards will be sorted in the incoming call window. If the client has more than 1 Loan.

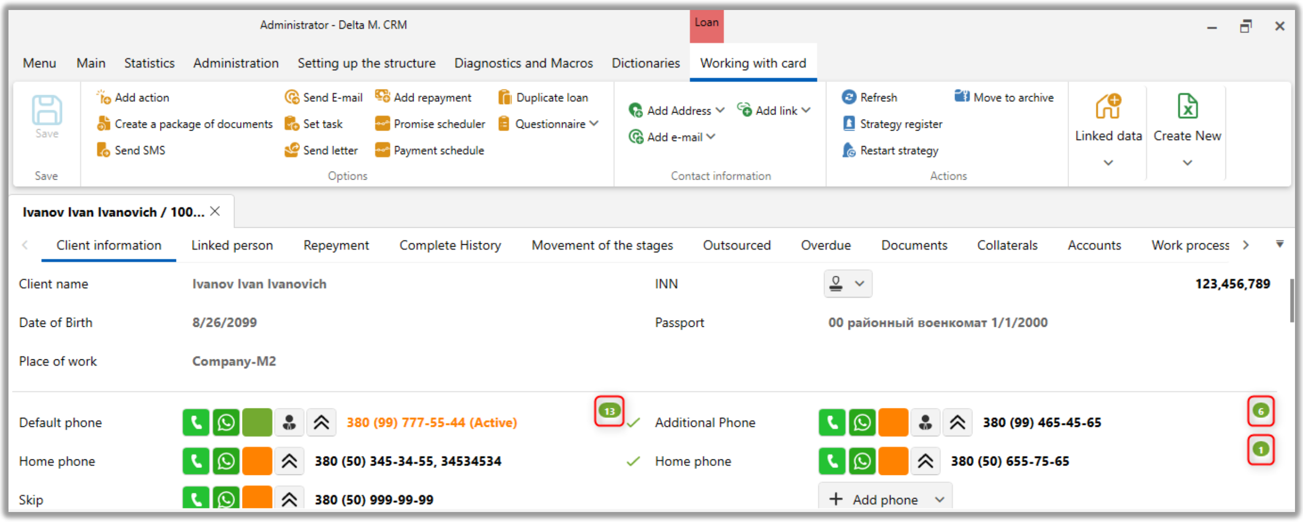
Checkboxes to configure additional telephony settings:

[Prohibition of communication on archive loans] — when this checkbox is checked, the system blocks the possibility of communication on loans that are in the archive, both manually and by means of strategy (ClickToCall, sending IVM, sending to avoid call, sending SMS, sending E-mail).

[Enable support for telephony] — enable or disable automatic startup of the telephony server and its usage. When turned off, all services linked to this server will be unavailable (setting up trunks, setting up/sending IVM, sending autodialer items).

[Dial a Number only through API] — when this option is enabled, the system will not automatically send the number to the telephony system. Instead, it will open the Add Action window, if the settings allow it.

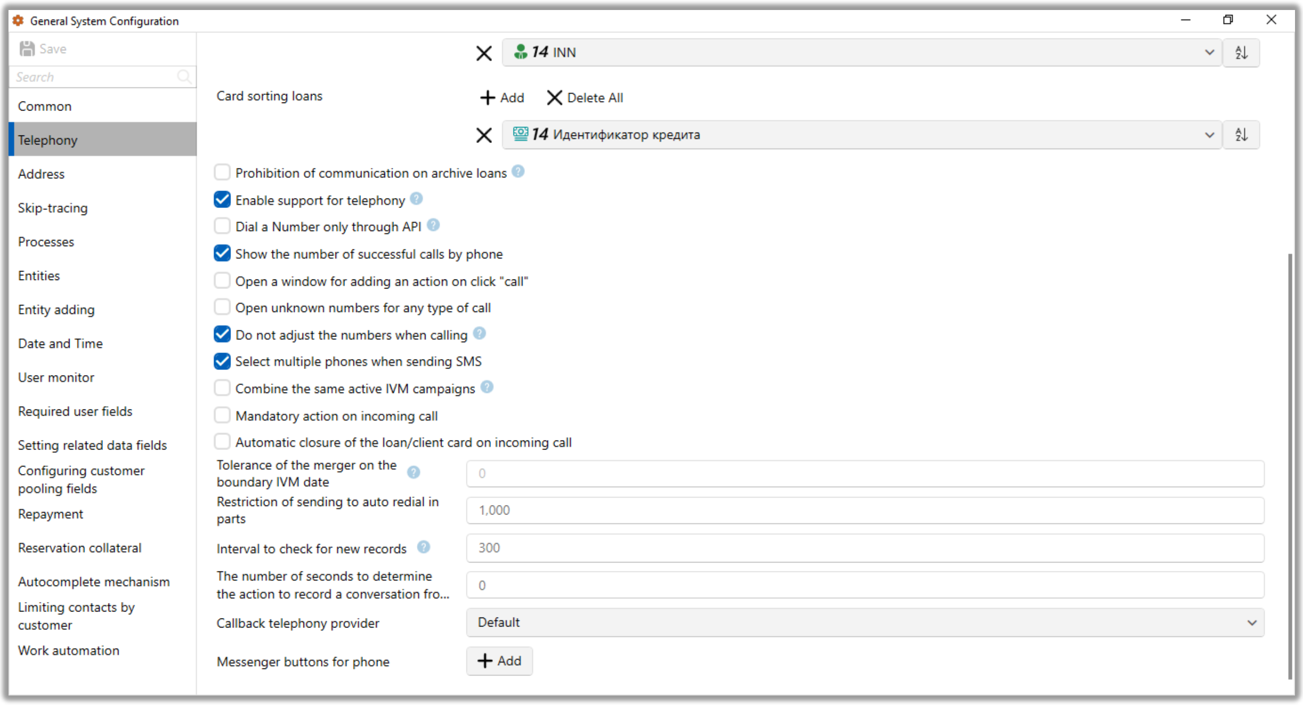
[Show the number of successful calls by phone] — enable displaying the number of successful calls for each phone number. Calls are considered successful, if a successful action has been set in them (an action where the corresponding [Result Action] checkbox has been selected). The number of successful calls will be displayed in the loan and client card next to the phone number in the form of green circles with a counter.



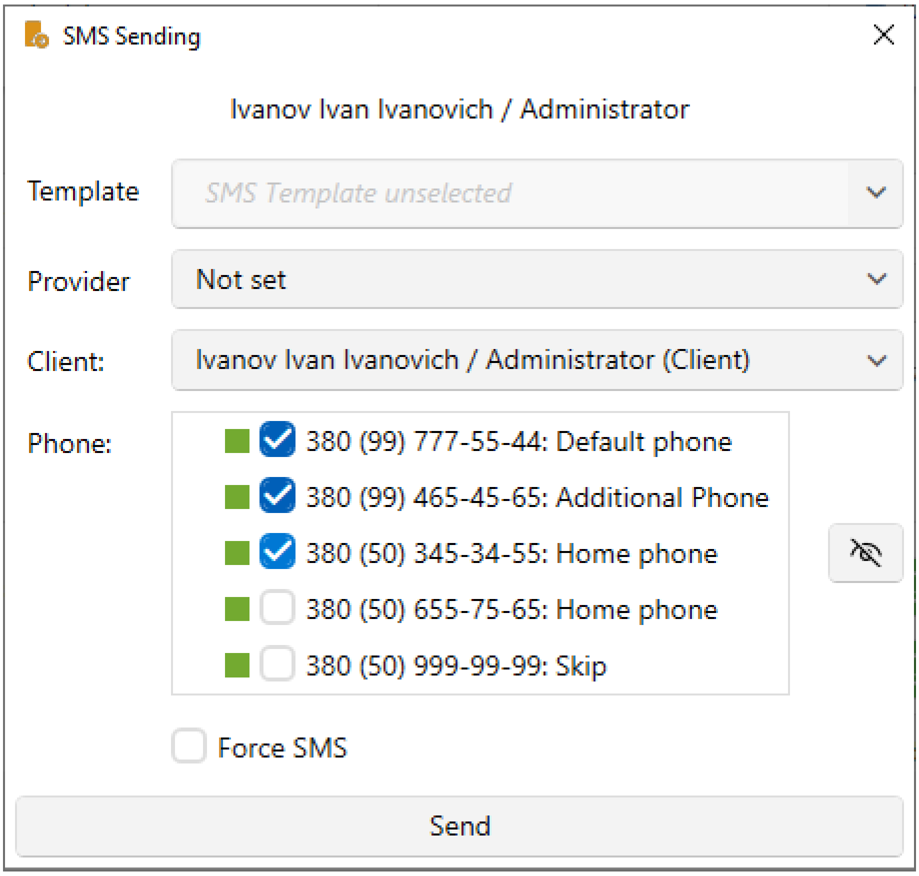
[Open a window for adding an action on click [call]] — open the action window when dialing a customer from a loan card or customer card via [ClickToCall] function (pressing the call button).

[Open unknown numbers for any type of call] — opening of the incoming call window regardless of incoming or outgoing call.

[Do not adjust the numbers when calling] — the system will not try to edit phone numbers when sending numbers to manual or automatic dialer, but will transmit numbers in full format.



[Select multiple phones when sending SMS] — this feature allows you to select multiple client phone numbers when sending SMS.



[Combine the same active IVM campaigns] — if this checkbox is enabled, the system allows you to send different IVMs through the results of actions or strategy. For example, if there is a created IVM "Calling clients", if the system or a user selected 100 clients and sent an event to call them, the system generates an IVM with a unique ID in the [Call results] functionality (tab [Statistics]). If after an hour another pool of clients was sent to be called through this IVM, and the previous pool is still in process, i.e. still being called, the system will not create a new campaign in the statistics with a new unique ID. Instead, it will add all phones to the previous campaign, preserving the unique ID.

[Mandatory action on incoming call] — on incoming call, the user will not be able to close the Loan or customer card without adding an action.

[Automatic closure of the loan/client card on incoming call] — on incoming call or auto outbound call, the Loan/customer card will be automatically closed after adding an action.

[Tolerance of the merge on the boundary IVM date] — the system sorts the companies by the boundary date that is set in the [Due Date] parameter (block [Action]) when sending IVMs to the customer's phone through the strategy.

[Restriction of sending to auto redial in parts] — setting a limit on the number of client numbers to send to autodialer at one time. It is used to limit the load on telephony API when sending large arrays of items. If this value is exceeded, the system will divide the remaining number into parts of the specified size for their further sending. The setting works both for manual sending of selected items to autodialer and for sending via strategy to IP telephony.

[Interval to check for new records] —interval of checking for new records on the telephony server. The value is set in seconds.

[The number of second to determine the action to record a conversation from its beginning] — the number of seconds after creating the call record, for which the system will determine the action added for it. Such action will be displayed in the [Contact Type] and [Contact Result] columns on the entity card tab with the special insert [Conversation Records]. If set to "0", the system defaults to looking for the added action within a range of 30 seconds after the conversation record is created. The following formula applies when working with this setting:

```
SELECT TOP 1 h.Id
    FROM History h
        JOIN User hu ON h.AID = hu.Id AND u.Id = hu.Id
    WHERE h.Created >= DATEDADD (SECOND, 30, t.CallDate)
        AND h.Created <= DATEDADD (MINUTE, 30, DATEDADD (SECOND, 30 +
        t.Duration, t.CallDate))
        AND h.CID = ph.CID
        AND h.PhoneID = ph.Id
```

Where:

t.CallDate — the date the record was created;

t.Duration — record length in seconds;

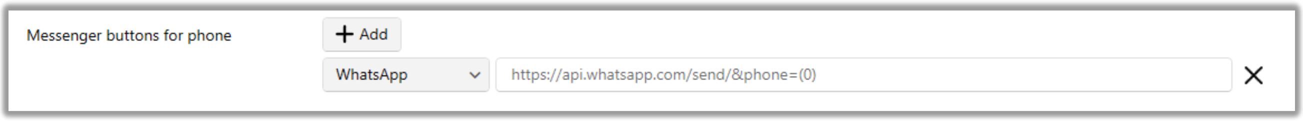
u.Id — user ID, which is determined by the following algorithm:

LEFT JOIN user u ON t.line != '' AND t.Line = u.IPphoneCode AND u.Deleted IS NULL

t.Line — phone number (SIP number) of the operator from the record.

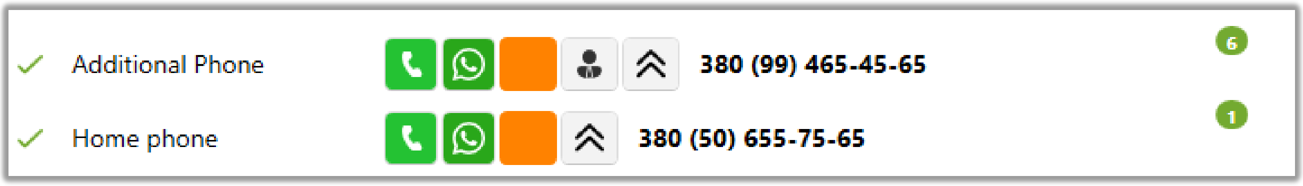
[Callback telephony provider] — selects the telephony provider for callback. See section 2.5.2.2 for details on setting up telephony providers.

[Messenger buttons for phone] — adding messengers as a button to quickly switch to sending a message through a web browser.



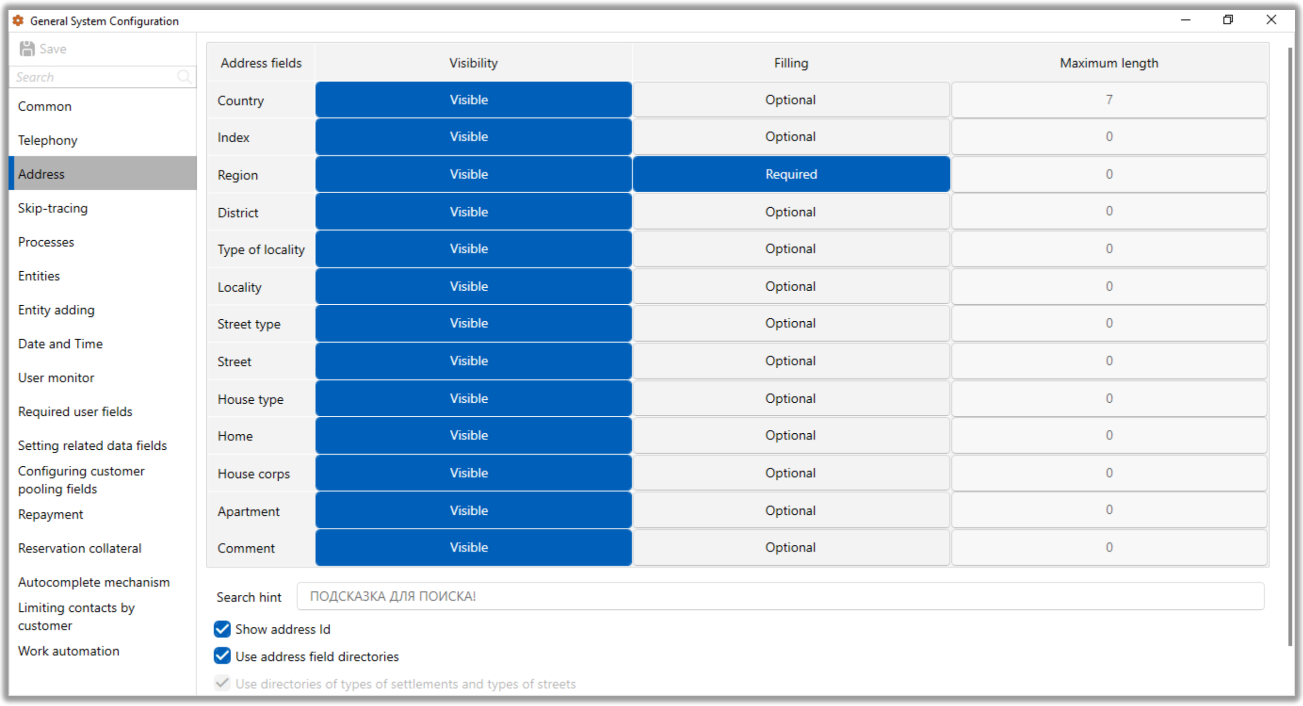
The button to open the messenger will be presented as a separate icon with the messenger logo next to the phone number. When you press it, the browser will open with a preconfigured link. If the link contains a variable in {0} format, the system will automatically substitute the phone number of the client to which this messenger button refers.

Here is an example of a screenshot where after clicking the messenger button, a WhatsApp chat window will be opened for that number.



2.4.2.1.3 Address

In this section you can customize the operation parameters of the [Address] system field. For convenience, this field is presented in the form of a table divided into four columns:

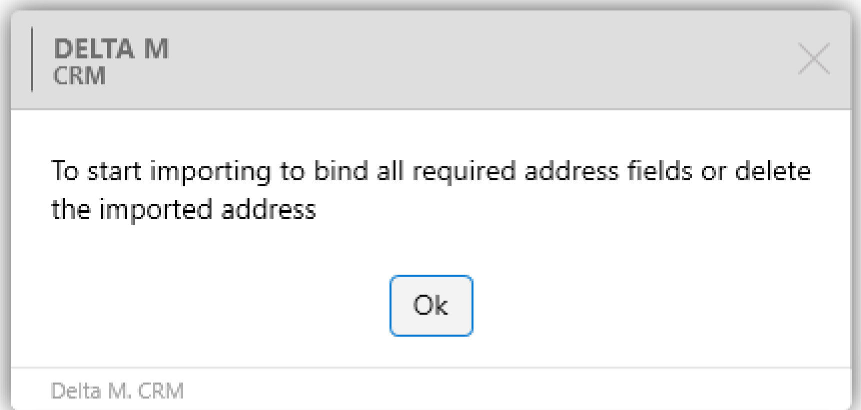


[Address field] — list of available address parameters. For these parameters you can set the visibility, mandatory filling and maximum number of characters.

[Visibility] — setting the possibility of filling in the [Address] field parameters. In order to make the parameter visible or hide it for filling, you should switch to the status [Visible] or [Invisible] in front of it, respectively.

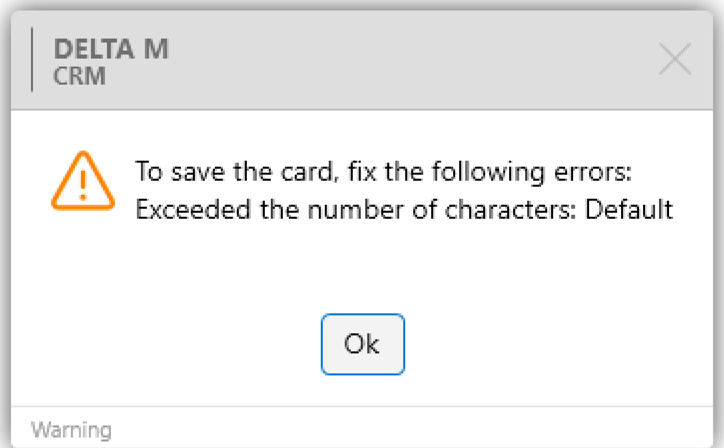
[Filling] — setting of mandatory filling of the selected parameter of the address field. The parameter can be either mandatory or optional, which is set by switching between the statuses [Necessary] and [Optional]. This parameter becomes inactive if the field is in the [Invisible] status.

IMPORTANT: if the address field parameter is marked as mandatory, the system will not let you save the added address without filling it in. Also, when importing an address with unfilled mandatory parameters, an error window will be displayed to the user.

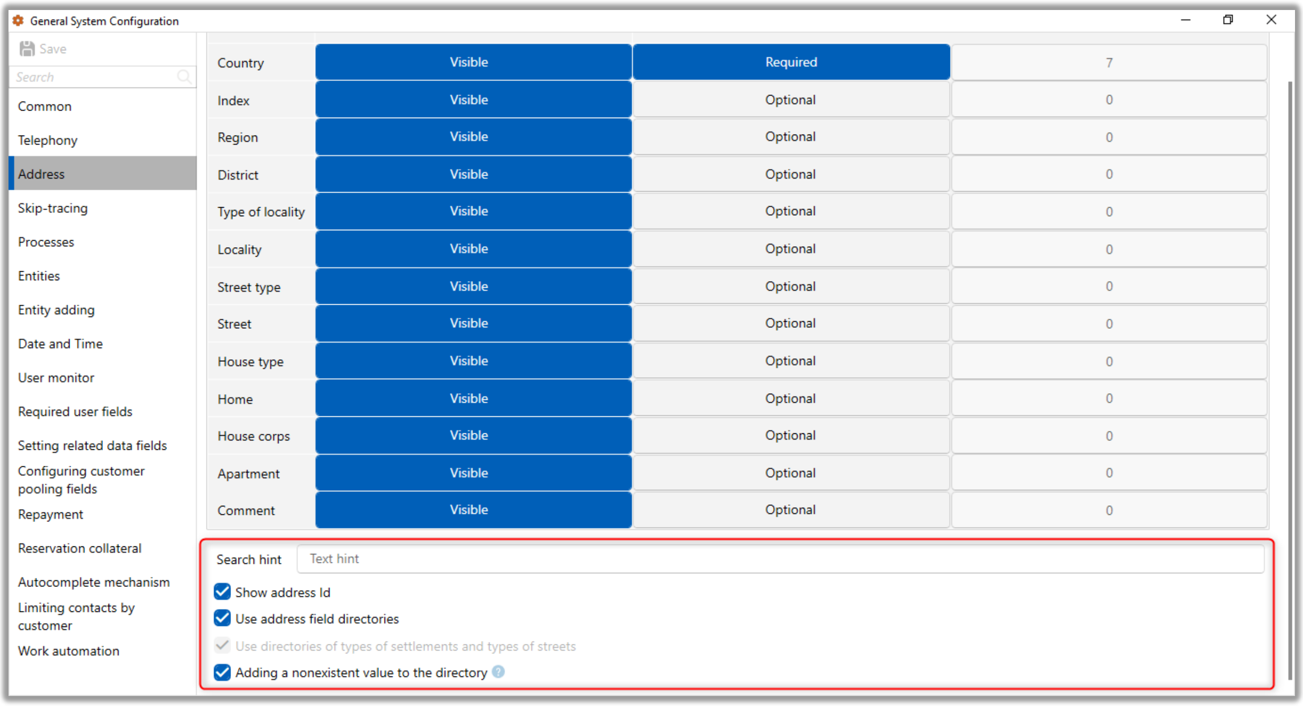


[Maximum lenght] — specifies the maximum number of characters that will be available for input into the selected address field parameter. There will be no input restrictions when the value is set to zero.

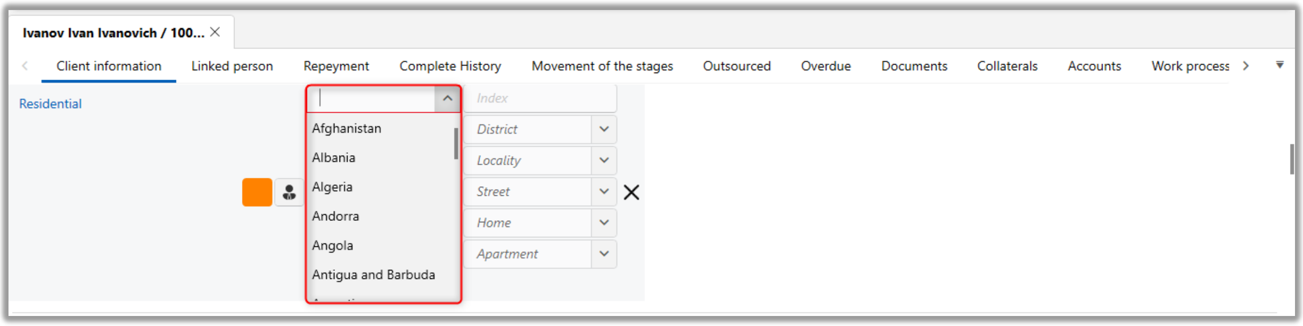
If the number of characters more than the set value is entered into the parameter, then such field will be highlighted with a red outline. Also, the system will not allow saving incorrectly entered data to the card, and the user will be notified about exceeding the allowed number of characters.



Below the table are additional options for customizing the address field:



- [Search hint] — enter the hint that will be displayed to users in the field with the selected system source [Address].
- [Show address id] — the address id that is stored in the database will be displayed in the entity card.
- [Use address field directories] — when filling in the customer address in the entity card, users will be able to select only addresses from the list of available addresses, without the possibility to enter the address manually. Available addresses are stored in the system directory [Addresses], where you can import the necessary values for address fields. After activating this setting, the directory becomes available on the [Dictionaries] tab. Already existing addresses will remain as they are, but this setting will be applied when editing them.
- [Use dictionaries of types of settlements and types of street] — enable the use of dictionaries of settlement types and street types when filling in address data in the entity card. Values from these dictionaries will be presented in the form of a drop-down list. More details on working with these dictionaries in the section 2.5.1.1.

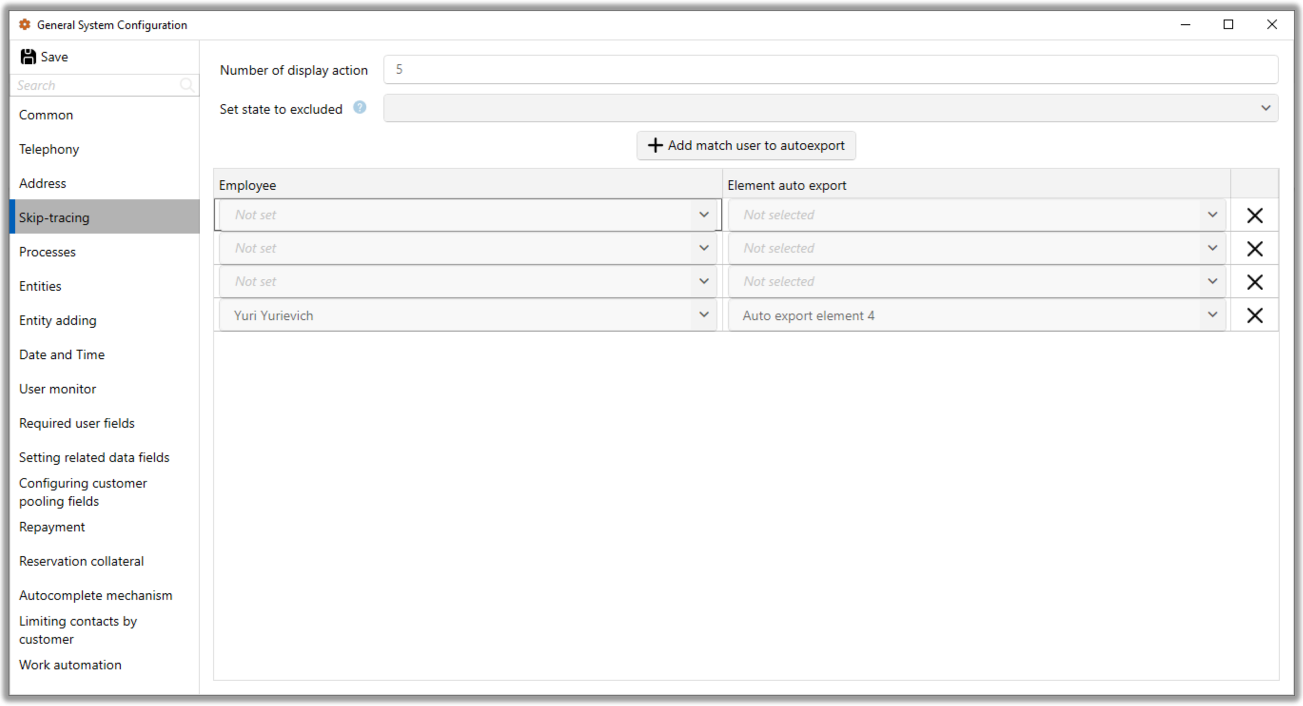


- [Add non-existent value to directory] — the setting allows adding new address values through the loan or customer card, when using the address field directory. Such values will be automatically added to the [Addresses] dictionary after they are saved.

2.4.2.1.4 Skip-tracing

This section is used to configure the processing of loans that have been assigned manually or through the Skip-tracing task strategy for further processing through the [Skip-tracing] organizer (more details in section 2.2.4.8). In this section, you can configure settings for displaying data in the organizer, settings for automatically transferring trades to status, and specify an external user to automatically export reports.

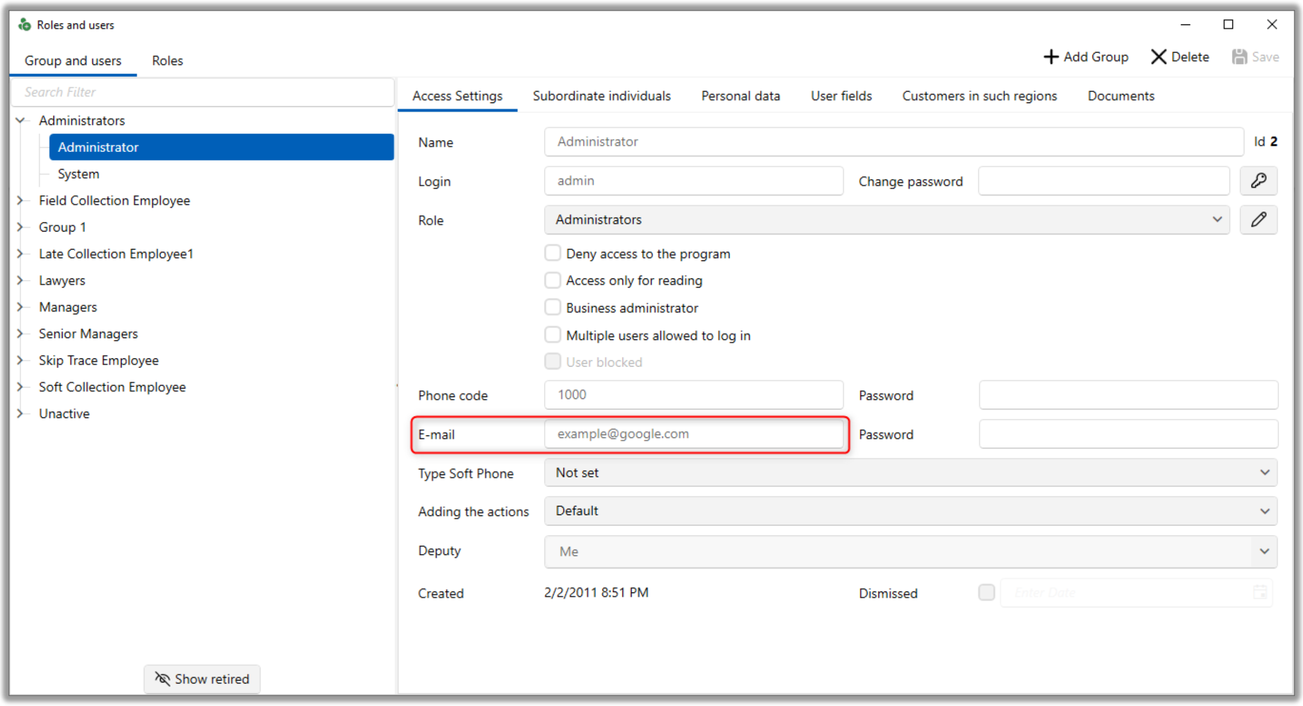
The following settings are available:



[Number of display actions] — specify the number of recent actions that will be displayed to the user in the [Skip-tracing] module (more details in section 2.2.4.8). The maximum possible value is 60.

[Set state to excluded] — automatic transfer to the selected status and loan stage, which were excluded in the [Skip-tracing] module.

[Employee] — select employees to whom the customized auto export item will be assigned. Only users who are in the groups for which the [Can be externally responsible] checkbox is checked are available. Later, when the task that was sent to Skip-tracing is distributed among external responsible persons — the selected auto export item is sent to the corresponding responsible person by e-mail (the generated report will be sent to this user to the e-mail specified in the user card).



[Element auto export] — select configured auto export elements, according to the settings of which the list of loans will be generated and sent to the corresponding users.

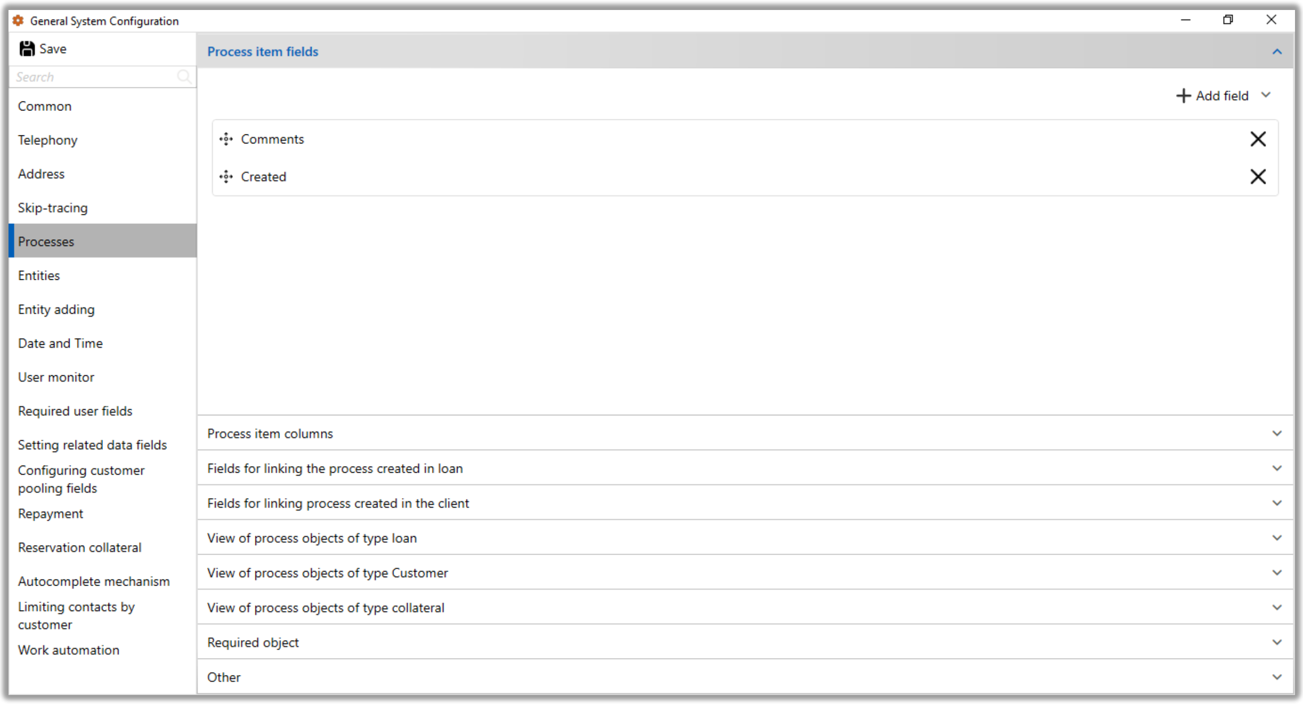
2.4.2.1.5 Processes

This section allows you to customize the fields and columns of the process actions. It consists of the following subsections: [Process item ields], [Process item columns], [Fields for linking the process created in loan], [Fields for linking process created in the client], [View of process objects of type loan], [View of process objects of type customers], [View of process objects of type collateral], [Required objects], [Other].

2.4.2.1.5.1 Process item fields

In this subsection you configure the display of the system process action fields when you add a process action as part of the process creation in the entity cards. The added process action fields will be displayed in the entity card on the tab with the special tab [Work Processes] and when viewing actions in the process card on the tab with the special tab [Process Actions].

To add a new field, click the [Add Field] button, then select the process action field from the drop-down list. If necessary, the user can change the order of display of these columns after adding them by left-clicking on the icon next to the field name and moving it within the list.

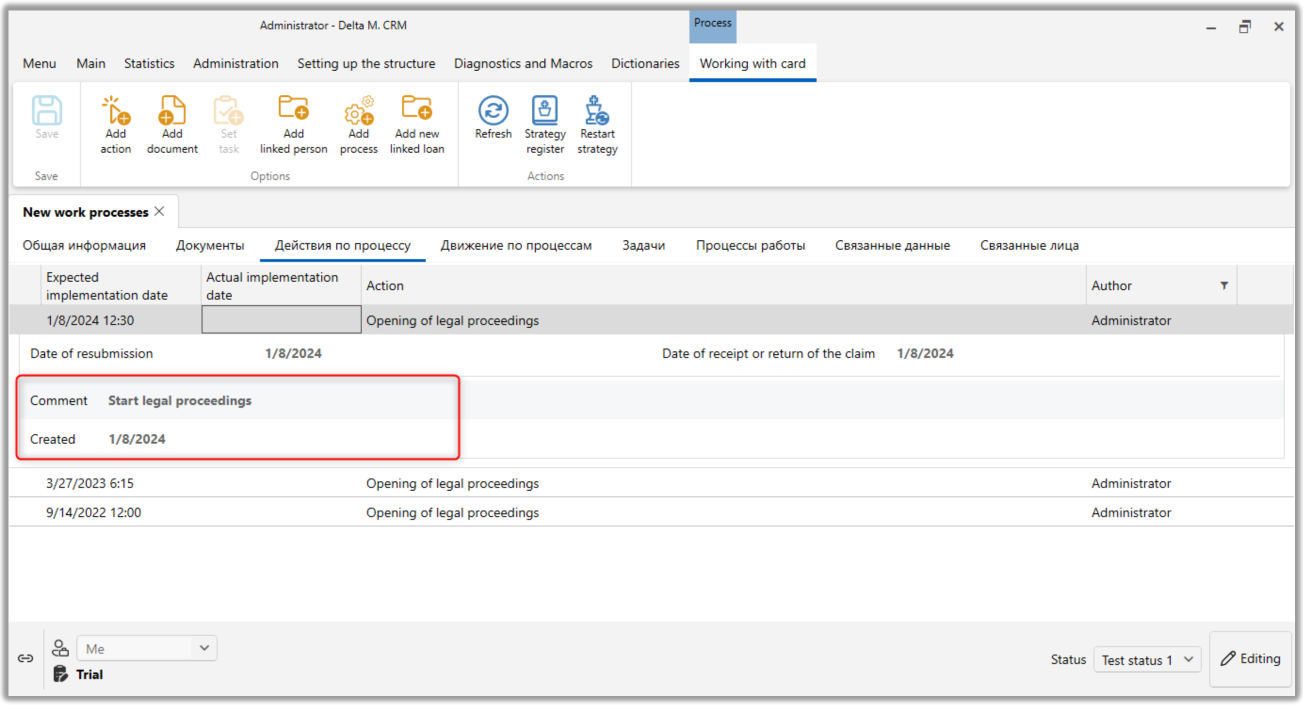


The following system fields are available:

- [Comments] — field for entering a comment. If the comment field is empty, it will be hidden in the view mode.
- [Created] — displays the date when the process action was created. This field will be hidden if a similar field has been added for displaying in the process action columns setting (for more details see [Process action columns]). The field is filled in automatically when adding an action to the process and is not editable.

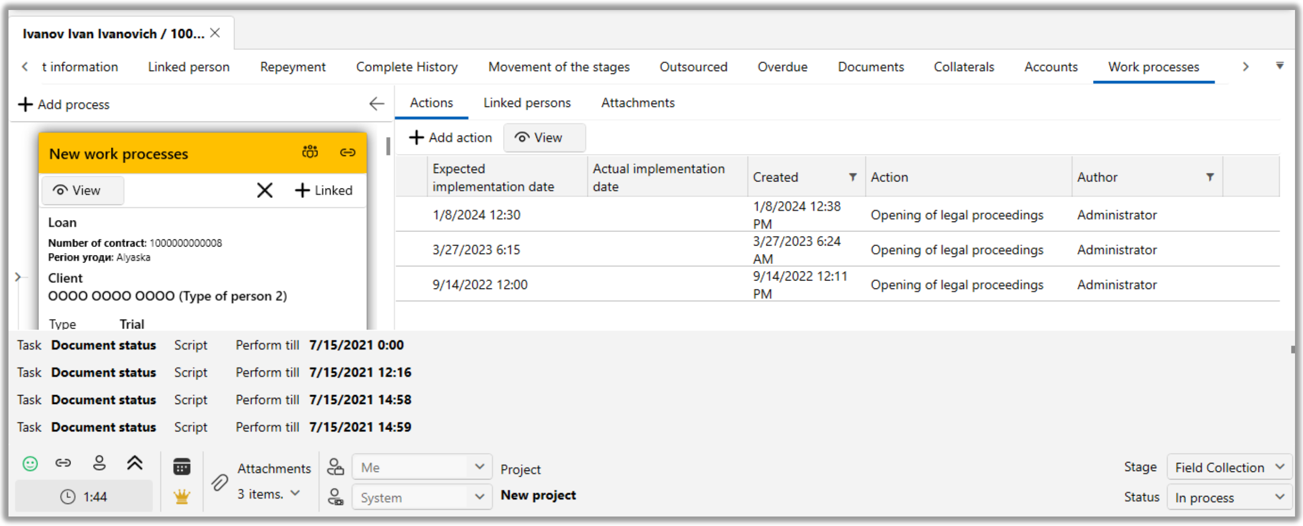
- [Reminder] — field, which is used to specify the reminder date, which works similarly to the reminder when adding an action in the loan card. If the reminder date is not set, the field will be hidden in the view mode.

An example of how these fields are displayed in a process card:

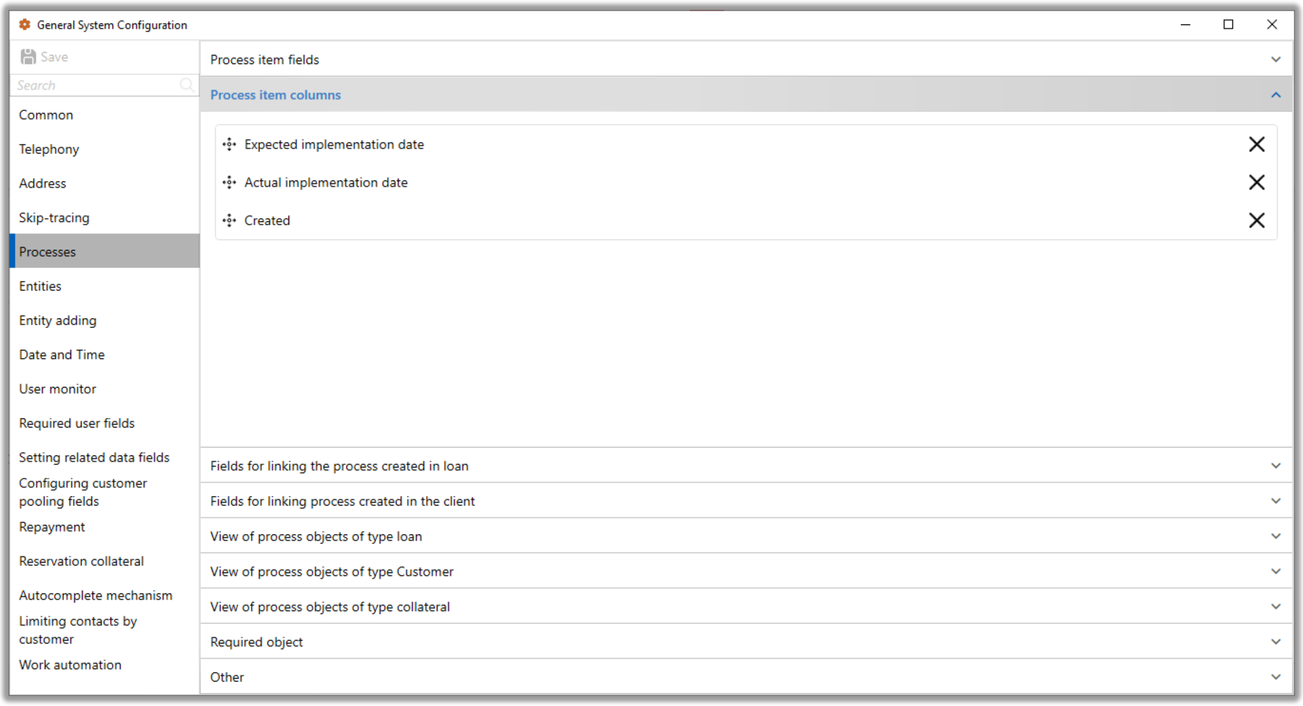


2.4.2.1.5.2 Process item columns

In this subsection you add or remove system columns for process actions, which will be available when viewing the history of process actions in the entity card on the tab with the special insert [Work processes] and in the process card on the tab with the special insert [Process actions]. To change the order in which the columns are displayed, you must left-click on the icon next to the column name and move it within the list.



The following system speakers are available:

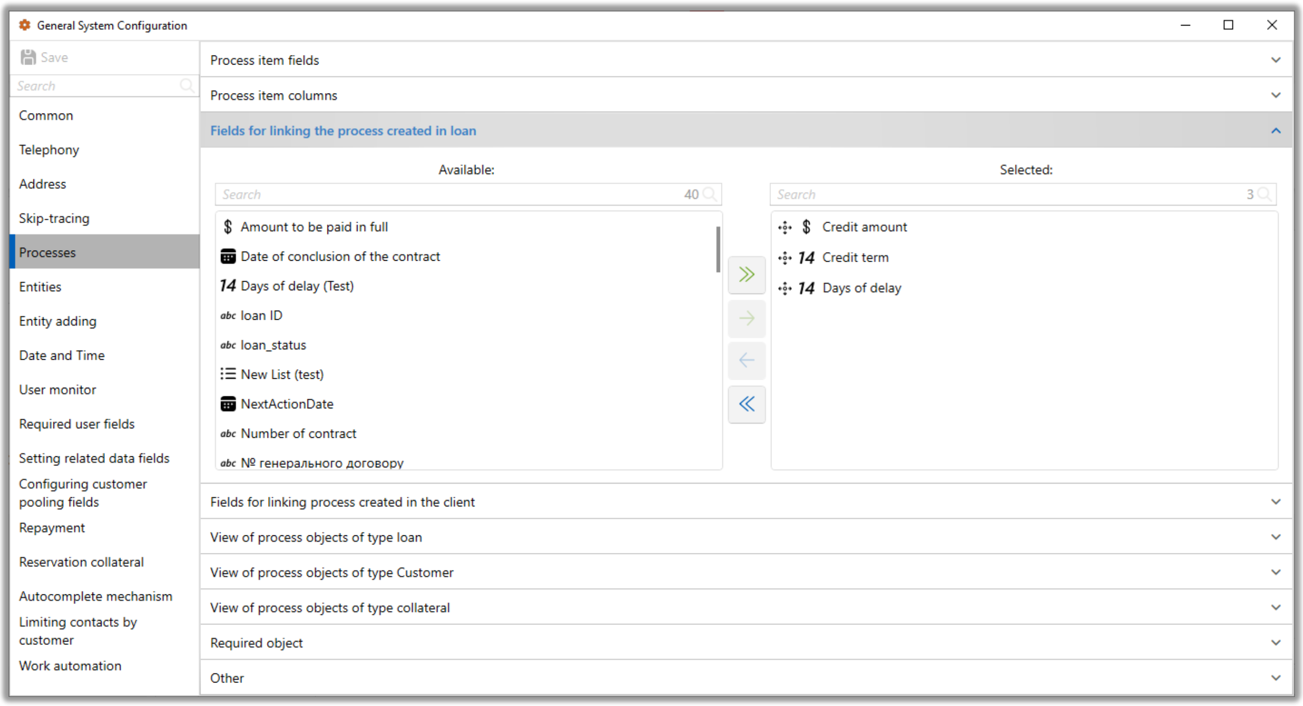


- [Created] — displays the date of process action creation. The information in this column is entered automatically when adding an action in the process.
- [Expected implementation date] — displays the specified estimated due date of the action, which is set by the user when adding the action.

- [Actual implementation date] — this field contains information about the execution date of the action or linked task. The information in the field is entered by the user or through a customized strategy.

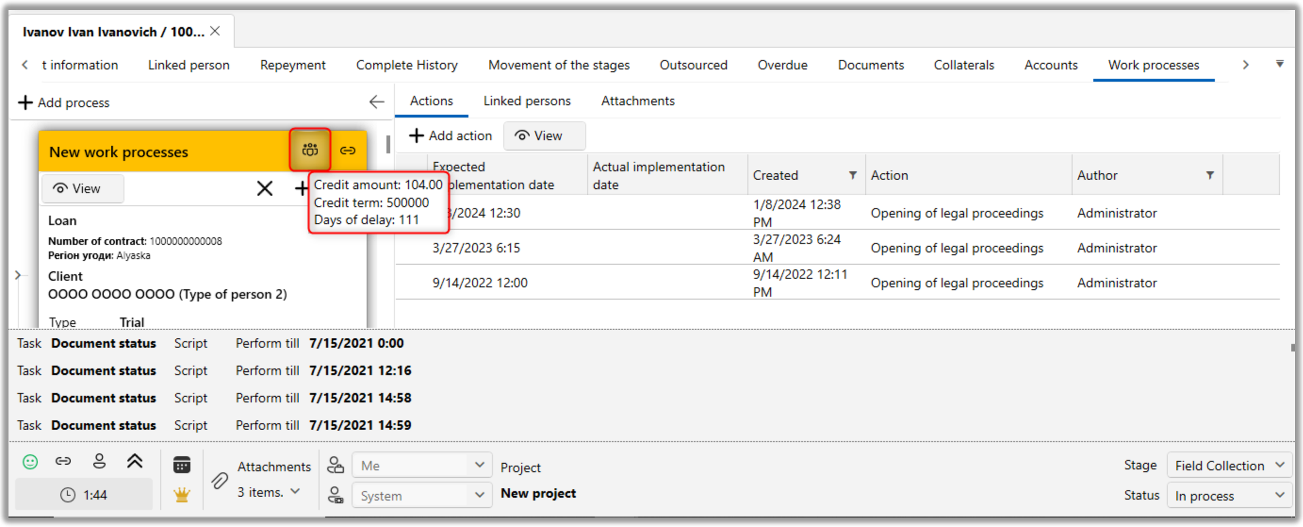
2.4.2.1.5.3 Fields for linking the process created in loan

This subsection allows you to customize the display of information from the loan fields in a special insert [Work Processes], which will be displayed to the user in the form of a tooltip icon, if the process was created in the loan card or through the [Menu] tab with the selected object [Loan] (without selecting the client). The subsection is divided into two blocks: [Available] and [Selected].



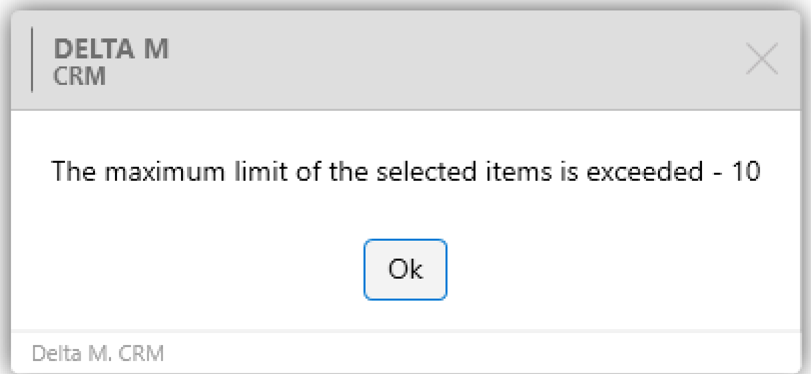
The [Available] block contains the loan fields created in the system. The [Selected] block contains selected fields from the available fields, which will be displayed in the tooltip for work processes from the linked loan card.

The tooltip icon is displayed if at least one of the selected fields is not empty. By moving the fields from [Available] to [Selected], you can change the contents of the tooltip. You can also change the order in which the fields are displayed by left-clicking on the desired field and moving it within the list of selected fields.



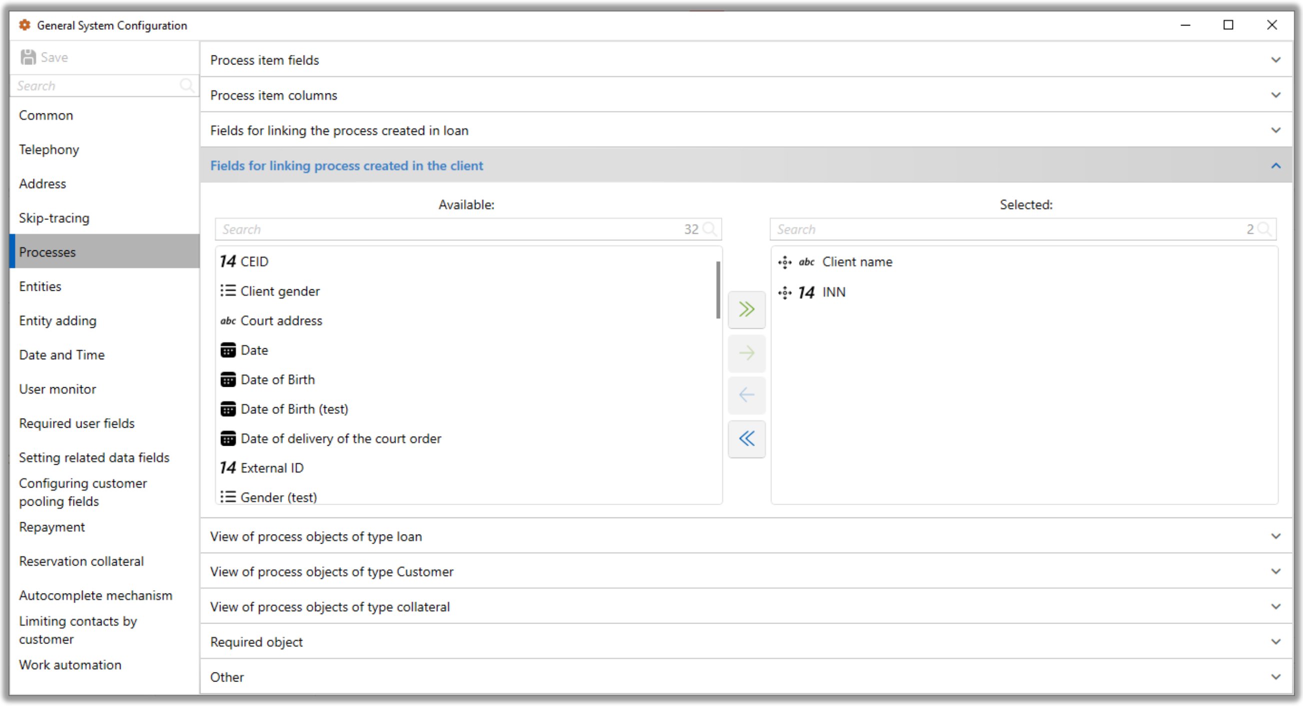
For processes created inside the selected loan, the hint icon will have green color. If the process was created in another loan of this client, the tooltip will have black color and accordingly display information from the fields of that loan. The hint icon will be hidden if the process has more than one linked loan. If the process with source [Client] is created in a loan, then such process will be displayed in the client card, but with gray color icon.

In the system there is a limit on the number of output fields in the tooltip for the process created in the loan card, it is equal to 10. When trying to add more fields the user will get an error: [The maximum limit of selected items exceeded — 10].



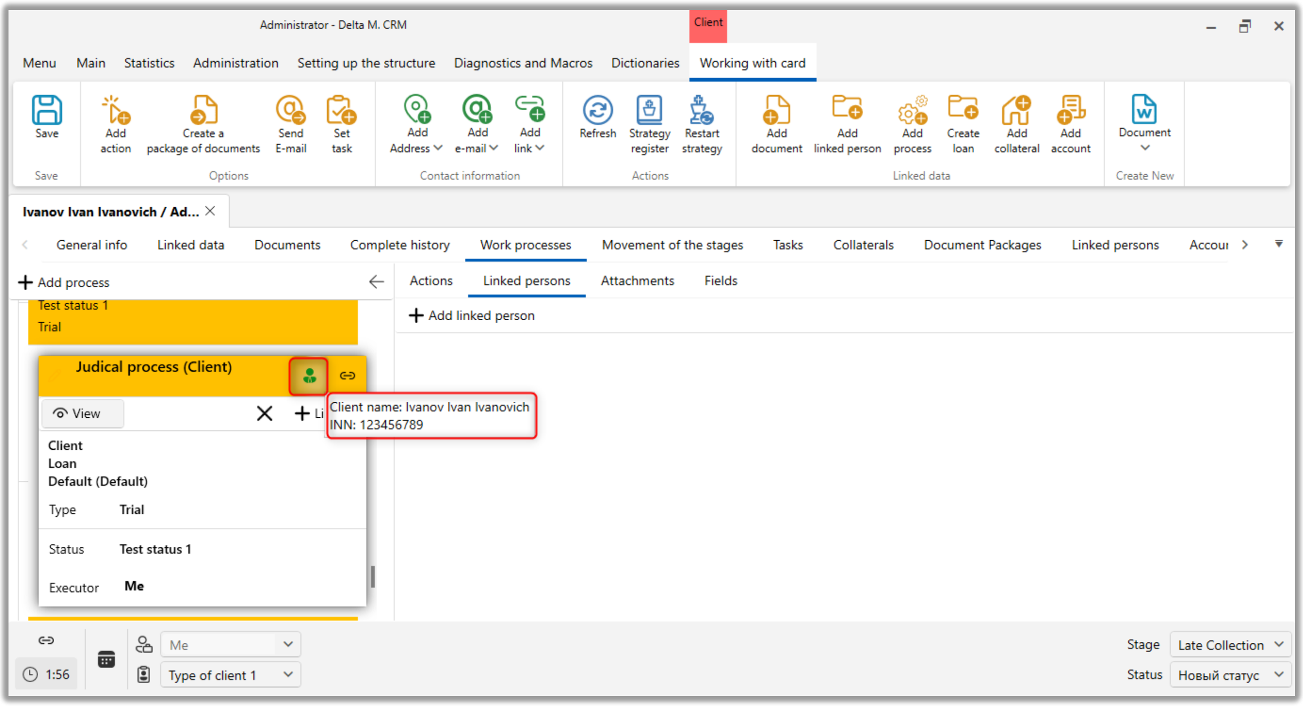
2.4.2.1.5.4 Fields for linking process created in the client

In this subsection, you can customize the display of information from the client fields on the special insert [Work Processes], for processes that have been created in the client card or through the menu with the selected object [Client]. The subsection is divided into two blocks: the [Available] block and the [Selected] block.

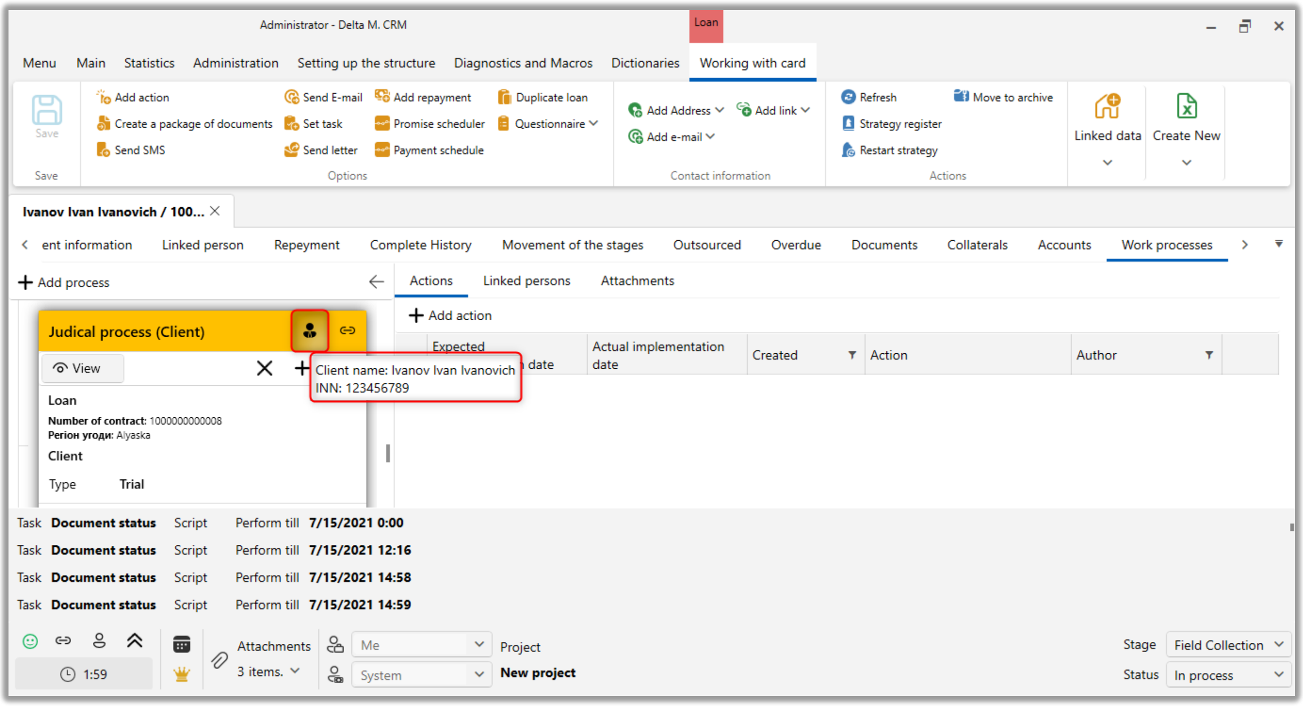


The [Available] block contains the customer fields created in the system. The [Selected] block contains the fields that will be displayed in the tooltip for the client processes.

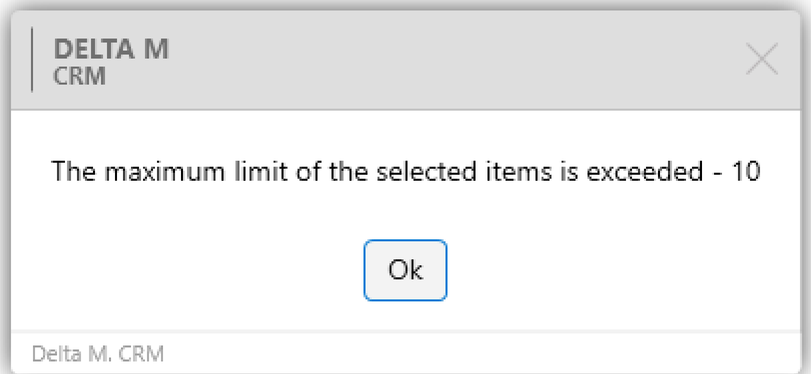
By moving the fields from [Available] to [Selected] you can change the content of the tooltip. You can also change the order in which the fields are displayed by left-clicking on the desired field and moving it within the list of selected fields.



For processes created within the selected customer card, the tooltip icon will be green in color. The tooltip will also be displayed for all linked loan cards of this client, where it will be black in color and clicking on it will open the client card. The tooltip icon will be hidden if more than one client was selected in the objects when creating a workflow via the [Menu] tab.

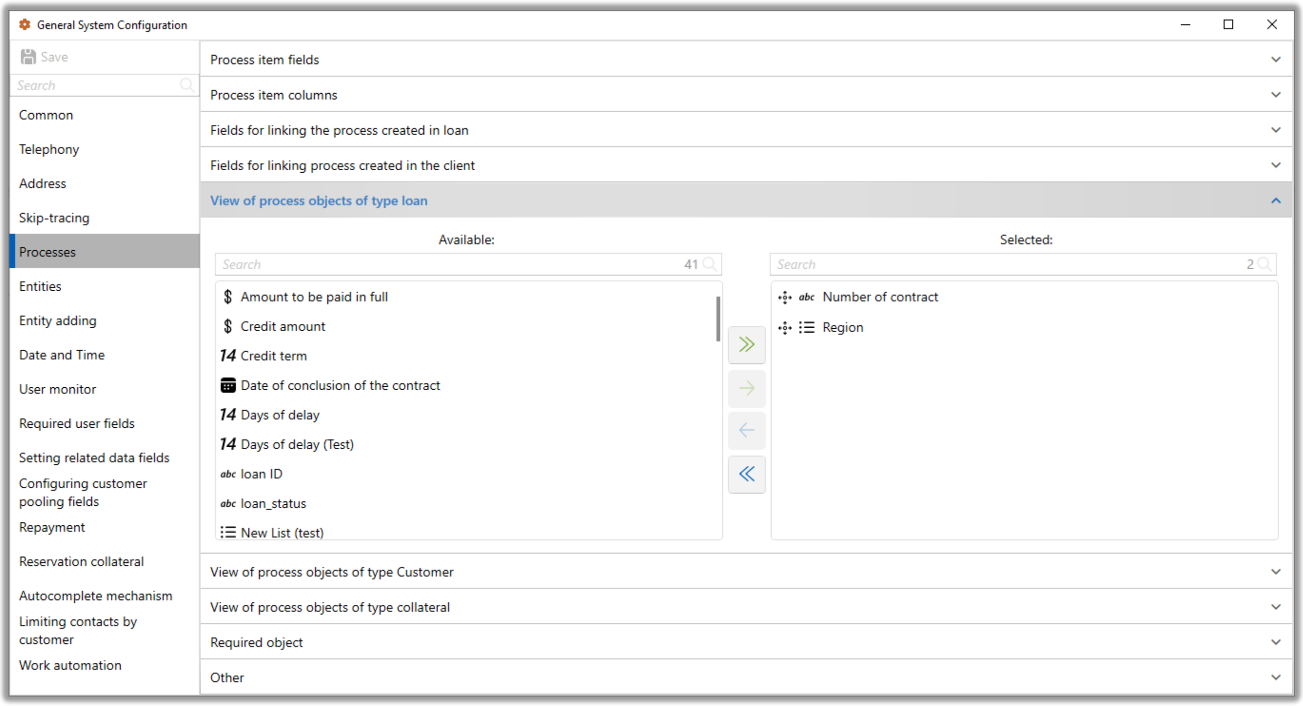


In the system there is a limit on the number of fields displayed in the hint, for the process created in the client card it is equal to 10. When trying to add more fields the user will get an error: [The maximum limit of selected items exceeded — 10].

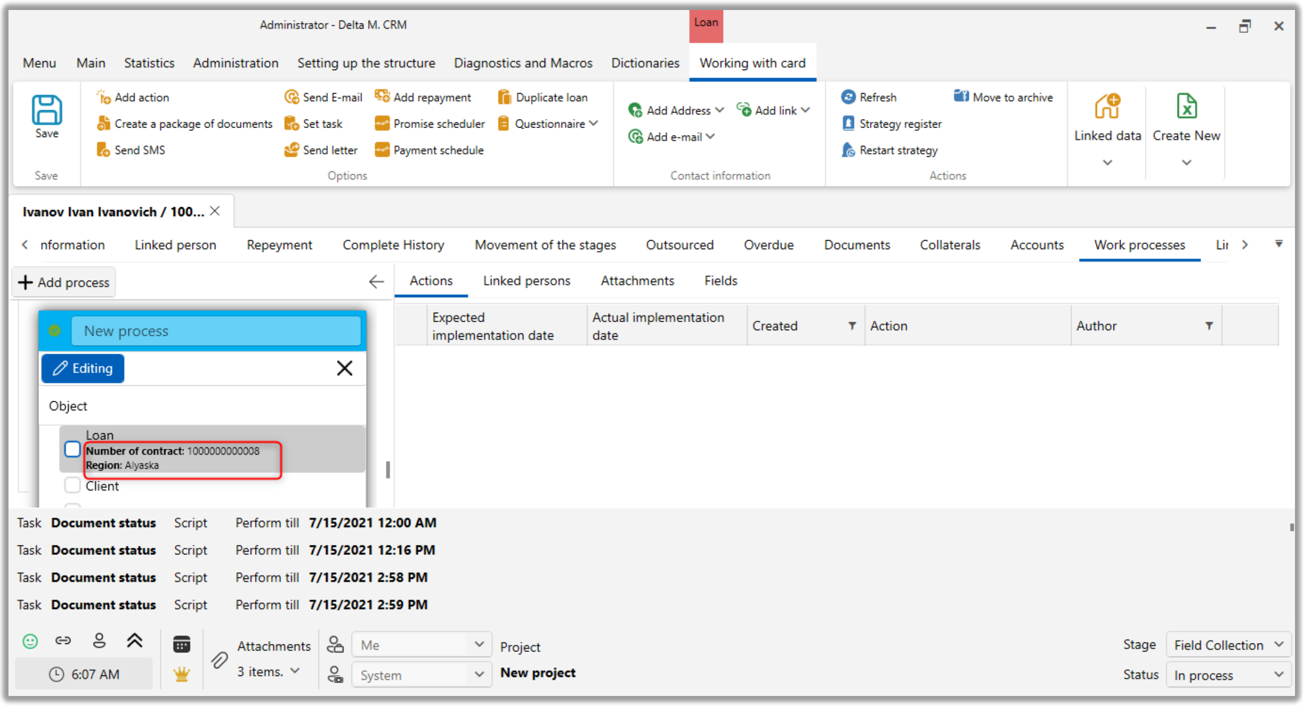


2.4.2.1.5.5 View of process objects of type loan

This section customizes the display of additional information from the loan card fields for entities with type [Loan] when creating a new process or viewing an already created process in entity cards.



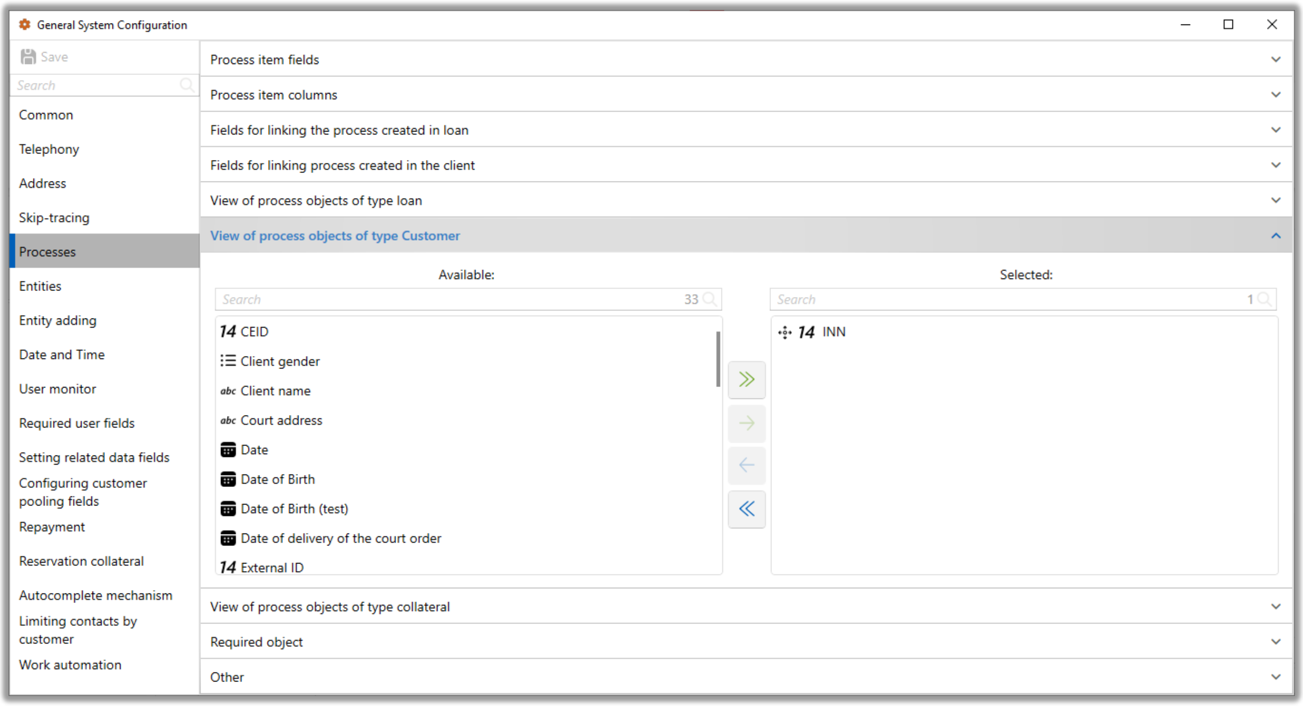
The [Available] block contains fields of loans, which have been created in the system. To select fields from the list of available fields, it is enough to drag them to the [Selected] block. Data from the selected fields will be displayed as additional information under the [Loan] object on the special tab [Work processes], if the selected field is not empty.



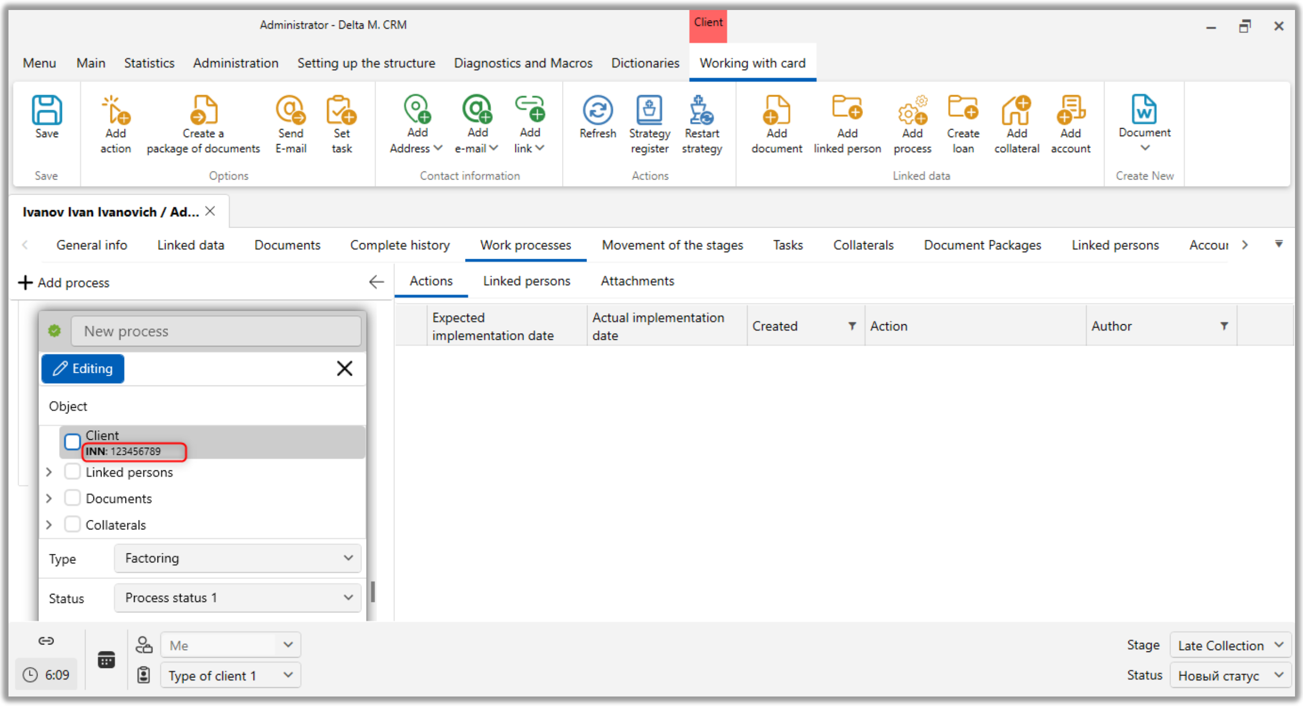
You can also customize the order in which fields are displayed in the tooltip. To do this, drag the field to the required position in the list of selected fields.

2.4.2.1.5.6 View of process objects of type Customers

This section configures the display of additional information from the customer card fields for entities of type [Customer] when creating a new process or viewing an already created process in entity cards.



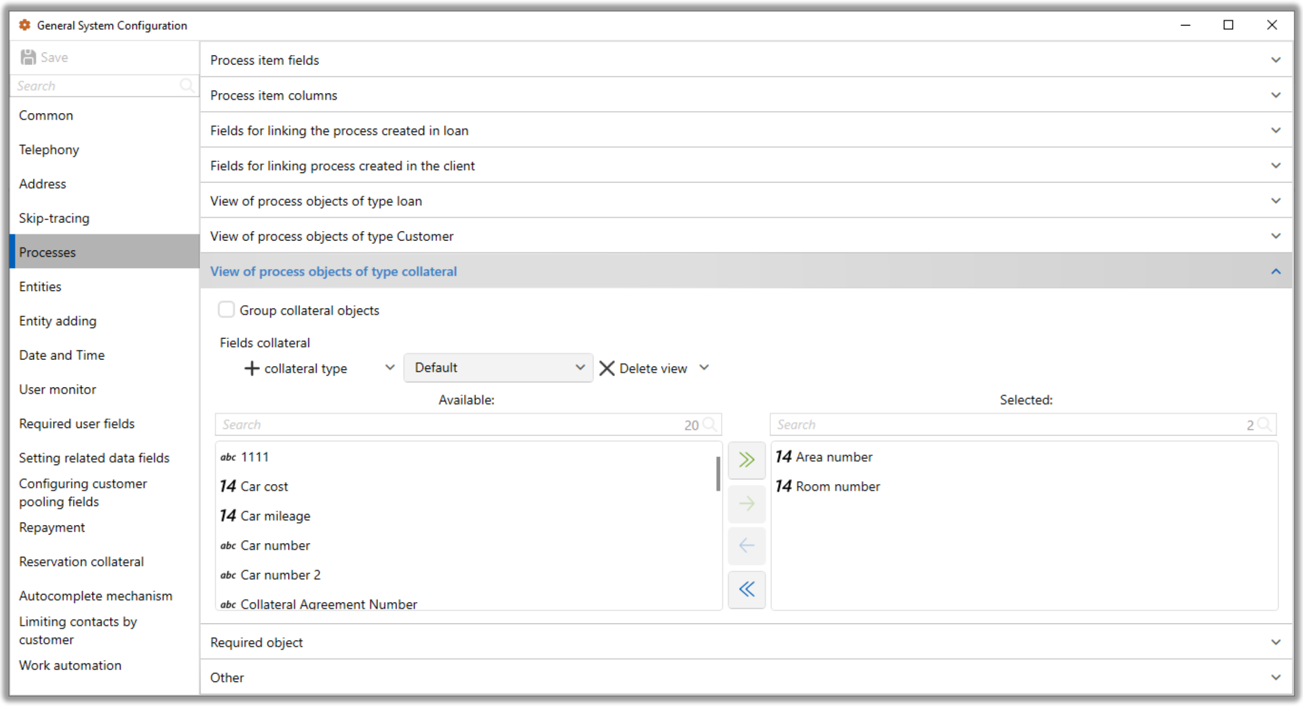
The [Available] block contains fields of clients that have been created in the system. Information from the selected fields will be displayed as additional information under the [Client] object on the special tab [Work Processes], if such field is not empty.



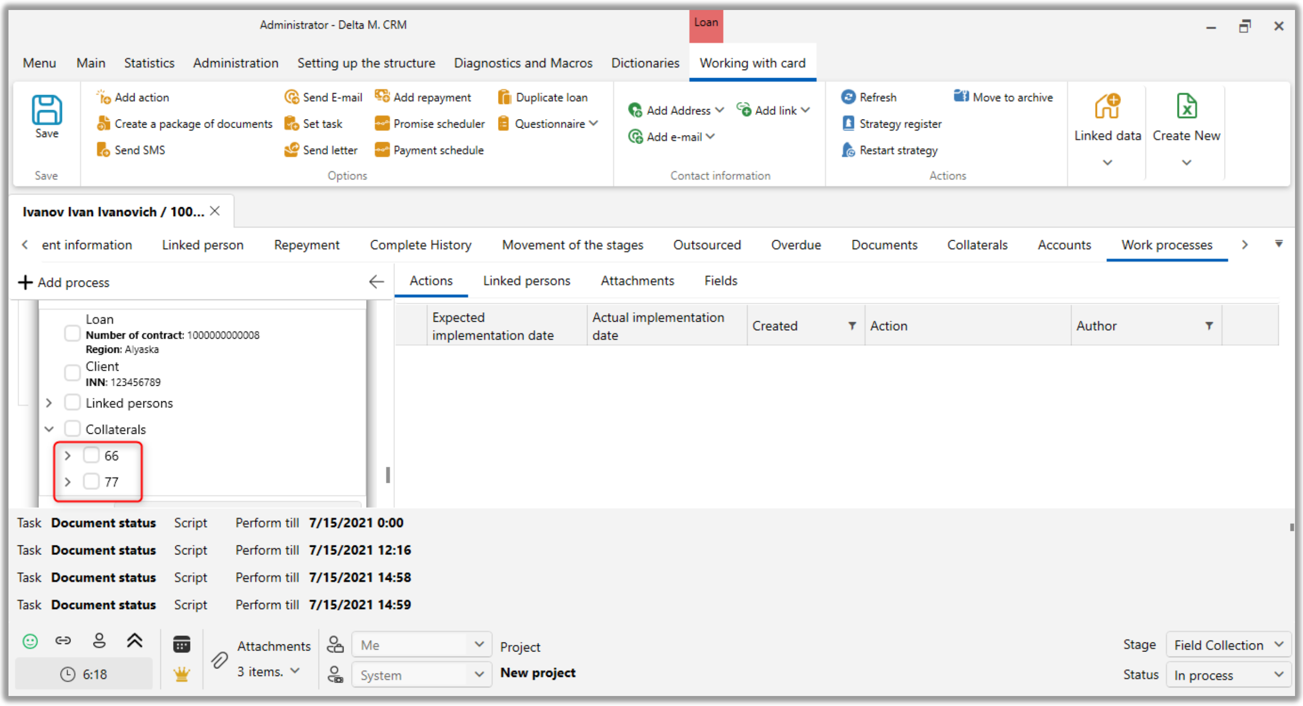
You can also customize the order in which additional information is displayed for the [Client] object. To do this, drag the field to the desired position in the list of selected fields.

2.4.2.1.5.7 View of process objects of type collateral

In this section you can customize the appearance of process objects of type [Collateral]. The changes made will be applied to the special insert [Work processes] in the entity cards and when creating a process on the [Menu] tab.

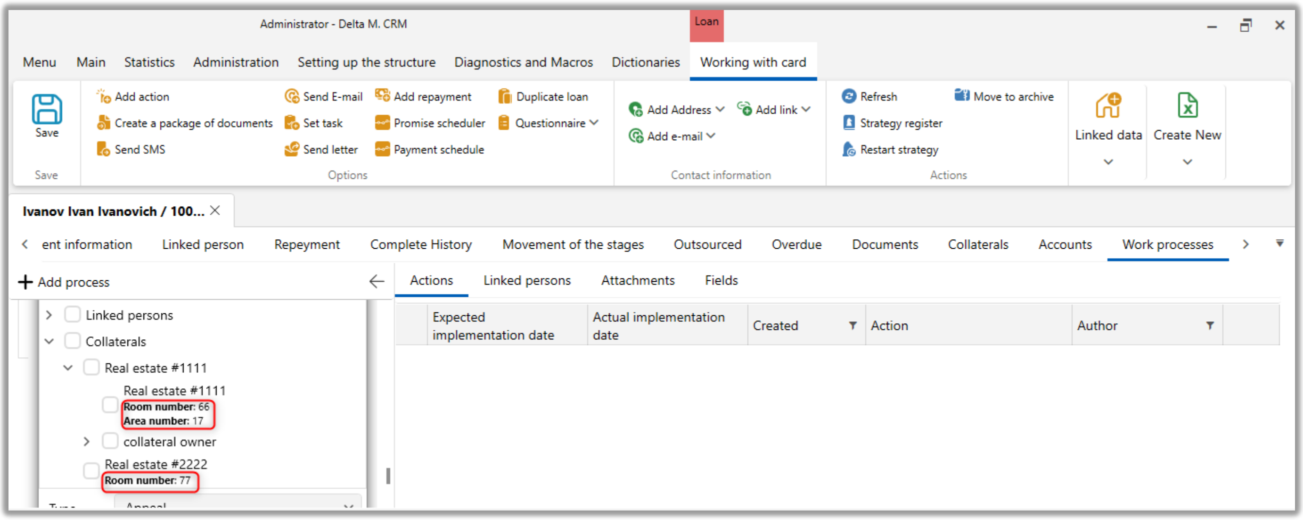


[Group collateral objects] — enables grouping of collateral objects by selected collateral field when creating or editing a process.



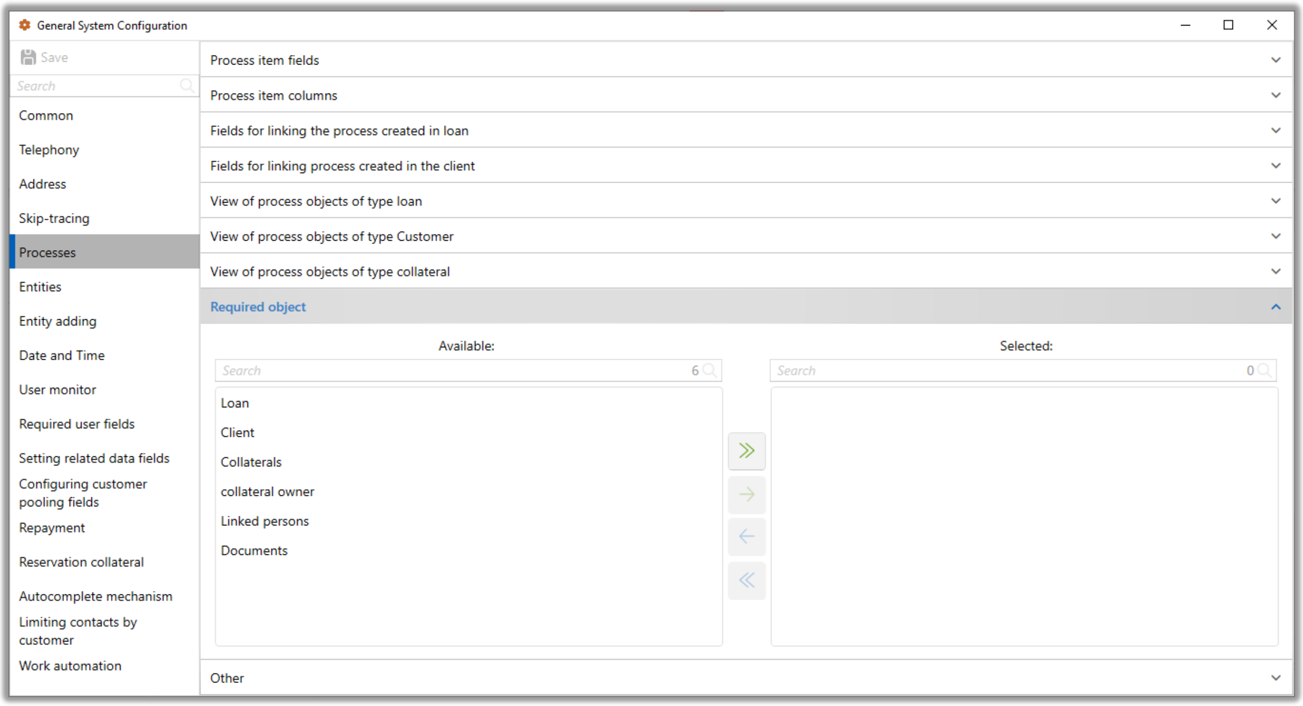
In the [Fields collateral] parameter, collateral fields are selected by transferring from the [Available] block to the [Selected] block, the information from which will be displayed for the selected collateral type (or several), if the selected fields are not empty.

First it is necessary to select for which collateral type the view will be created (button [Collateral type]), then the user can merge it with other types or delete it. If the type is set to [Default], its parameters will be applied to all existing collateral types that do not have their own collateral field view settings. The data from these fields will be displayed as extended additional information in the collateral process objects when creating or editing it.

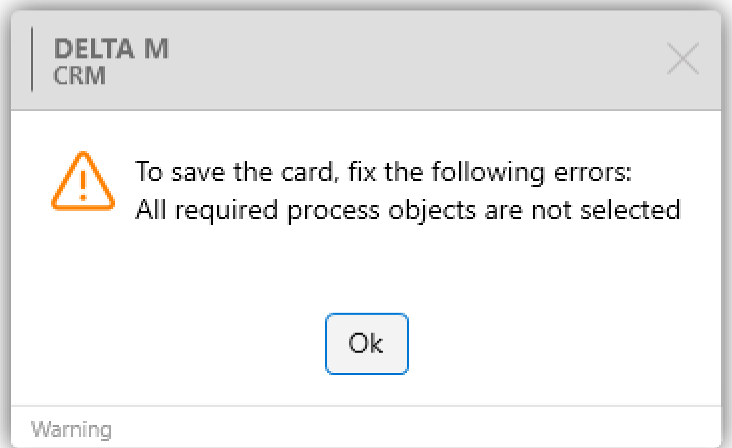


2.4.2.1.5.8 Required object

In the [Mandatory object] section, by moving from the [Available] block to the [Selected] block, you can customize the list of mandatory object types to be selected when creating a process from an entity card with the special insert [Processes] or creating a process via the [Menu] tab.

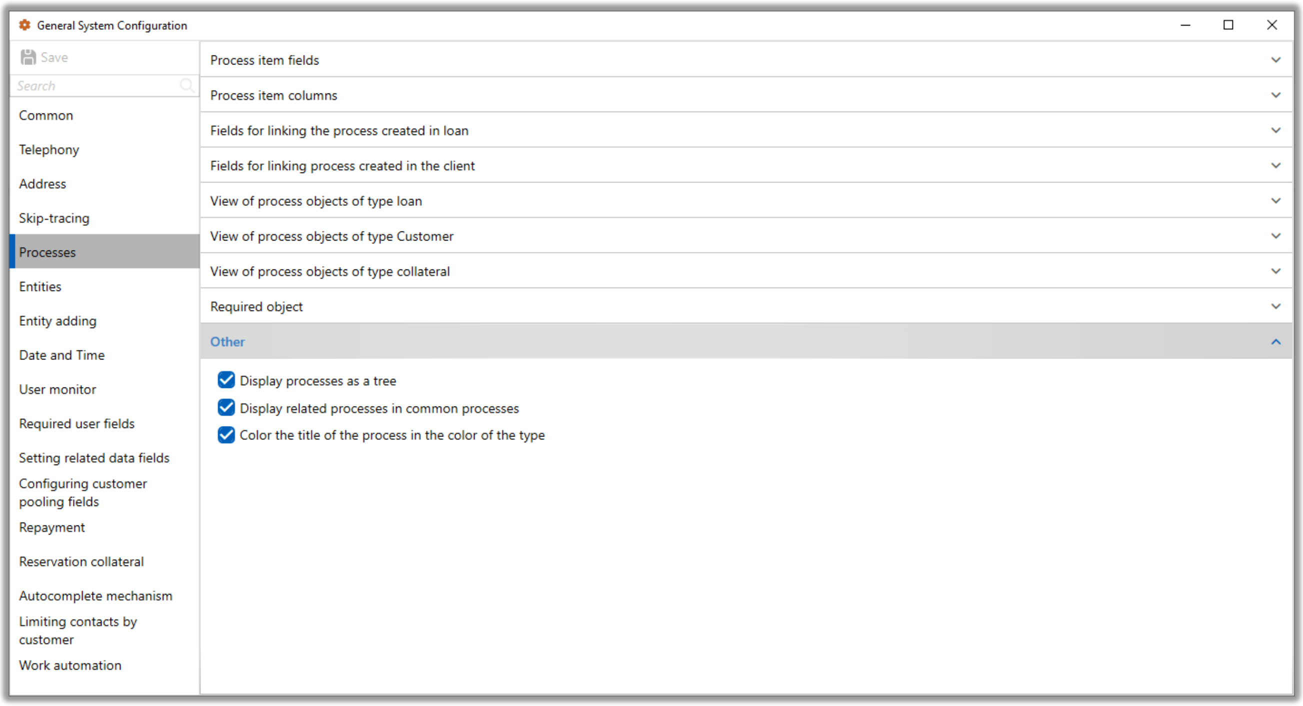


When creating a new workflow, all mandatory objects will be highlighted in red. If the user does not select all marked mandatory processes when creating a workflow, a corresponding warning will be displayed and the workflow will not be created.

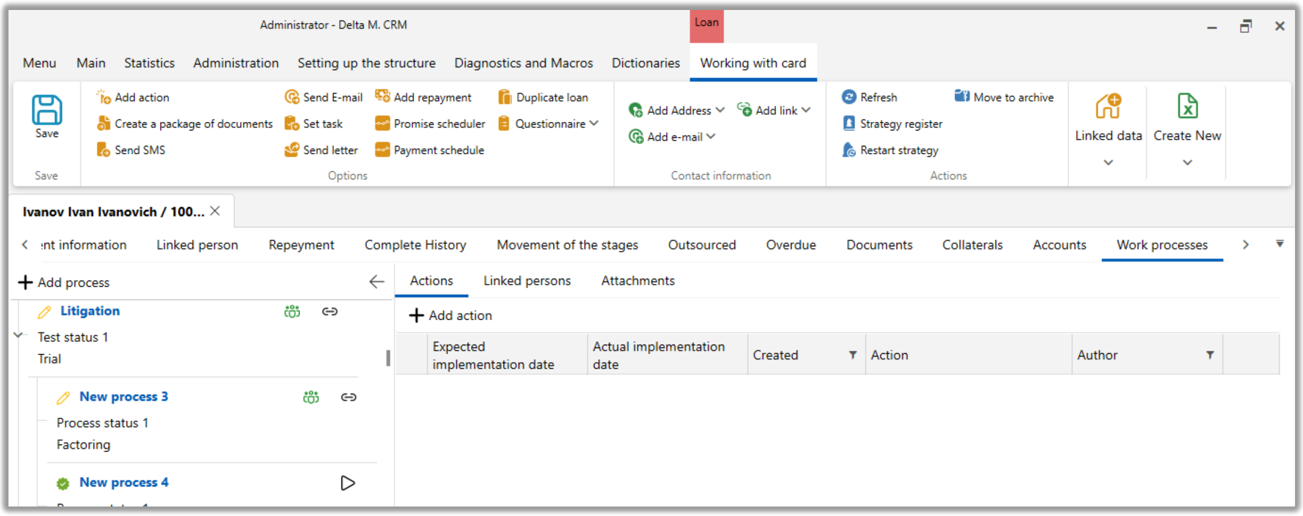


2.4.2.1.5.9 Other

This section configures additional parameters for working with workflows.



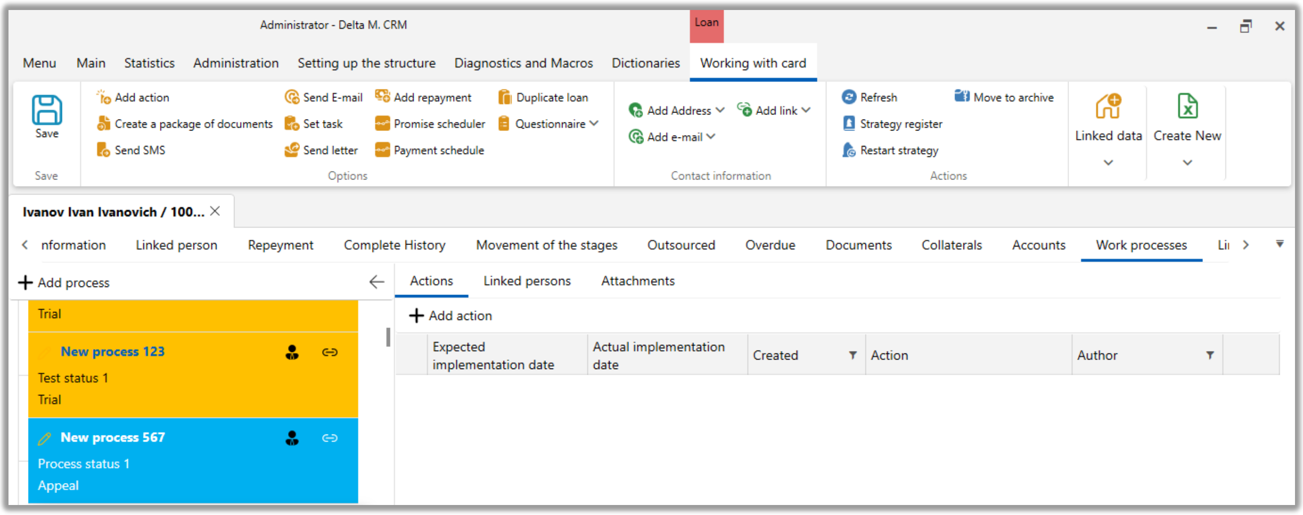
[Display processes as a tree] — created processes and their linked processes will be displayed as a tree (organized structure) on the special [Processes] and [Process movement] inserts, which improves visual perception of such connections.



[Display linked processes in common processes] — all linked processes that have been added before a process will be displayed in all object cards of such process, if they have a special [Work Processes] insert. A linked process can be edited in any of the process object cards, not only in the card where it was created. The objects of linked processes can be all available elements of the entity in whose card the linked process was added.

For example, if a process was created for three loans as objects, and then a new linked process was added in the card of the first loan, it will be displayed on the special insert [Work Processes] simultaneously in all three loan cards. And such a linked process can be edited from any of these three loan cards.

[Color the title of the process in the color of the type] — for created process types you can select the color with which the process header will be displayed.

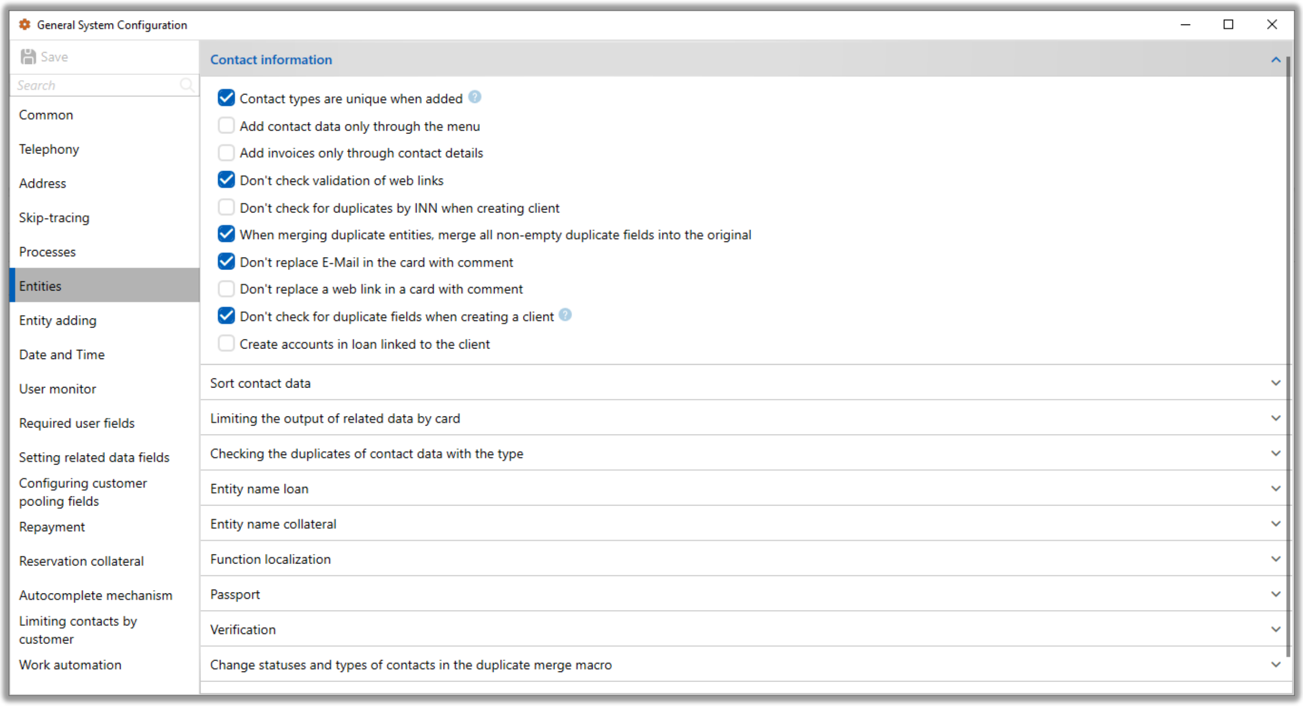


2.4.2.1.6 Entities

Through the [Entities] section you can customize the work with entities in Delta M. CRM. It consists of the following subsections: [Contact information], [Sort contact data], [Limiting the output of linked data by card], [Checking the duplicates of contact data with the type], [Entity name loan], [Entity name collateral], [Function localization], [Passport], [Verification], [Change statuses and types of contacts in the duplicate merge macro], [Show actions name in cards].

2.4.2.1.6.1 Contact information

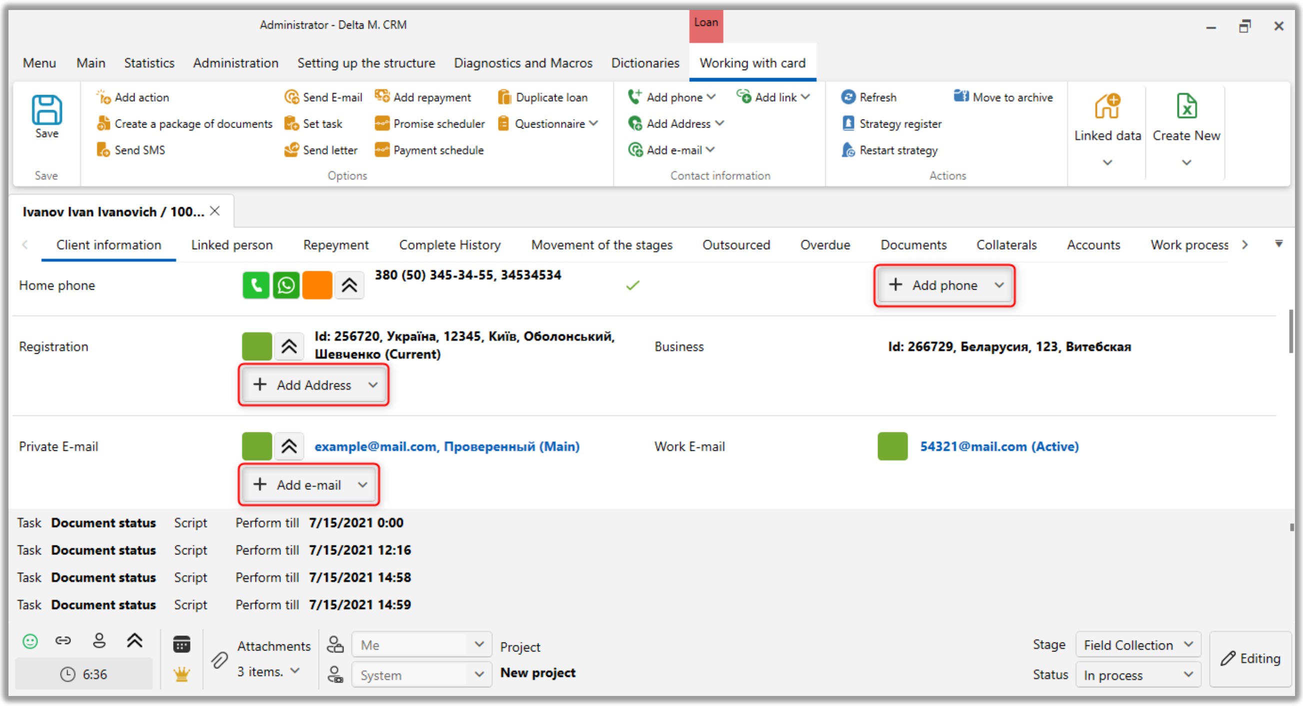
In the [Contact information] subsection you can customize how the system works with contact data.



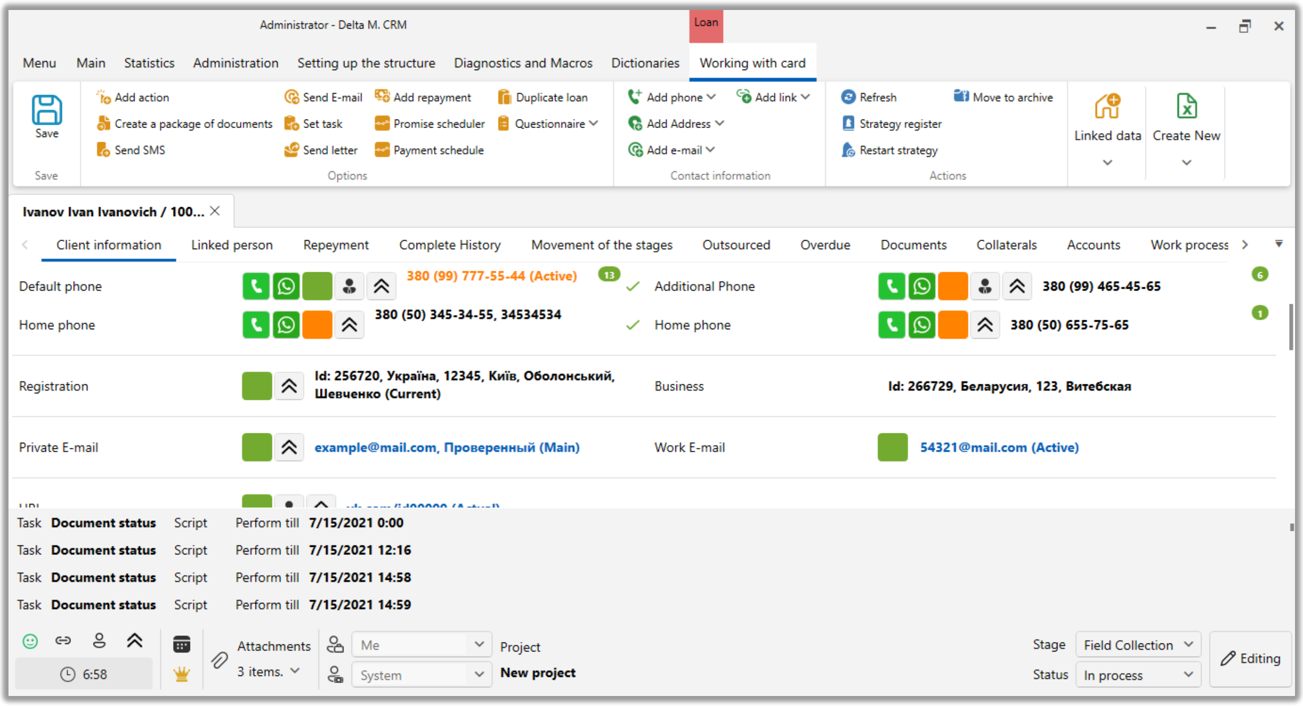
[Contact types are unique when adding] — enable/disable checking for uniqueness of contact data when adding manually (user will not be able to add several contacts with the same type).

[Add contact data only through the menu] — disable the possibility to add new contact data using special buttons on tabs inside the entity card, where there is a corresponding field with the system source (address, phone, account, link, e-mail). It will be possible to enter new contact data only using the corresponding buttons in the [Contact information] block.

Example with disabled parameter:



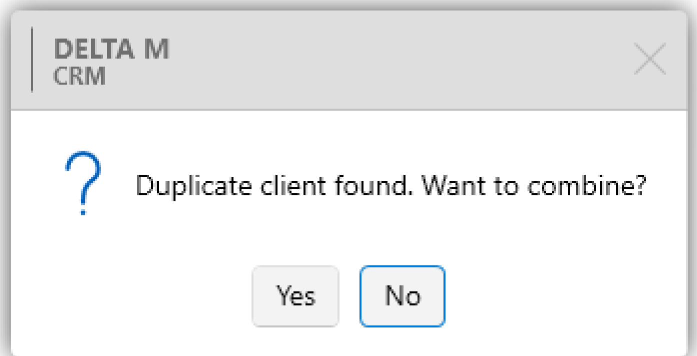
Example with the parameter enabled:



[Add invoices only through contact details] — if this option is enabled, the user will be able to add accounts only on the entity card tab with the added customer field, with the selected system source [Accounts]. When this setting is enabled, the [Add account] button in the [Linked Data] block will be hidden in entity cards.

[Don’t check validation of web links] — when this setting is enabled, users can specify any values in the field with the [Link] type. If this setting is not active, the system performs validation of the fill format, it must be of the domain name type. For example: google.com, example.com, Wikipedia.com, etc.

[Don't check for duplicates by INN when creating client] — disable checking of duplicates in the INN field (client's field with selected source [INN/ERDPOU]) when manually adding clients. By default in the system the check by this field is enabled. If this setting is disabled, the possibility to create clients with the same INN will be blocked and the user will get a warning message with a suggestion to merge duplicates.



[When merging duplicate entities, merge all non-empty duplicate fields into the original] — data from card fields (if these fields are not empty) that are selected for merging will replace data in the fields of the card that is selected as the main one. This setting works as when merging duplicate entities by means of duplicate search macros (more details in section 2.6.2), and in strategies. If merge is configured in strategies, the system merges the data into the loan that fell into this strategy and entered into the block of searching for duplicate loans or clients. By default, without this setting, when merging duplicate entities, the data from the fields of the card selected for merging is not changed unless they are empty.

[Don't replace E-mail in the card with comment] — this checkbox changes the display of comment in the card, the comment does not hide E-mail (automatic hiding is set by default), but is displayed in the card field together with the e-mail address separated by commas.

[Don't replace a web link in the card with comment] — this checkbox changes the comment display in the card, the comment does not hide the web link (automatic hiding is set by default), but is displayed in the card field together with the web link separated by commas.

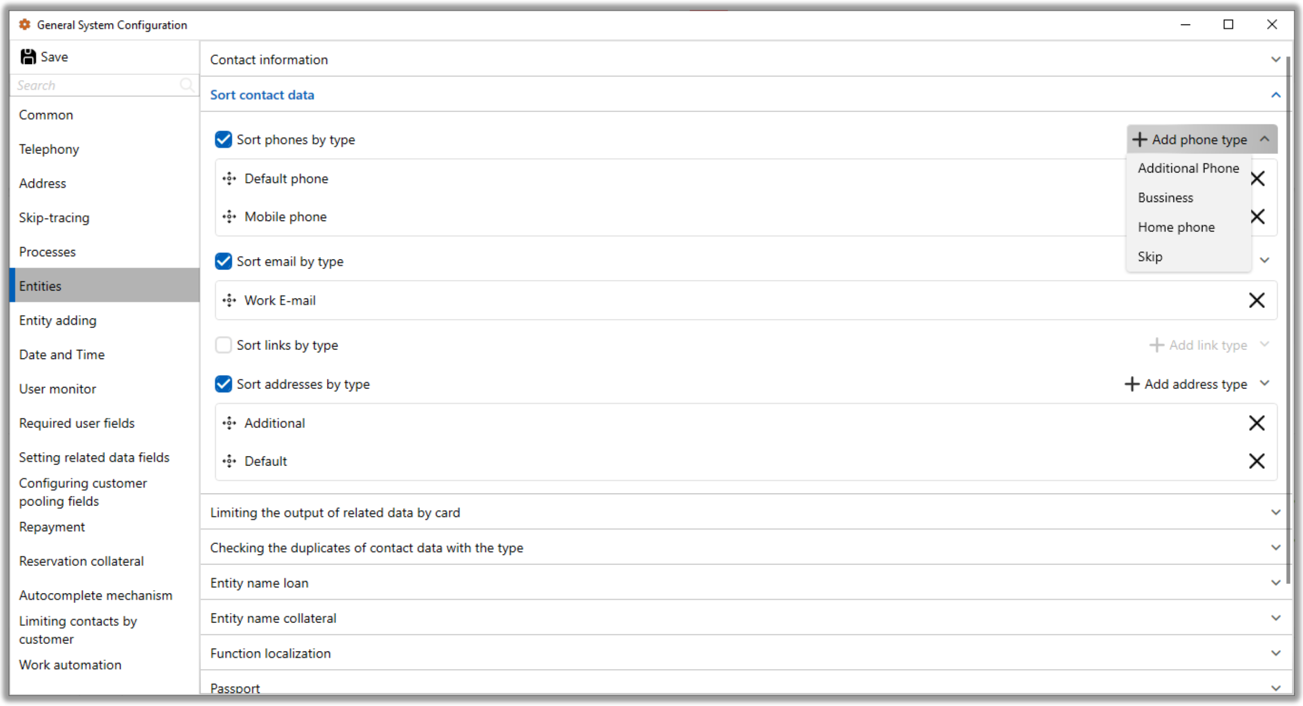
[Don't check for duplicate fields when creating a client] — disables checking for duplicates, when creating a new client, by TIN and/or selected fields in [Customizing Client Merge Fields] (more details in section 2.4.2.1.12).

[Create accounts in loan linked to the client] — for all accounts created within a loan only the client entity will be linked. Such accounts will not be linked to the Loan, but will be displayed in the client card and all its loans. Without the checkbox set, the account is created within a specific loan of the client or the client itself and is available for viewing only there.

2.4.2.1.6.2 Sorting contact data

In the [Sorting contact data] subsection you can customize the order of displaying phone numbers, e-mail, links and addresses in the loans and clients card according to their types.

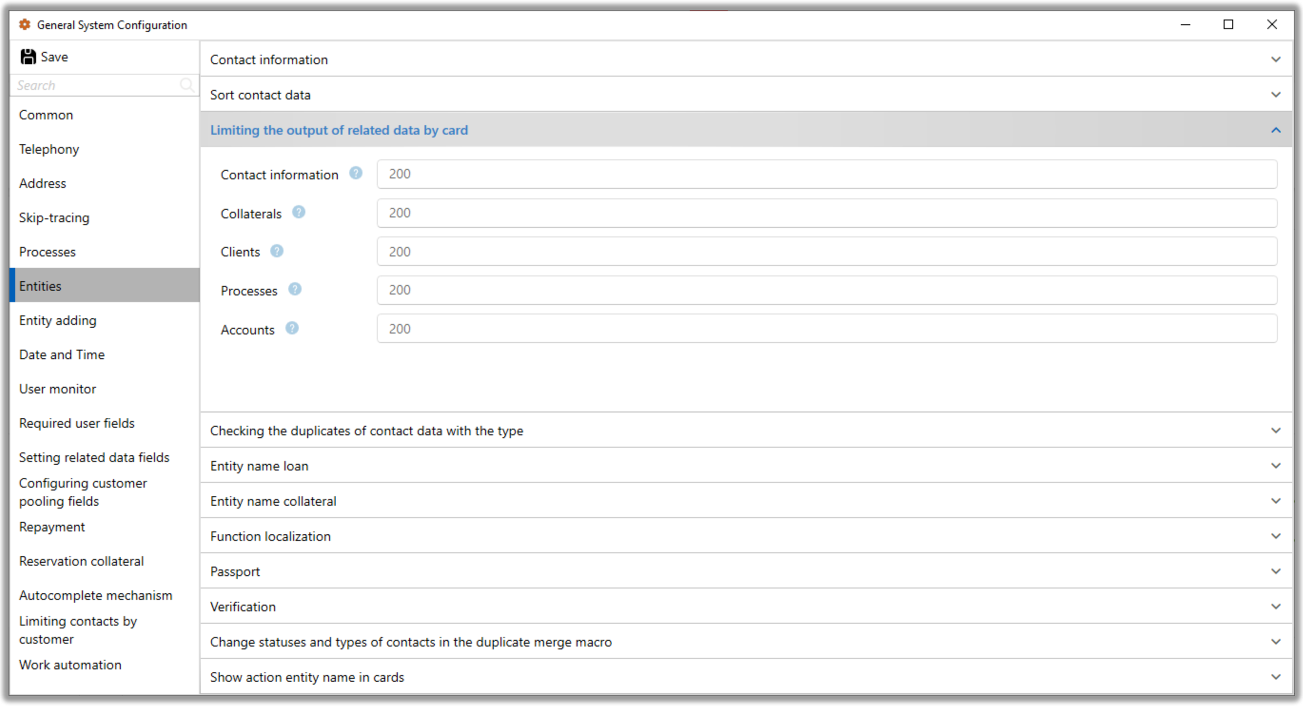
To sort by the required entity, check the corresponding checkbox and select the types of interest from the drop-down list. All types created for the selected entity in the system are available, even if they are hidden (creation of types of represented entities is described in detail in section 2.5.1.1).



If sorting is enabled, entity types that have not been added will be sorted by default and is below the sorted entity types.

2.4.2.1.6.3 Limiting the output of linked data by card

This subsection sets the limits for displaying linked data in the customer and loan card. If you set the value to 200, for example, for the [Accounts] item, a maximum of 200 accounts will be displayed in the entity card on the tab with the special tab [Accounts]. If the specified number is exceeded, the data will be hidden, but will be available for viewing when editing the card.



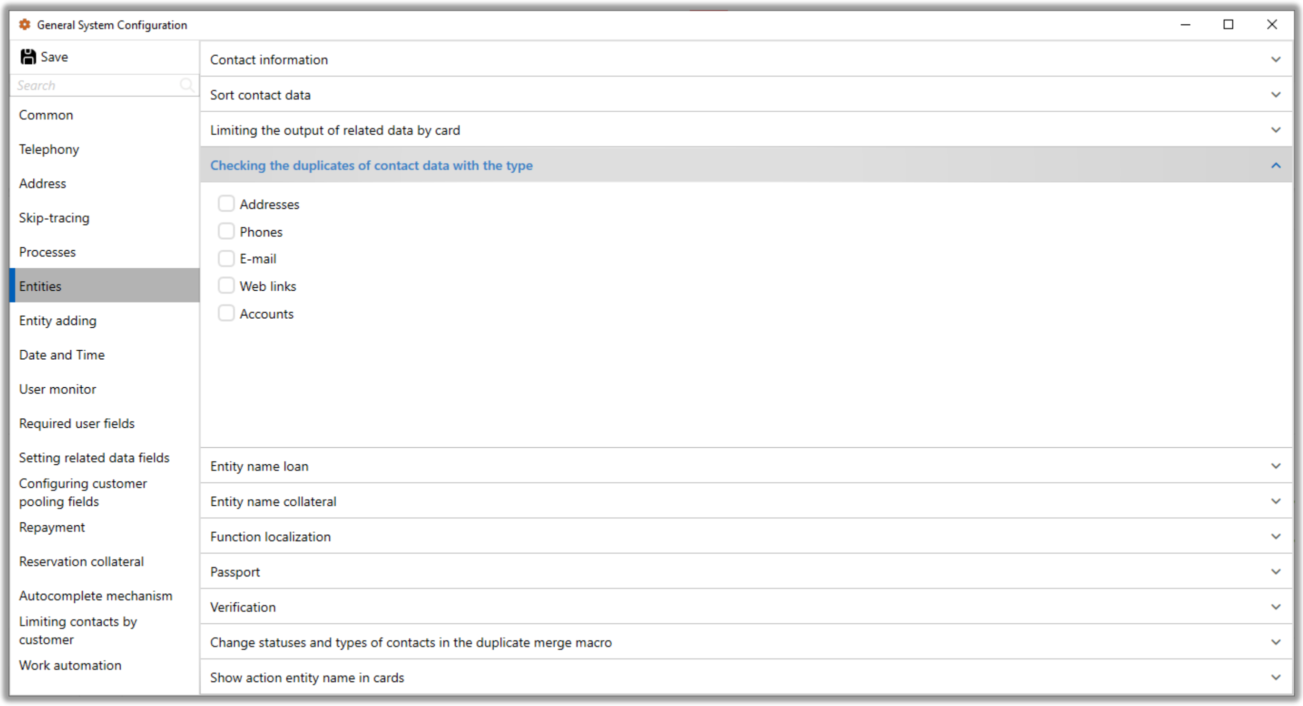
The following options are available in the section:

- [Contact information] — maximum number of contact data that can be displayed in the entity card.
- [Collaterals] — maximum number of collateral items that can be displayed in the entity card on the tab with a special [Collateral] insert.
- [Clients] — maximum number of third parties and collateral owners (in the web version) that can be displayed in the card.
- [Processes] — maximum number of processes (in the web version) that can be displayed in the card on the tab with the special insert [Work Processes].
- [Accounts] — the maximum number of accounts that can be displayed in the card on the tab with the special insert [Accounts].

2.4.2.1.6.4 Checking the duplicates of contact data with the type

Duplicate data will be entered into the system if they have different types. For example: if the checkbox for the [Phones] entity is checked, then when the import is performed, its duplicates will be entered into the system if they have different types.

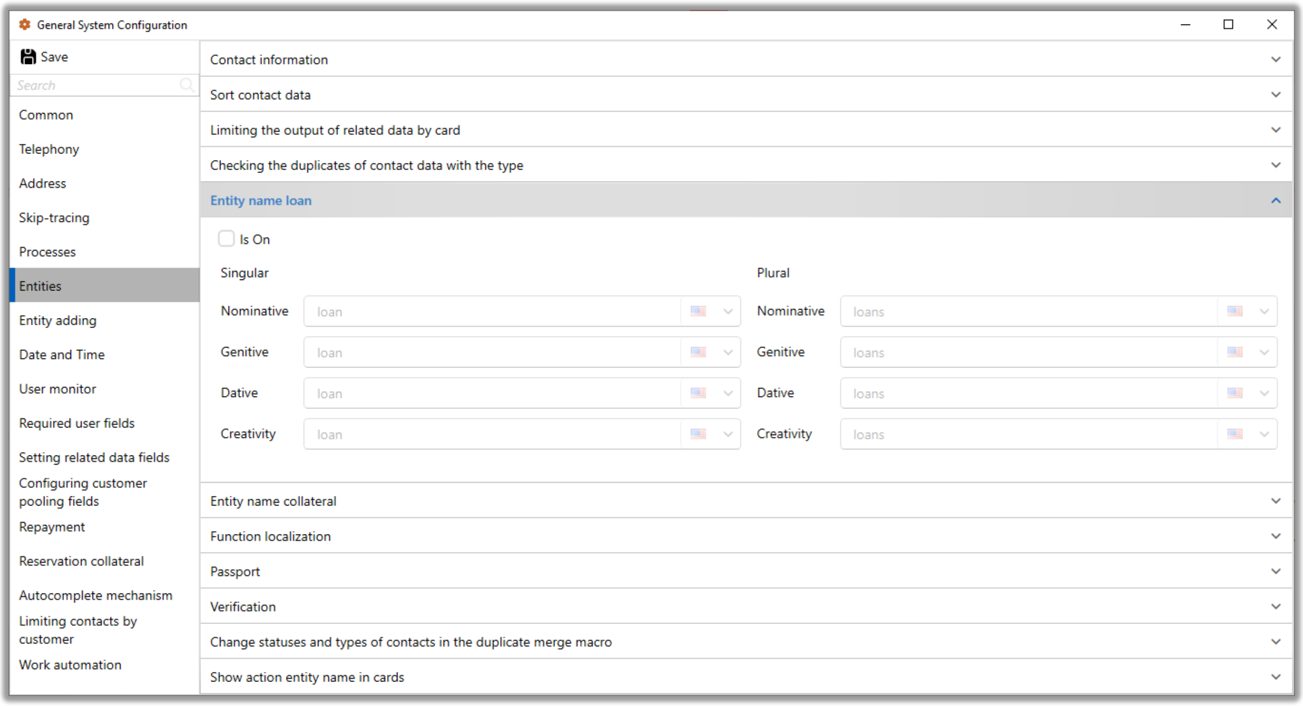
If the checkbox is not checked for the [Phones] entity, then when importing an existing phone number into the client card, only its type and status (if they are different) will be changed.



2.4.2.1.6.5 Entity name loan

In this subsection you can customize the display name for the [Loan] entity in the entire system, including all components and blocks where this entity is mentioned. To do this, you must check the [Enabled] checkbox and enter the desired name. Also, for correct display in the system, you must enter the name in singular and plural cases.

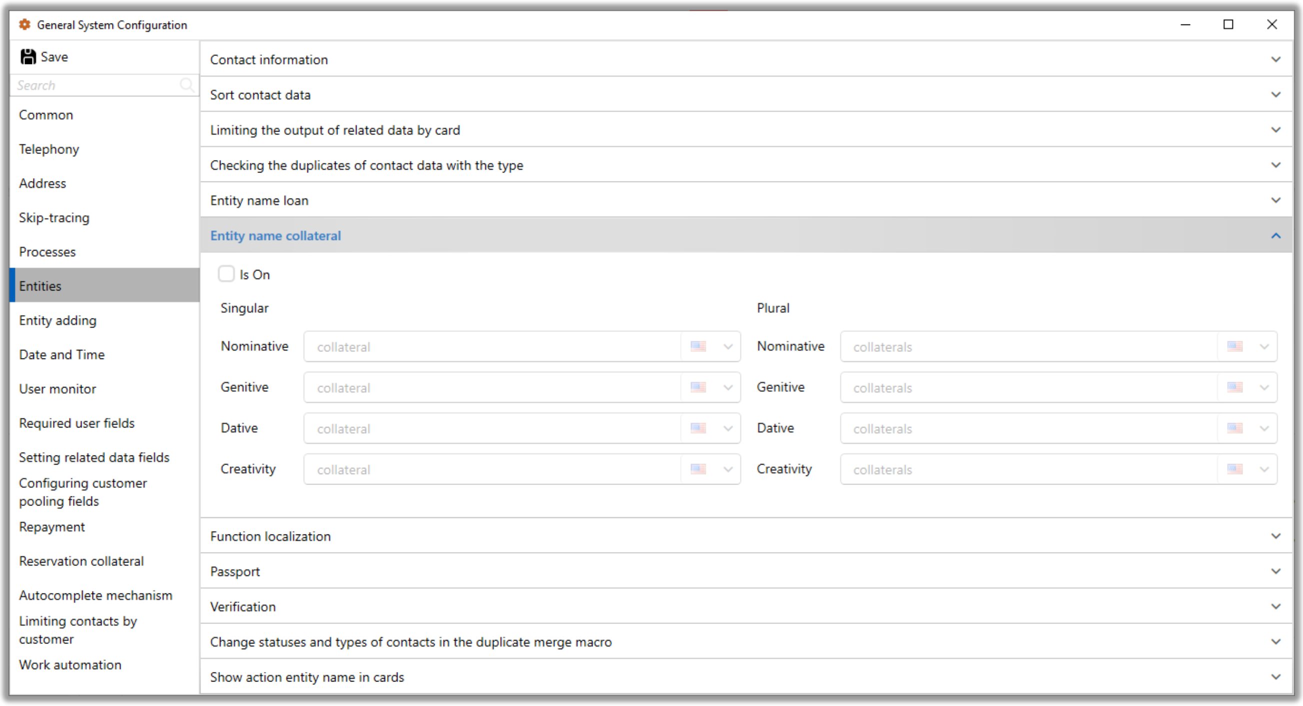
To make the changes in the entity name take effect, you should restart the CRM client.



2.4.2.1.6.6 Entity name collateral

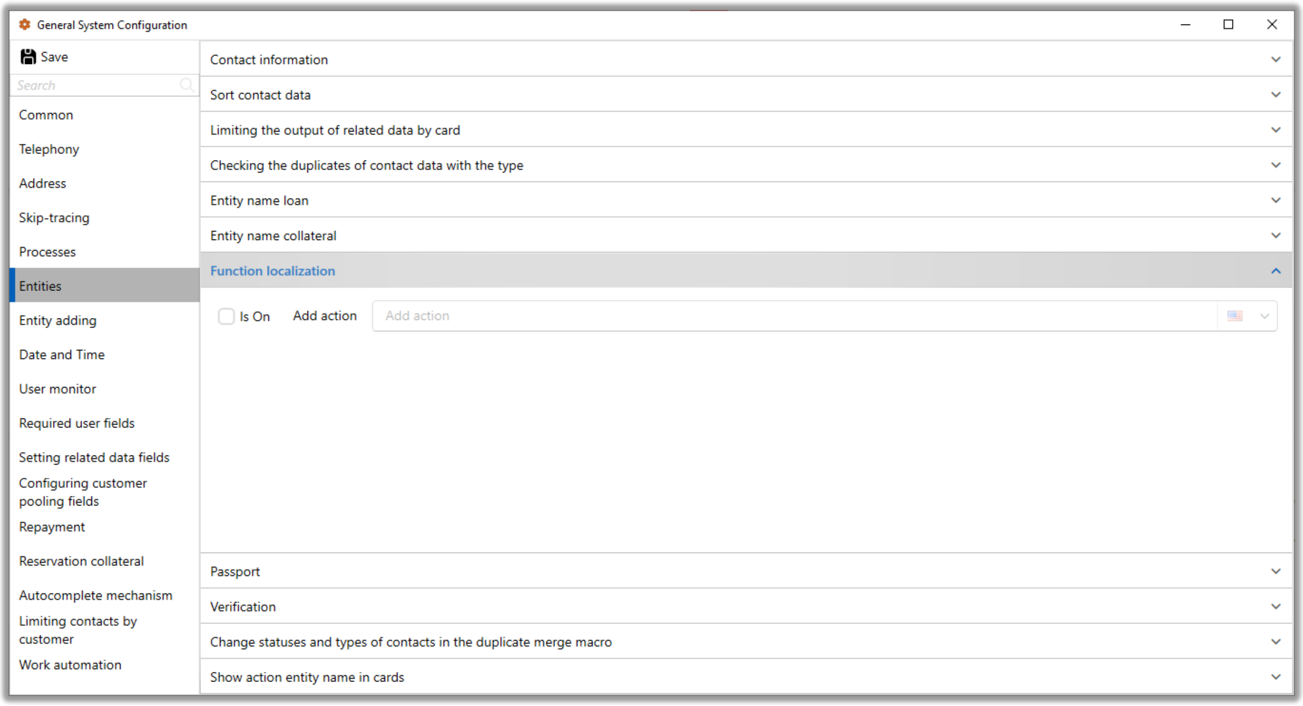
This subsection configures the display name for the [Collateral] entity in the entire system, including all components and blocks where this entity is mentioned. After checking the [Enabled] checkbox, you can enter the desired name. For correct display in the system, you must enter the name in singular and plural cases. For example, if the name of the entity should be [Collaterals] in singular, it should sound like [Collaterals] in the genitive case of plural, and [Collaterals] in the dative case of plural.

For the changes made to the entity name to take effect, you must restart the CRM client.



2.4.2.1.6.7 Function localization

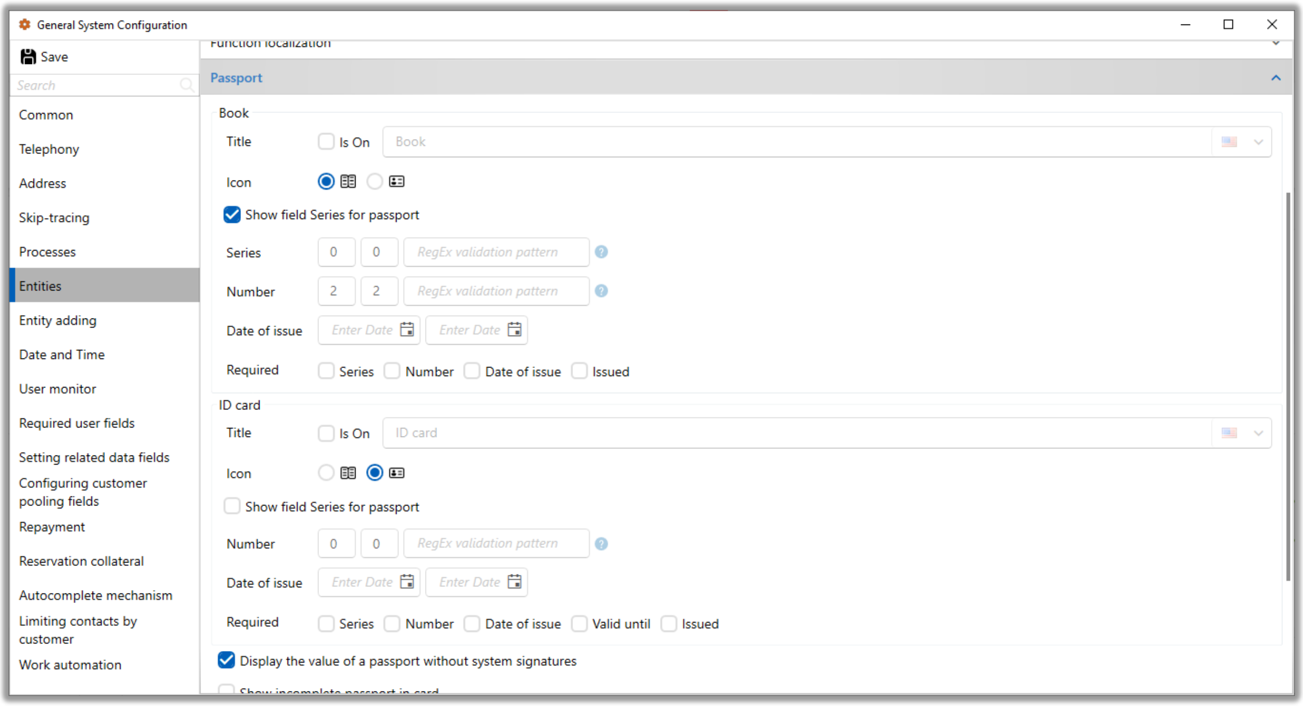
In the [Function localization] subsection you can set the names of the used functions in the entity cards. To change the name of a function (button), select the [Enabled] checkbox and enter the new name in the field, you can also change the name of this function for all available languages. The changes will be applied after restarting the CRM client.



[Add action] — sets a new name for the [Add action] function. The new name will be applied to the whole system, including all components and blocks where this function is mentioned.

2.4.2.1.6.8 Passport

In the [Passport] subsection you can customize the type and template for entering passport data of clients (client field with [Passport] source). Templates are separately configured for two system passport types: [Book] and [ID-card].



The [Book] block configures a template for passport data that is of the book type. It has the following parameters:

[Title] — name of passport type that will be displayed in the system for this passport type. To change it, check the [Enabled] checkbox and then enter the required name. If necessary, you can set the name for each of the available system languages by pressing the corresponding button next to the name.

[Icon] — select icon displayed in the system for this passport type.

[Show field Series for passport] — enables displaying and filling in the [Series] parameter for this passport type.

[Series] — specify the required number of characters that the user should enter when filling in the passport series. It will be impossible to enter more than the specified number of characters in the field, and if you try to save less, the user will get an error. The parameter consists of 3 fields, the first field is used to enter the minimum number of characters for the series, the second field is used to enter the maximum number of characters for the passport series, the third field is used to enter the validation template, such as:

- Empty value — any characters using any case;

- {2} — set a limit of two characters, the user can specify his/her required value in curly braces;
- [0-9] — set the range of digits used to fill the field. The user can specify his/her required range (for example: [1-8], [0-5], [0-1], etc.);
- [A-Z] — only Latin, uppercase letters;
- [a-z] — Latin only, lower case letters;
- [A-Zy-z] — Latin only, any case of letters;
- [A-I] — Cyrillic alphabet only, any letter case;
- [A-Ya] — Cyrillic alphabet only, uppercase;
- [A-I] — Cyrillic alphabet only, lower case letters.

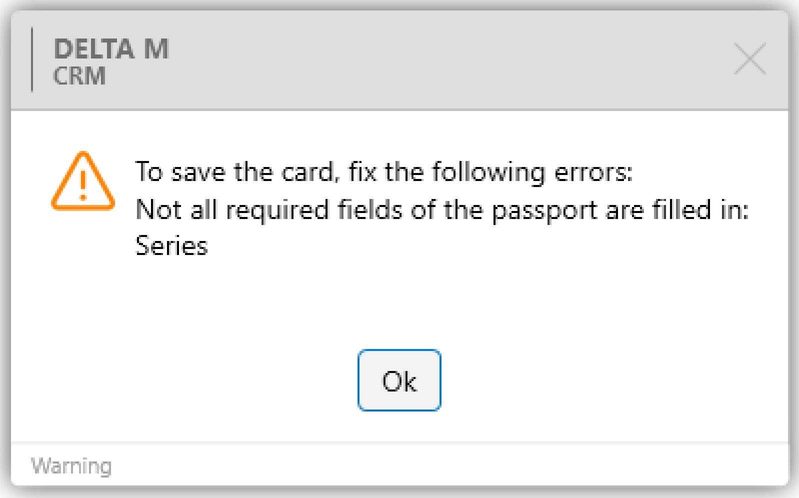
If the first and second fields are set to zeros, then there are no restrictions on the number of characters to enter for the series.

[Number] — specify the restriction on the minimum and maximum length of the number, as well as the format of the data filling template that the user can enter when filling in the passport number. The parameter consists of 3 fields, the first field is used to enter the values of the minimum number (not inclusive) of characters for the series, the second field is used to enter the maximum number (inclusive) of characters for the passport series, the third field is used to enter the format of the data validation template (similar to the values of the book series). If zeros are set in the first and second field, then there are no restrictions on the number of input characters for the series.

IMPORTANT: fields [Series] and [Number] of the book must be filled in without spaces.

[Date of issue] — specify the date range restrictions for this parameter ([from] and [to]). If the field is left blank, there will be no data entry restrictions for the [Issue Date] parameter.

[Required] — using checkboxes you can mark the passport parameters that will be required for filling in this passport type. If such parameters are not filled in, the system will issue a corresponding notification and will not allow to save changes in the card.

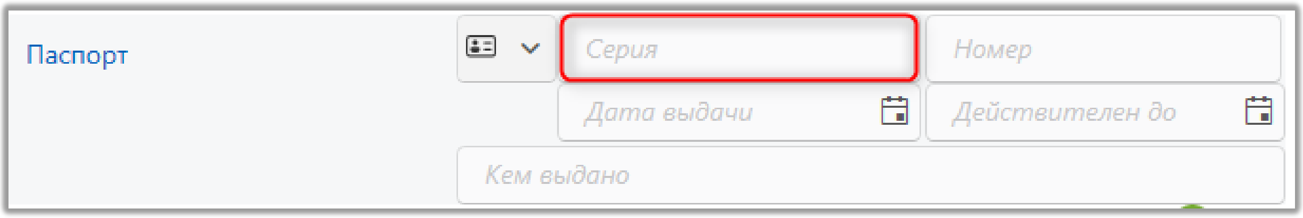


The [ID card] block customizes the template and view of the passport filling, which is in the form of an id card. It has the following parameters:

[Title] — name of the passport type that will be displayed in the system. To change it, you should put the checkbox [Enabled], and then enter the necessary name for the passport type. If necessary, you can set the name for each of the available system languages by pressing the corresponding button next to the name.

[Icon] — select icon displayed in the system for this passport type.

[Show field [Series] for passport] — enables displaying and customizing the filling of [Series] parameter for ID-card.



[Series] — specify the required number of characters that the user should enter when filling in the ID-card series. It will be impossible to enter more than the specified number of characters in the field, and if the user tries to save less, an error will be displayed to the user. This field becomes available only when the [Show [Series] field for passport as ID-card] checkbox is checked. The parameter consists of 3 fields:

1. in the first field enter the minimum number (not inclusive) of characters for the series,
2. in the second field enter the maximum number (inclusive) of characters for the ID-card series,
3. — the third field contains the validation pattern to be entered. The following values are available:

- Empty value — any characters using any case;
- {2} — set a limit of two characters, the user can specify his/her required value in curly braces;
- [0—9] — set the range of digits used to fill the field. The user can specify his/her required range (for example: [1-8], [0-5], [0-1], etc.);
- [A-Z] — only Latin, uppercase letters;
- [a-z] — Latin only, lower case letters;
- [A-Zy-z] — Latin only, any case of letters;
- [A-I] — Cyrillic alphabet only, any letter case;
- [A-Ya] — Cyrillic alphabet only, uppercase;
- [A-I] — Cyrillic alphabet only, lower case letters.

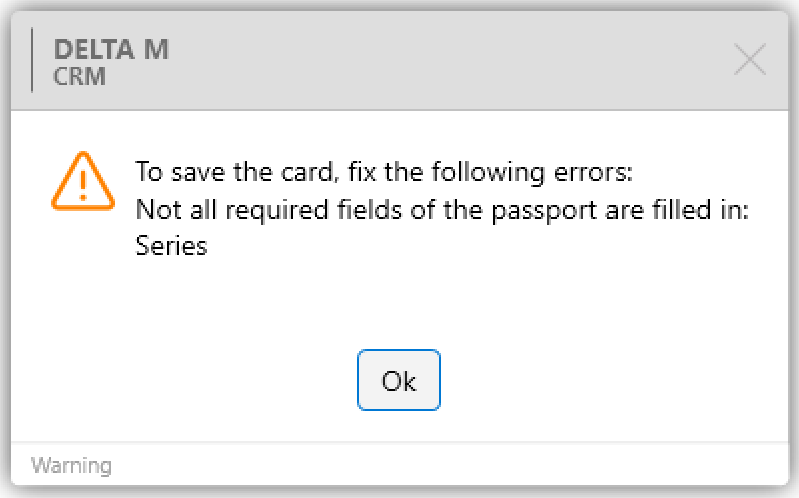
If the first and second fields are set to zeros, then there are no restrictions on the number of characters to be entered for the series.

[Number] — specify the minimum and maximum number of characters that the user must enter when filling in the ID-card series. It will not be possible to enter more than the specified number of characters in the field, and if the user tries to save less, an error will be displayed to the user. Can take the same values (similar to the ID-card series values). If the first and second fields are set to zeros, then there are no restrictions on the number of characters entered for the series.

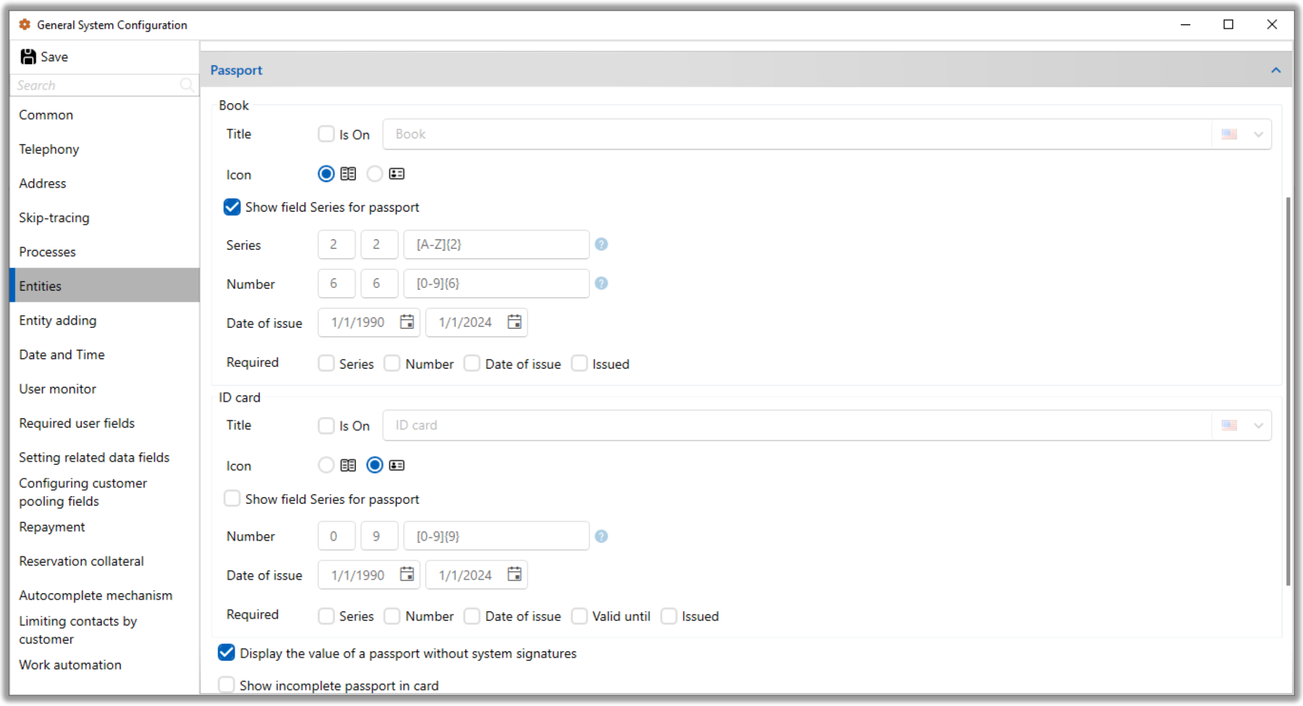
IMPORTANT: fields [Series] and [Number] of the ID-card must be filled in without using spaces.

[Date of issue] — specify the input range restrictions for this parameter in the ID-card ([from] and [to]).

[Requaried] — use checkboxes to mark parameters of this card type that will be mandatory for filling in in this passport type. If such parameter is not filled in, the system will issue a corresponding notification and will not allow to save changes in the card.



Example of customized template for passport and ID-card:



The following additional options are also available in the passport types customization window:

[Display the value of a passport without system signatures] — the client field with source [Passport] will not display system signatures ([Book], [Issued], [By whom issued], etc.), only information entered by the user.

View with enabled display of system signatures in the passport:

View with system signatures disabled:

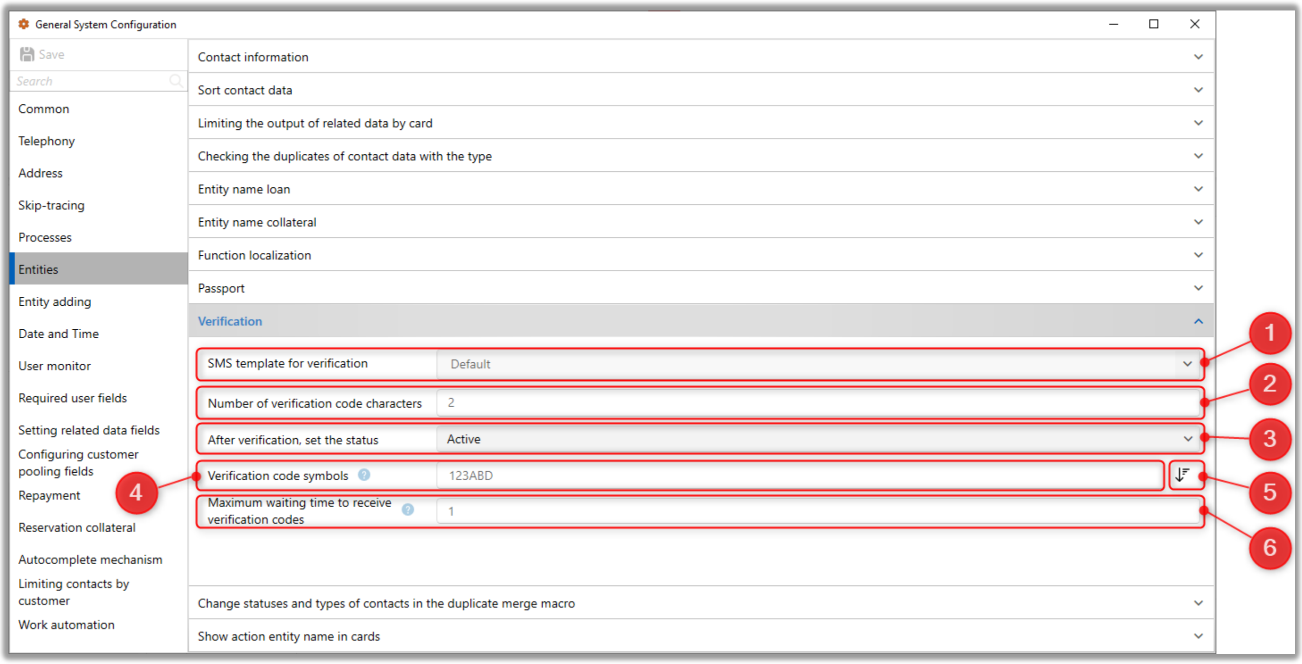
[Show incomplete passport in card] — enable displaying of all passport types with incompletely filled passport data in the card (no passport issue date, when issued, etc.). By default, if not all passport parameters are filled in, the data is not displayed in entity cards.

[Show passport icon] — enable displaying of passport type icon in the card after it is filled in. By default, the passport type icon is displayed only in the card editing mode.

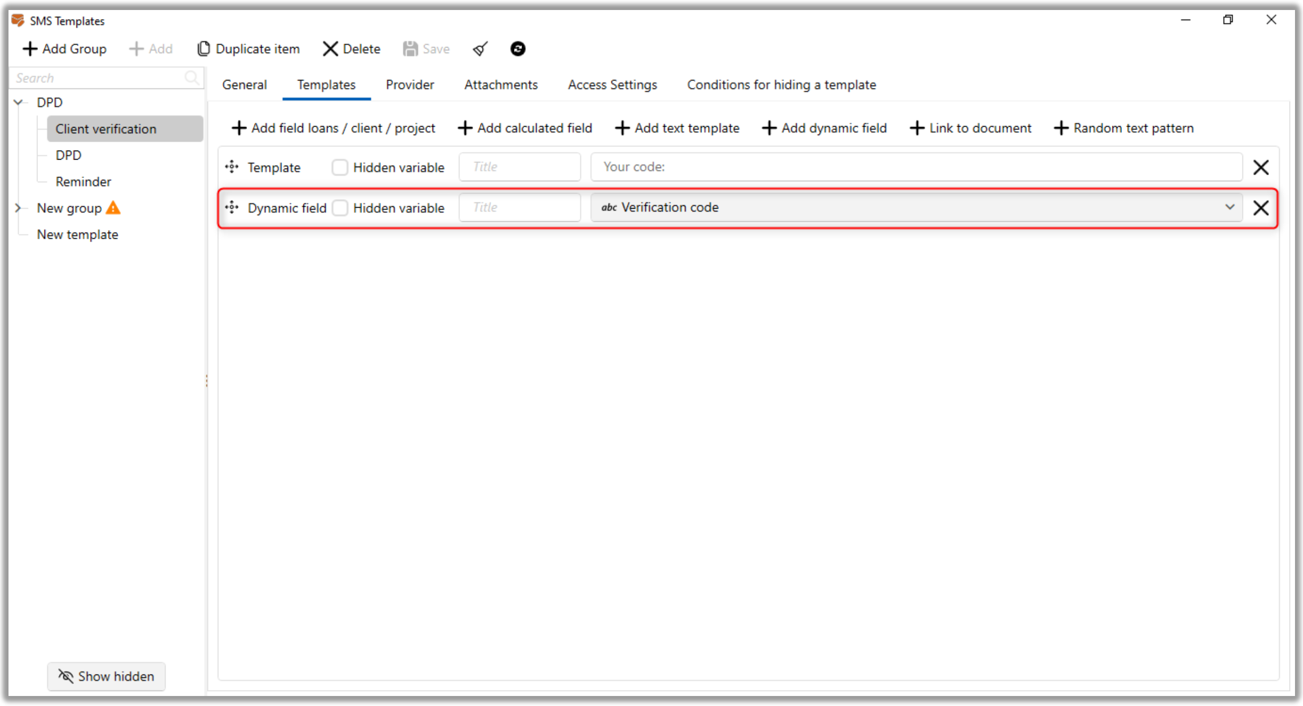
IMPORTANT: the following codes can be used to import passport types from a file: [book] — 1, [ID-card] — 2. You can also use passport type names.

2.4.2.1.6.9 Verification

In the [Verification] subsection you can set up verification of clients' phone numbers by sending SMS with a confirmation code.



1. [SMS template for verification] is a setting that allows you to select a template for sending SMS when verifying a phone number via card. After the template is selected, when verification is passed, the client will receive an SMS with the text corresponding to the selected template and the verification code. If [Default] is set, the client will be sent an SMS with the first suitable template that is available to the current user and has a dynamic field [Verification Code]. The [Verification Code] field is added and customized on the [Templates] tab in the [SMS Templates] module. Creating and customizing SMS templates is described in section 2.5.1.8.1. Only those SMS templates that have the selected source [Client] are available for selection. Only those SMS templates that have the selected source [Client] are available for selection.



2. [Number of verification code characters] — set the number of characters in the code, which the client receives by Sms—message when verifying the phone number. The maximum available number of verification characters is 20.

3. [After verification set the status]— after successful verification, when the code has been received by the client and he/she has voiced it to the operator, the

selected status will be set for the phone number (creation and setting of statuses are described in section 2.5.1.1.10.2).

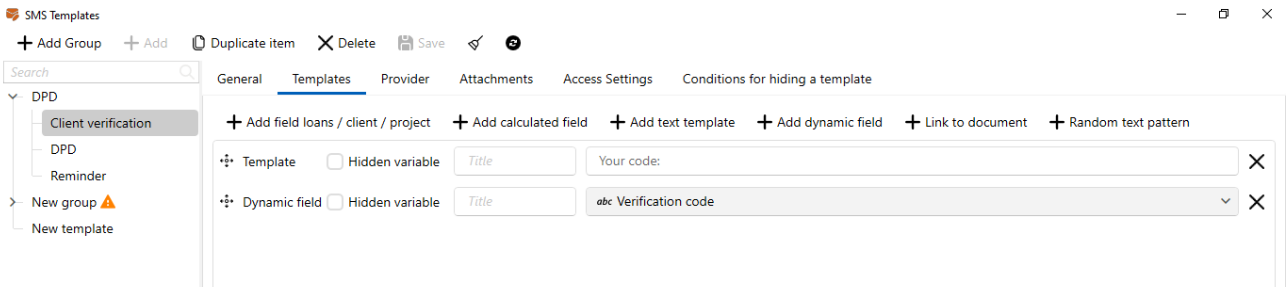
4. [Verification code symbols] — specifies the available character set for phone verification. By default, all Latin letters and Arabic numerals are available (ABCDEFGHIJKLMNOPQRSTUVWXYZ1234567890).

5. Button to sort the entered values in ascending order.

6. [Maximum waiting time to receive verification codes] — setting the maximum time in seconds, during which, if no verification code is received from the provider, the verification will not be completed.

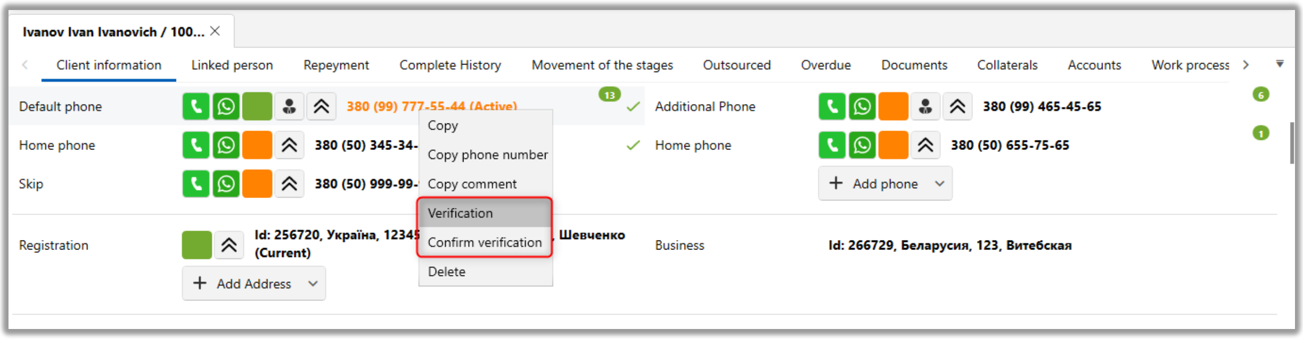
In order to enable number verification via SMS, you need to:

- Create an SMS template and add a dynamic field [Verification Code] to it on the [Templates] tab;



- Set the number of characters in the SMS;
- Set the status of the phone to which it will be automatically transferred after verification.

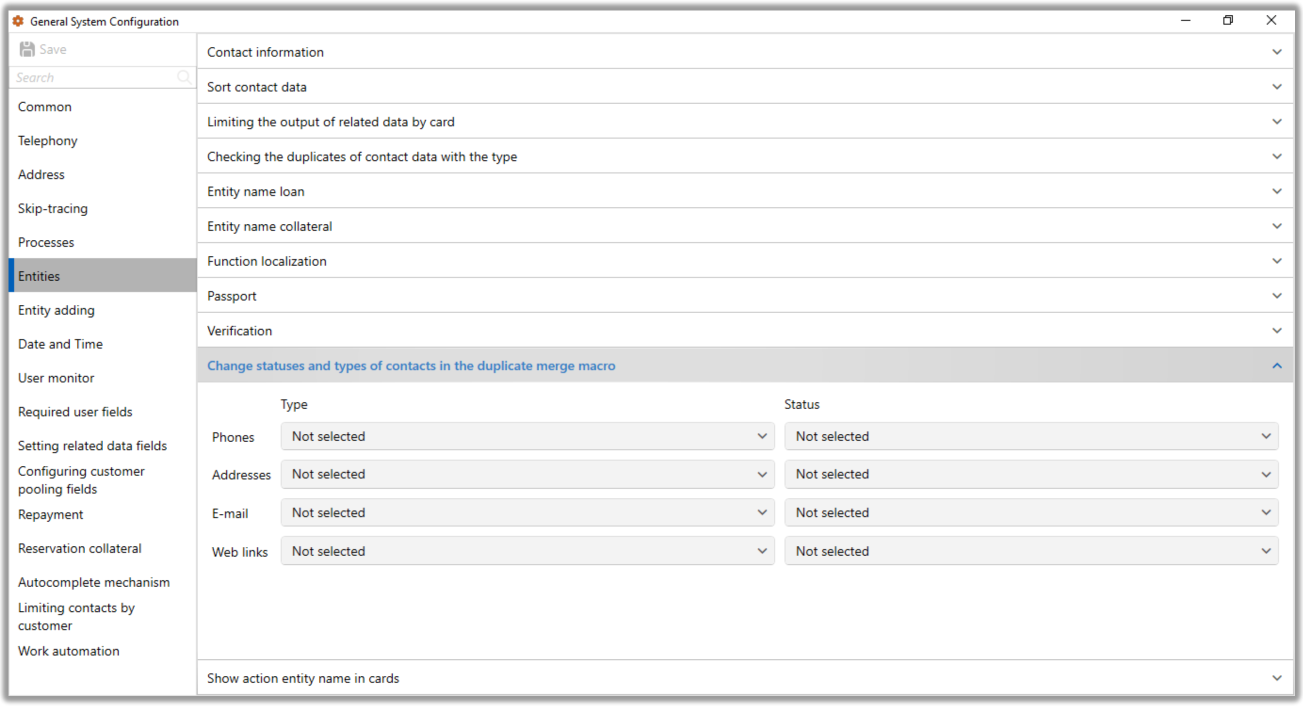
Verification is performed using the context menu in the entity card. To do this, right-click on the phone number and select the required function.



2.4.2.1.6.10 Change statuses and types of contacts in the duplicate merge macro

In the [Change statuses and types of contacts in the duplicate merge macro] subsection set the types and statuses to which contact data should switch when merging duplicate cards in the system.

If [Not selected] is set, the system will use the types and statuses for which the [By default] checkbox is checked (if there are no such statuses, those that were before merging will be selected).

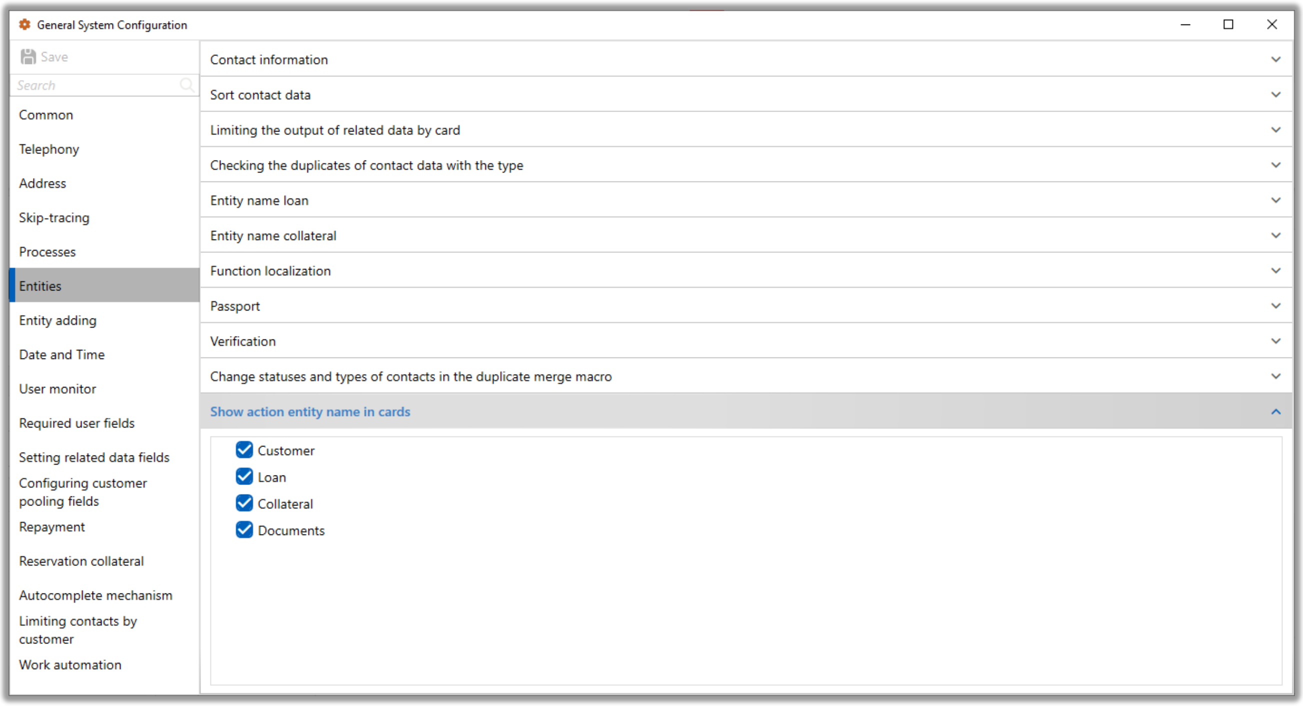


The setting changes the statuses and types of entities: Phones, Addresses, E-mail, Web links. The required type and status is selected for each entity.

If new entity types and statuses are created, they become available for selection only after restarting the CPM client.

2.4.2.1.6.11 Show actions name in cards

This section enables the display of the name of the action object in the marked entity cards. An additional [Entity name] column will be added to the tab with the special insert [Complete history].

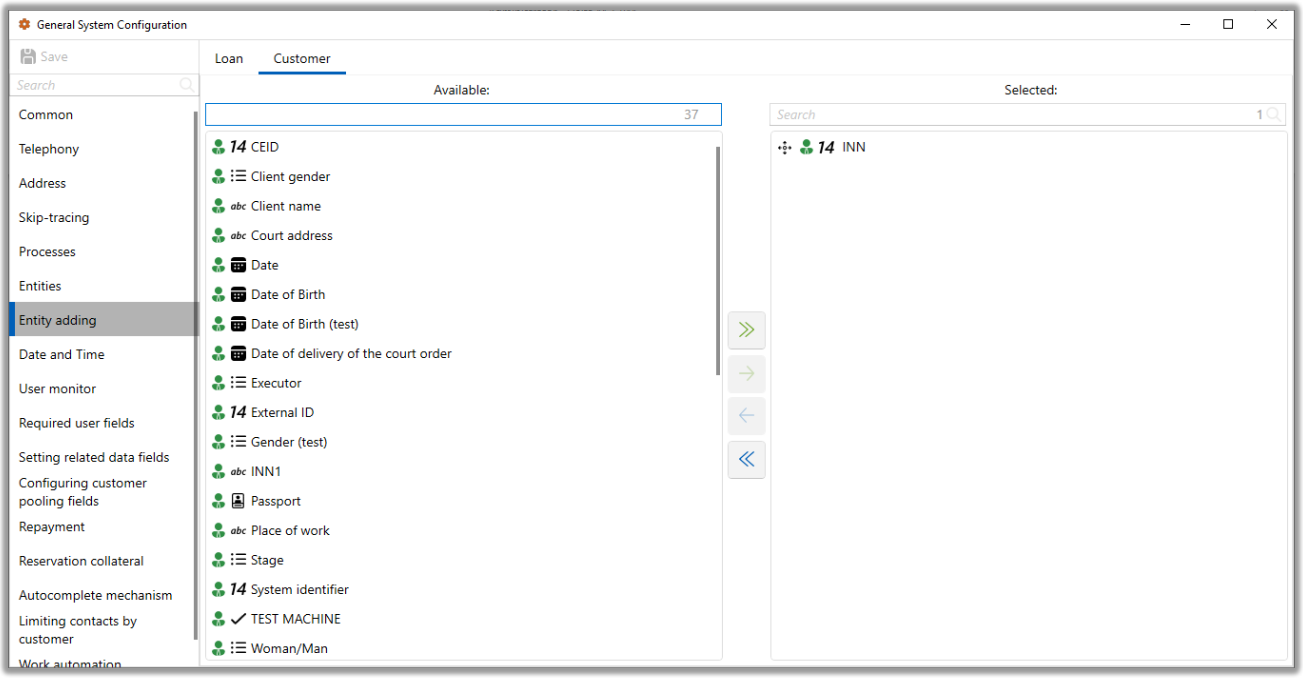


2.4.2.1.7 Entity adding

This section customizes the loan and customer fields to be used for advanced object search in the popup window when adding a new process via [Menu]. Which improves the informativeness and variability of the search. The selected fields will be used when adding a linked person for a customer or loan. They will also be used in the loan search window when adding linked loans in the loan card.

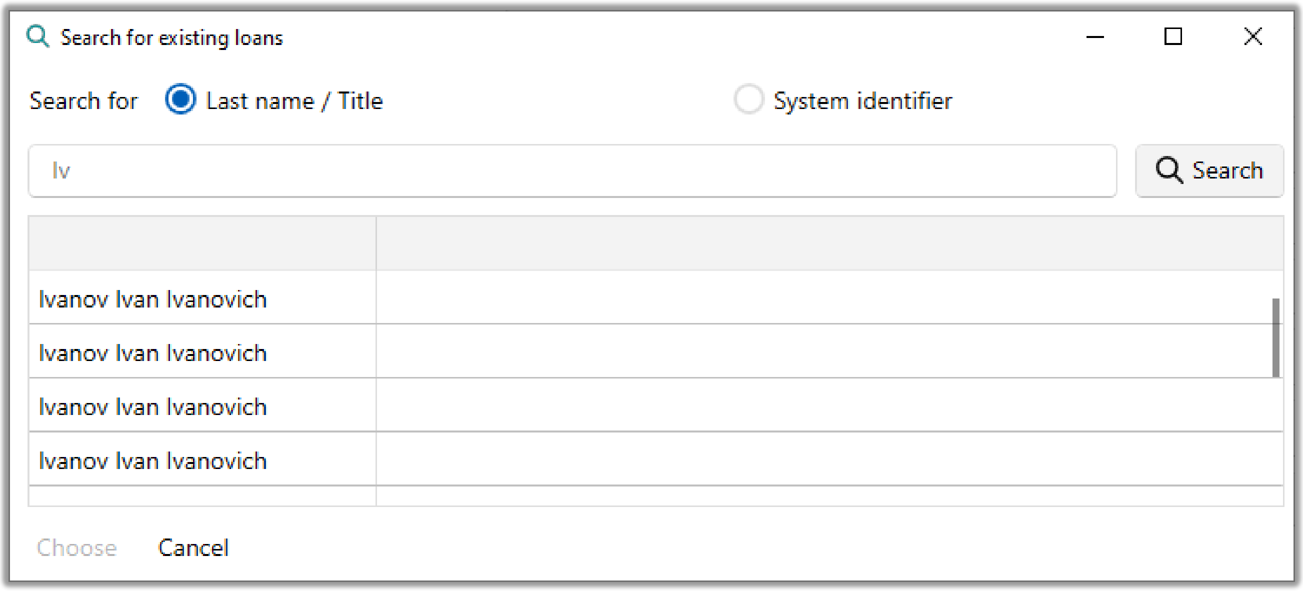
The section itself is divided into two tabs [Loan] and [Customer], where you can customize the output information for these entity types accordingly.

On the [Loan] tab in the [Available] block there are available fields of loans, clients and projects, which, when moved to the [Selected] block, form the view of search results. The information from the selected fields will be displayed as columns. If the selected fields are empty, the [Full Name] field is set as the default in the search. You can change the order of fields by dragging and dropping them in the [Selected] block.

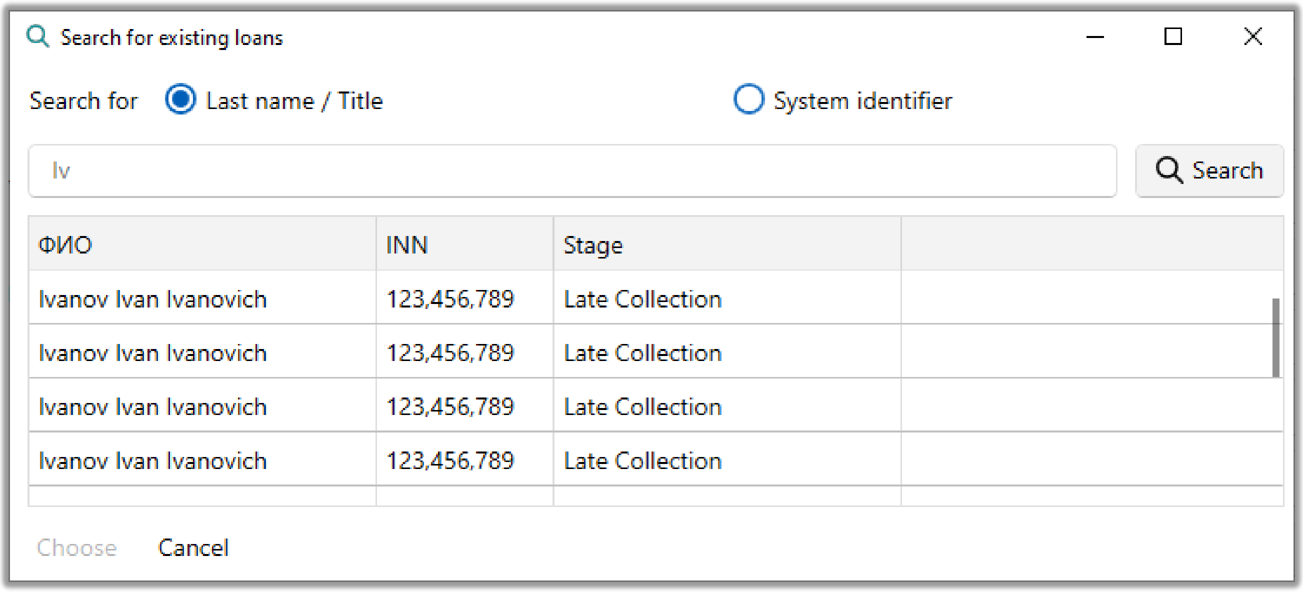


On the [Customer] tab, the setup is similar, but only customer fields will be available.

Standard loan search view when adding a new process, when adding linked persons or when adding linked loans:



An example of an expanded view of search results by loan:

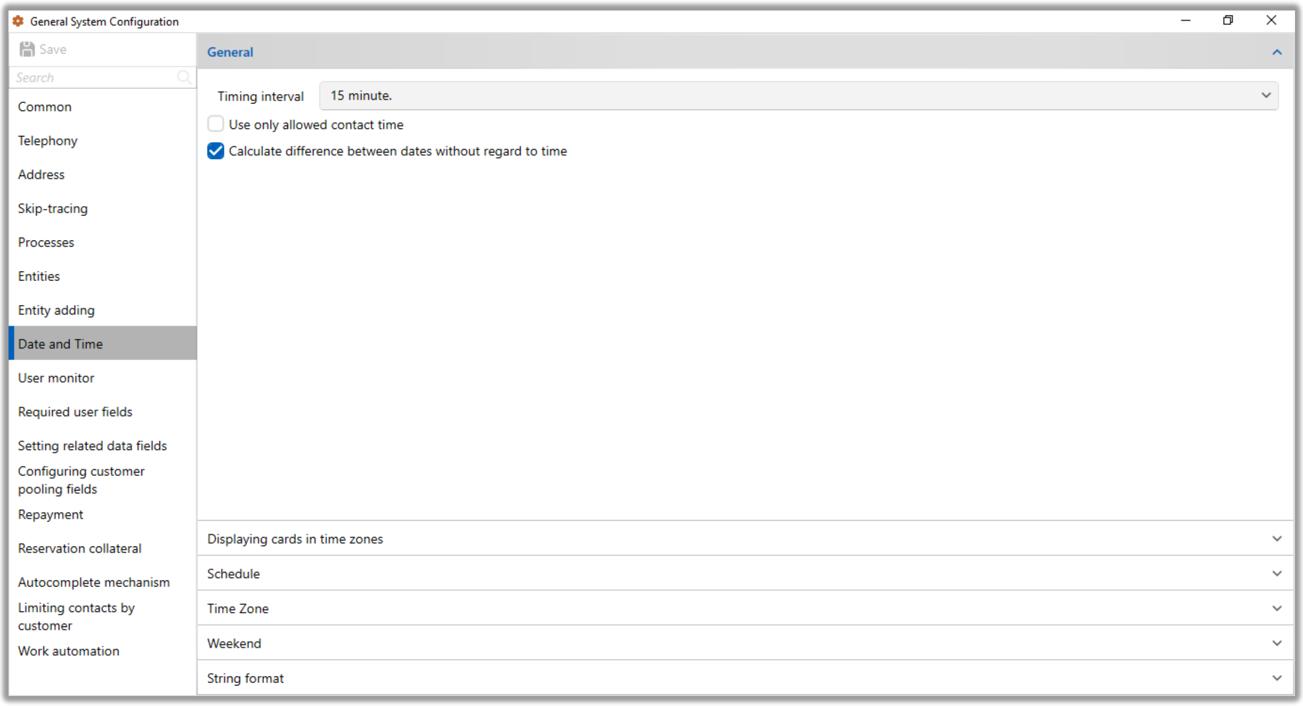


2.4.2.1.8 Date and Time

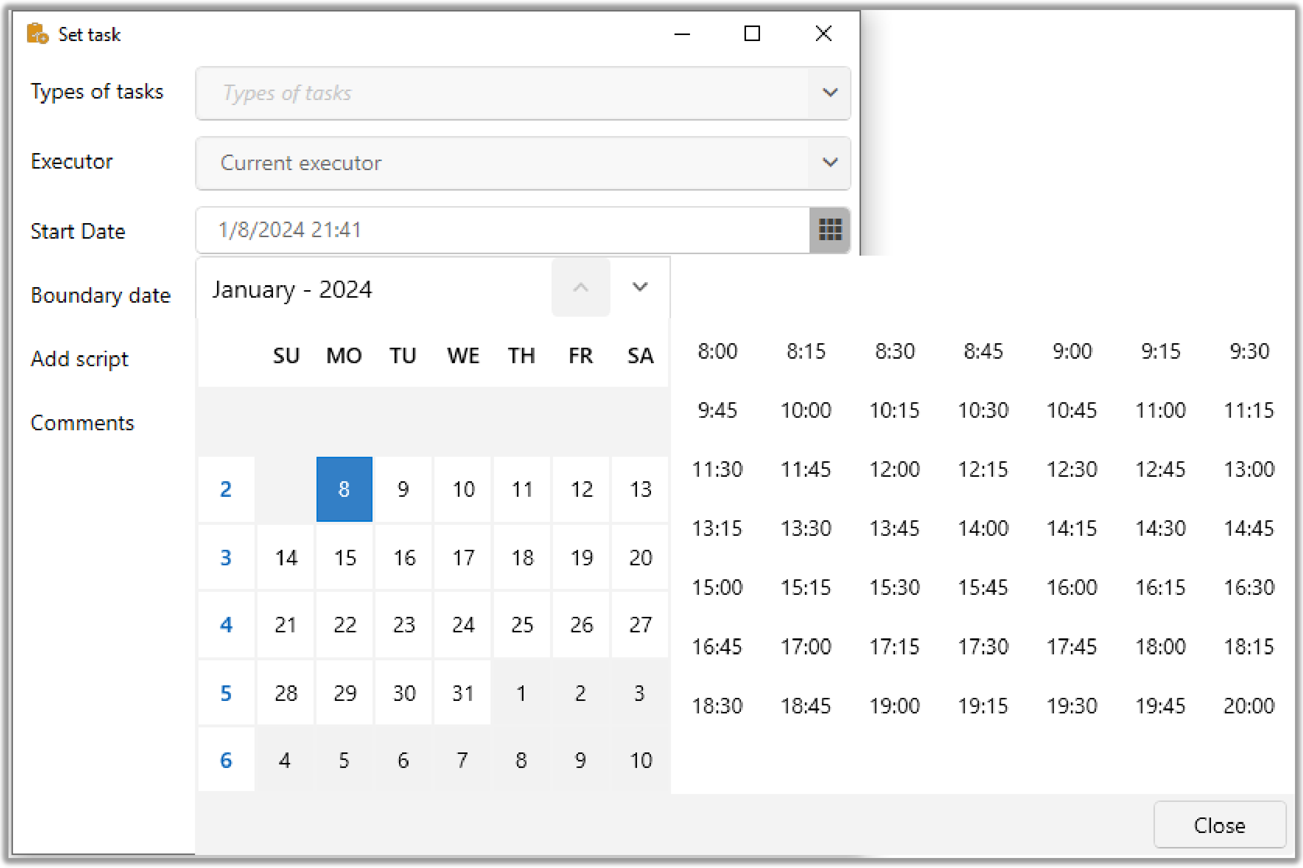
The [Date and Time] section is used to configure time-based operation based on the time zones of the clients. It is divided into six subsections: [General], [Displaying cards in time zones], [Schedule], [Time zone], [Weekend], [String format].

2.4.2.1.8.1 General

In the [General] subsection, you configure the user contact time limit for manual dialing. The following settings are available:

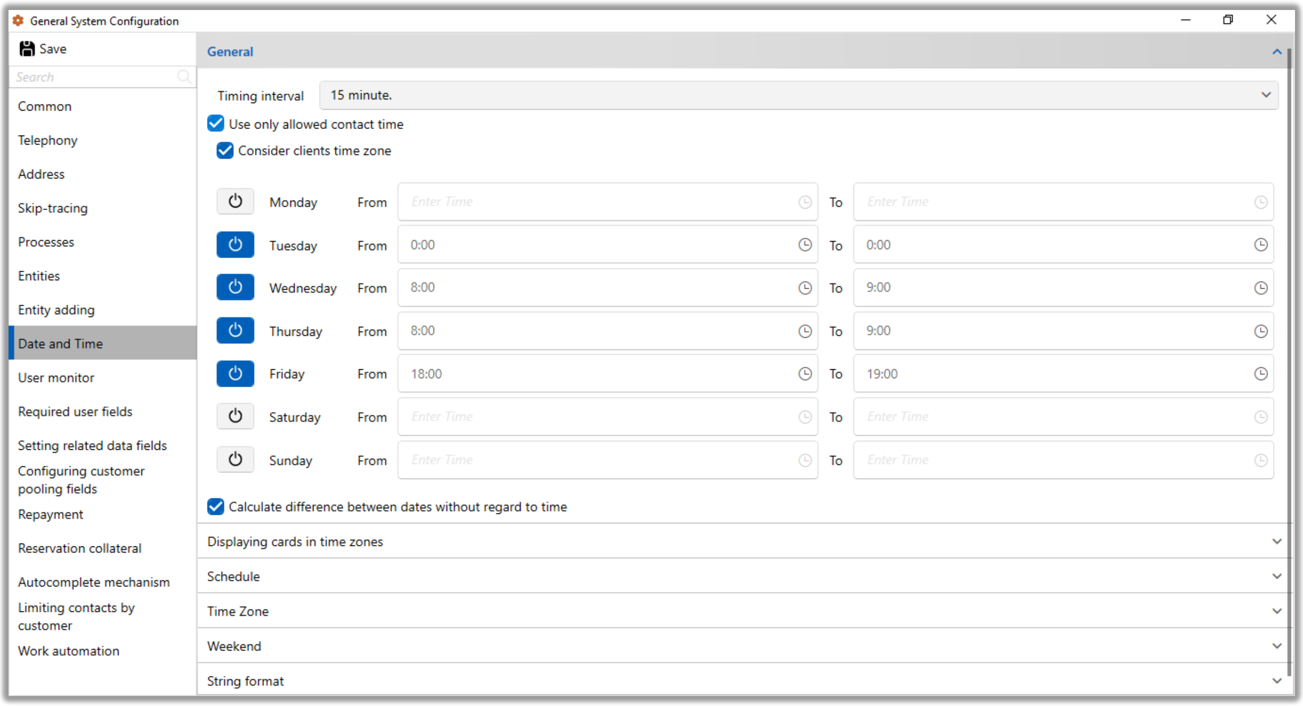


- [Timing interval] — this parameter allows you to configure available time intervals for the user when selecting date and time. This interval is used in various system functions, such as setting reminders, selecting date and time when creating tasks, etc. For example, you can specify the interval in 15-minute increments.



- [Use only allowed contact time] — setting of limitation of time for contacting clients by days of the week during manual calls from the system. After checking this checkbox, the user can set the time for contacts with clients by week (Monday — Sunday). To activate the work according to the set schedule for one of the days of the week, it is necessary to press the on/off button on the left side of this day. In the [From]/[To] parameters the required time interval is set separately for each day of the week. Outside the set time range, users will not be able to make manual calls. If the operation time does not fit the set schedule, the system will display a warning message.

Also, making calls will be blocked on days for which no schedule has been set.



Depending on the activation/deactivation of the timed operation, the activation button changes its color:

-  — set time operation is disabled for this day of the week.
-  — for that day of the week is enabled to work at a set time.

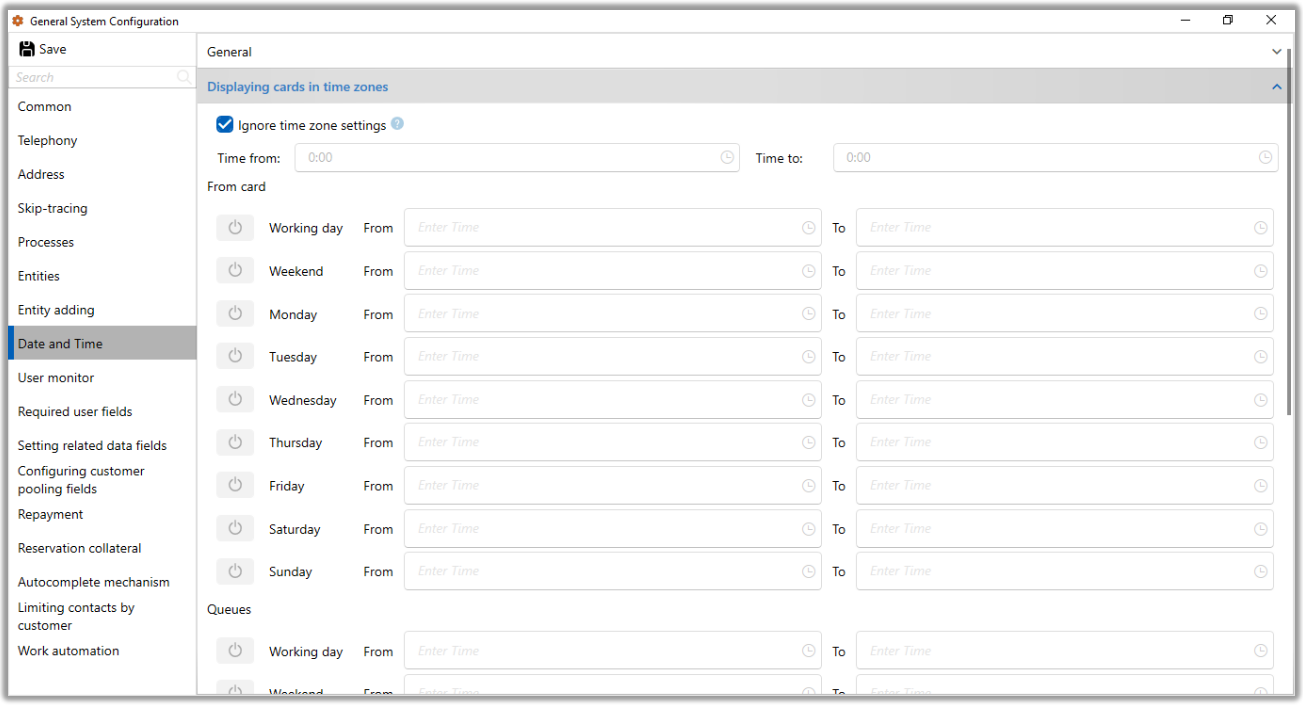
- [Consider clients time zone] — the system will additionally consider the client's time zone when dialing according to the set schedule. If the time of the client, taking into account his time zone, does not fall within the set schedule, then the system will issue a warning and will not allow to make a call.
- [Calculate difference between dates without regard to time] — using this setting you can set the method of counting the number of days that the client is in a certain stage and status in the special insert [Movement by stages] for the loan card. If a loan has been in a certain status and stage for less than 24 hours, the system displays 0 days by default. Only after the counter reaches 24 hours, the system will display that the Loan is in that status for 1 day. If this checkbox has been checked, the system will count the number of days from the beginning of the current calendar day,

even if the Loan has not been in the set status and stage for more than 24 hours. For example, if a Loan was assigned status and stage #1 at 16:00, and the next day its status changed at 08:00 to #2, then if the checkbox is checked, it will be displayed that the Loan was in the first status and stage for 1 day, and if the checkbox is not checked, it will be displayed that it was in the first status for 0 days.

2.4.2.1.8.2 Displaying cards in time zones

In the [Displaying cards in time zones] subsection, you can customize the display schedule for cards based on their time zones. The time zone is set manually in the customer or phone field with the [Time Zone] source, inside the card or during import.

[Ignore time zone settings] — if this checkbox is selected, the system will not take time zones into account when working with customer cards in queues and search results.



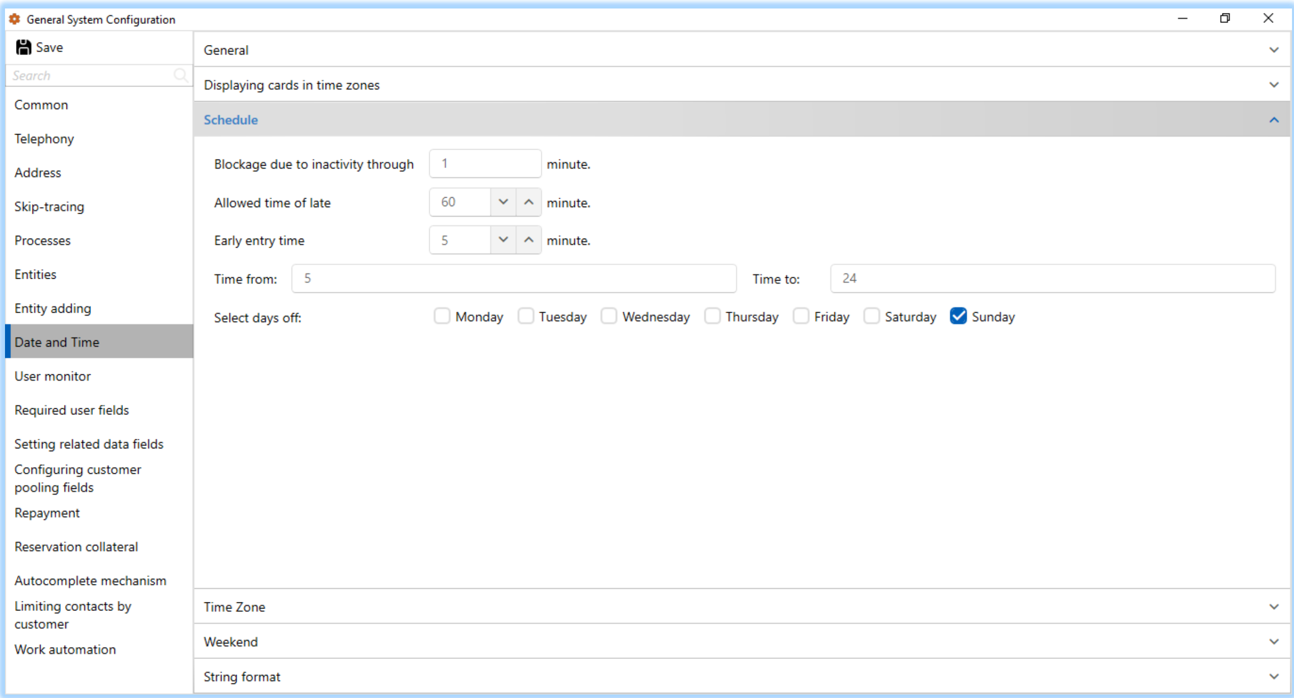
If the checkbox is not checked, the [Time from] and [Time to] fields become available for filling in; they are used to set the time interval for displaying client cards taking into account their time zones.

Contact limits are configured separately for the card and queues (module [Queues]).

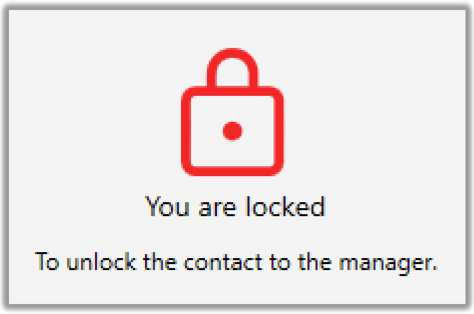
When an operator is in a queue, only those loans that fit the set interval for time zones will be opened to him. Also, when a user opens a client's loan card from the search results, if this client has an inappropriate time, an error will be displayed: [You do not have access to view this project card. See time zone settings], and the functions and field values of the card will be hidden.

2.4.2.1.8.3 Schedule

In the [Schedule] subsection, you can configure the general work schedule for users in the Delta M. CRM system. CRM, not using individual user schedules (individual schedule has priority over the general one, its setting is described in more detail in section 2.4.1.4).



Parameter [Blockage due to inactivity through] — sets the time in minutes after which the system will block access to work for an inactive user. The maximum value is 180 minutes. The setting does not apply to users for whom the [Never block] checkbox is set in their role settings. After this time has elapsed, the user will be blocked from accessing the system and an error will be displayed: [You are blocked. Contact a supervisor to unblock].



To unlock a user you need to go to [User Monitor], and by right-clicking on the desired user select [Unlock] (for more details see section "Unlock"). 2.3.1.8).

[Allowed time of late] — set the allowed time in minutes during which the user will be able to log in the system despite being late. The maximum allowed value is 60 minutes. To work according to the schedule, the [Work according to schedule] checkbox must be set in the user's role settings. This setting is taken into account when recording tardiness in the working time statistics (for more details see section 2.3.1.5).

[Early entry time] — set the required time in minutes when the user will be able to log in earlier than the set start of the work shift in the schedule. The maximum allowed value is 60 minutes. Provided that the [Work on schedule] checkbox is checked in the role settings for this user. The system takes this value into account when calculating the operator's working time.

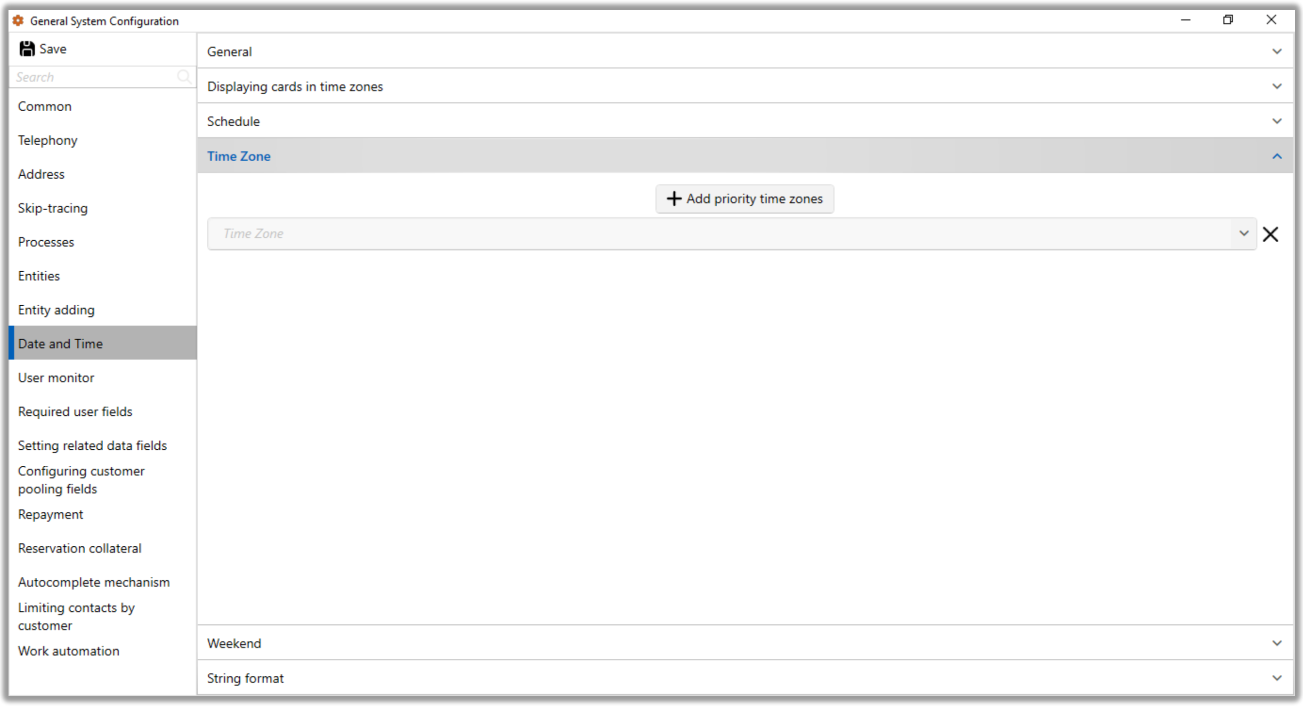
The [Time From] and [Time To] settings set the start and end of the work shift, respectively. These settings apply to all users who do not have individual work schedules set. Assigned tasks with a time limit to be completed by the user, when the [Account for work hours] checkbox is selected in the strategy, will take into account the set range for the work schedule. Let's take an example: if a strategy assigns a task to a user at 16:00, with a set limit of 6 hours, and the total work schedule is configured until 18:00, then the 4 hours left to complete the task will be automatically carried over to the next working day. For example, if a workday starts at 9:00 am and a task is rescheduled for 4 hours for that day, the deadline for that task will be until 1:00 pm.

[Select days off] — set non-working days for users in the system by checking the checkboxes accordingly.

2.4.2.1.8.4 Time Zone

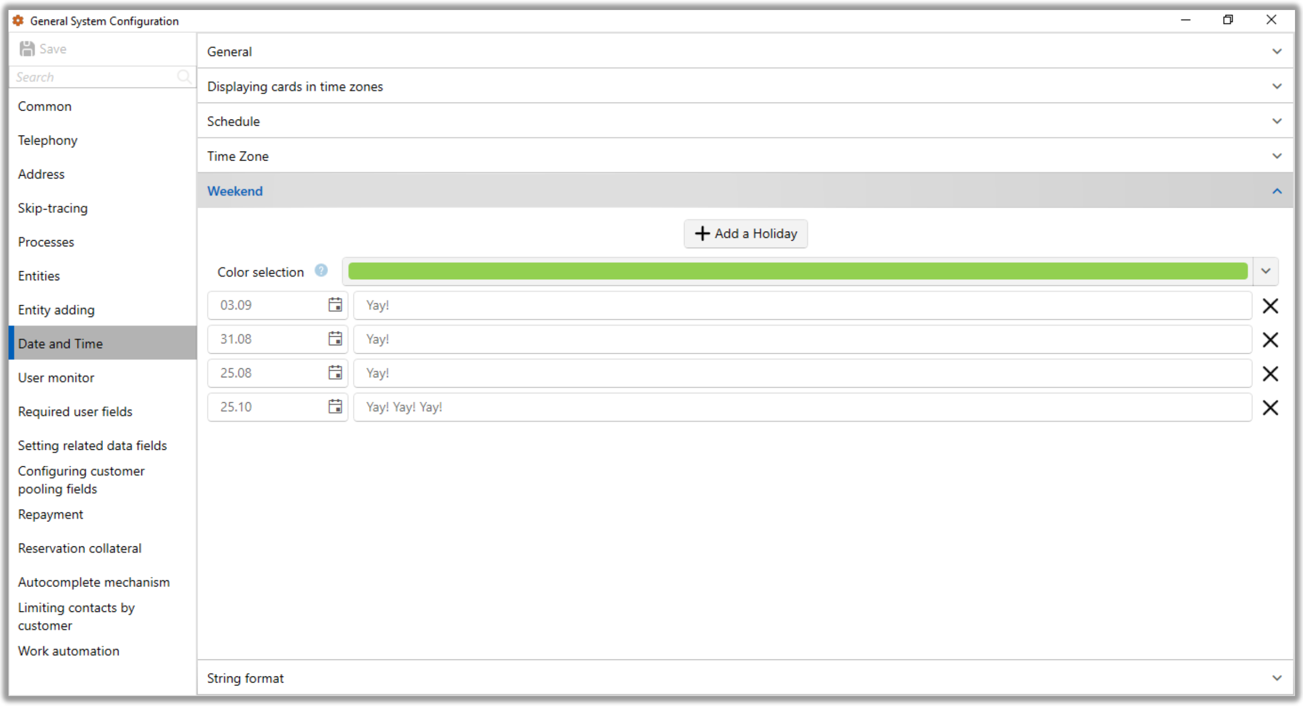
In the [Time Zone] subsection, priority time zones are added. Provided that there are several cities in the same UTC time zone, when importing entities in which you can select the [Time Zone] source, the system will set the time zone for the customer or individual phone number that is selected as the priority one in the system settings. Time zones are imported into the system as numeric values, for example: +2, +3, —10, —2, etc. And if you set the value [(UTC +03:00) Istanbul], all values [+3] will be set to this time zone during import.

To add a new priority time zone, click the [+ Add priority time zones] button and select the necessary time zone from the drop-down box that appears. The added time zone can be deleted by pressing the [x] button on the left side of the field.



2.4.2.1.8.5 Weekend

This subsection creates holidays that are taken into account when creating the promise schedule. Added holidays, as well as weekends, will be inactive in the calendar when selecting a payment date and when executing the strategy (if the [Consider only weekdays] checkbox is selected).



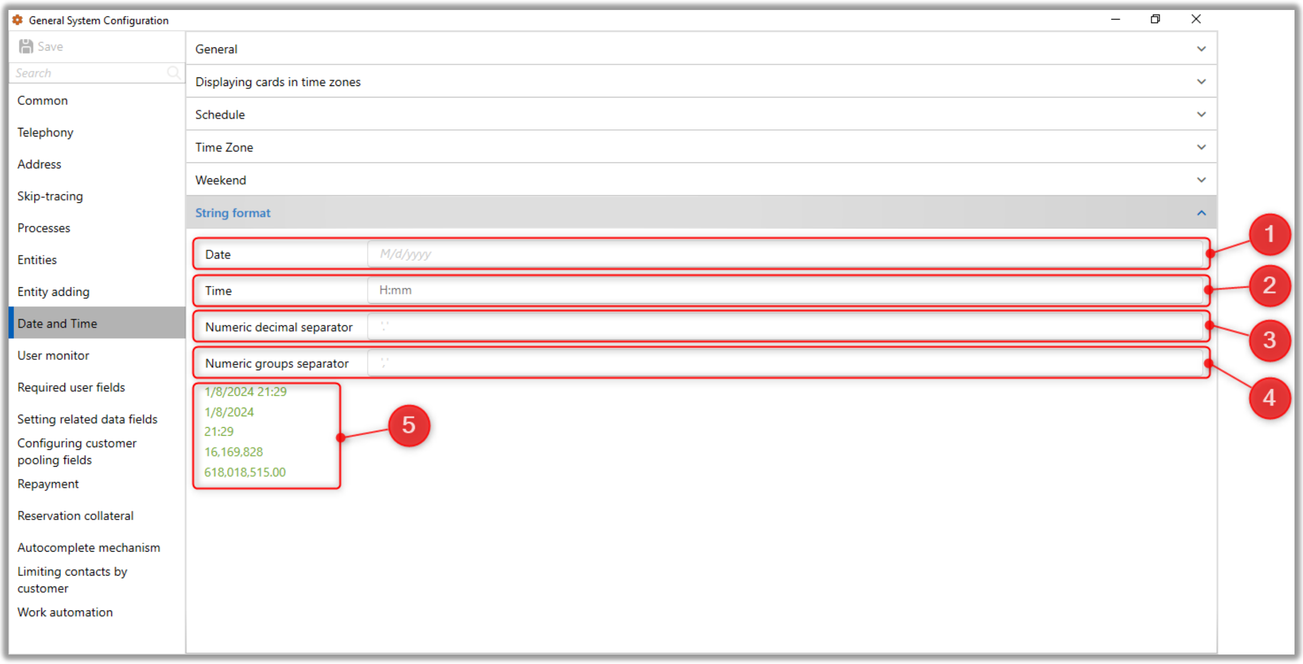
The following features are present in the unit:

- [+ Add a Holiday] — add holidays with its date and description.
- [Color selection] — set the color by which the selected holidays will be displayed in the system calendar.
- The added holidays are deleted by pressing the [x] button to the left of the line with the required holiday.

When you have finished making the settings, you must click the [Save] button.

2.4.2.1.8.6 String format

The [String format] sub—item allows you to customize the date and time format, and also sets separators for fractional parts and numeric series. The customized format for displaying date and time will be used in entity cards. At the bottom of the window an example of the settings made is displayed to the user.



1. [Date] — specify the required format for the date in the system. When formatting the date the following symbols are used: dd - 2 digits of number (with a zero in front for values from 1 to 9); MM - 2 digits of month (with a zero in front for values from 1 to 9); yyyy – 4-character designation of year (the year is written in full). Any symbols can be used as delimiters. When slash (/) and backslash (\) characters are used as delimiters, they must be escaped by writing an additional backslash (\) character before them. For example: dd\\MM\\yyyy, MM\/dd\/yyyyy. The default setting is dot.

2. [Time] — specify the required format for time. The system uses 24-hour time format. When formatting time the following designations are used: H - numeric designation of hours (from 0 to 24); mm - 2-character designation of minutes (with zero in front for values from 1 to 9); ss — seconds; ms — milliseconds. Any characters can be used as delimiters. When slash (/) and backslash (\) characters are used as delimiters, they must be escaped by writing an additional backslash character (\) before them. For example: H\/mm, mm\\H. The colon is used by default.

3. [Numeric decimal separator] — a sign used to separate integer and fractional parts of a real number in the form of a decimal fraction in the decimal

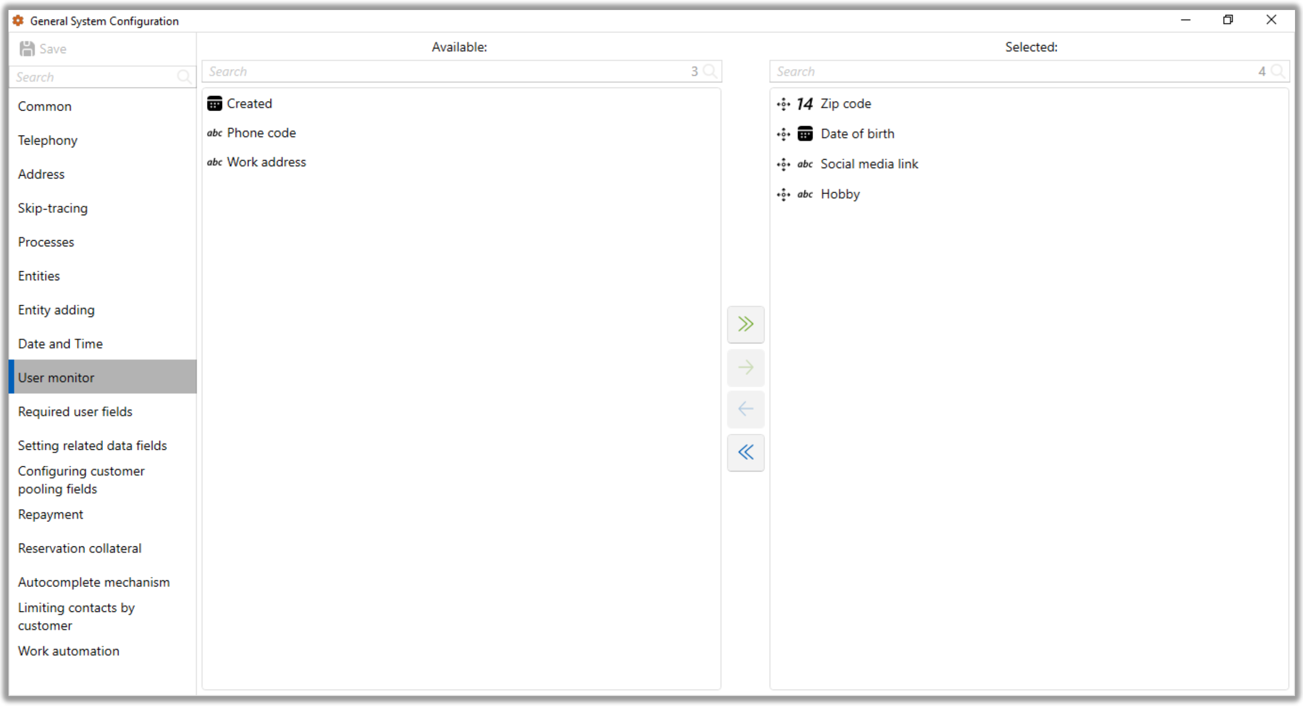
number system. Any characters can be used as separators for the fractional part. The comma is used by default.

4. [Numeric groups separator] — a sign used to separate classes in numeric series (units, thousands, millions, etc.). Any characters can be used as separators for classes. Space is used by default.

5. An example of what format the data will have after making the appropriate changes.

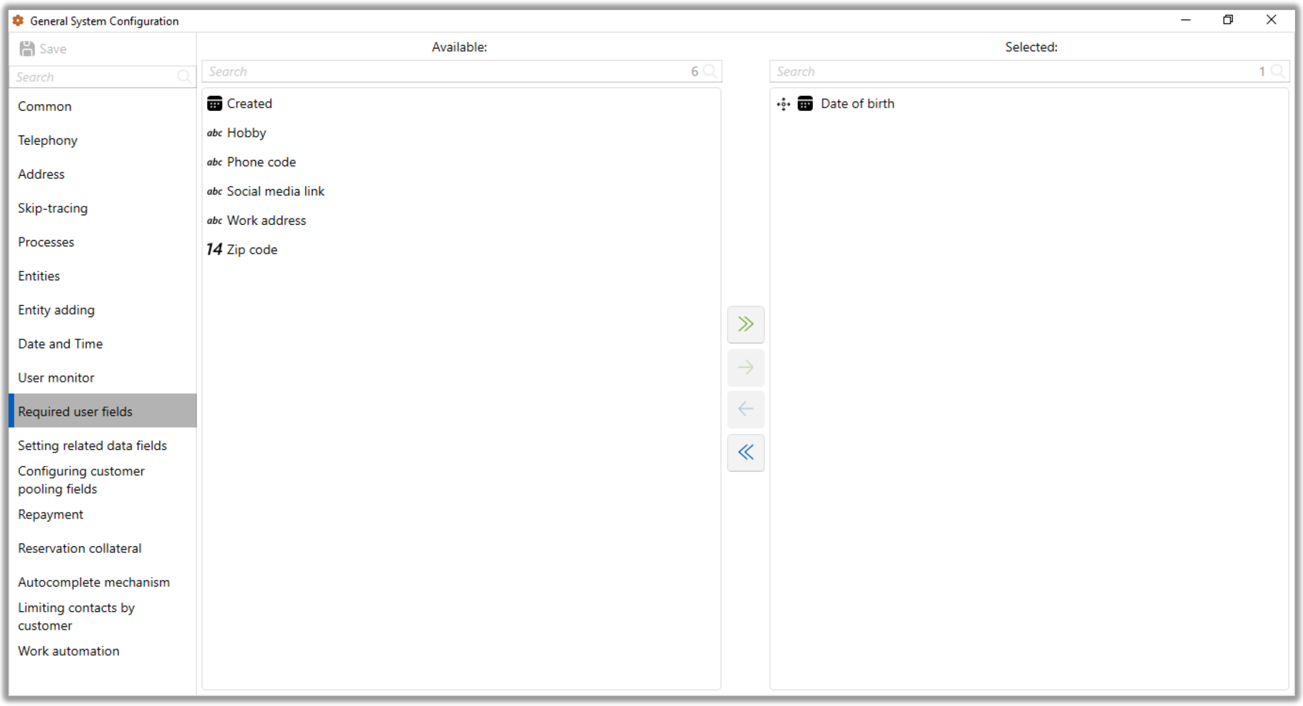
2.4.2.1.9 User Monitor

The [User Monitor] subsection customizes fields to be displayed in the user monitor (more details on its operation and customization in section 2.3.1.8). The [Available] block contains user fields created in the system (more details about their creation in section 2.5.4.5), which can be added for displaying in the user monitor. The [Selected] block contains fields that are already displayed when working with the user monitor. By moving the fields between these blocks, you can customize the desired view of the user monitor. You can also customize the order in which the fields are displayed by dragging a field in the selected fields to the desired position.

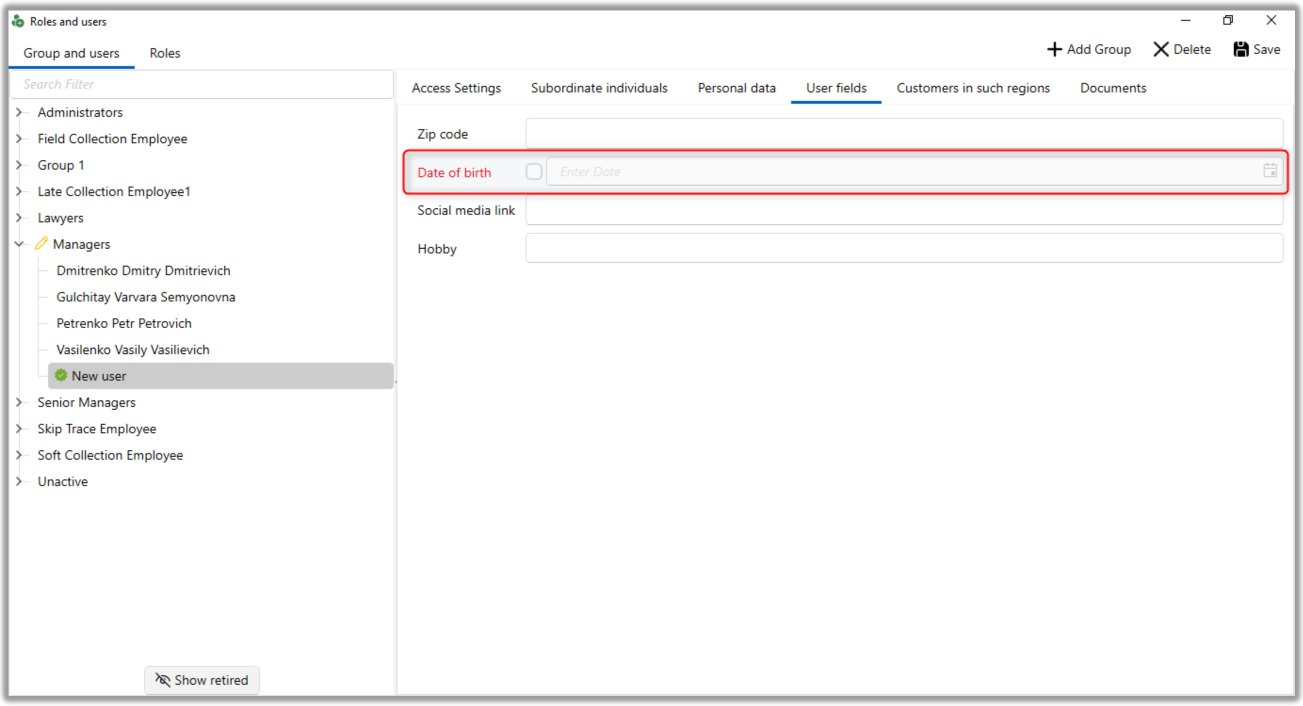


2.4.2.1.10 Required user fields

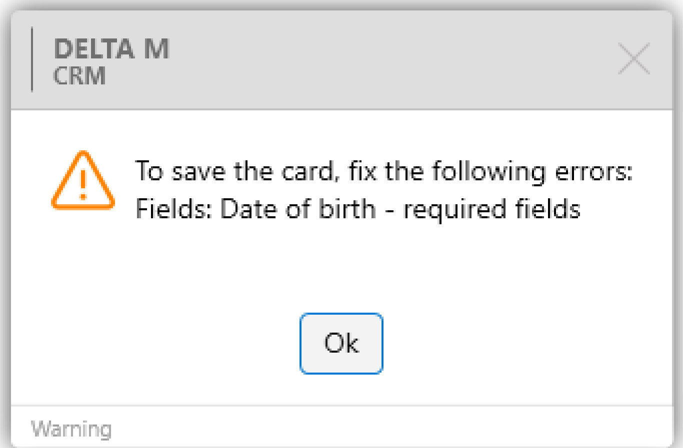
In the [Required user fields] subsection, you can customize the user fields that are required when creating a new user in the Delta M. CRM system. CRM. The [Available] block contains all user fields created in the system (see section 2.5.4.5 for details on creating them) that can be made mandatory. The [Selected] block contains fields that are already mandatory. By moving fields between these blocks, you can customize the required number of mandatory user fields.



When creating a new user on the [User Fields] tab, mandatory fields will be highlighted in red.



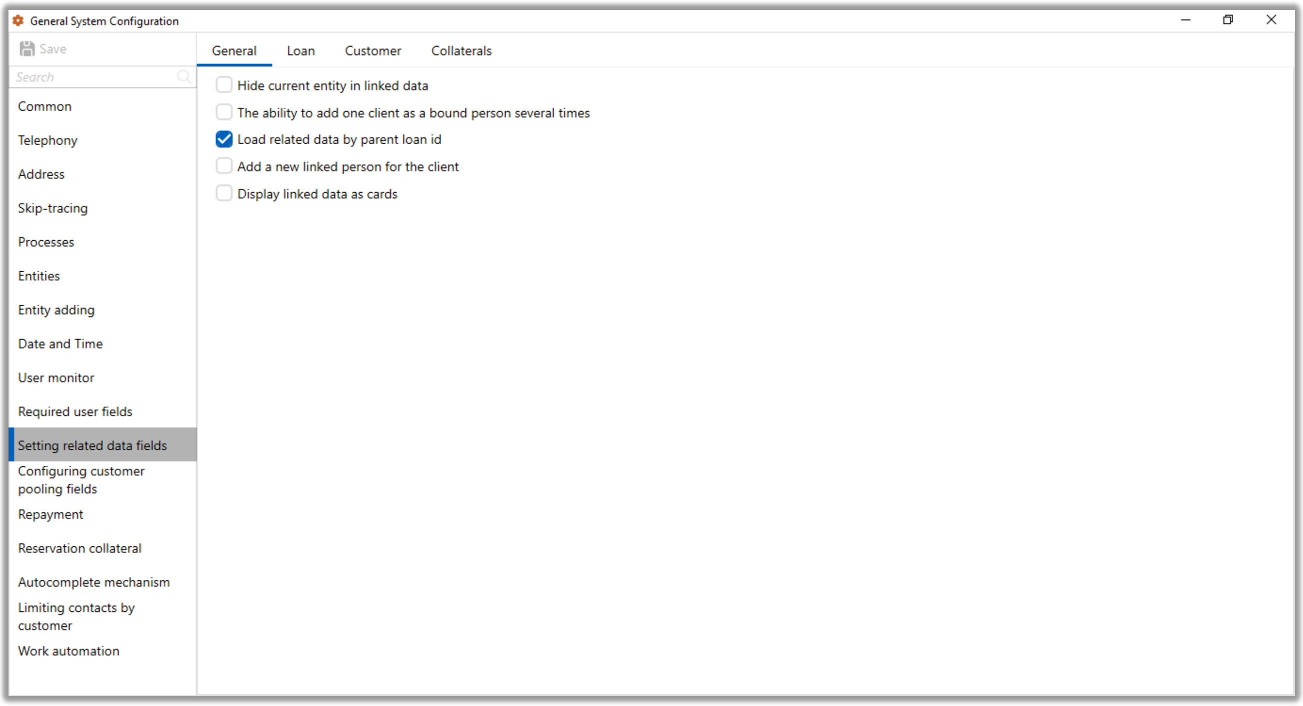
And when trying to save a new created user with unfilled mandatory fields, the following error will be displayed, specifying the names of the unfilled fields:



2.4.2.1.11 Setting linked data fields

In the [Setting linked data fields] subsection you can customize the fields, information from which will be displayed in the entity card for linked loans (linked loans are displayed in the special [Linked Data] insert, if such was added in the card view).

The required fields are configured separately for loans, clients and collaterals. The [Available] block contains fields of clients and loans created in the system, which can be added to display information about linked data in the entity card. The [Selected] block contains fields whose information is already displayed for linked data in the entity card. By moving the fields between these blocks, you can select the required number of fields with information to be displayed on the special [Linked Data] box in the entity card.



The [General] block contains the following checkboxes:

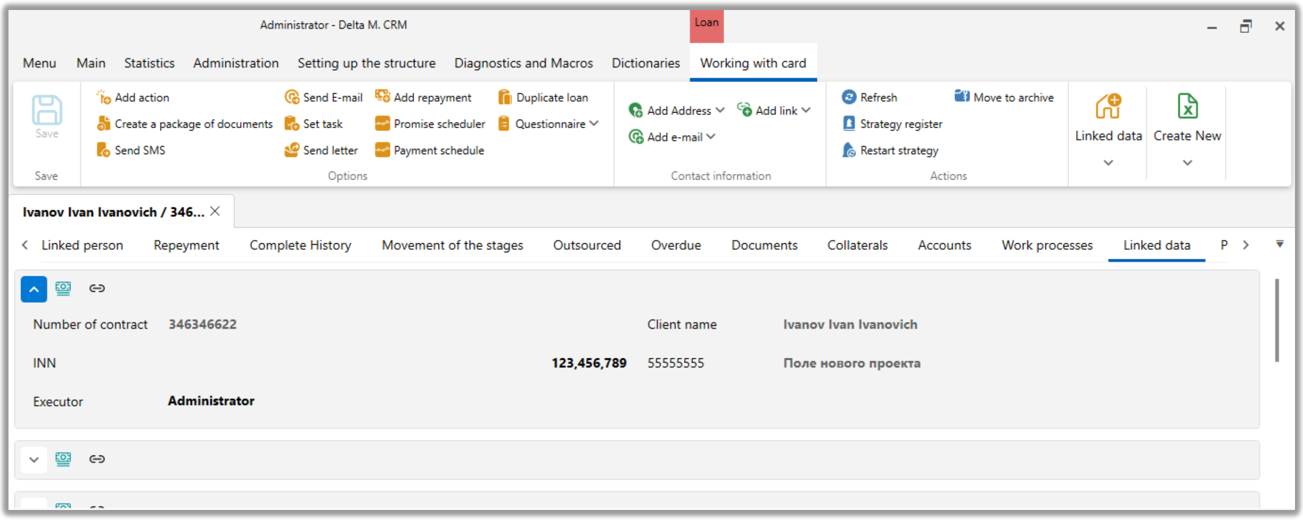
[Hide current entity in linked data] — if this setting is activated, the current loan (from which the user is viewing the linked data) will not be displayed in the linked data.

[The ability to add one client as a bound person several times] — enables the ability to manually add or import one customer as a linked entity multiple times to the same loan card or customer with different relation types.

[Load linked data by parent loan id] — if this checkbox is checked in the special insert [Linked data], all subordinate loans will be displayed in the parent Loan, but the parent Loan will not be displayed in the subordinate loans. This setting is used as an element of system optimization. If the checkbox is disabled, the user will see in the subordinate loans on the [Linked Data] tab both the parent loan and the subordinate loans of the current loan, which acts as a parent in them.

[Add a new linked person for the client] — change the type of relation of the added third party/associated person in the loan card from loan to client. By default, the added third party/associated person in the loan card has the loan relation type.

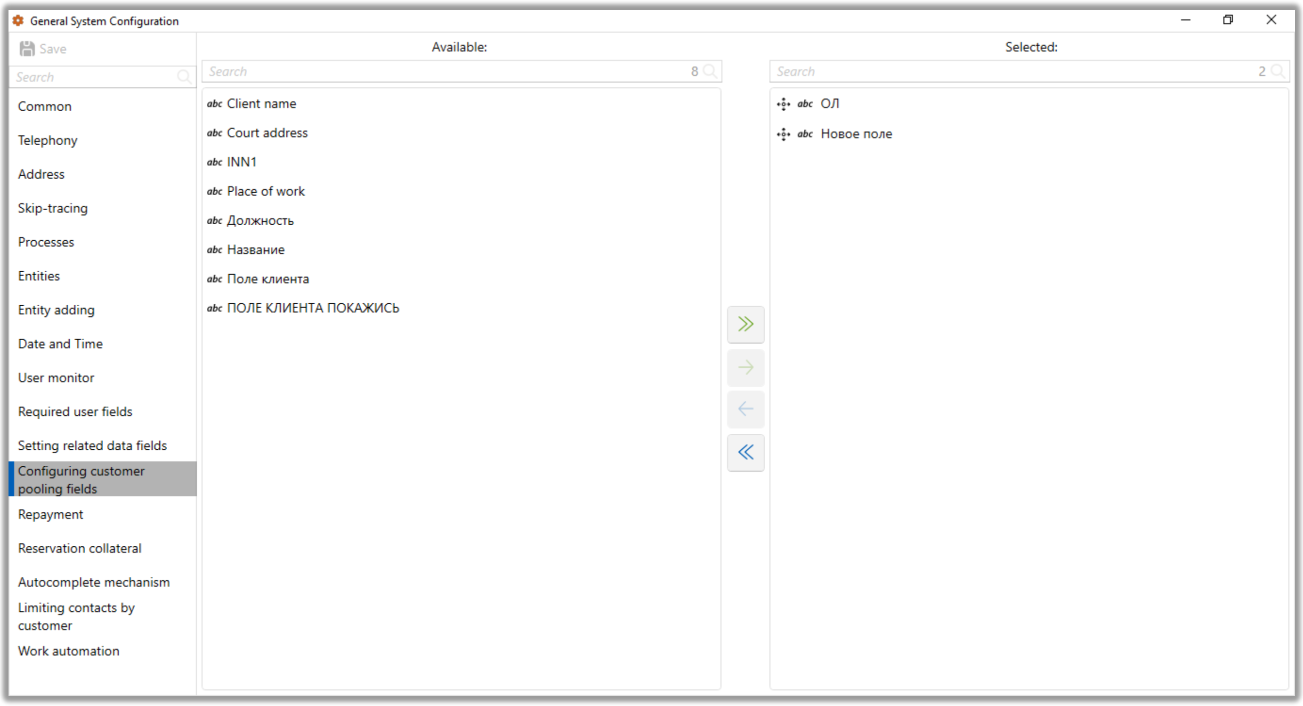
[Display linked data as card] — linked data will be displayed as a card spike on the special "Linked Data" insert in the entity card. By default, linked data is displayed as a table.



2.4.2.1.12 Configuring customer pooling fields

This section is used to customize the fields for merging clients. If, when creating a new customer card, the data in this field matches an existing card, the customer cards will be automatically merged. The [Available] block contains customer fields with text data type, and the [Selected] block contains fields that have already been selected for customer merging.

NOTE: The field with the system source TIN is used for merging clients in the system by default.

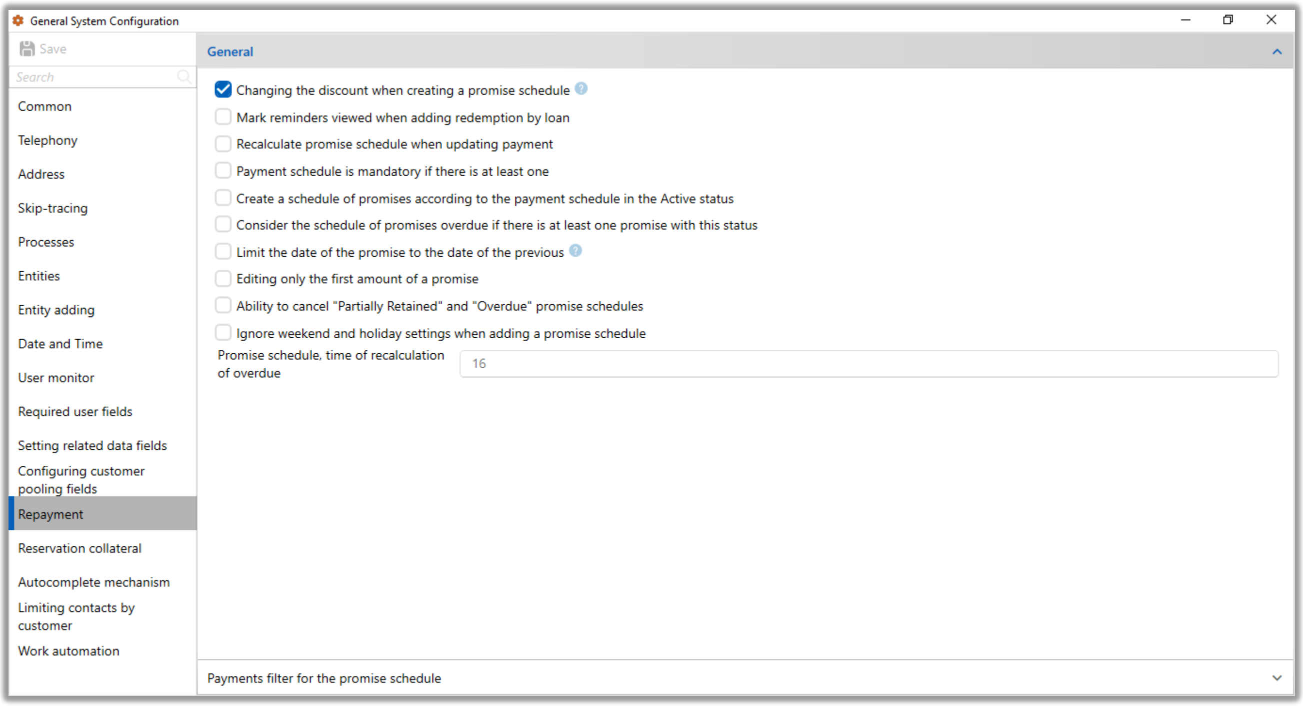


2.4.2.1.13 Repayment

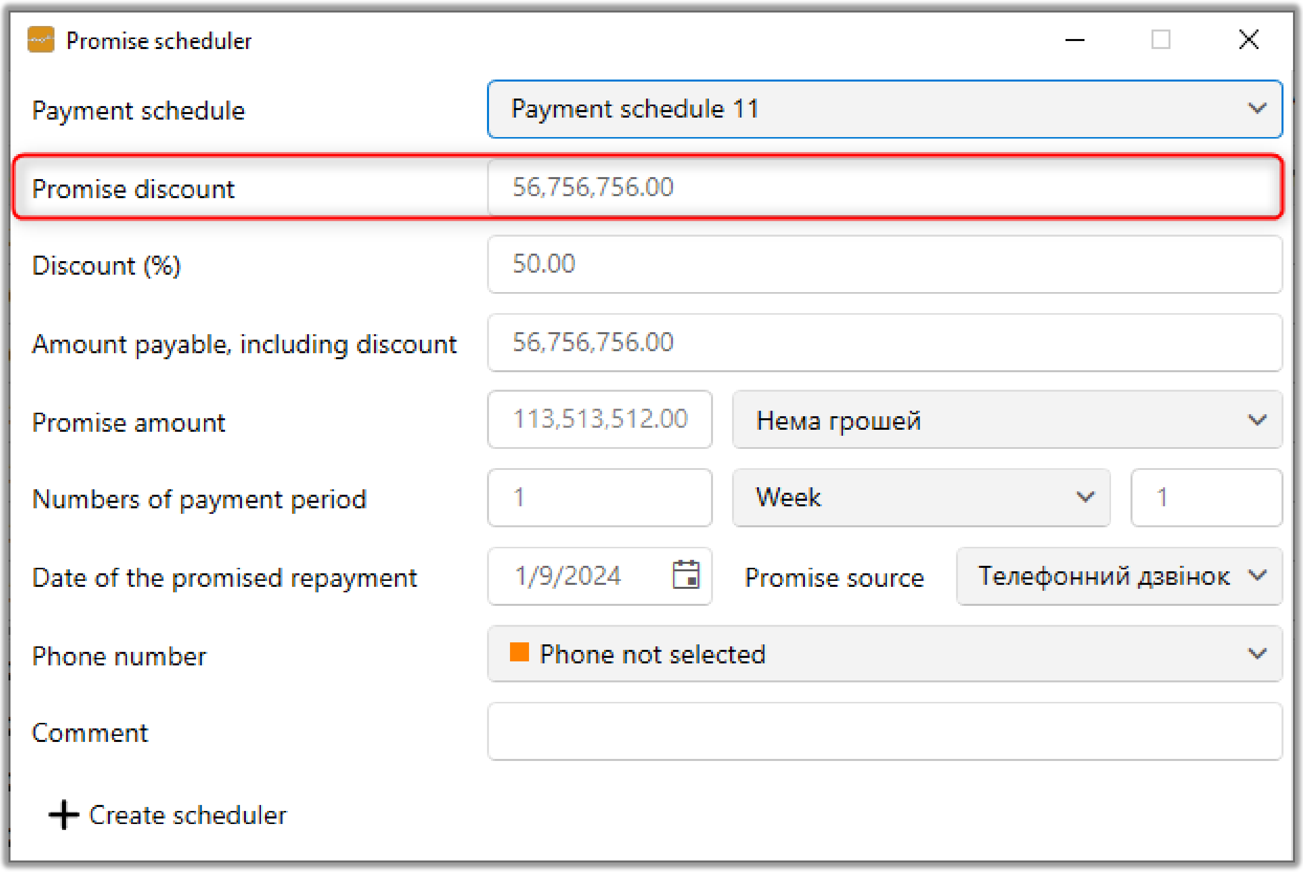
The [Repayments] tab customizes the handling of repayments, promise schedules, and payments in the system.

2.4.2.1.13.1 General

The [General] tab customizes the general settings for the operation of repayments, promise schedules, and payment schedules, where:



- [Changing the discount when creating a promise schedule] — enable the ability to edit the discount amount when creating a promise schedule based on a payment schedule.



- [Mark reminders viewed when adding redemption by loan] — if this checkbox is selected, then when adding any repayment to a Loan with an active reminder, the system changes the status of this reminder from [Active] to [Completed].
- [Recalculate promise schedule when updating payment] — promise schedule will be recalculated when current payment is updated in the system via import, if there is an update of its parameters.
- [Payment schedule is mandatory if there is at least one] — payment schedule will be mandatory to be selected when creating promise schedule if there is at least one payment schedule created in the loan.
- [Create a schedule of promises according to the payment schedule in the Active status] — promise schedules created based on a payment schedule will be given an [Pending] status. By default, when creating a promise schedule based on a payment schedule, the schedule is created in the [New] status, and it must be manually moved to the [Pending] status via the context menu.
- [Consider the schedule of promises overdue if there is at least one promise with this status] — a promise schedule goes to the [Broken] status if one of the lower-level promises gets the [Broken] status.
- [Limit the date of the promise to the date of the previous] — the user will not be able to set the date of the next communication earlier than the date of the last promise. These restrictions will be applied when adding actions to Loan cards.
- [Editing only the first amount of a promise] — when creating a promise schedule, only the first promise amount will be available for editing (the total promise amount will not change), the system always splits the remaining part into equal parts. The system will then recalculate and distribute the amounts for the promise according to the formula:

$$(Total\ pledge\ Amount - Total\ pledge\ Amount\ in\ the\ first\ payment) \div (Number\ of\ periods\ for\ pledge\ schedule - 1)$$

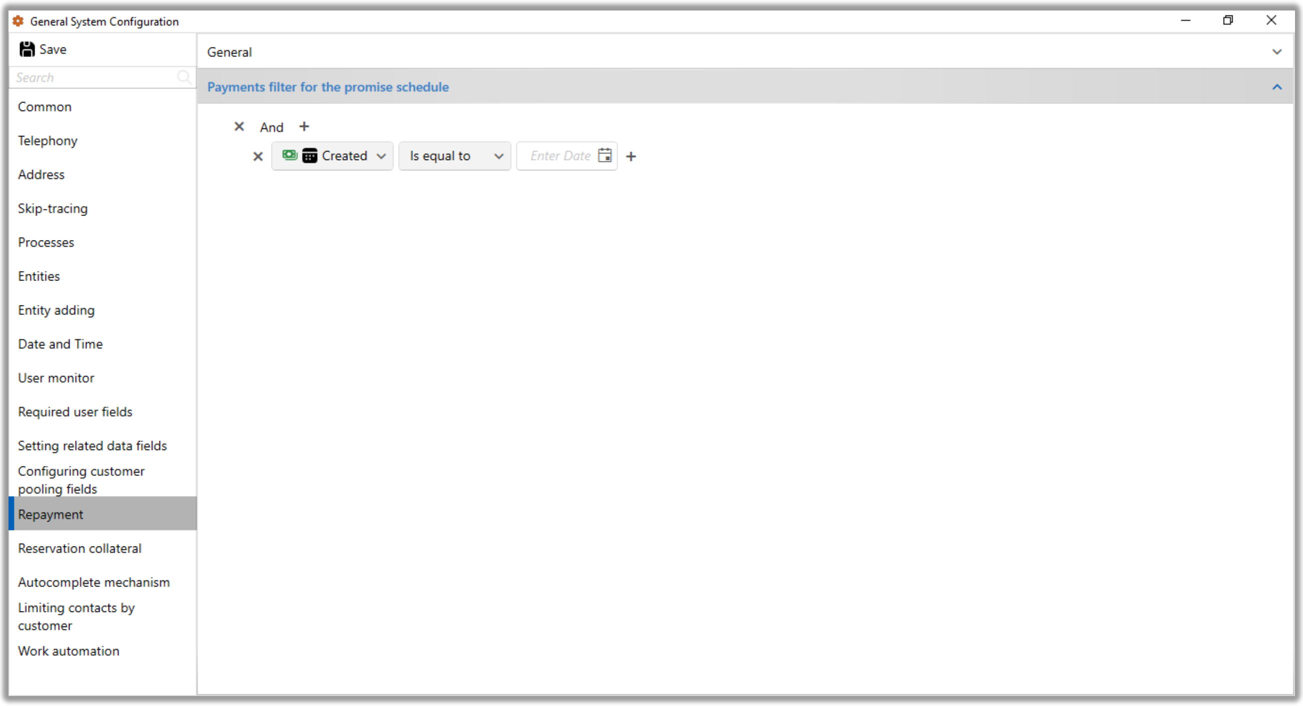
For example: The total amount of the promise = $300, and the number of payments (periods) is 3. Initially the client agreed to make 3 payments of $100, but later asked to change the amount of the first payment from $100 to $150, then according to the formula the second and third payments will be $75 each.

- [Ability to cancel "Partially Restrained" and "Overdue" promise schedules] — enables the ability to cancel promise schedules that are in the status of "Partially Restrained" or "Overdue". If this option is disabled, when calling the context menu in the entity card on the special [Promise Graph] insert, the [Cancel] button will be inactive when clicking on schedules with the corresponding status.
- [Ignore weekend and holiday settings when adding a promise schedule] — the system will ignore all weekends and holidays that fall on the start date of the schedule and the dates of all its promised installments when creating a promise schedule.
- [Promise schedule, time of recalculation of overdue] — specifies the time when the system will recalculate the status of the customers' promise schedule on loans and change their statuses. For example: if no payment in the declared amount is received, the system will set the status [Broken] to such promise after recalculation.

2.4.2.1.13.2 Payments filter for the promise schedule

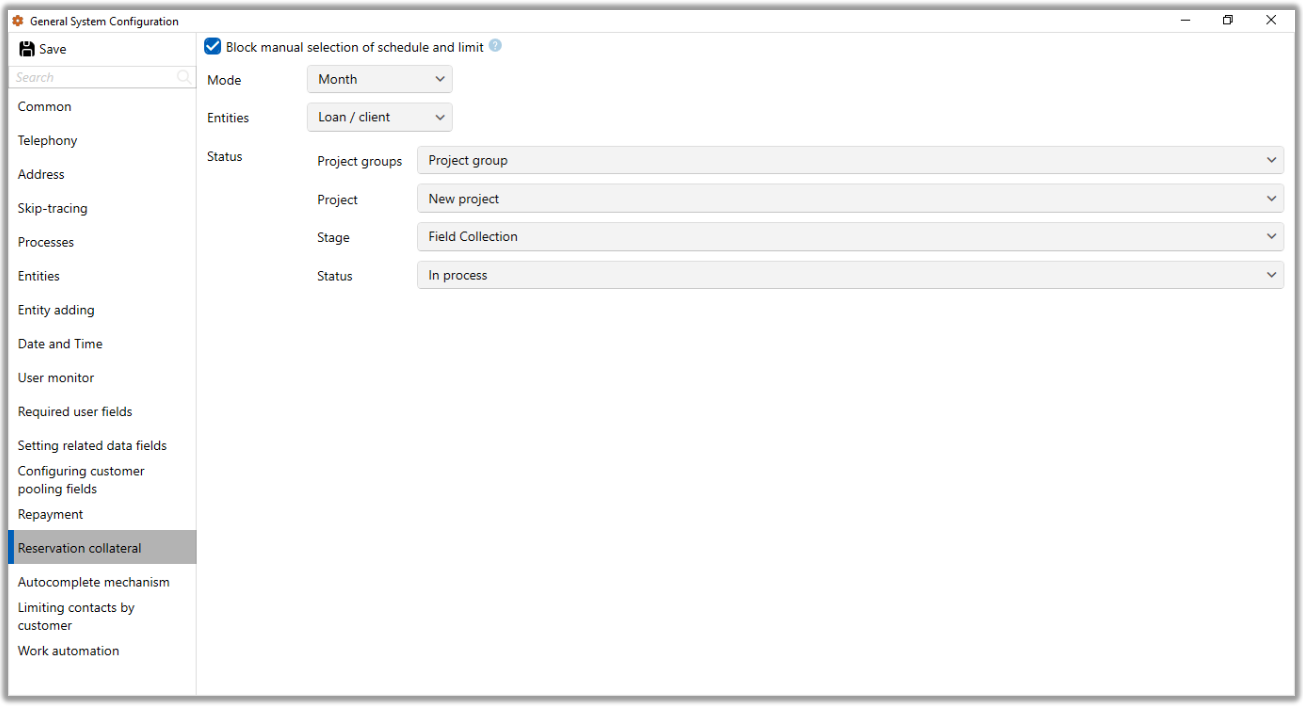
This section configures the conditions for payments created or imported into the system. Payments that meet the specified conditions (field with the specified value) will be taken into account in the promise schedule. Lower-level payments of such a schedule will be recalculated and their status will be changed according to the project settings. If the imported or added payment does not contain this parameter or corresponds to the specified values, such payment will be added to the tab with the special insert [Payments], but the promise schedule itself will not be recalculated.

It should be taken into account that the conditions created in this section will apply to all projects in the system.



2.4.2.1.14 Reservation collateral

The [Reservation collateral] section allows you to configure whether users can reserve collateral. Here you can set the parameters that affect the selection when setting schedules, limits, and other settings linked to collateraling.

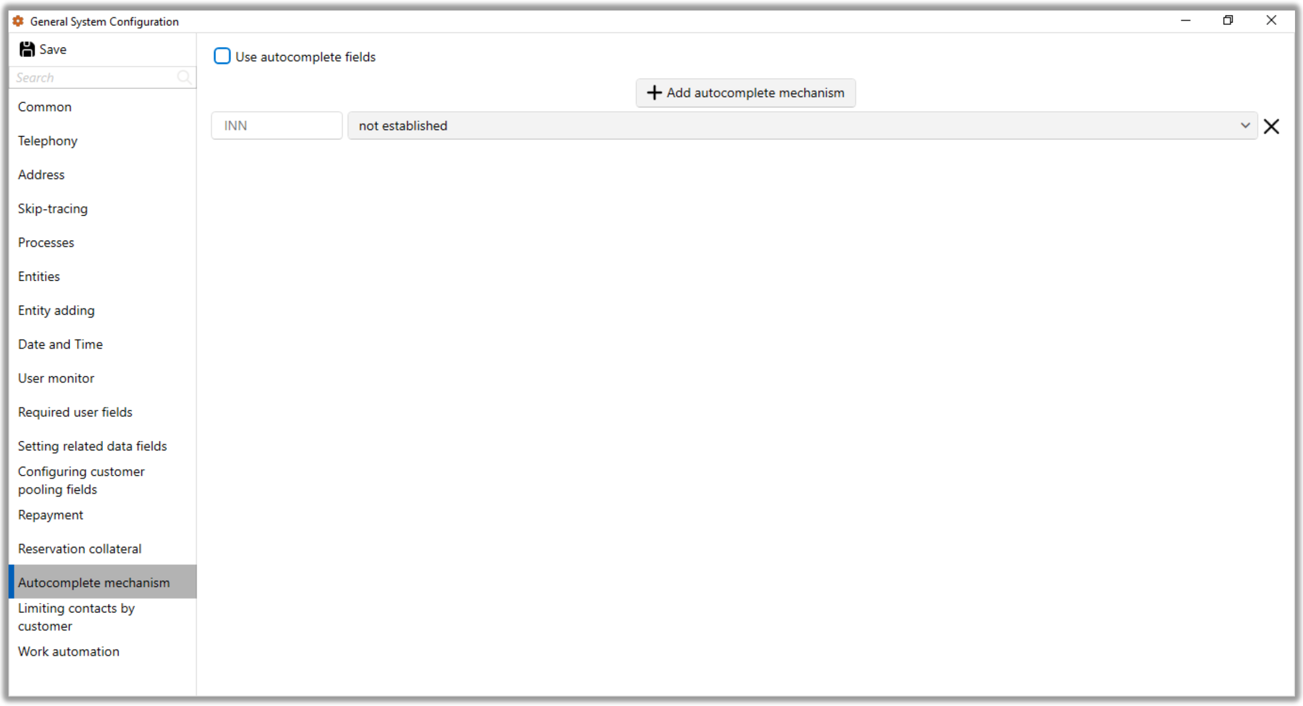


The following parameters are available on the tab:

- [Block manual selection of schedule and limit] — this setting blocks users from manually setting the schedule ([From] and [To]) and limit when reserving collateral.
- [Mode] — selection of the time interval that will be available when reserving collateral.
- [Entities] — selection of the entity that will be searched when reserving collateral. After reservation the reserve will be added to the current entity, and when creating a new entity card such reserve will be added to it.
- [Status] — setting the status for a new loan to be created with the selected collateral attached and reserved by it. The selected project group, project, stage and status will be set by default for the created loan. If this option is not configured (status [Not set] is selected), no new loans will be created when reserving. Search will be available only on the card of entities that were previously selected in the [Entity] parameter.

2.4.2.1.15 Autocomplete mechanism

The system provides an opportunity to integrate via API third-party services, which are responsible for automatic correction of errors when entering information in the system fields. It also allows to get access to external dictionaries, from which, on request, you can get the list of elements that can be set in the field with the autocomplete mechanism. For connected services that have been integrated in advance, it is possible to activate them in the system and customize the correspondence between the system and service fields.



[Use auto—complete fields] — enable integrated services for auto-completion of fields.

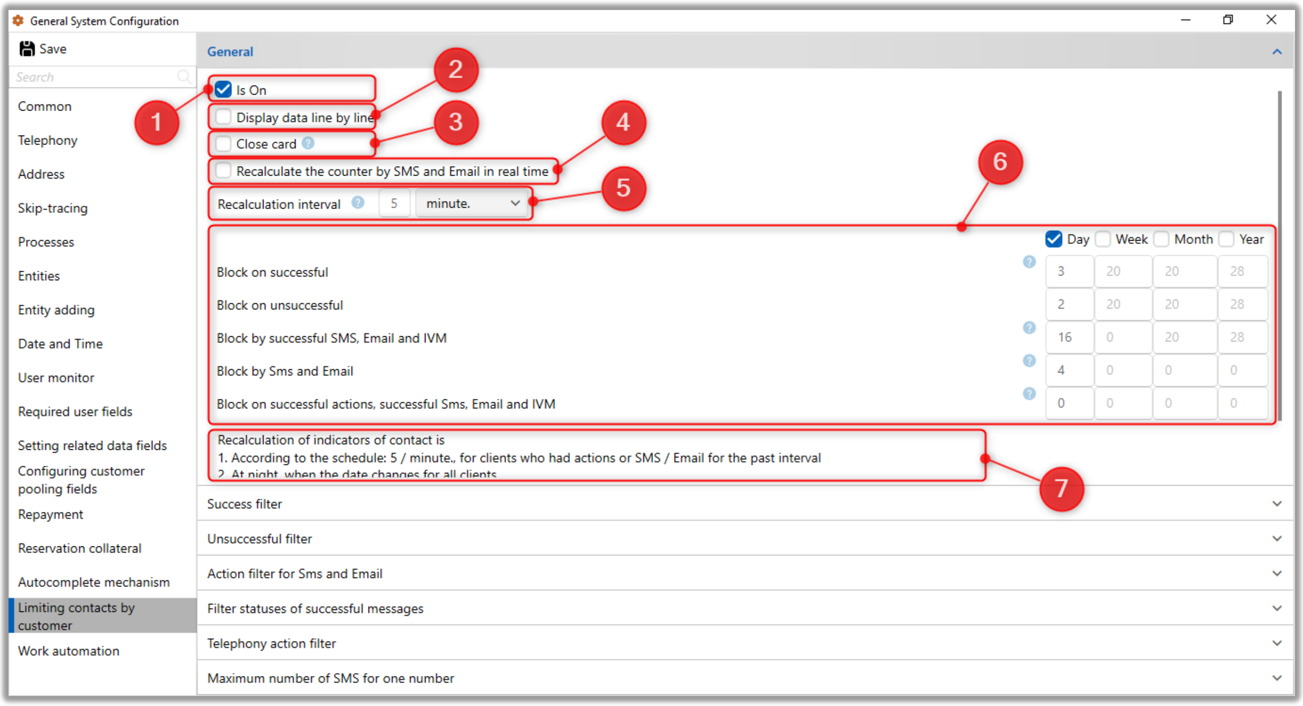
[Add autocomplete mechanism] — add an element with the possibility of its subsequent selection, when creating an entity field, in the [Autocomplete mechanism] parameter. After adding the mechanism, you should enter the name of the autofill mechanism and select from the drop-down list the field that will be displayed from the third-party service at the request of the system. When adding entity fields to the entity card, for example, loan or customer fields, in which the autocomplete mechanism is configured, the system will automatically send a request to the external service by API when setting or changing data in this field. The system then displays matches or provides a full list of items for selection.

2.4.2.1.16 Limiting contacts by customer

In this section, you can set limits on the number of contacts that occur through successful or unsuccessful actions, as well as through sending IVM by status, Sms or E-mail to customers, according to country laws or restrictions required for business processes. Configuring contact restrictions by customer is organized into four sub tabs: [General], [Successful filter], [Unsuccessful filter], [Action filter for Sms or E-mail], [Telephony status filter in delivered messages], [Telephony action filter], [Maximum number of Sms per number].

2.4.2.1.16.1 General

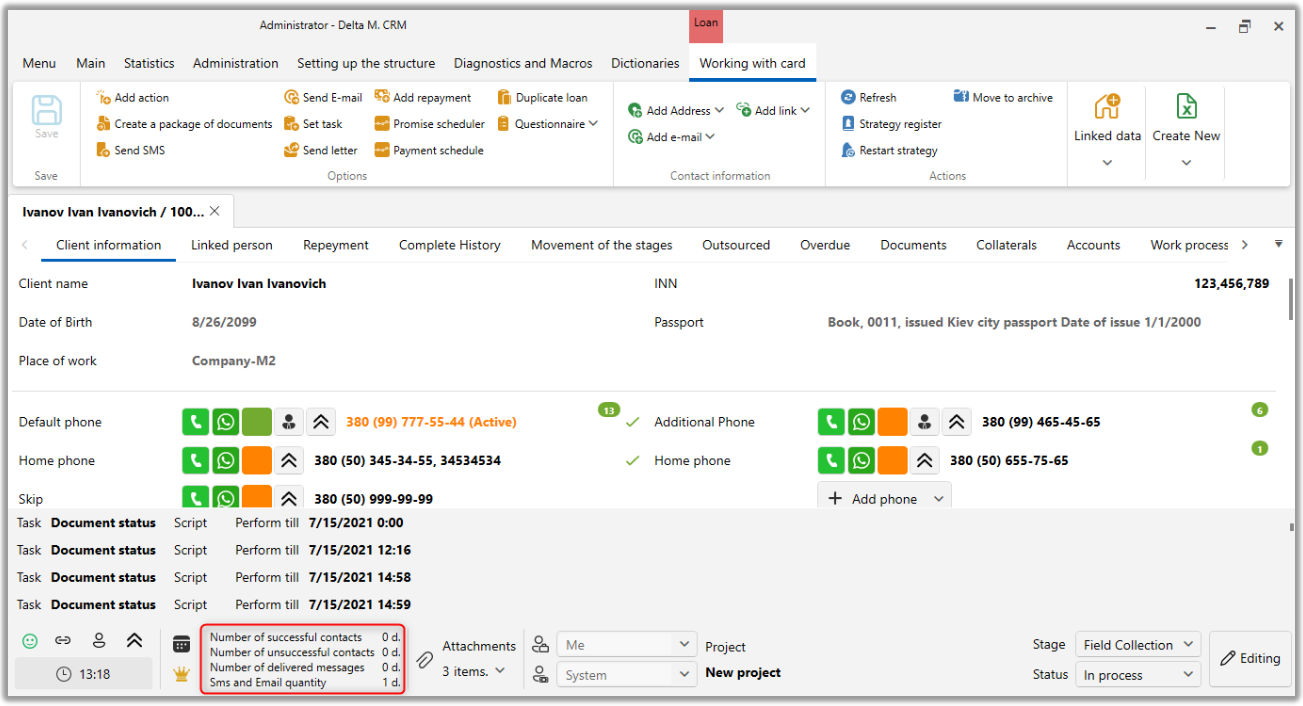
The [General] sub-tab sets the general settings for customer contact limits, where:



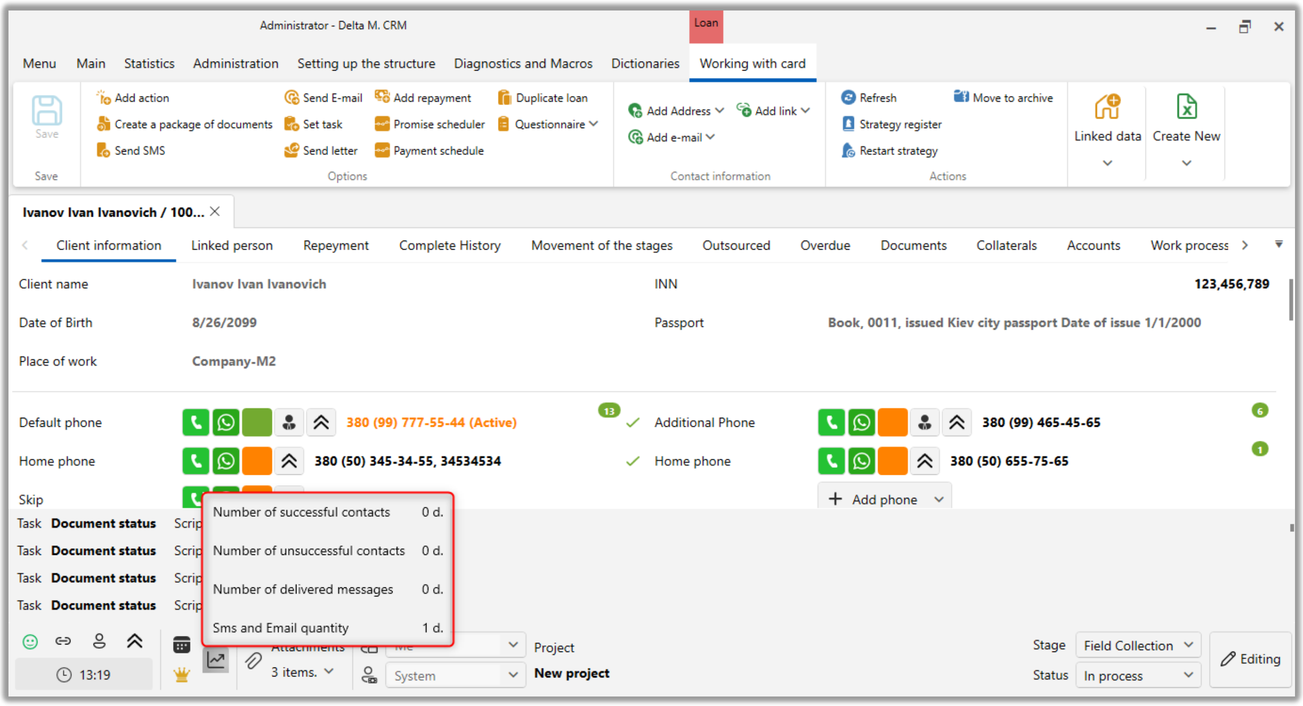
1. [Is on] — activation of configured restrictions on contacts with system clients.

2. [Display data line by line] — change the display of information on the number of successful contacts with the client in the entity card.

- If the checkbox is checked, the information on contacts will be displayed line by line on the bottom panel of the card.



If the checkbox is not checked, the data on contacts will be grouped in the form of a separate icon. Clicking on it will open a list with detailed information about the number of contacts, Sms and E-mail.



3. [Close card] — when attempting a manual call from the card of a client for whom the set limits have been exceeded, a warning message will be displayed indicating the numeric value of the set limit, after which the card will be automatically closed (until the limits are reset by the set time interval or the limits are changed). Both successful and unsuccessful contacts with the client are taken into account.

4. [Recalculate counter by SMS and E-mail in real time] — contact limit counter will be updated in the opened Loan card immediately after sending SMS, E-mail or manual call with added action. Also search results will be reloaded if they show customers or loans that have been recalculated. It should be taken into account that this feature increases the load on the system, but allows you to see the recalculation of contacts in real time.

5. [Recalculation interval] — set the numeric value and select the unit of time change for the interval of recalculation of contact data for all types of communications.

6. Setting the logic of limiting contacts with clients for the selected period (day, week, month, year). If set to 0, the blocking will be disabled.

- [Block by successful] — maximum number of successful contacts for the set time interval, when reached, the system will block sending of actions to autodialer, manual calls from the entity card and sending to IVM of the client, for which the specified value of successful contacts has been reached. The successful contact count is maintained by the system by the specified added actions in the loan card or customer. The results of an action to be considered successful are set below in the [Successful Filter] section. Restriction by checkboxes can be flexibly set for day, week, month and year.
- [Block on unsuccessful] — the maximum number of unsuccessful contacts for the set time interval, when reached, the system will block sending the action to autodialer, manual calls from the entity card and sending to IVM of the client, for which the specified value on unsuccessful contacts was reached. The count

of unsuccessful contacts is kept by the system by the set added actions in the loan or customer card. The results of the action are set below in the [Unsuccessful Filter] section. Restriction by checkboxes can be flexibly set for day, week, month and year.

- [Block by Sms, E-mail and IVM] — setting the maximum number of Sms, E-mail and IVM contacts for the set time interval (maximum number of contacts sent), when reached, the system will block IVM, sending of Sms and E-mail messages to the client, in case of manual sending through the entity card, the search result and strategy in the loan or client card. Sms are counted by the following statuses: In Process, Delivered, Viewed, Received, Sent, Sending, WaitingSending, NumberInVerification. E-mail are counted according to the following statuses: In Process, Delivered, Received, Sent, Sending, WaitingSending, Opened, Clicked, SpamReport, Bounces. IVMs are counted according to the filter settings [Filter telephony statuses in delivered messages]. Restriction by checkboxes can be flexibly configured for day, week, month and year.
- [Block by Sms and E-mail] — maximum number of Sms and E-mail contacts for the set time interval (maximum number of sent messages), when reached, the system will block sending of Sms and E-mail messages to the client, if manually sent through the entity card, the result of search and strategy in the loan or client card. All messages with all possible statuses that were sent by the system via Sms and E-mail, as well as actions marked in [Sms and E-mail Filter] section will be counted. Please note that this filter will not work if there is no uploaded provider. Restriction by checkboxes can be flexibly set for day, week, month and year.
- [Block by successful actions, successful Sms, Email and IVM] — when the set limit is reached, sending of loan to automatic dialer, sending to IVM, manual calls from the card, sending of Sms and E-mail is blocked. Sms is counted by statuses: In Process, Delivered, Viewed, Received, Sent, Sending, WaitingSending, NumberInVerification. E-mail is counted by statuses: In Process, Delivered, Received, Sent, Sending, WaitingSending, Opened, Clicked, SpamReport, Bounced. IVMs are counted according to the filter settings [Filter telephony statuses in delivered

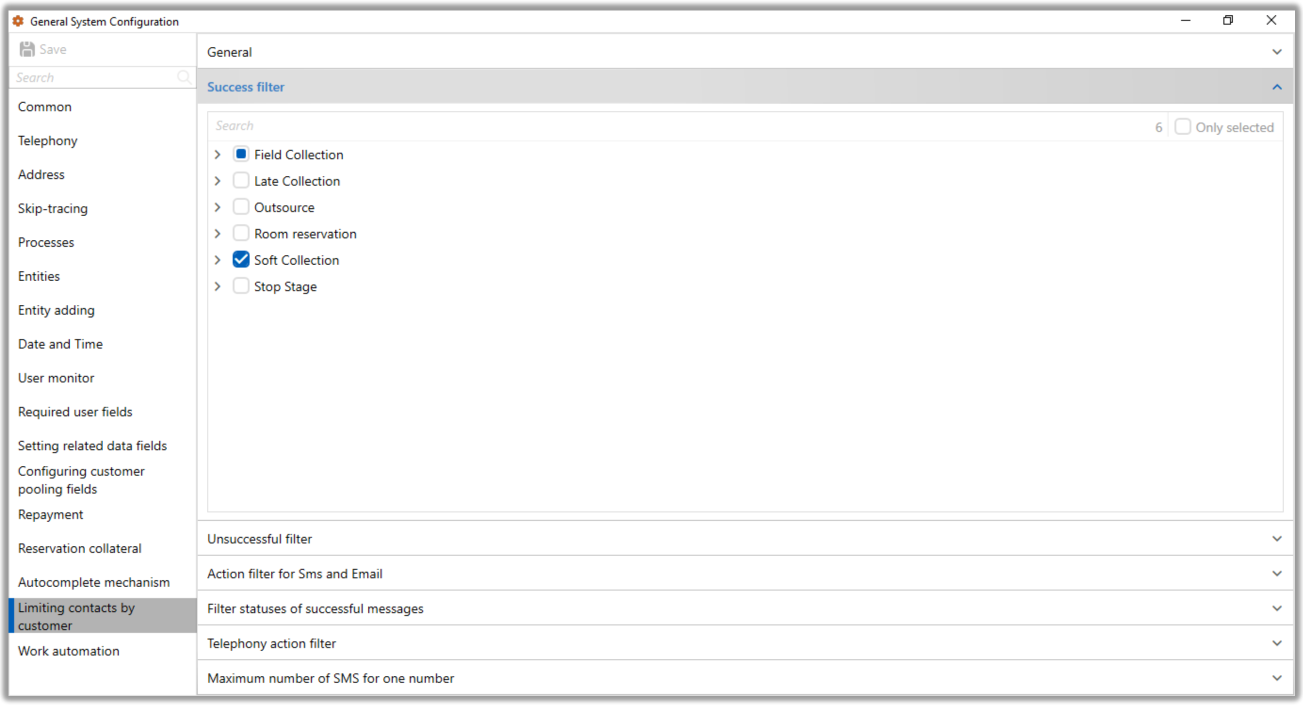
messages]. Restriction with checkboxes can be flexibly configured for day, week, month and year.

IMPORTANT: time units have nesting properties. For example: if you set the value of blocking by successful for a day to 10 and for a week to 5, the restriction set for a week will have a higher priority, hence the maximum restriction for a day will be 5.

7. Prompts the user on how to recalculate the contact rate (according to the set parameters).

2.4.2.1.16.2 Success filter

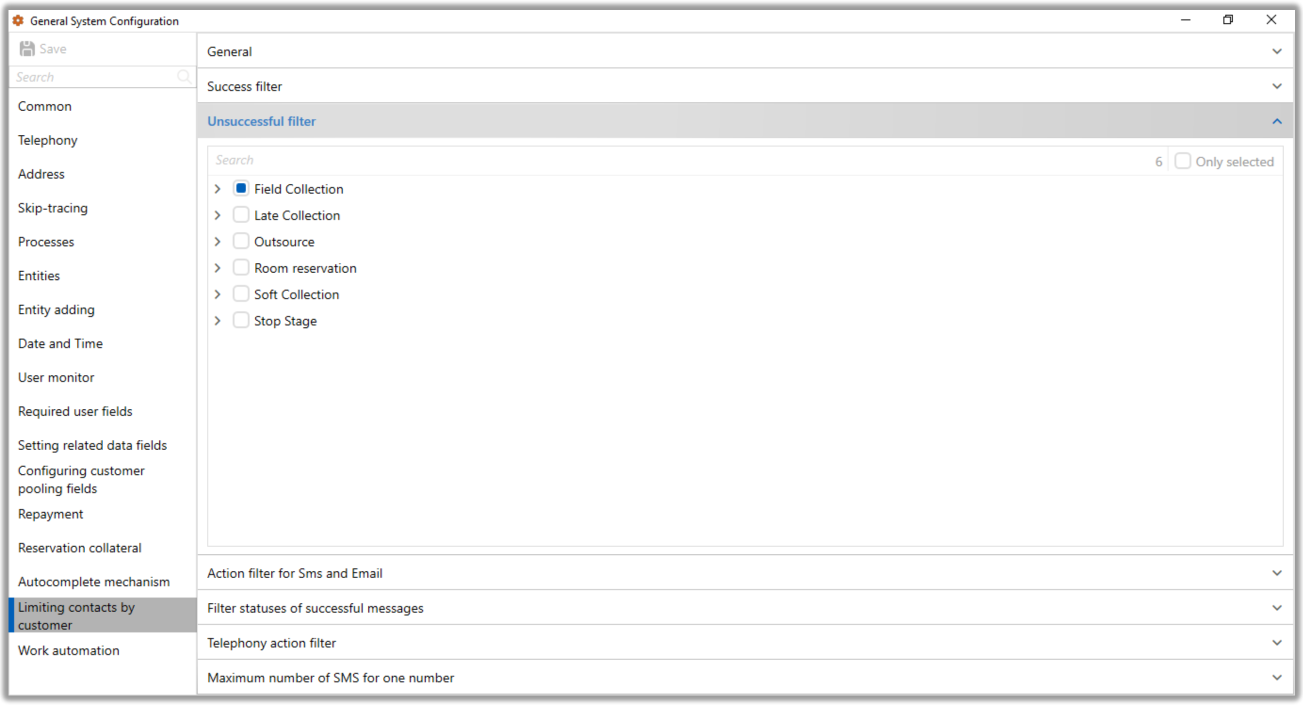
On the [Successful Filter] sub tab, you select the steps and their actions for which the successful contacts limit will be applied. If there are no actions marked, this filter will not be applied.



This filter will be unavailable if the client contact restrictions are not active (checkbox [Enabled] is not checked in the general settings).

2.4.2.1.16.3 Unsuccessful filter

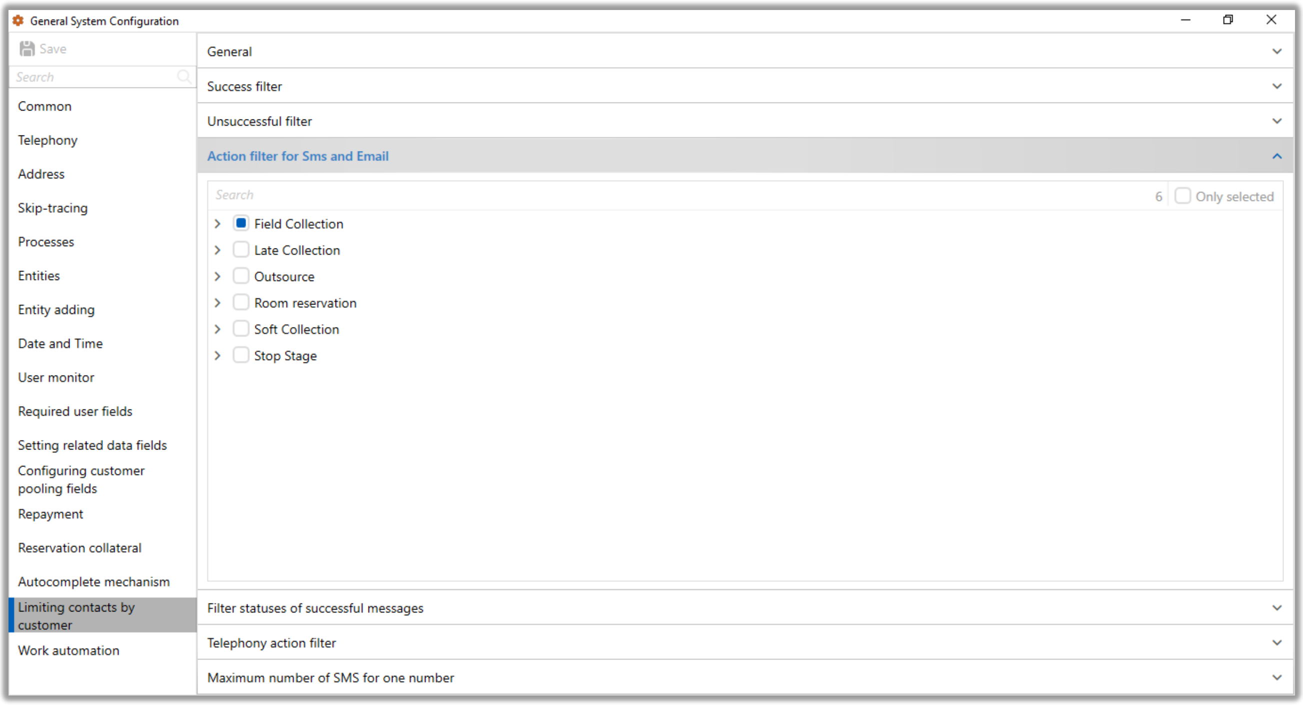
On the [Unsuccessful Filter] sub tab you select the steps and their actions for which the unsuccessful contacts restriction will be applied. If there are no actions marked, this filter will not be applied.



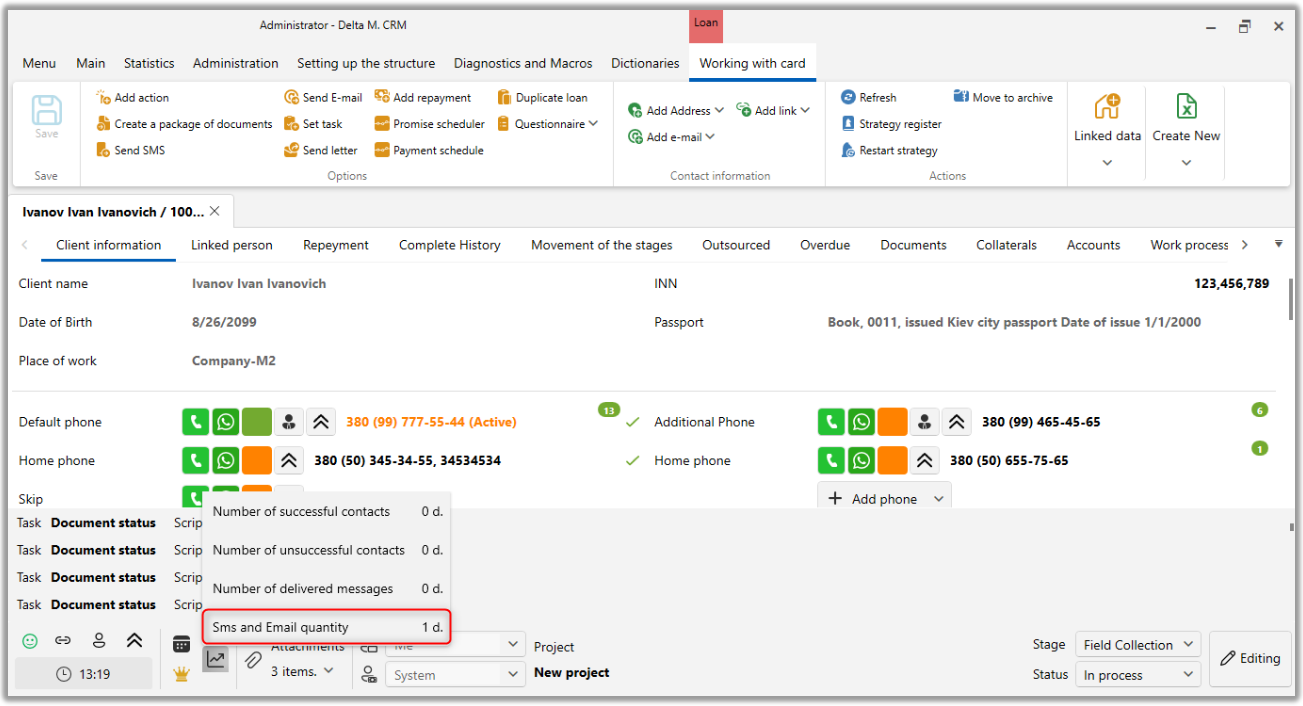
This filter will be unavailable if the client contact restrictions are not active (checkbox [Enabled] is not checked in the general settings).

2.4.2.1.16.4 Action filter for Sms and E-mail

On the [Action filter for Sms and E-mail] sub tab, you can select the stages and actions on which the limit on the number of contacts made by Sms and E-mail will be applied.



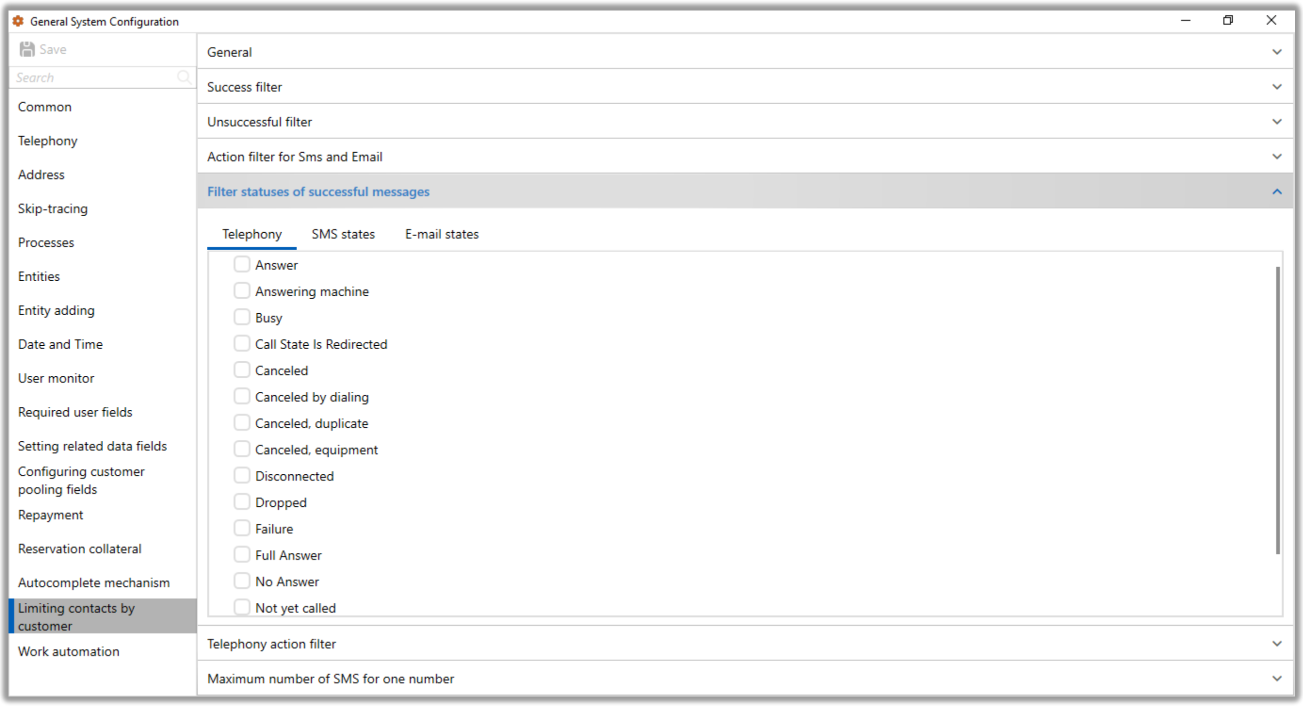
To view information on the current number of sent Sms and E-mail, as well as the number of successful or unsuccessful contacts, you should open the loan card and click the [Limit the number of contacts] button on the bottom panel. Zeroing of indicators will take place at the moment of data accumulation period end.



This filter will be unavailable if the client contact restrictions are not active (checkbox [Enabled] is not checked in the general settings).

2.4.2.1.16.5 Filter statuses of successful messages

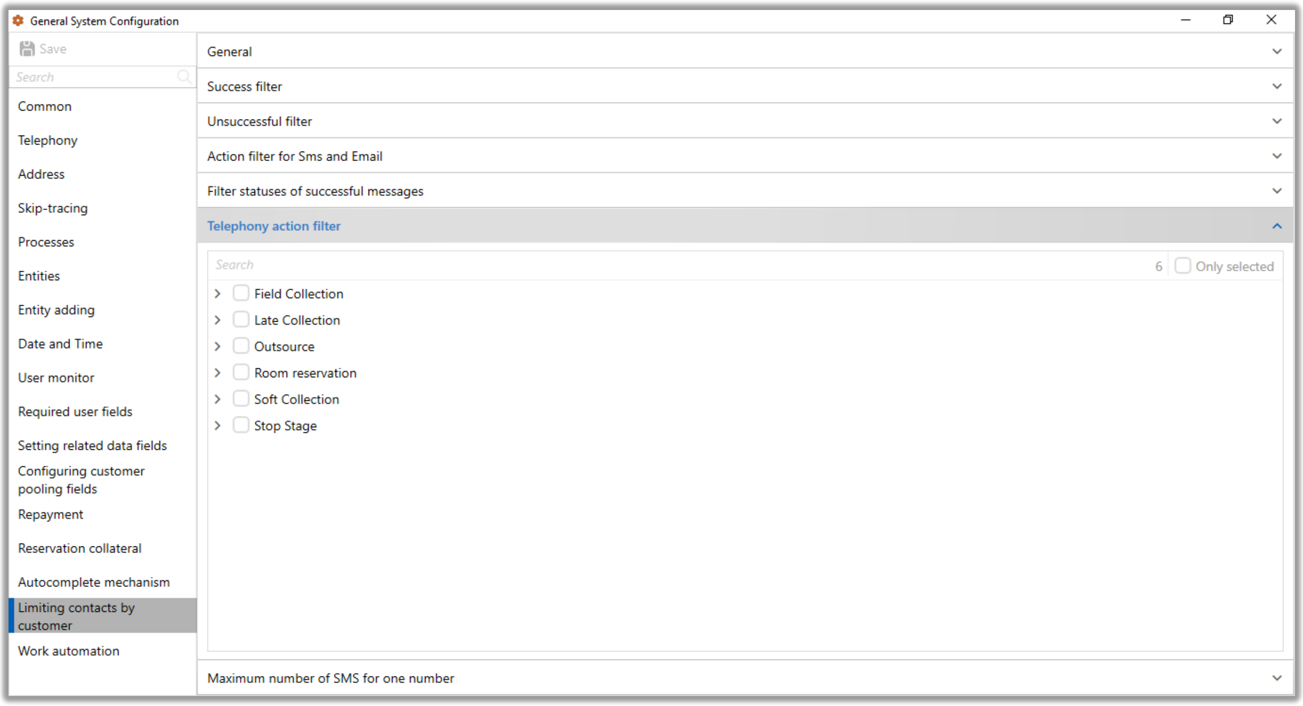
This subsection selects the IVM statuses in delivered voice messages (IVMs) that will be considered when setting IVM contact limits. IVMs with unselected statuses will be ignored in the contact count.



This filter will not be available if contact restrictions by client are not active (checkbox [Enabled] is not checked in the general settings).

2.4.2.1.16.6 Telephony action filter

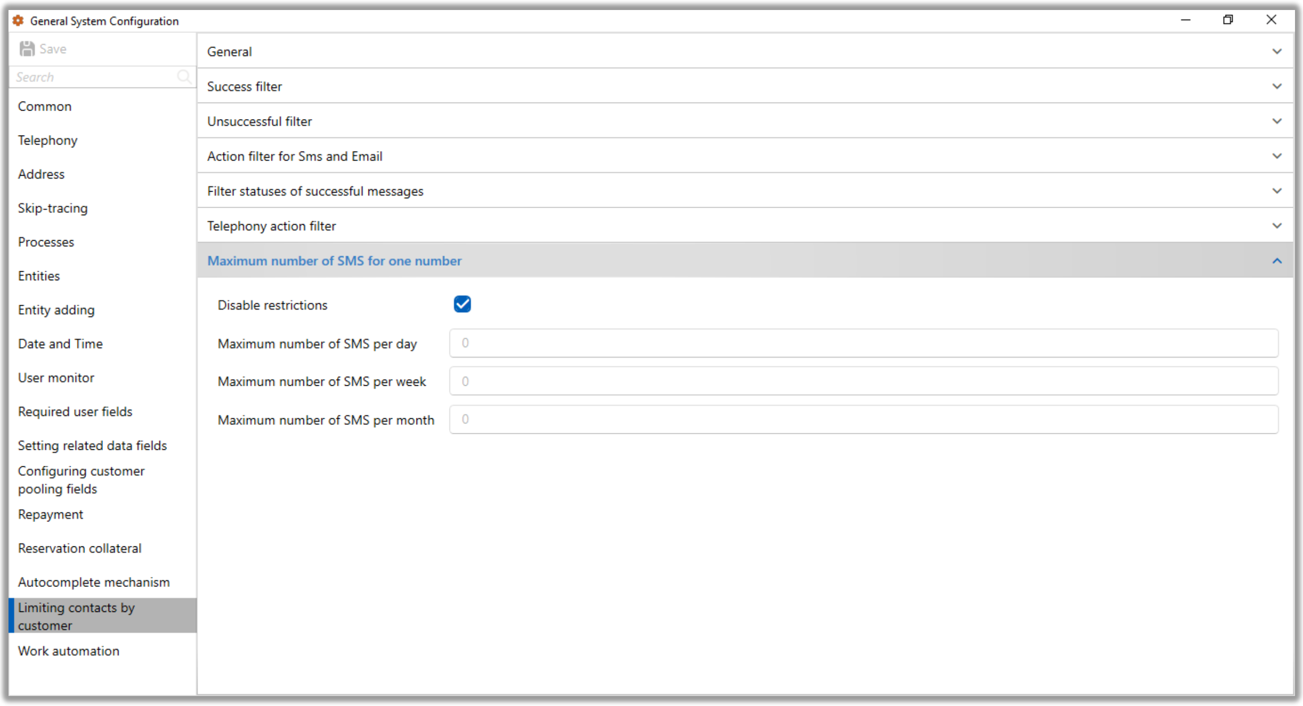
In the settings for limiting contacts by client, only sent IVMs will be considered, to which the marked actions have been added. Required actions and their results should be marked using checkboxes.



This filter will be unavailable if the client contact restrictions are not active (checkbox [Enabled] is not checked in the general settings).

2.4.2.1.16.7 Maximum number of SMS for one number

[Maximum number of SMS for one number] — setting of SMS sending limits for one phone number for a certain period (if the client has several numbers, the setting is applied to each of them separately).



1. [Disable restrictions] — if this checkbox is checked, the restrictions on the number of SMS sent to clients will be disabled. The system will take into account the limitation on SMS justification, which are configured in the SMS template itself.

2. [Maximum number of SMS per day] — set the limitation on the maximum number of SMS sent to the client per day (the day is counted from 00:00 to 23:59:59). Limits set for sending SMS per week are also taken into account (the number of SMS sent per day cannot exceed the number of SMS sent per week).

3. [Maximum number of SMS per week] — set a limit on the maximum number of SMS sent to the client per week (the week starts from 00:00 every Monday). Limits set for sending SMS per month are also taken into account (the number of SMS sent per week cannot exceed the number sent per month).

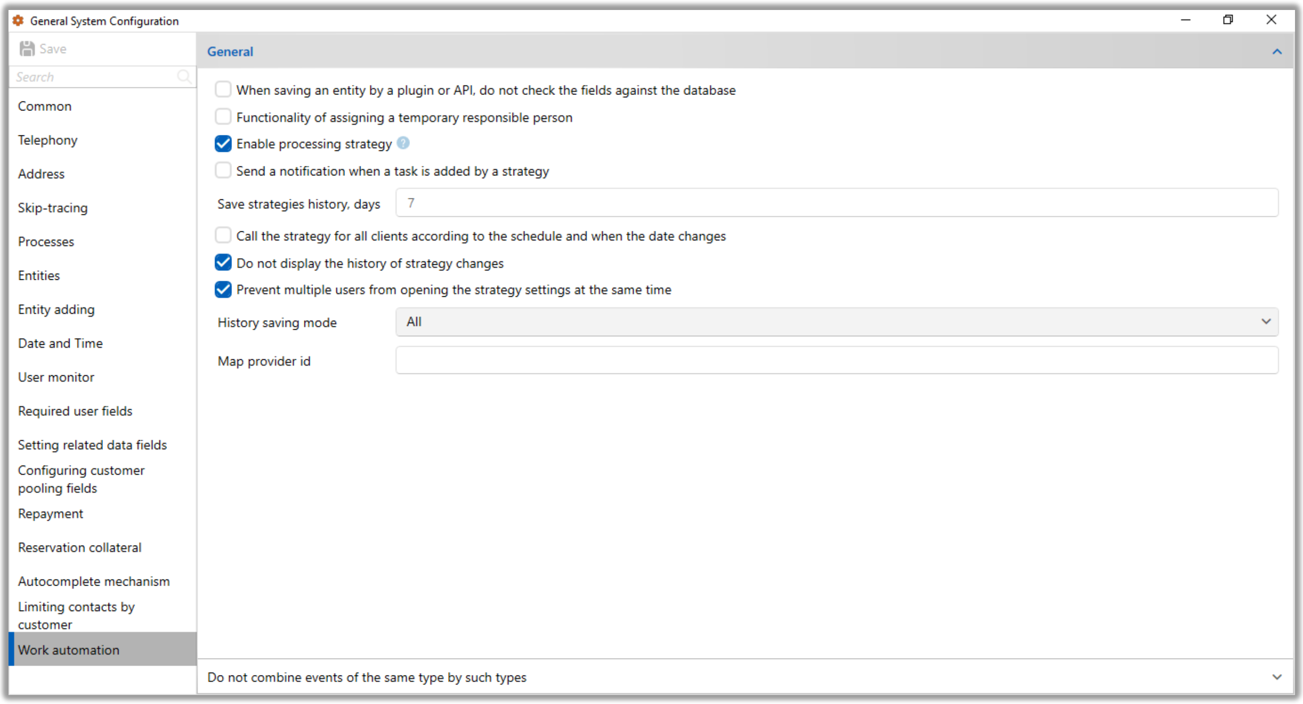
4. [Maximum number of SMS per month] — set a limit on the maximum number of SMS sent to the client per month (starting from 00:00 hours on the 1st day of each month).

2.4.2.1.17 Work automation

The [Operation Automation] section configures the settings for automatic actions in the system.

2.4.2.1.17.1 General

On the [General] tab you can customize the parameters of automation of work with strategies in the system.



[When saving an entity by a plugin or API, do not check fields for database consistency] — disable checking for consistency of fields in the CRM database with the received data structure, which are transferred by plugin or API. This parameter helps to optimize the load on the system in the process of entity saving, when working with a very large number of items.

[Functionality of assigning a temporary responsible person] — prohibit changing the author of the last added loan action, who was set as temporary responsible for the loan, through the strategy (block [Action] — [Assign Responsible] — checkbox [Author of last action] — [Timeline]).

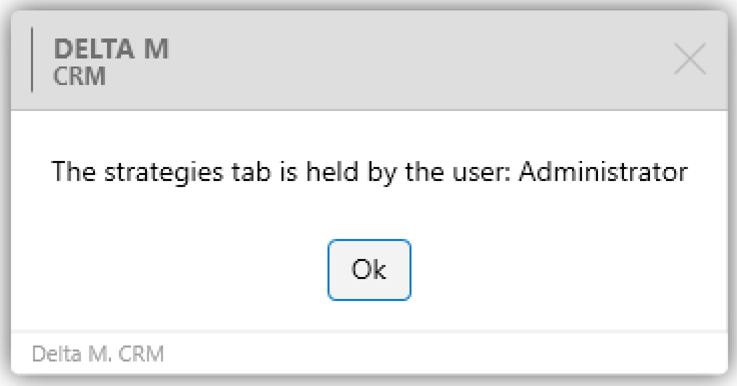
[Enable processing strategy] — enable/disable the processing strategy service. If the service has been disabled, the [Strategy] module will be hidden and its work will be stopped, which is located on the [Administration] tab, the [Work Automation] block.

[Send a notification when a task is added by a strategy] — if the checkbox is checked, when strategy assigns a task to a user, the user will be notified about its assignment. If the checkbox is not checked, notifications are not received when a task is assigned to a user via a strategy; notifications are received only when other users assign tasks to the user. Notification about task status change comes to the responsible person with any task assignment option.

[Save strategy history, days] — set the maximum number of days that the history will be saved in the strategy log. The maximum allowed value is 366 days. This parameter is taken into account when storing data in tables [Strategy].[History] and [Strategy].[HistoryArchive] (at the moment of running the script that transfers data from table [Strategy].[History] to table [Strategy].[HistoryArchive]). That is, the data in these tables are stored for the number of days set in the parameter. For example, if the data in the [Strategy].[HistoryArchive] table was moved today at 12:00, and the setting is set to 2 days, the tables will store data for today and for yesterday that were added after 12:00. And after two days they will be deleted.

[Do not display the history of strategy changes] — the system will hide the strategy editing records in the strategy log.

[Prevent multiple users from opening the strategy settings at the same time] — set the restriction to allow only one user to work with the [Strategy] module. Another user will be able to start customizing strategies only after the previous user closes the window of working with this module, and the system will display a corresponding notification with the name of the user who is currently using this functionality.



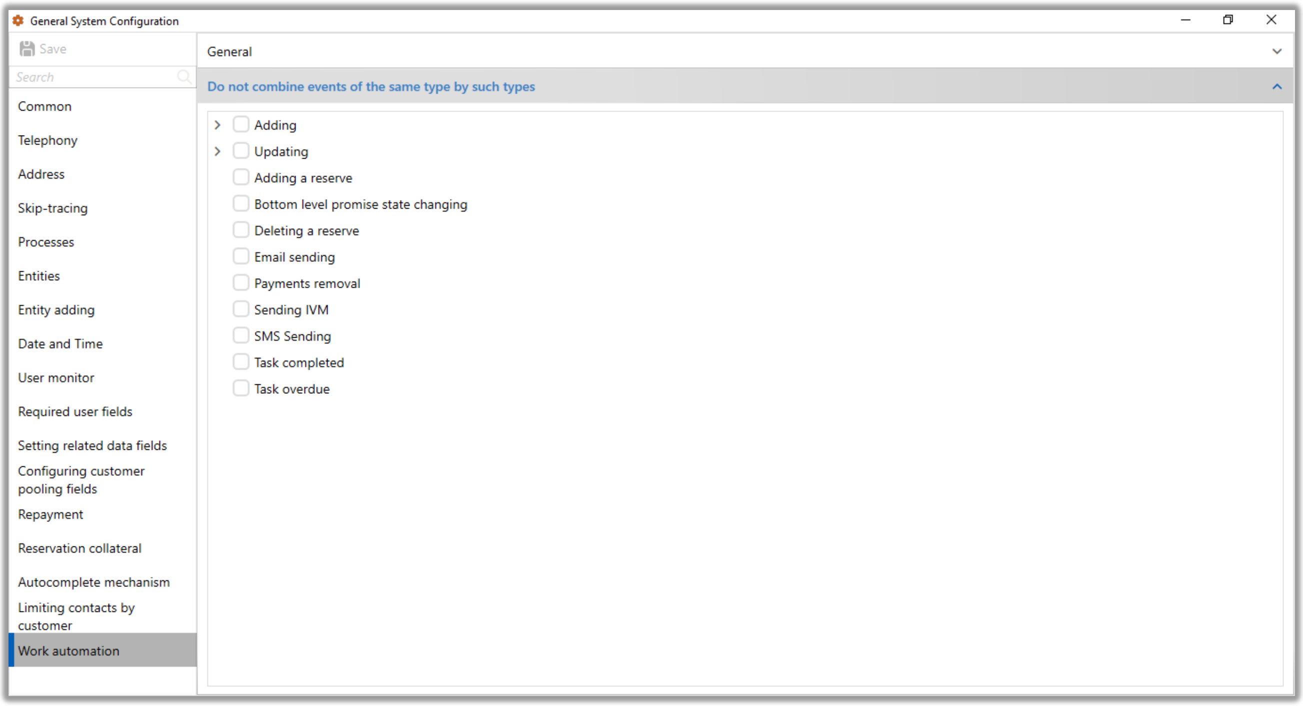
[History saving mode] — selection of the mode of saving entries in the strategy log, where:

- [All] — save all entries, this mode is set by default;
- [Events & Actions] — record to the strategy log only the passage of the entity card by event and action blocks. The setting is designed to optimize the logging of entries to the strategy log, the space occupied in the database and the log loading;
- [Off] — disable saving entries to the strategy log.

2.4.2.1.17.2 Do not combine events of the same type by such types

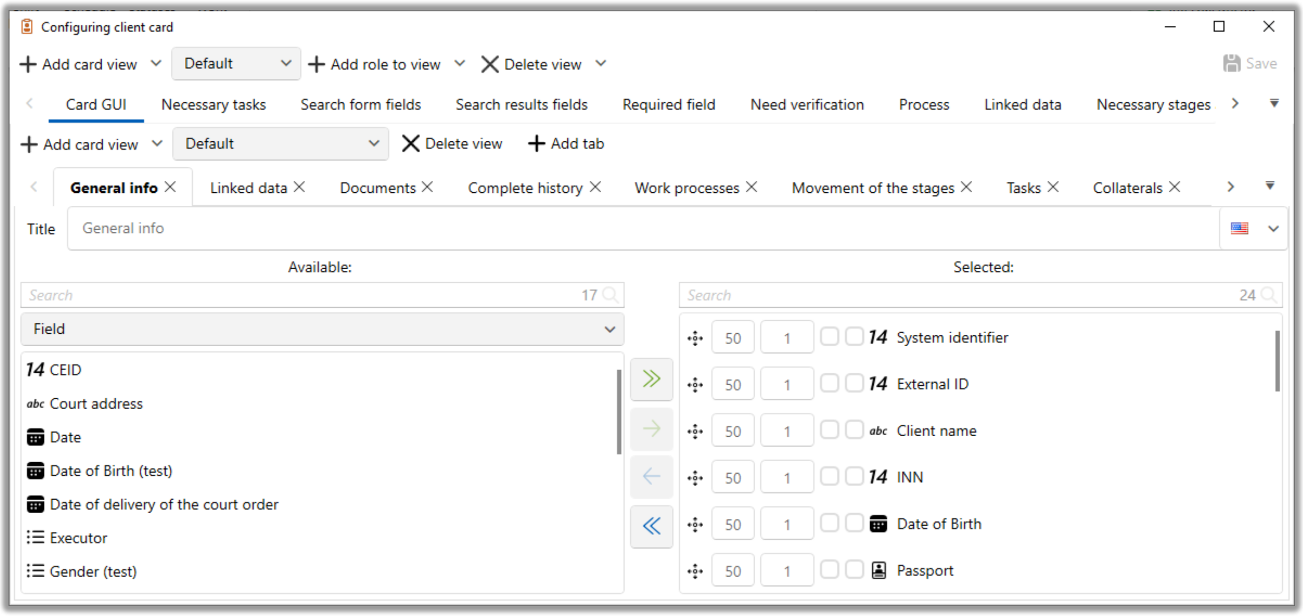
In this tab you can customize the types of events that will not be combined in the system when calling a strategy.

For example, by default, if you add several identical actions in a row within one trade, the system will combine them and call the event for the strategy only once, for the last added action. If you check [Action] under [Add] on this tab, the system will call the strategy when each such action is added.

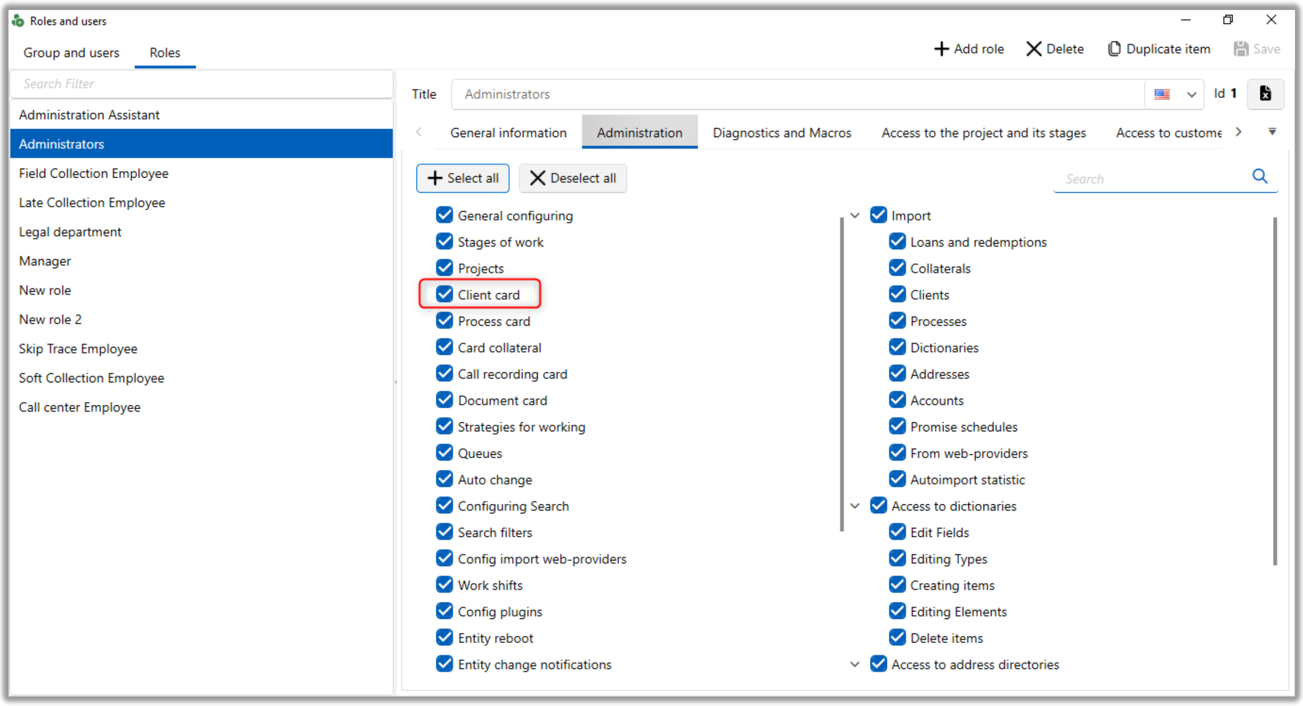


2.4.2.2 Client card

The [Client card] module allows you to customize the client card view for all roles and users or separately for each role in the Delta M. CRM system. CRM system, by customer type.



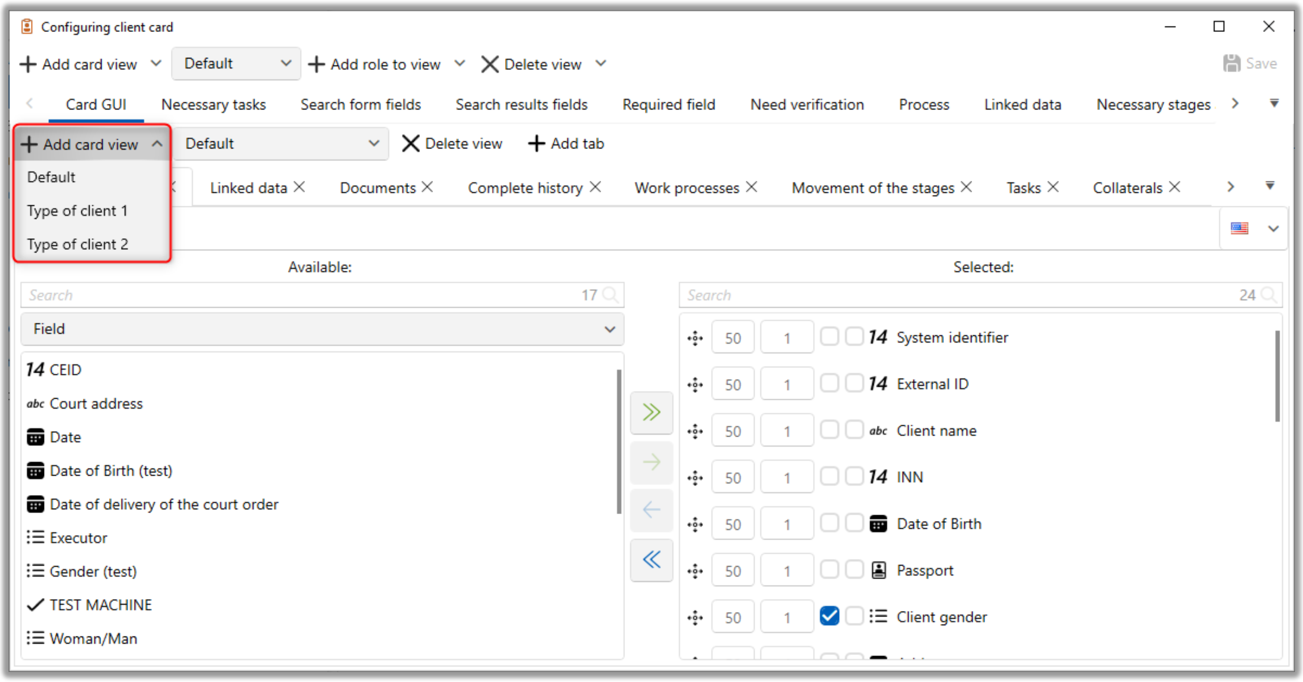
The [Customer Card] checkbox must be selected in the current user role ([Administration] tab) in order to access the customer card configuration.



The [Default] view will be used for all roles that do not have an individually customized customer card. When adding a new card view, it is possible to copy one of the previously customized views, and it is also possible to attach a role to an existing view that was previously customized.

2.4.2.2.1 Card GUI

The [Card GUI] tab is used to customize the displayed card view for the user. You can customize the card view individually for each type of clients created in the system. For more details on creating and customizing client types, see the section 2.5.1.1.5.



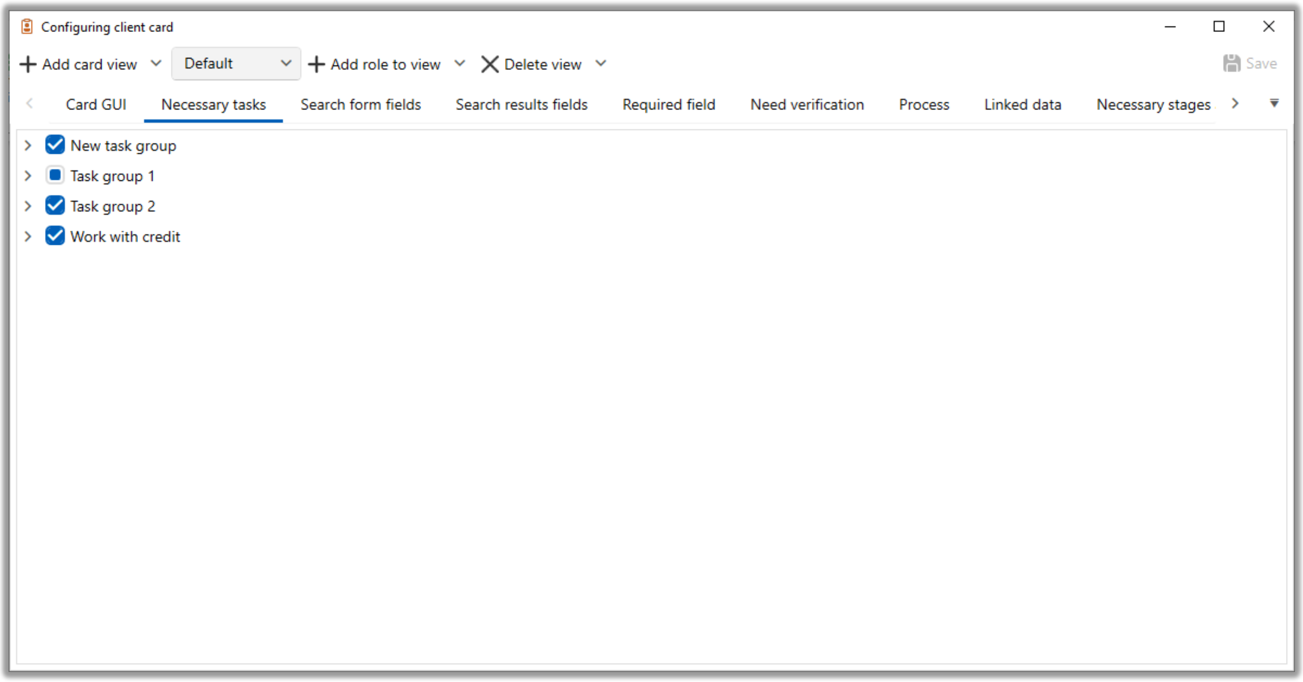
Tabs are added to the card view, each tab is given a name. Inside the card is divided into two blocks. The [Available] block displays:

- [Fields] — client fields created in the system. More details about creation and customization of client fields in the section 2.5.4.1.
- [Special Inserts] — available special inserts for the client card (Stage Movements, Documents, Tasks, Conversation Records, Document Packages, Full Work History, Processes, Resources, Linked Persons, Linked Data, Accounts).
- [Search Fields] — all fields that have been added in Customer Search Customization.
- [Calculation Fields] — a field that was created in the [Calculation Fields] module, the value of which is calculated according to the specified formula. More details on creating and customizing calculated fields in the section 2.4.3.4.
- [Plugins] — list of available plugins to add.

In each added tab, the fields that are moved to [Selected] have the possibility to customize the width of each field (in %), the height (in rows or in %) and the sequence. According to these settings, the fields will be displayed in the client card.

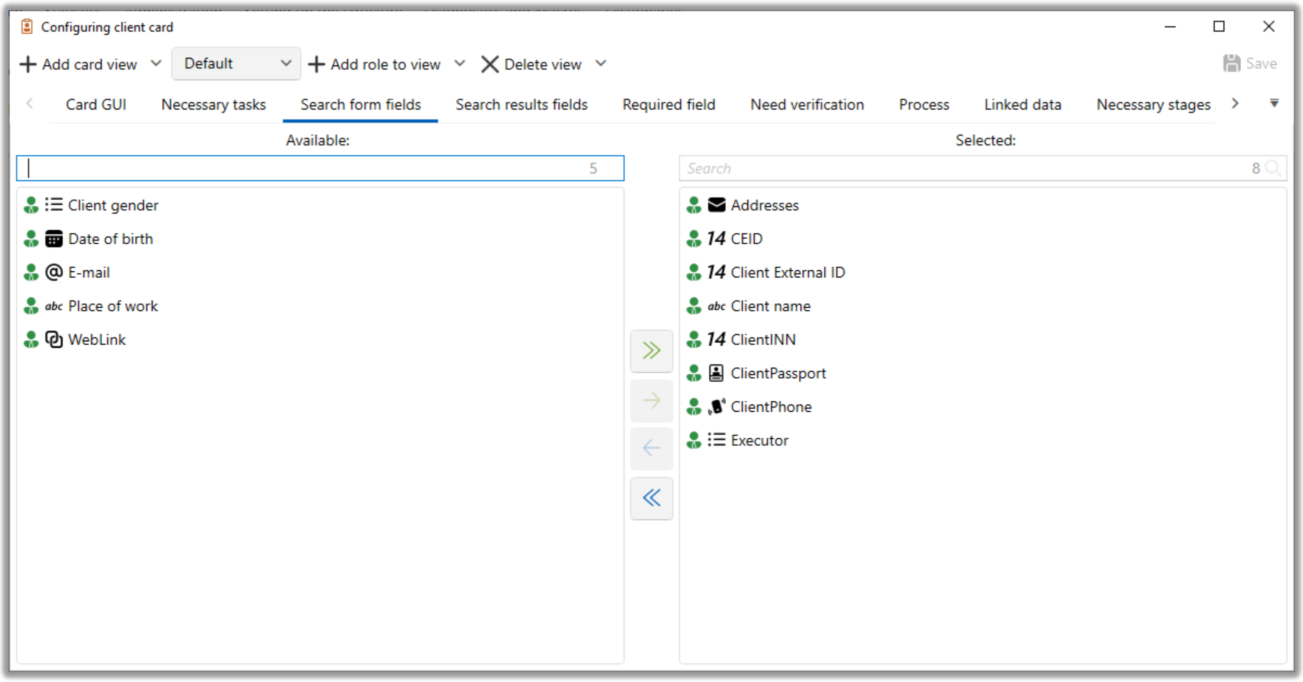
2.4.2.2.2 Necessary tasks

The [Necessary tasks] tab is used to customize the list of tasks that will be available for viewing and assigning from the client card. Required tasks are marked with checkboxes, after which they will be assigned to all users. For more information about creating and customizing tasks, see section 2.5.3.3.



2.4.2.2.3 Search form fields

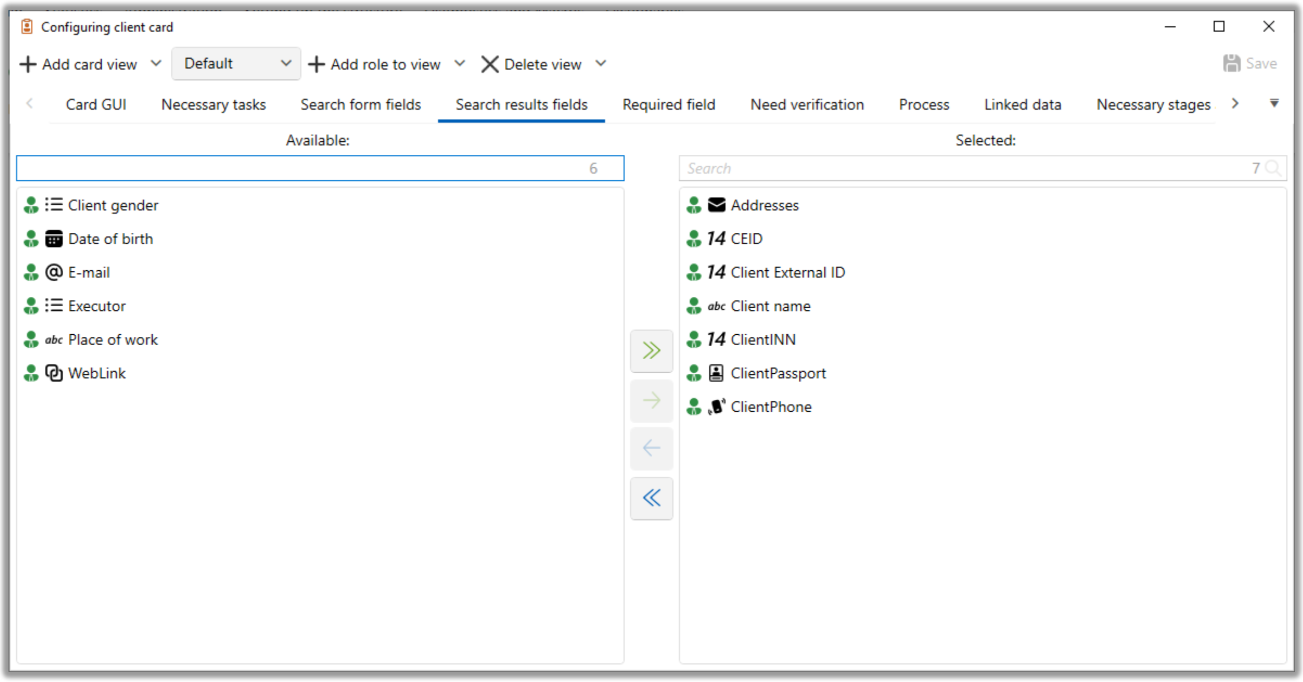
On the [Search form fields] tab, all customer search fields (configured on the [Administration] tab, [System Configuration] section, [Search Customization] settings group, [Client search]) are displayed in [Available], fields moved to [Selected] are displayed in the customer search filter (in [Client search]).



The user can quickly search for required fields in the [Available] and [Selected] blocks. It is also possible to transfer all fields from one block to another using the corresponding buttons, for their quick filling.

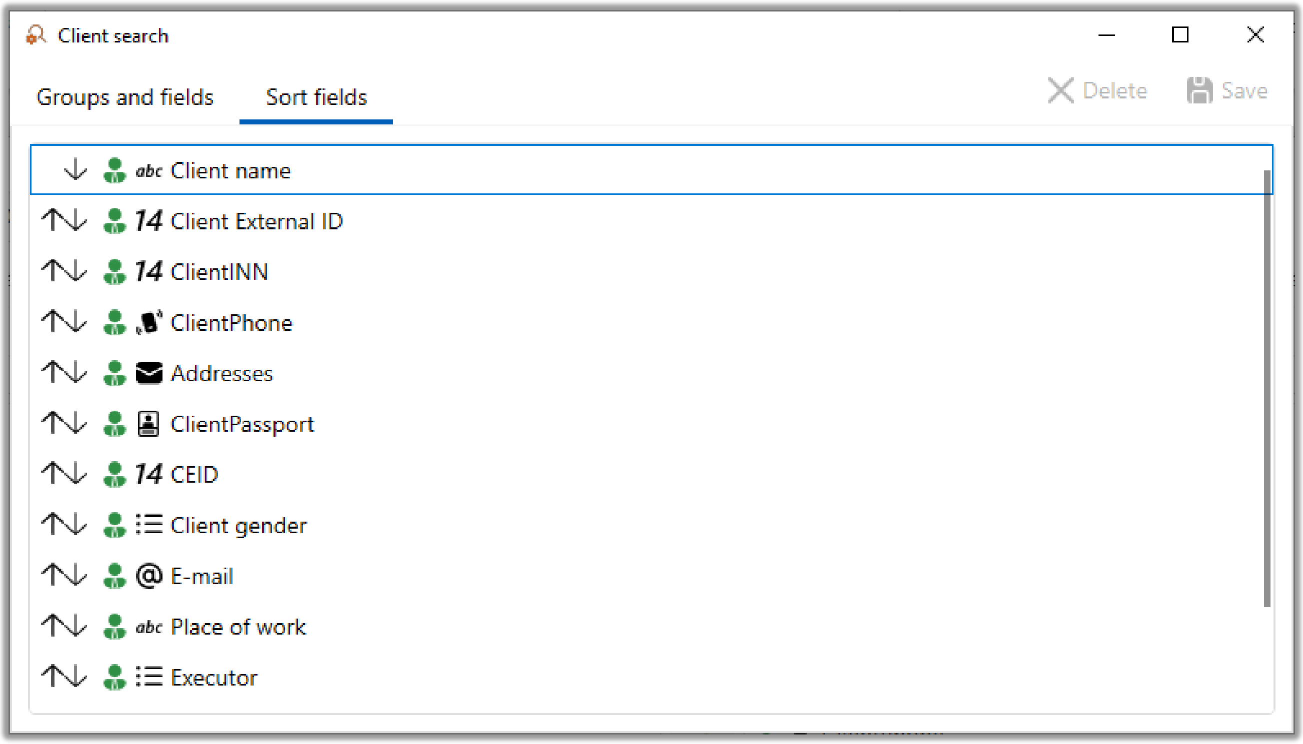
2.4.2.2.4 Search results fields

On the [Search result fields] tab, all customer search fields (configured on the [Administration] tab, [System Configuration] section, [Search Customization] settings group, [Client search]) will be displayed in [Available]. Fields that have been moved to [Selected] will be displayed in the customer search results (configured on the [Main] tab, [Search Filter] module, [Client search] section).



The user can quickly search for required fields in the [Available] and [Selected] blocks. It is also possible to transfer all fields from one block to another using the corresponding buttons for their quick filling.

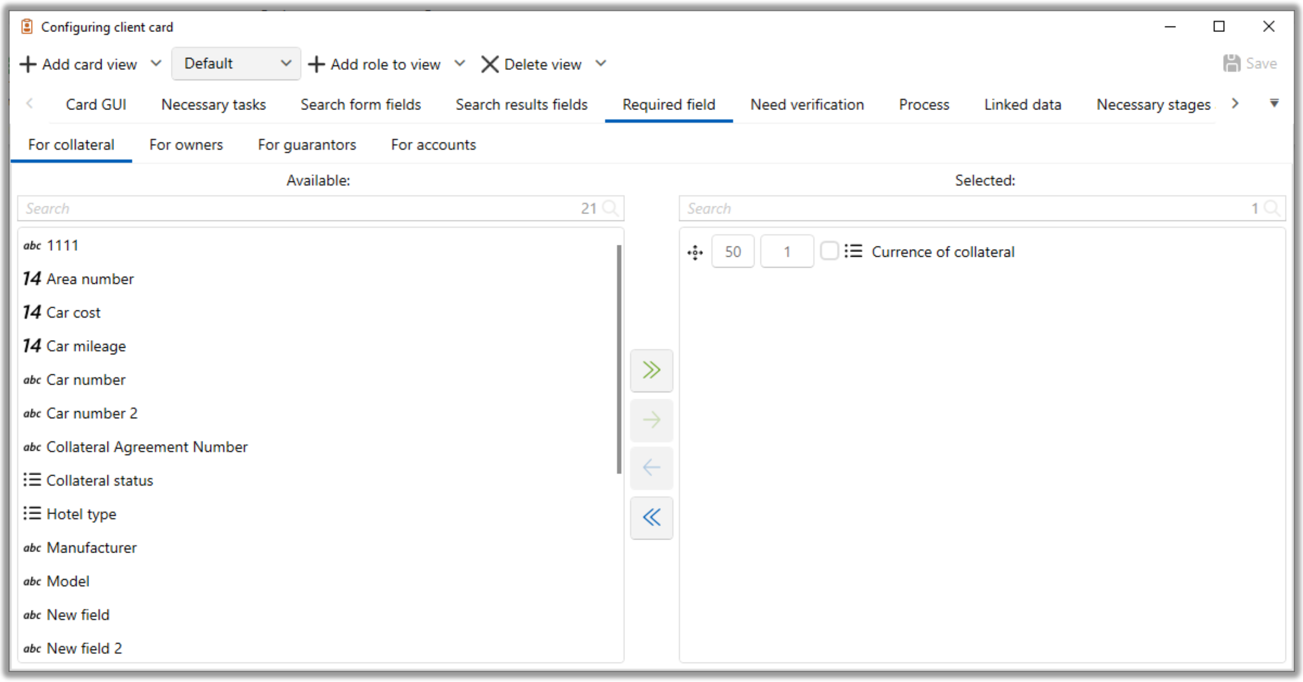
The order in which fields are displayed in the search results is determined on the [Field Sorting] tab, which is located in the [Administration] menu, [System Configuration] block, [Configuring Search] section, [Client search] button.



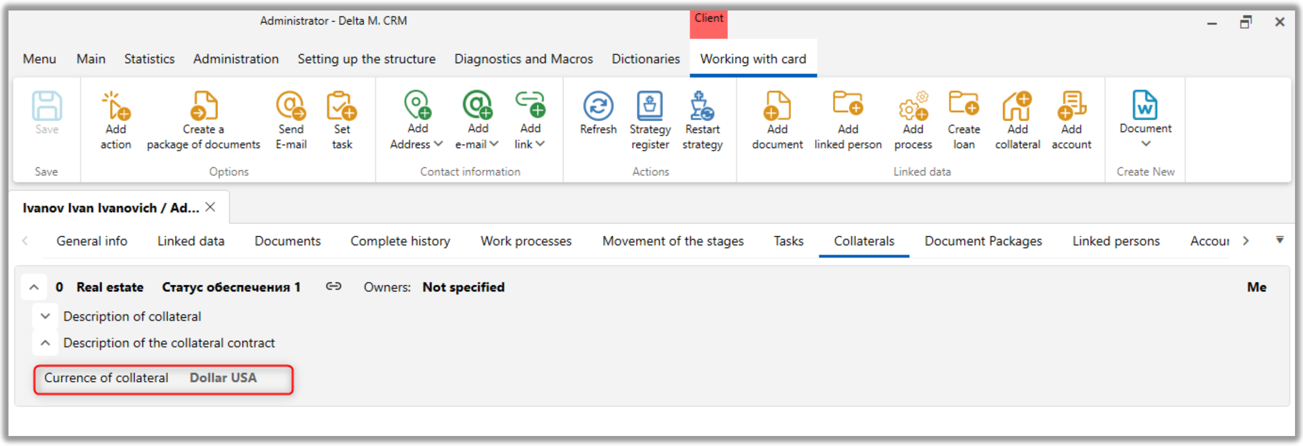
2.4.2.2.5 Required field

The following tabs are under [Required field]: [For collateral], [For owners], [For 3rd parties], [For accounts].

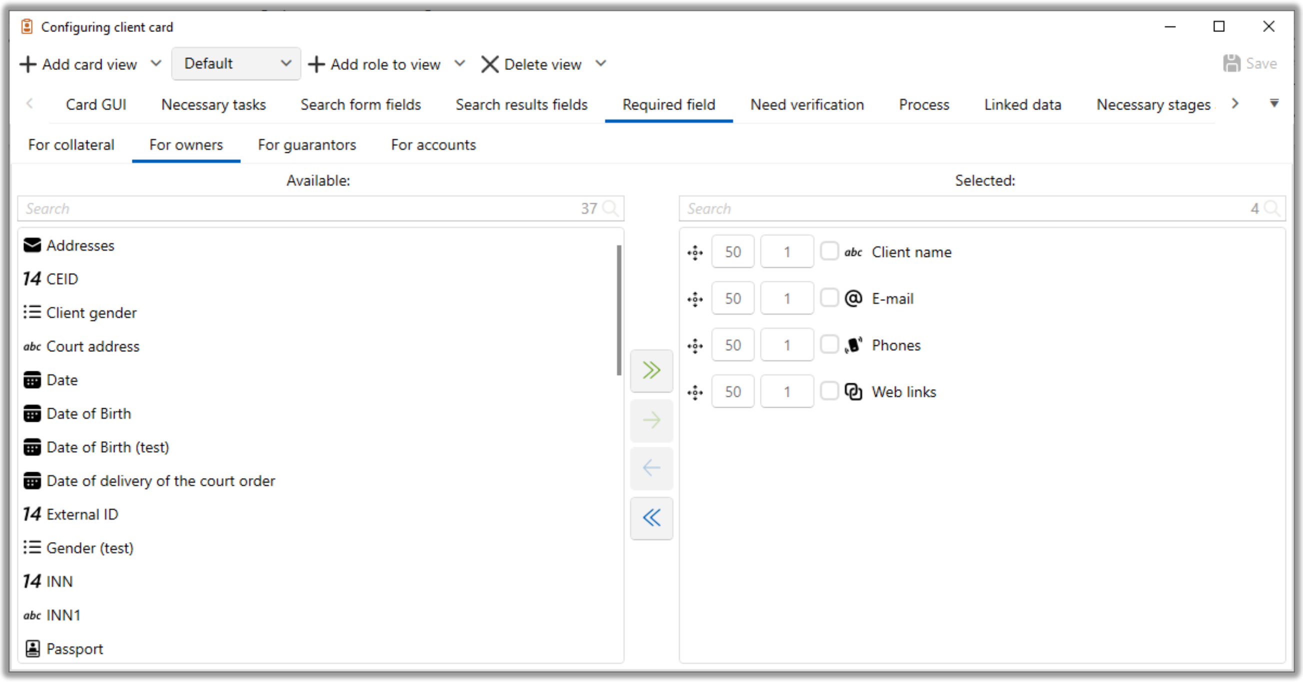
The [For collateral] tab in the [Available] block displays the collateral fields that are created in the [Setting up the structure] menu, [Configuring dictionaries] block, [Collateral] module.



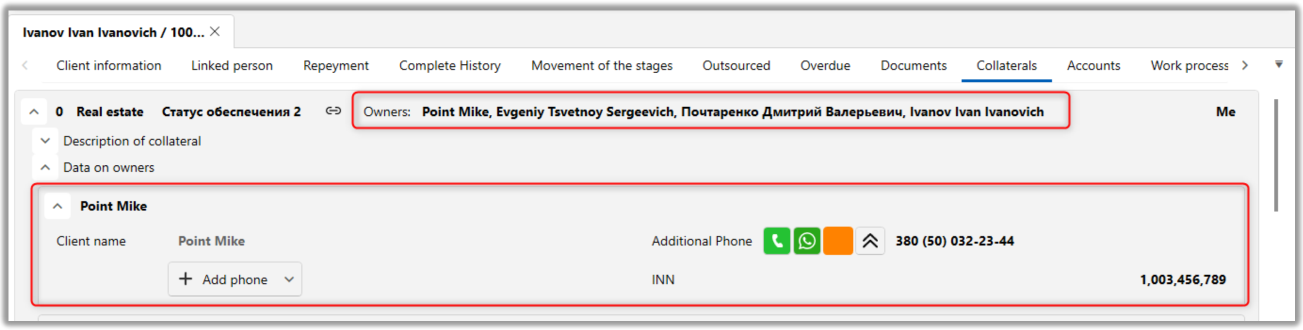
Fields moved to [Selected] will be available in the [Collateral Contract Description] block when adding collateral in the customer card. It is possible to customize the width, height and separator after the field. User can quickly search for required fields in [Available] and [Selected] blocks. It is possible to transfer all fields from one block to another with the help of corresponding buttons, for their quick filling. The order of the displayed fields can also be customized by dragging and dropping them in the [Selected] block.



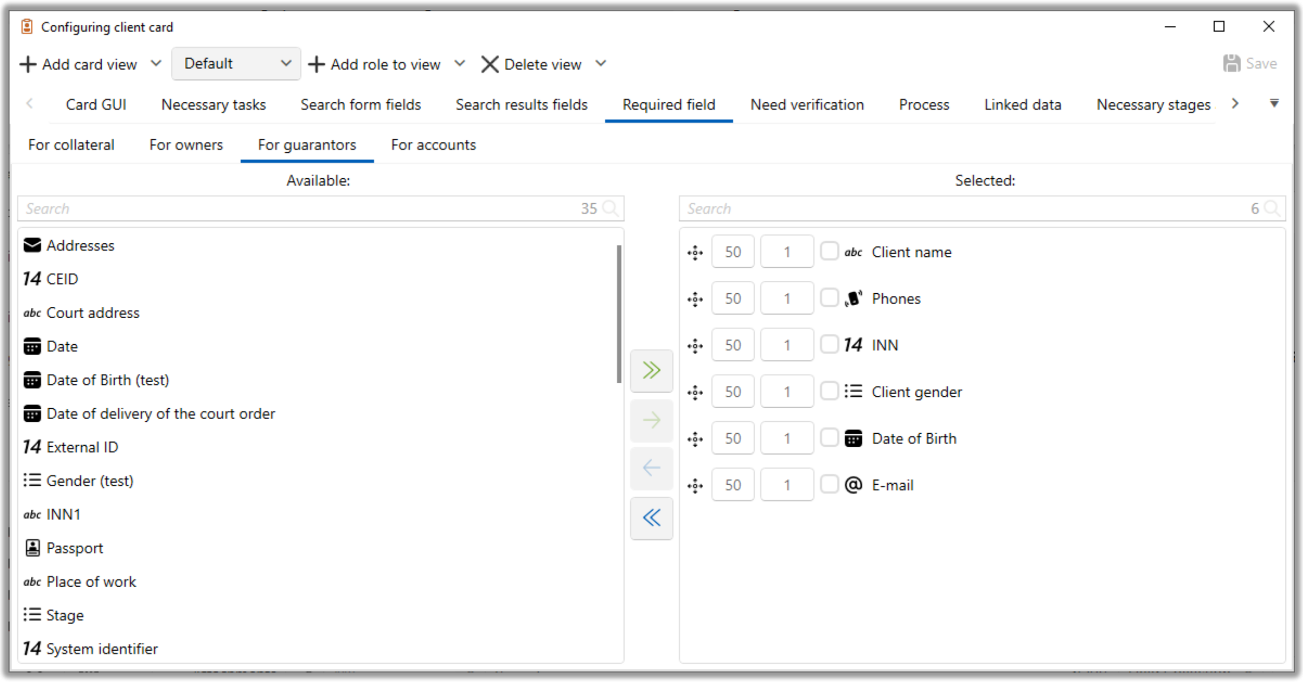
On the [For Owners] tab in the [Available] block, there are client fields that can be used when filling in the collateral owner data.



Collateral fields moved to [Selected] will be displayed in the [Owner Data] block when the collateral owner is added. It is possible to customize the width, height and separator after the field. The user has the functionality to quickly search for required fields in the [Available] and [Selected] blocks. It is possible to move all fields from one block to another with the help of corresponding buttons, for their quick filling. The order of the displayed fields can also be customized by dragging and dropping them in the [Selected] block.

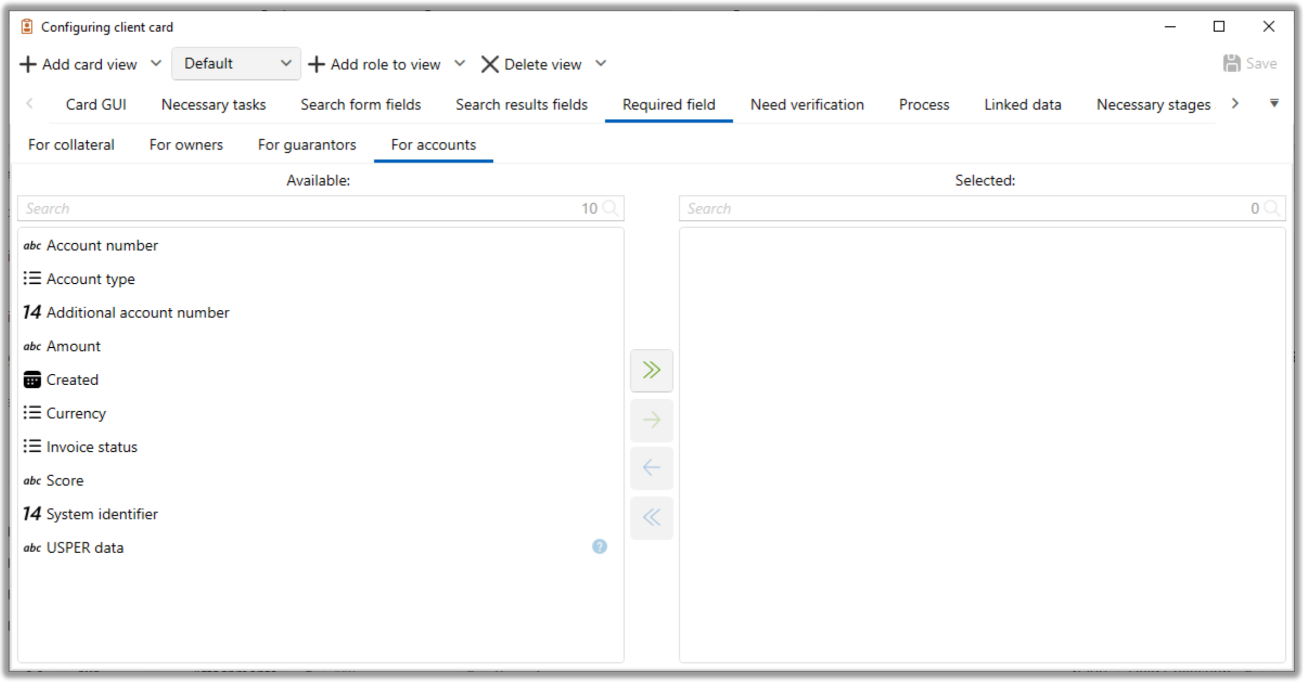


The [For guarantors] tab in [Available] contains customer fields that can be used when adding third parties to a customer card.



Customer fields that have been moved to the [Selected] block will be available for filling when you add linked persons in the customer card on the tab with the special insert [Linked Persons]. It is possible to customize the width, height and separator after the field. The user can quickly search for required fields in [Available] and [Selected] blocks. It is possible to transfer all fields from one block to another with the help of corresponding buttons, for their quick filling. The order of the displayed fields can also be customized by dragging and dropping them in the [Selected] block.

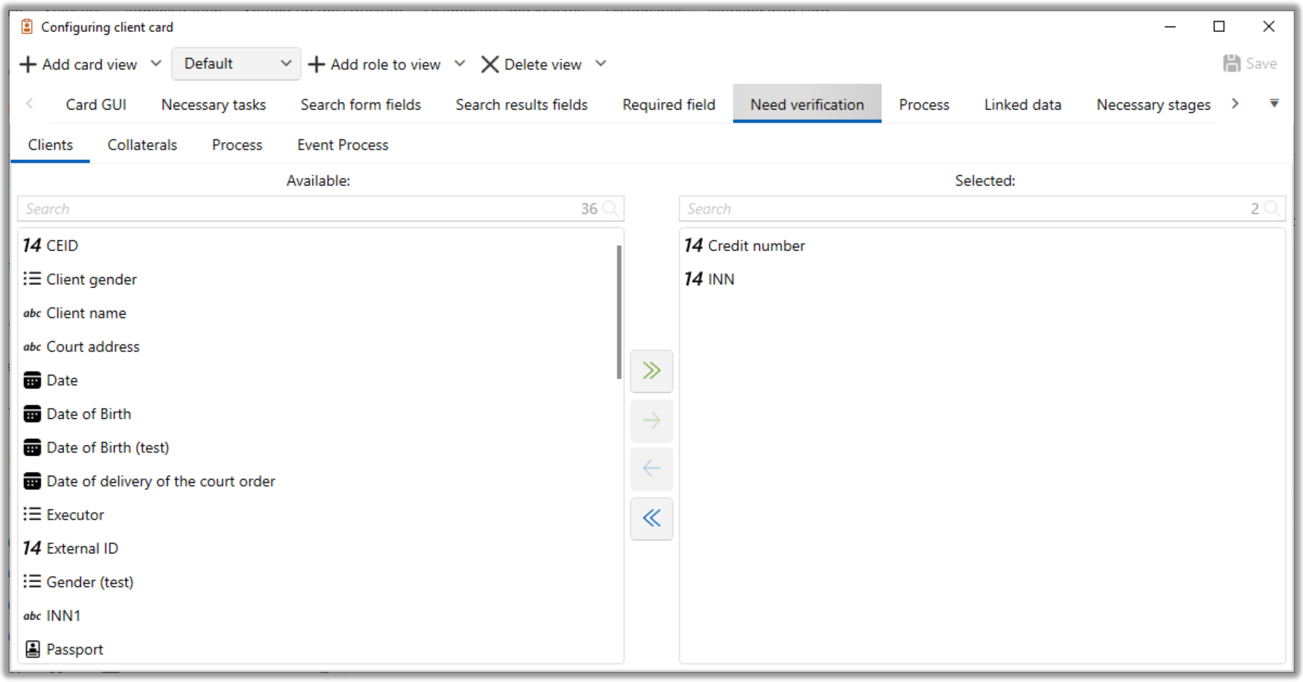
The [For Accounts] tab in [Available] contains account fields that can be used when adding accounts to a customer card.



Account fields that have been moved to the [Selected] block will be available for filling when adding accounts in the customer card on the tab with the special insert [Accounts]. It is possible to customize the width, height and separator after the field. The user can quickly search for required fields in [Available] and [Selected] blocks. It is possible to transfer all fields from one block to another with the help of corresponding buttons, for their quick filling. The order of the displayed fields can also be customized by dragging and dropping them in the [Selected] block.

2.4.2.2.6 Need verification

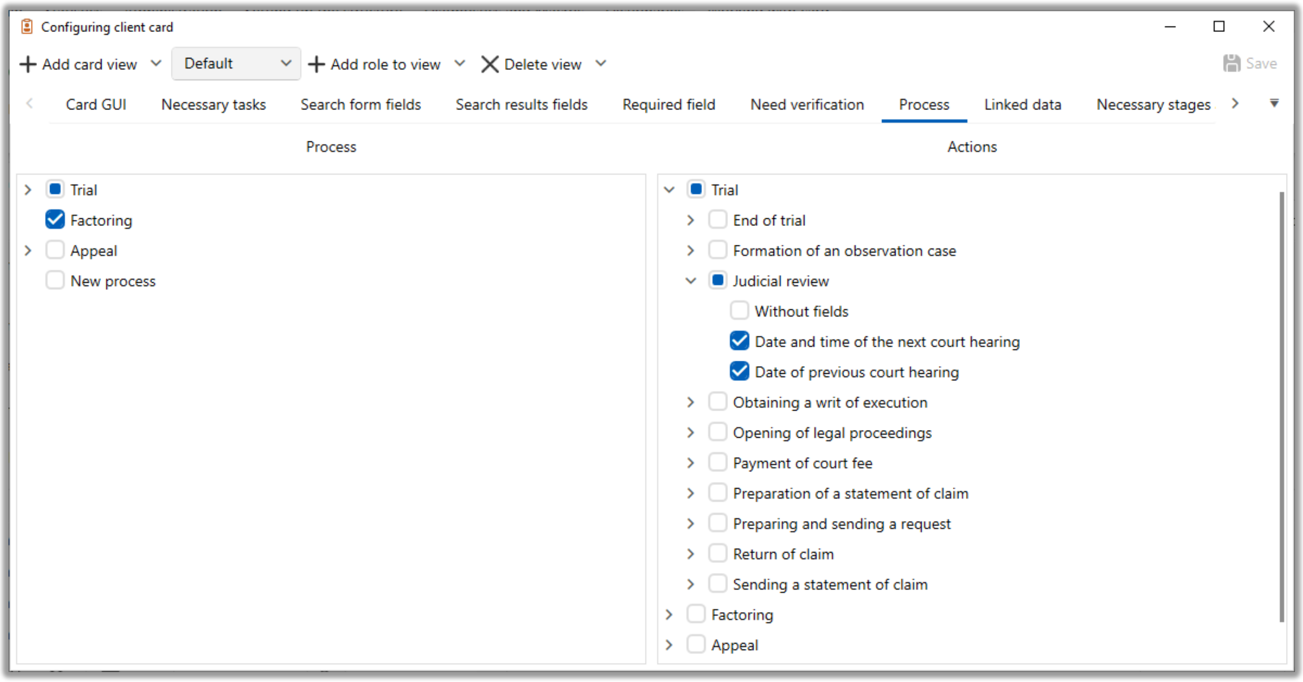
There are four tabs under [Need verification]: [Client], [Collateral], [Process], [Process Action]. On the [Clients] tab, all client fields are displayed in the [Available] block, the selected fields in the [Selected] block will be pending verification when their values change. Such values will be displayed in the client card and in the [Verification of changes] module (more details in the section 2.2.4.4). A user with the appropriate permissions can verify changes via the customer card or the [Verification of changes] module.



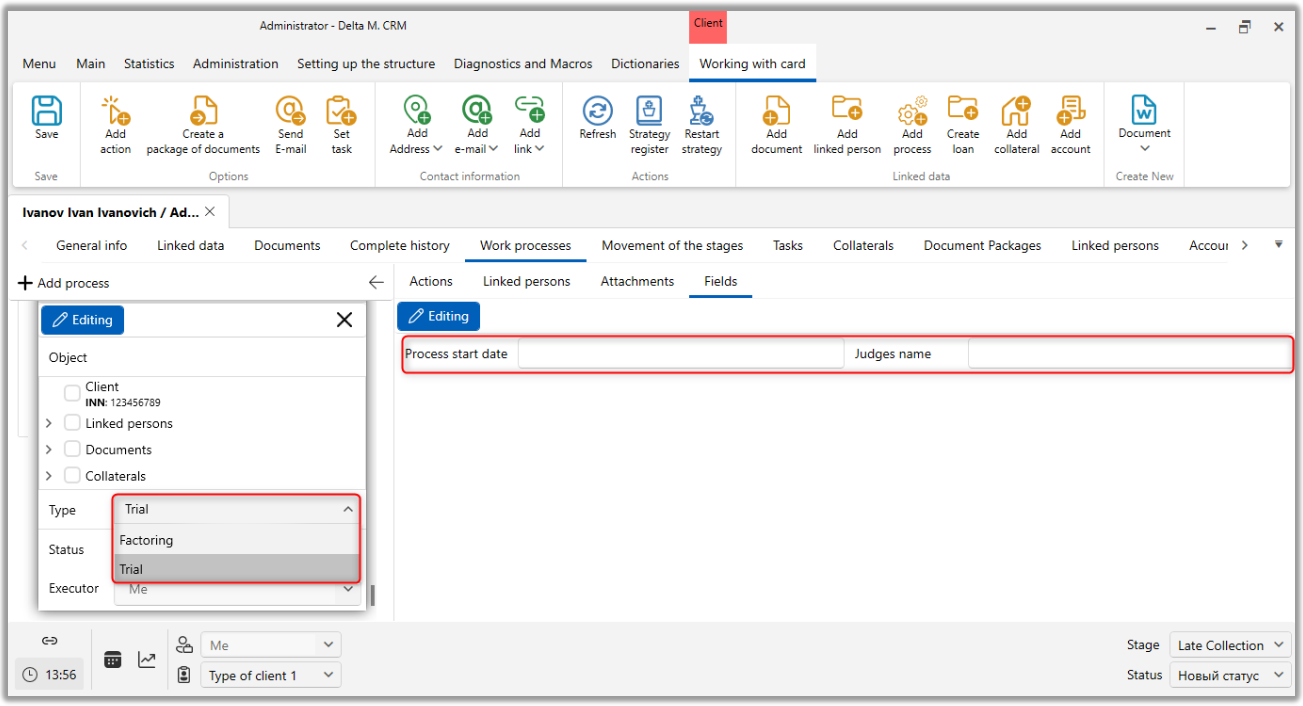
Verification for Collateraling, process, and process action fields is configured similarly.

2.4.2.2.7 Process

The [Process] section customizes the list of available processes and process actions. The tab is divided into two blocks:



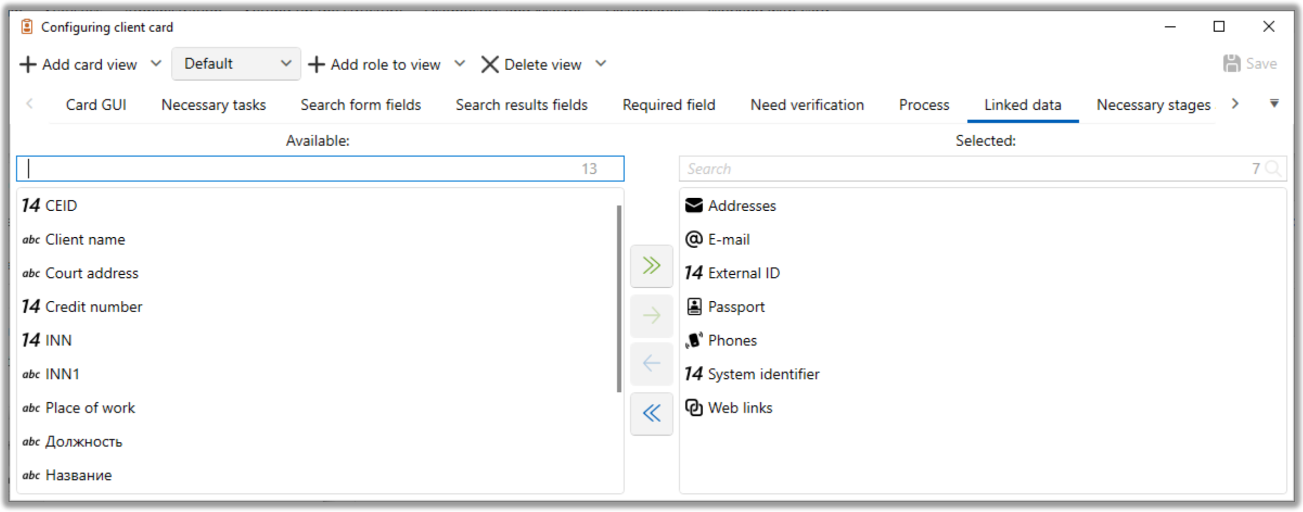
[Process] — checkboxes are used to mark the processes that will be available for selection and their main fields to be filled in the client card on the tab with special insert [Work Processes], when adding a process.



[Actions] — selection of process actions and process action fields, which will be available for adding in the client card. Depending on the selected processes, available process actions for the selected processes will appear in the right block, together with the fields configured for the process actions. The selected fields will then be available for filling in when adding this process action in the created process, which will become available in the client card on the tab with the special insert [Work processes].

2.4.2.2.8 Linked data

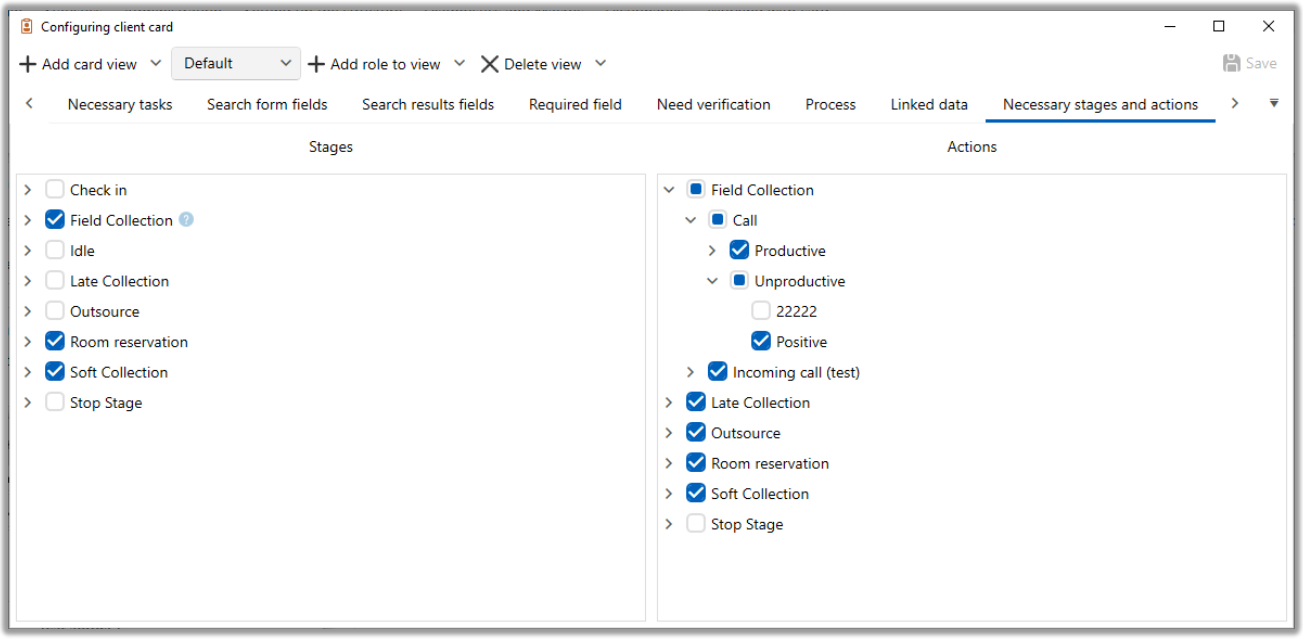
The [Linked data] section is divided into two blocks: [Available], [Selected]. The [Available] block displays system fields with data type [Integer], as well as all contact data (address, phone number, e-mail, reference and passport). The selected fields will be used to link the loans to the customer. The linked data is displayed in the client card on the tab with a special insert [Linked Data]. It is possible to customize the width, height and separator after the field. The user can quickly search for required fields in [Available] and [Selected] blocks. It is possible to transfer all fields from one block to another using the corresponding buttons to fill them quickly.



The linked data fields that are displayed in the [Linked Data] special box are customized in the general settings (section [Customizing Linked Data Fields]).

2.4.2.2.9 Necessary stages and actions

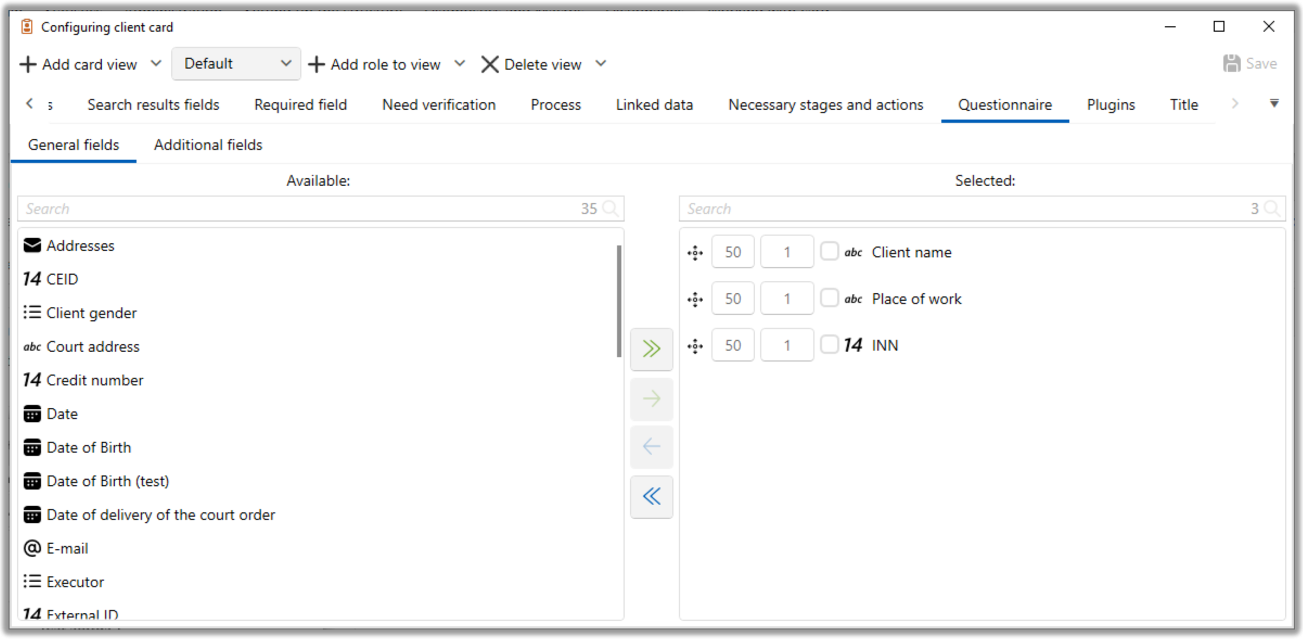
The [Necessary stages and actions] section contains stages and statuses, actions tree and their results, which were created in the system within the selected stages. In the [Stages] block checkboxes are used to mark stages and their statuses, which will be available for selection in the client card (setting stages and statuses is described in section 2.5.4.12). In the [Actions] block, checkboxes mark the types and results of actions that will be available for selection when adding an action in the client card (customization of action results is discussed in 2.5.3.1.2).



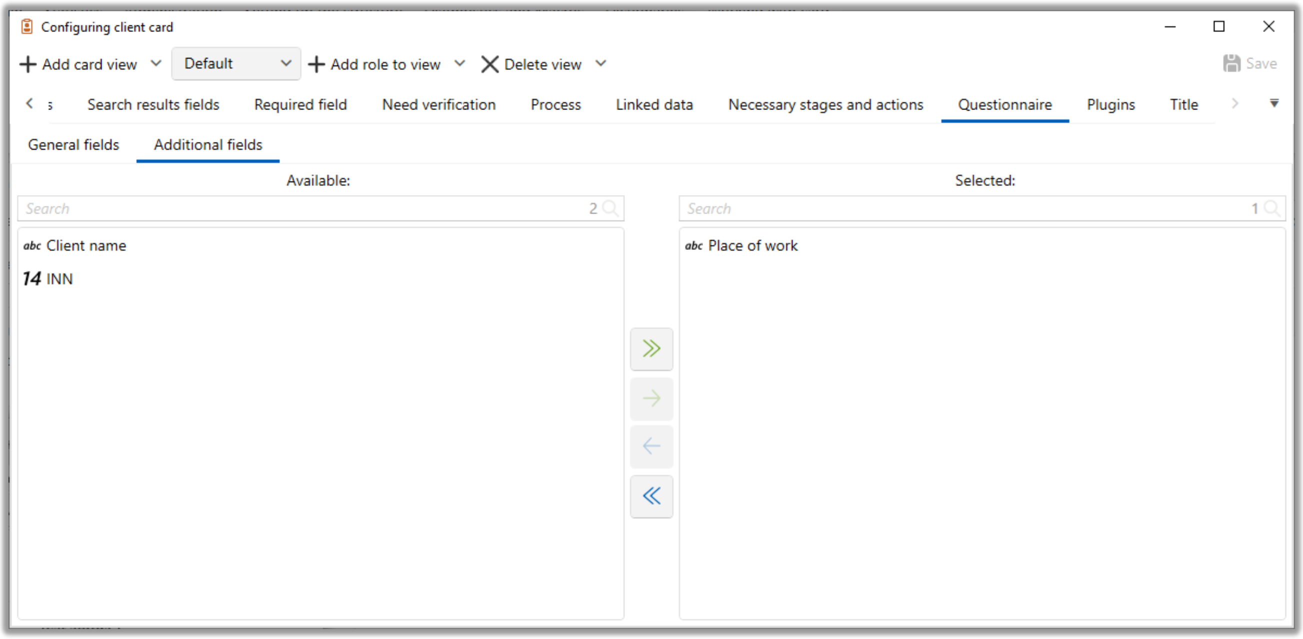
2.4.2.2.10 Questionnaire

The [Questionnaire] section is used to customize the fields of the questionnaire, when adding action results to the client card, which have the [Questionnaire] functionality. This section contains two tabs: [Basic fields], [Additional fields].

The [Main Fields] tab displays customer fields (see section 2.5.4.1 for customizing customer fields). The customer fields moved to the selected fields will be mandatory to be confirmed/rejected in the questionnaire. Without confirmation or rejection for all main fields, the [Save] button will be inactive.

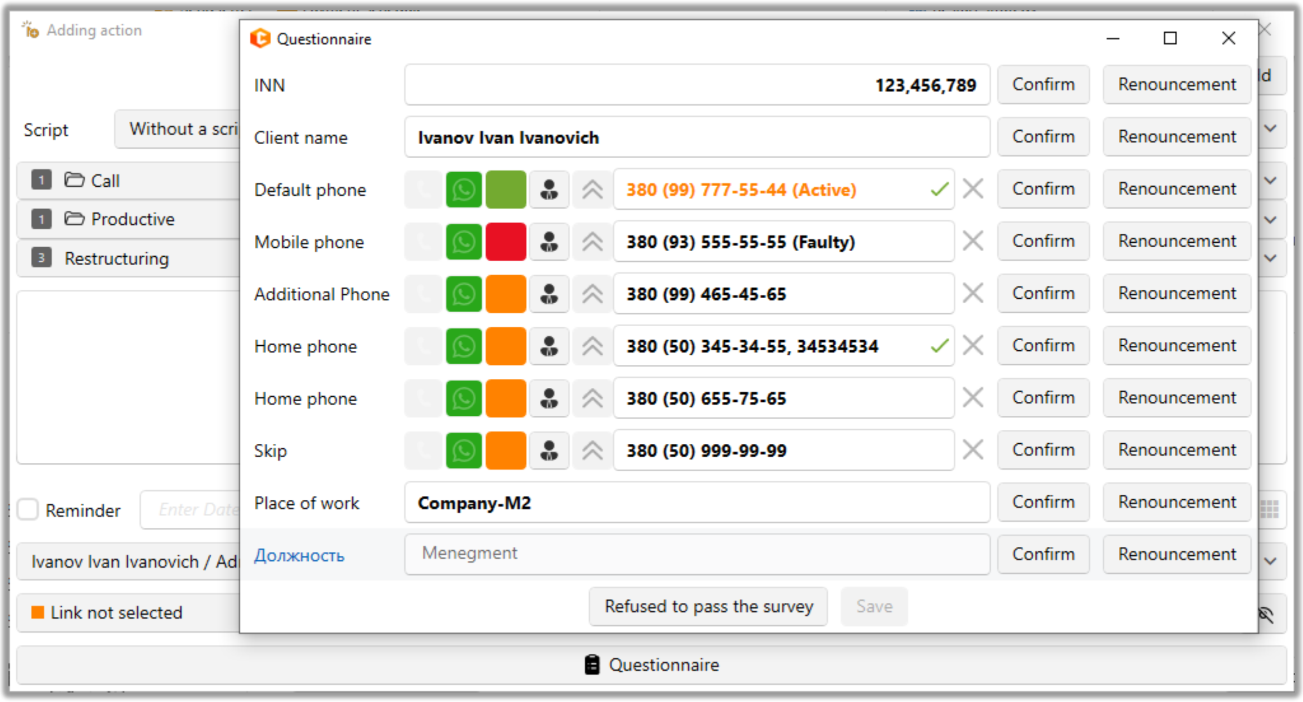


On the [Additional Fields] tab, the customer fields that were added on the [Main] tab are available, if you move the fields to the selected fields, they will be optional to confirm/deny in the questionnaire.



These fields are required to confirm or edit information while adding an action.

To do this, check the checkbox as a result of the [Data Questionnaire] action. If the checkbox has been checked, then when adding an action in the client card, the [Questionnaire] button will appear at the bottom of the action adding window. If you click on it, the fields configured in the client card settings (taking into account the set role) will be displayed for editing or confirming the information. It is also possible to choose to refuse to pass the questionnaire (button [Refused to pass the questionnaire]), then all fields will remain with the same values.



If no fields are selected for the questionnaire, the [Questionnaire] button is automatically removed from the Add Action window, even if the [Data Questionnaire] checkbox was checked as a result of the action.

The system saves a history of the questionnaire passing. After confirming or rejecting a questionnaire, the corresponding records will be displayed in the tab with a special insert [Complete History] or in the brief work history. In order to see detailed data about the added action, you need to click on the added action.

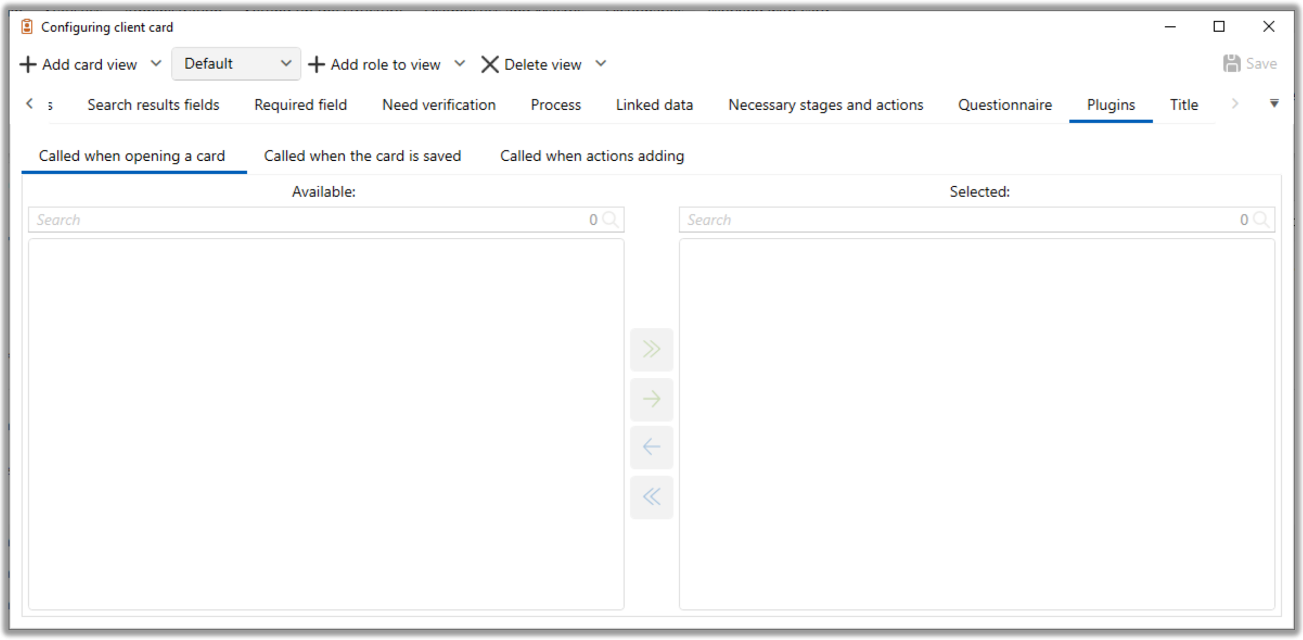
In the full and brief work history, in case of complete refusal to take the questionnaire, the entry [Refused to take the questionnaire] will be present.

When data is confirmed, the questionnaire will display the entry: [Questionnaire data update]; [date/time]; [Confirmation by fields (field name)]; [Refusal by fields (field names)].

When the data in the questionnaire is changed, the entry will be displayed: [Questionnaire data update]; [date/time]; [Name of changed fields] — [New value (old value)].

2.4.2.2.11 Plugins

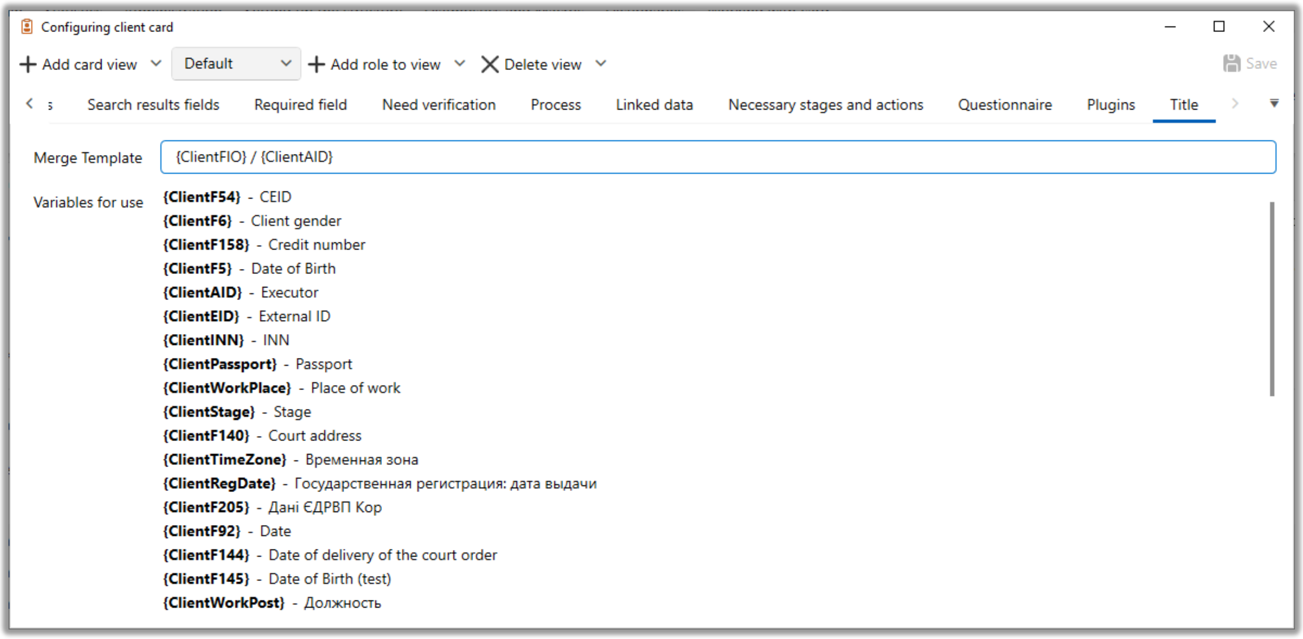
The [Plugins] section contains 3 tabs: [Called when opening a card], [Called when saving a card], [Called when adding an action]. In these tabs, the selected Plugins will be called when opening/saving/adding a card accordingly.



2.4.2.2.12 Title

In [Title] you customize the displayed title in the header of the client card. The required name is entered in the [Merge Template] field, where you can enter the required characters and set the display variables that will form the displayed name of the client card.

In the merge template you can use available variables from the [Variables to use] list, information from which will be displayed in the title of the client card. In the [Variables to be used] block the client fields created in the system are used as variables (for more details see section 2.5.4.1). If the merge template is left empty, the system will display by default the information that is specified in the client field with the selected client's [Name] source.



It should be taken into account that if several types of client card for different roles are created in the system, then for each such type the displayed name of the client card is configured individually.

2.4.2.3 Projects

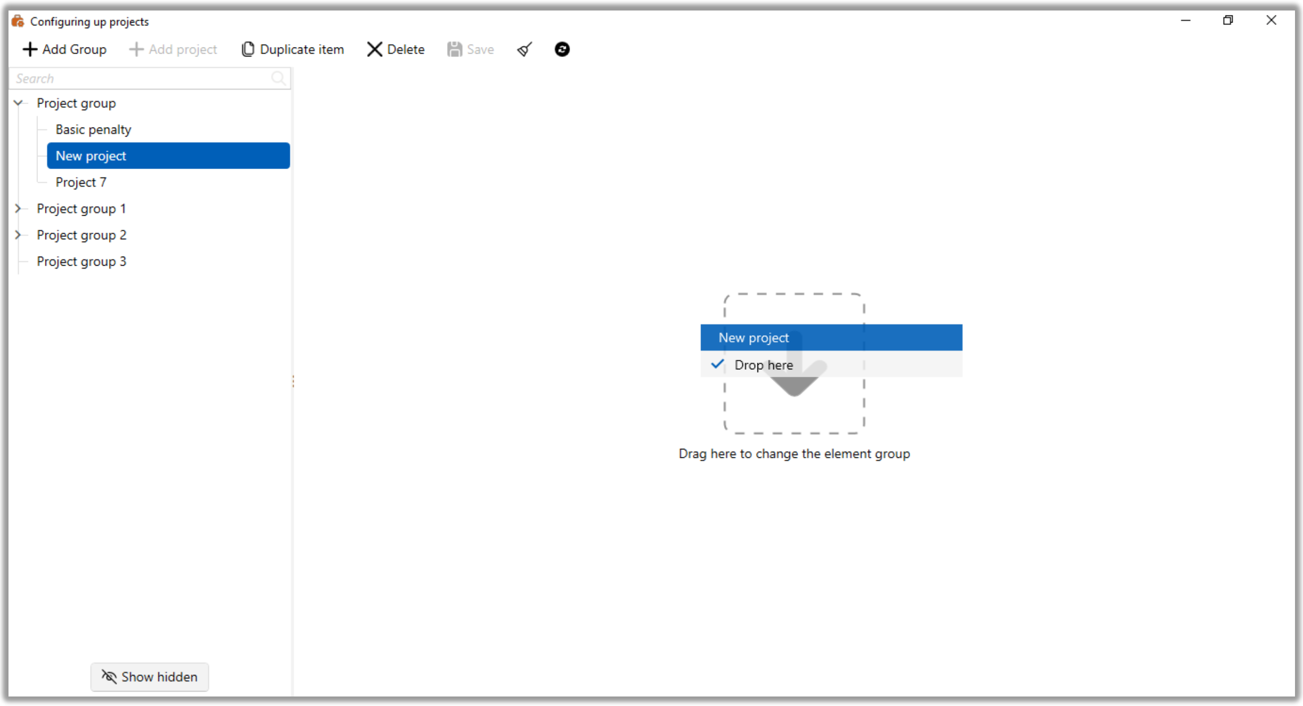
The [Configuring up projects] window is used to create, edit and delete projects and project groups in the Delta M. CRM system. CRM. On which all loans will be distributed in the future.

In the system there is a division into projects and project groups.

Project — an element of the system, which combines a set of loans into a single array.

Project group — combines several projects that can inherit its parameters completely or partially, which greatly simplifies their configuration and management.

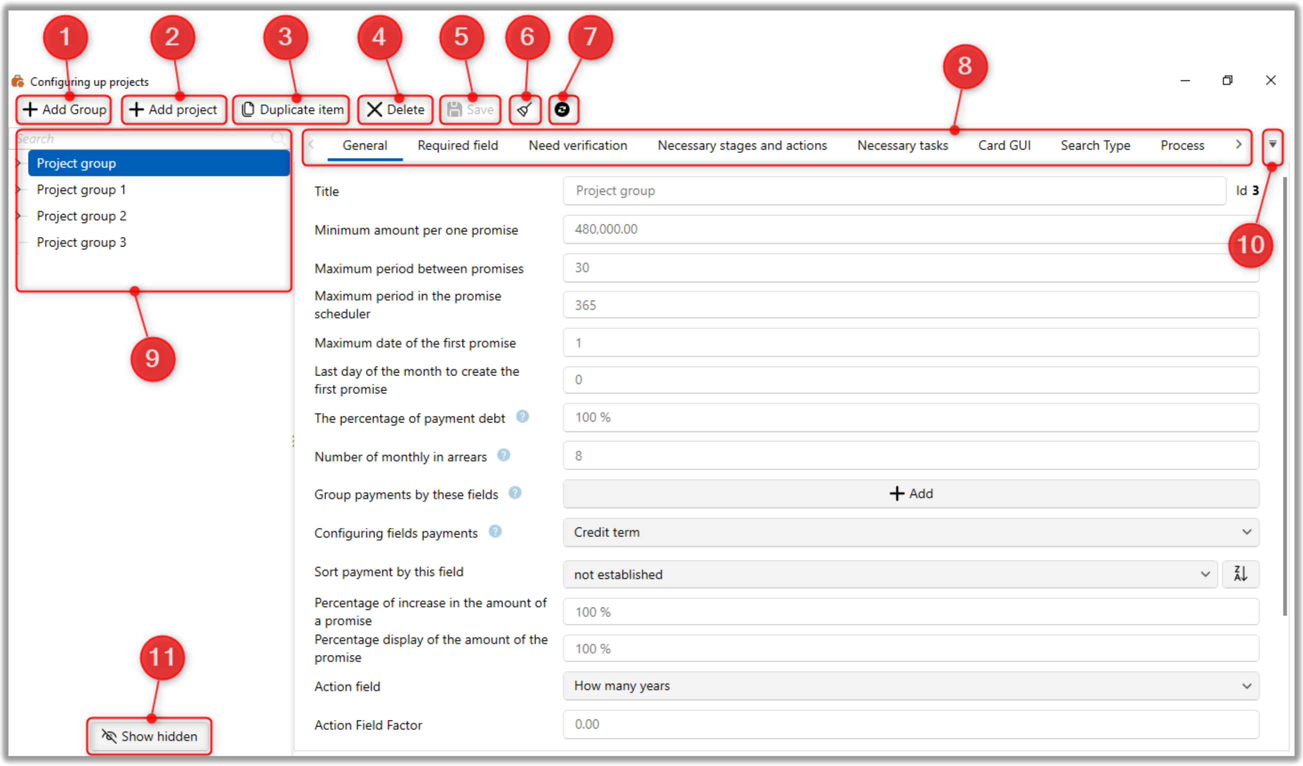
The system provides the possibility to rotate projects between groups. To do this, you should select the project of interest and drag it to another group or to a special block in the middle, after which you should confirm the movement in the opened dialog window. You can also move projects to hidden groups, if their display is enabled.



Two groups of projects with identical names cannot exist in the system. The system cannot have two projects with identical names both within a group and between groups.

To make changes to project groups and projects, the [Projects] checkbox must be selected in the [Administration] tab of the user role settings.

Let's look at the general settings when working with projects and project groups:



1. [Add group] — add a new project group.

2. [Add Project] — add a project for the selected project group.

3. [Duplicate item] — create a copy of the selected project.

4. [Delete] — delete selected project or selected group. If deferral of project deletion is set (more details in section 2.4.2.1.1.3) user can restore a deleted project.

5. [Save] — apply the changes made to groups and their projects.

6. [Clear selection] — button to deselect a project or a group of projects.

7. [Refresh data] — to update the data on displayed projects and groups.

8. [Tabbed Navigation Pane] — this pane provides tabs for navigating to the appropriate settings for the group or project.

9. List of created groups and projects — displays the list of groups and projects for which the following indicators are displayed:

— changes have been made to the project or group, but have not yet been saved;

— a newly added item that has not yet been saved.

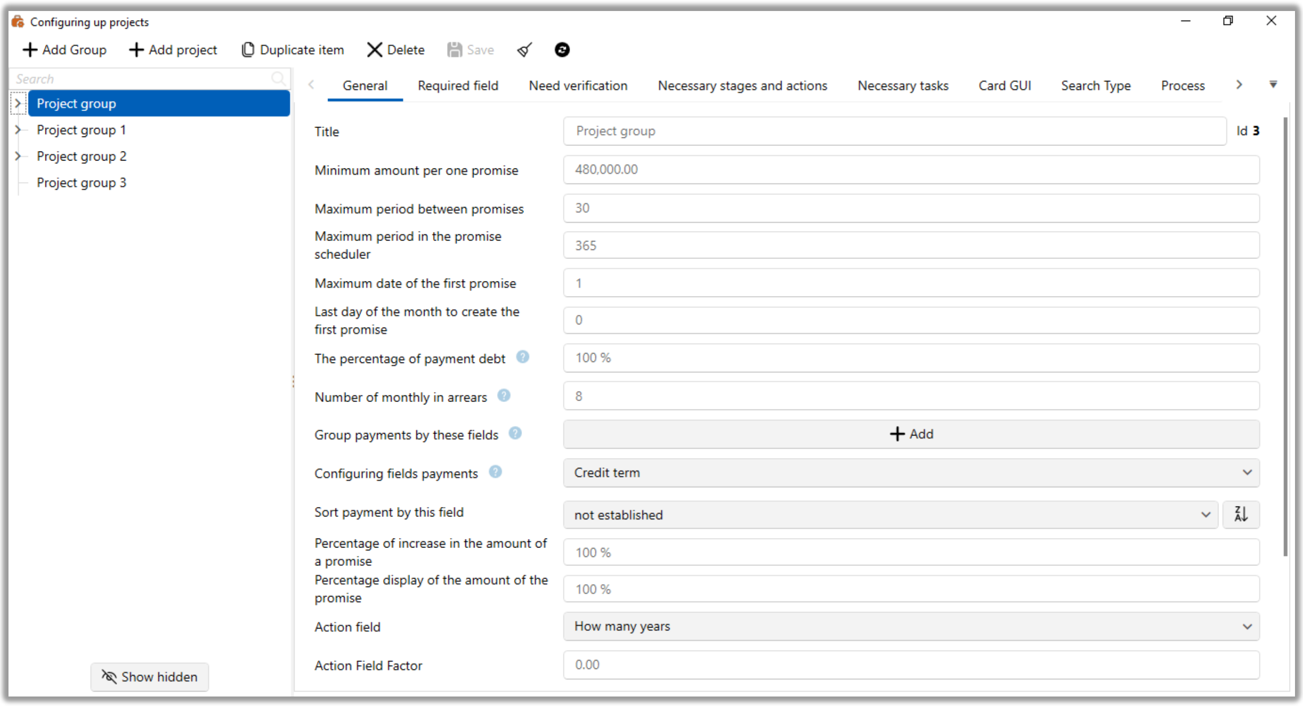
The user can also search by project name or project group.

10. Expand the full list of available tabs for quick navigation.

11. Button to enable/disable the display of hidden projects and project groups.

2.4.2.3.1 Setting up a project group

The [General] tab configures the general settings for the selected project group.



[Title] — enter a name for the group of projects.

[Minimum amount per one promise] — the value from this field is used when calculating and creating the schedule of promises in trails, which are assigned to the projects of this group. Provided that this setting is not individual for the project (the [Minimum amount per one promise] checkbox is selected for the project of this group in the [Same as group] tab). Field with type [Fractional Number].

[Maximum period between promises] — set the maximum number of days between periods in the promise schedule. This setting applies to the loans assigned to the projects of this group, provided that this setting is not individual for the project. Field with type [Fractional Number]. If the set value is exceeded, the promise schedule will not be created and the corresponding error will be displayed to the user.

[Maximum period in the promise schedule] — specify the maximum total term for the created promise schedule in days, which can be set by the user. After it expires, the promise schedule will switch to the [Broken] status. This setting applies to all loans assigned to the project group, provided that this setting is not individual for the project. Field with type [Fractional Number]. The maximum available value for setting is 10000 days. If the set value is exceeded, the [Date Out of Range] error will be displayed to the user.

[Maximum date on the first promise] — specifies the number of days available for setting the first payment date when creating a promise schedule. For example, if set to "2", only the current date and the next two days will be available for selection when creating a promise schedule in [Promise Due Date]. If set to "0", only the restrictions specified in the promise schedule period will be applied.

[Last day of the month to create the first promise] — set the last day within the calendar month on which the first promise date can be scheduled. Accordingly, the minimum value this parameter can take will be "1" and the maximum value will be "31". If the value is set to "0", this function will be disabled.

[The percentage of payment debt] — setting the percentage of debt repayment in the active communication schedule when registering repayments. If the repayment amount is not less than the specified percentage value (in %) of the total debt of the Loan, the status [Restrained] will be set in the promise schedule. This setting applies to the loans linked to the projects of this group, provided that there is no individual setting for individual projects. For example: if a client makes a payment of $800 and their total amount owed is $1000, and the value of this setting is set to 80%, the system will count this as a partial payment.

[Number of months in arrears] — setting the number of months that will be taken into account when calculating the system field [Number of months in arrears] in loans bound to projects of this group. Please note that this setting applies to the whole group of projects, if it is not individual for a particular project. Field with data type [Fractional number].

[Group payments by these fields] — select the fields by which repayments will be grouped (in the special [Repayments] insert for the loan card). To set up a unique grouping separately for the selected project, uncheck the [For repayments] box on the [Same as group] tab of the project, in the [Required fields] block. For the selected fields you can set up sorting from greater to lesser or from lesser to greater by clicking the corresponding button. Fields for grouping are added via the [Add] button.

[Configuring fields payments] — the selected field will be used to generate a value in the [Promise amount] field when creating a promise schedule. Loan fields with data types [Integer] and [Fractional Number], and settlement fields with source [Loan], [Customer], or [Users] are available for selection.

[Sort payment by this field] — the selected field will be used for sorting of payments.

[Percentage of increase in the amount of a promise] is a setting that will be considered when creating a promise schedule in the [Promise amount] field. The user will be limited to increase the value in the [Promise amount] field by the set % in that field. The maximum value available for entry is 99999.

[Percentage display of the amount of the promise] — in this parameter enter the percentage by which the value of the [Promise amount] field will be automatically increased. The value in this parameter cannot exceed [Percentage of promise amount increase], but can be less. The user can manually edit only the difference between the value in this parameter and [Percentage of promise amount increase]. For example:

in the field where the communication amount for the customer comes from is set to $1000, the [Percentage of promise amount increase] parameter is 10%, and the [Percentage display of the amount of the promise] parameter is set to 5%, then the system will automatically set the communication amount to $1050 when creating the promise schedule, the user can increase it to $1100 if necessary.

[Action field] — to select the available loan fields, the value from which will be set by default as the amount of promised payment when adding an action.

[Action field factor] — specifies the coefficient by which the value from the field selected in [Action field] will be multiplied. This coefficient acts as a limitation of the maximum amount of the promised payment when adding in actions. For example, the selected field in [Action Field] has a value of 1000, if the coefficient is set to 2.00, the user will not be able to set the amount higher than 2000. It is necessary to take into account that the set limitation works only when working in the loan card.

[Payments are distributed on a promise schedule with no status] — the system will ignore the statuses of payments when making repayments. For example: a Loan has 5 payments and two of them are overdue, when a new payment is received, its amount will be added to the first payment, despite the fact that it already has the status [Broken], and not to the third one.

[Default State] — the list displays the Projects-Stages-Statuses tree. This setting is taken into account when importing loans — in the Initial Case Status field. This setting can be individual for a project.

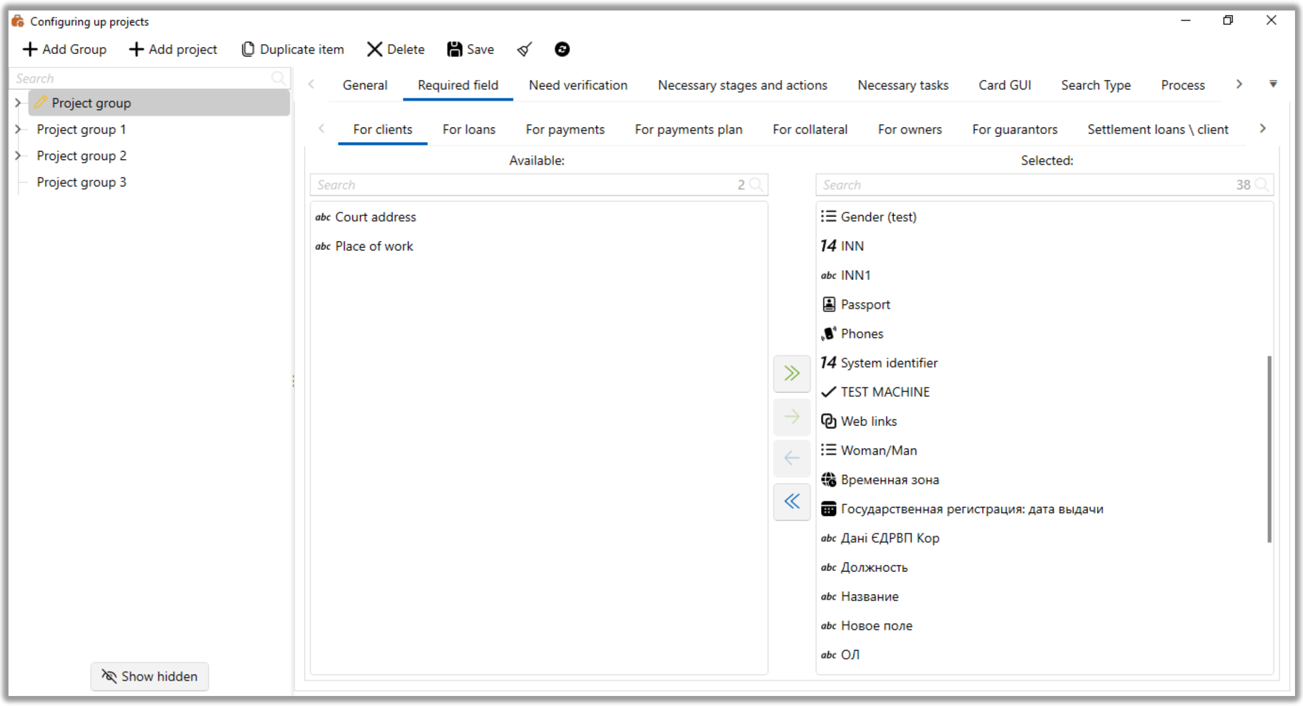
[Background image] — possibility to upload a background image for the loan card. The image display in the card depends on the user's screen extension.

[Hide Group] — this project group and all its projects will be hidden in the project tree and it will be impossible to interact with them (unless the [Show Hidden] button is clicked). In addition, they will be displayed when manually creating a new Loan and when importing loans.

2.4.2.3.1.1 Required fields

The [Required fields] tab selects the fields that will be available for further customization of the loan card view of this project group, as well as when importing data into the loans of this project. These fields will also be used when customizing automation via strategies for this project group. The required fields are set by moving them from [Available] to [Selected]. To move a field, double-click on it or use the corresponding move buttons.

For some types of fields, you can set the order in which they are displayed. For example, on the [For Amortization schedules] sub-tab you can customize the order of displaying the selected repayment fields on the special [Amortization schedule] insert.



The [Required Fields] tab is divided into sub tabs containing fields grouped according to their belonging to a specific entity:

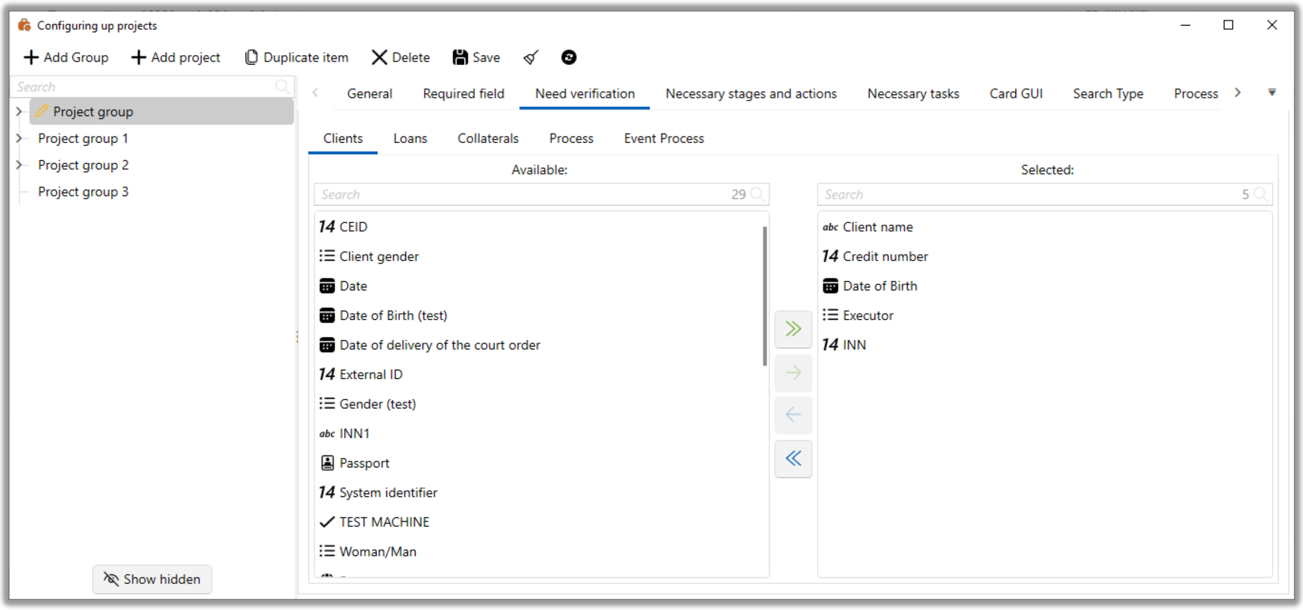
- [For clients] — select fields that will be available when working with information on the client in the Loan card.

- [For Loan] — select fields that will be available when working with information on the Loan in the Loan card of this project.
- [For repayments] — select fields that will be available when adding or updating information on repayments in the Loan card on the special tab [Repayments]. The [Add repayment] button in the Loan card will not be active until at least one field is added to [Selected].
- [For amortization schedule] — setting of available fields when working with amortization schedules. They can be entered only through import, after which they will be displayed in the loan card on the special insert [Amortization schedule]. You can also change the order of displaying the fields of the amortization schedule, if you left—click on the required field and move it inside the list of selected fields. Creation and customization of amortization schedule fields is performed in [Amortization schedule Fields] (for more details see the section 2.5.4.4).
- [For collateral] — select the fields that will be available when working with information on collateral on the special inset [Collateral] (block [Collateral contract description]), if it has been added to the loan view of this project group. In the selected fields you can customize the display order, height, width and separation for the fields.
- [For owners] — select fields that will be available when working with information on collateral owners in the Loan card on the tab with special [Collateral] insert (block [Owner data]).
- [For 3 persons] — select fields that will be available when working with information on third parties in the loan card on the tab with special insert [Linked persons]. In the selected fields you can customize the display order, height, width and separation for the fields.
- [Settlement loans/customer] — select the settlement fields that will be available when working with information in loan or customer cards.

- [For accounts] — select fields that will be available when working with information on accounts in the loan card on the tab with the special insert [Accounts]. In the selected fields you can customize the display order, height, width and separation for the fields.

2.4.2.3.1.2 Need verification

On the [Need verification] tab, select the entity fields that will require verification when users make changes to these fields when editing a loan card for a project that belongs to this project group. The changes made can be further confirmed or rejected in the [Verification of changes] organizer or via the entity card, provided that the user has access to data verification at the level of his role. Access to this functionality is configured in the role parameters on the [Access to projects and its stages] tab (see section 2.4.1.1.2.4). or details). Fields that require verification are set by moving them from [Available] to [Selected]. To move a field, double-click on it or use the corresponding move buttons.

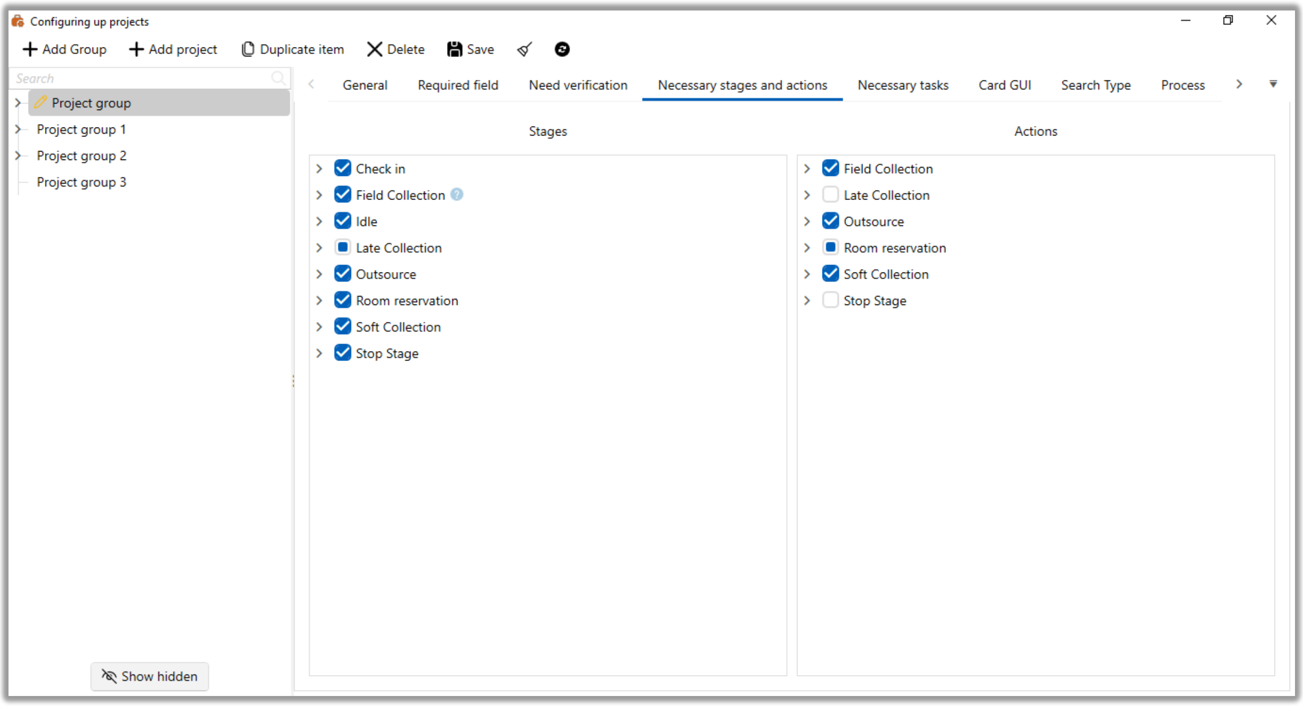


The [Verification Needed] tab is organized into sub tabs with fields grouped by entity:

- [Customers] — setting of verification for customer fields.
- [Loans] — setting up verification for loan fields.
- [Collateral] — setup of verification for collateral fields.
- [Process] — setting up verification for process fields.
- [Process Action] — verification setting for process action fields.

2.4.2.3.1.3 Necessary stages and actions

On the **[Necessary stages and actions]** tab, you select the milestones and actions of the milestones that will be available for work in the loan cards for the selected project group. Stages and statuses are customized in the [Stages and Statuses] functionality (details in Section 2.5.4.12), and actions and their results in the [Action Types and Results] functionality (details in section 2.5.3.1).

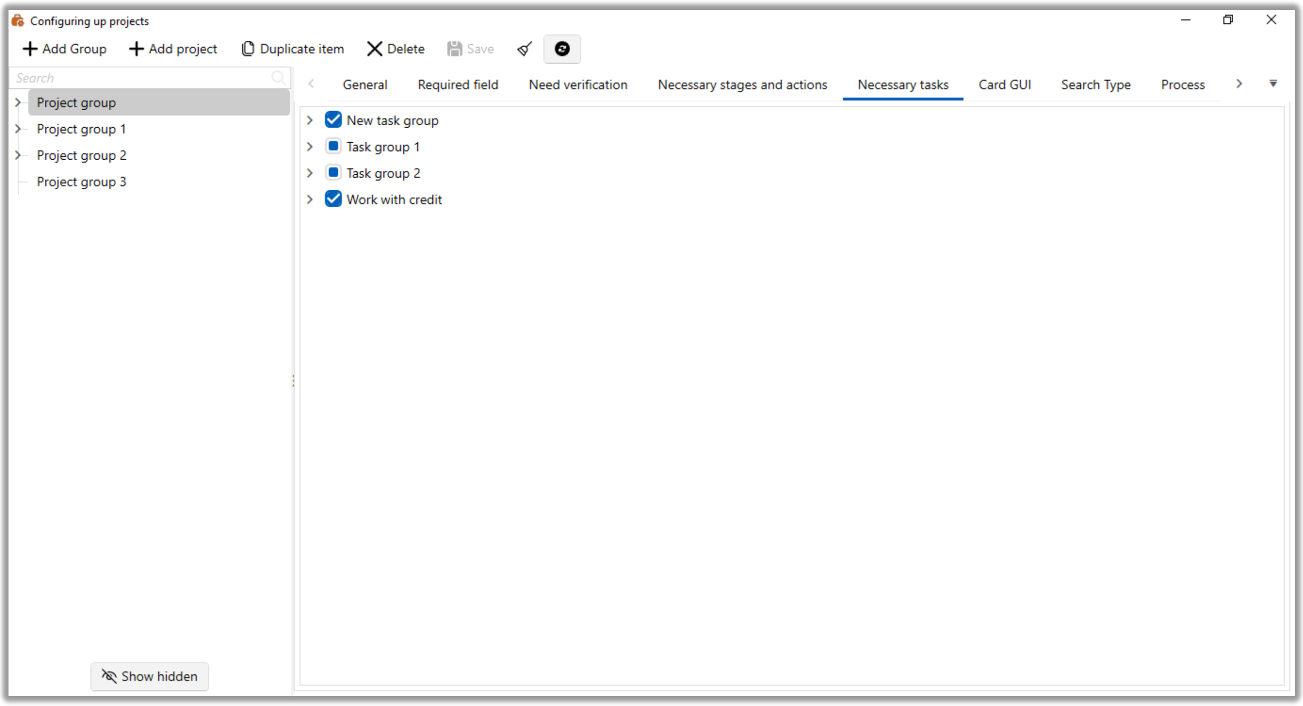


The tab is divided into two blocks:

- [Stages] — mark the necessary stages and their statuses, which will be used when working with loan cards.
- [Actions] — mark the necessary types of actions and their results, which were created within the corresponding stages. They will be available to the user, with appropriate access rights, when working with the loan cards.

2.4.2.3.1.4 Necessary tasks

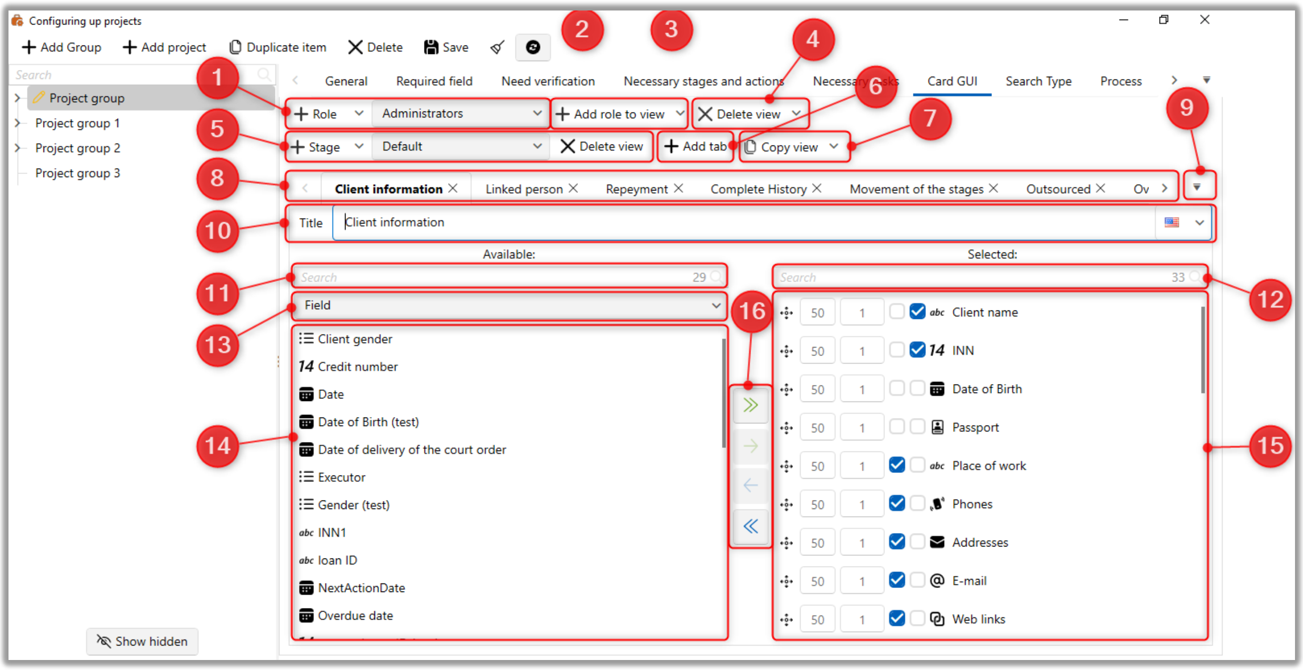
The **[Necessary tasks]** tab defines possible task types for the project group (setting task types is discussed in more detail in section 2.5.3.3). The selected tasks users will be able to manually assign in the loan cards that belong to a project from this project group, if inheritance of group settings is enabled in the project. Users must have the rights to assign these tasks at the role level, otherwise they will not be available for assignment. All assigned tasks are displayed in the loan card on the tab with the special insert [Tasks].



2.4.2.3.1.5 Card GUI

The [Card GUI] tab customizes the structure of the loan card, where you can create the required number of tabs and customize the information displayed on them. For example, you can customize the output and display of entity fields, calculation fields, system special inserts, search fields and custom Plugins that can have integration with external services to display information to users.

A loan card view can be configured at the project group level and all projects of this group will inherit it, unless an individual card view is configured for them. The view can be customized for all users in the system and selected stages for a project group. Or it can be configured individually for a role and a stage, allowing maximum flexibility in customizing the card view for users of different roles and displaying them the information they need to perform their business needs and workflows as efficiently as possible.



The following functionality is available in the Project Setup window:

1. [Role] — select the role for which the new card view will be created. If [Default] is selected, this card view will be applied to all users of all roles by default.

2. Switch between the created card types for different roles in the system.

3. [Add Role to View] — select the role that will be added for the selected card view.

4. [Delete view] — select the role for which the previously customized card view will be deleted. If several roles are selected for the view, you can select the necessary ones for deletion.

5. Select the required step, or add a new step to the current one, to form a group for the customized card view. Switching between them or deleting the view for the selected stage. Works similarly to a role.

6. [Add tab] — add a new tab to the current view of the loan card for further customization of its view.

7. [Copy View] — copy the customized card view for previously created cards with selected roles and stages. This makes it easier to customize or change the view for current cards.

8. The navigation bar for added tabs in the card view.

9. A button to display the full list of created tabs. Provided that all created tabs do not fit on one line.

10. [Name] — specify a name for the selected tab in the loan card. You can also specify the name of the selected card tab for each language, which will be automatically changed when the system language is changed. To do this, press the corresponding button and in the drop-down list specify the names for the required languages.

11. [Search] — search for items by name in [Available] and an indicator showing the total number of available items.

12. [Search] — search for added items on the tab by their name in [Selected]. It also displays an indicator showing the total number of available items.

13. [Type] — selection of items that can be placed on the tab. Four types of items are available:

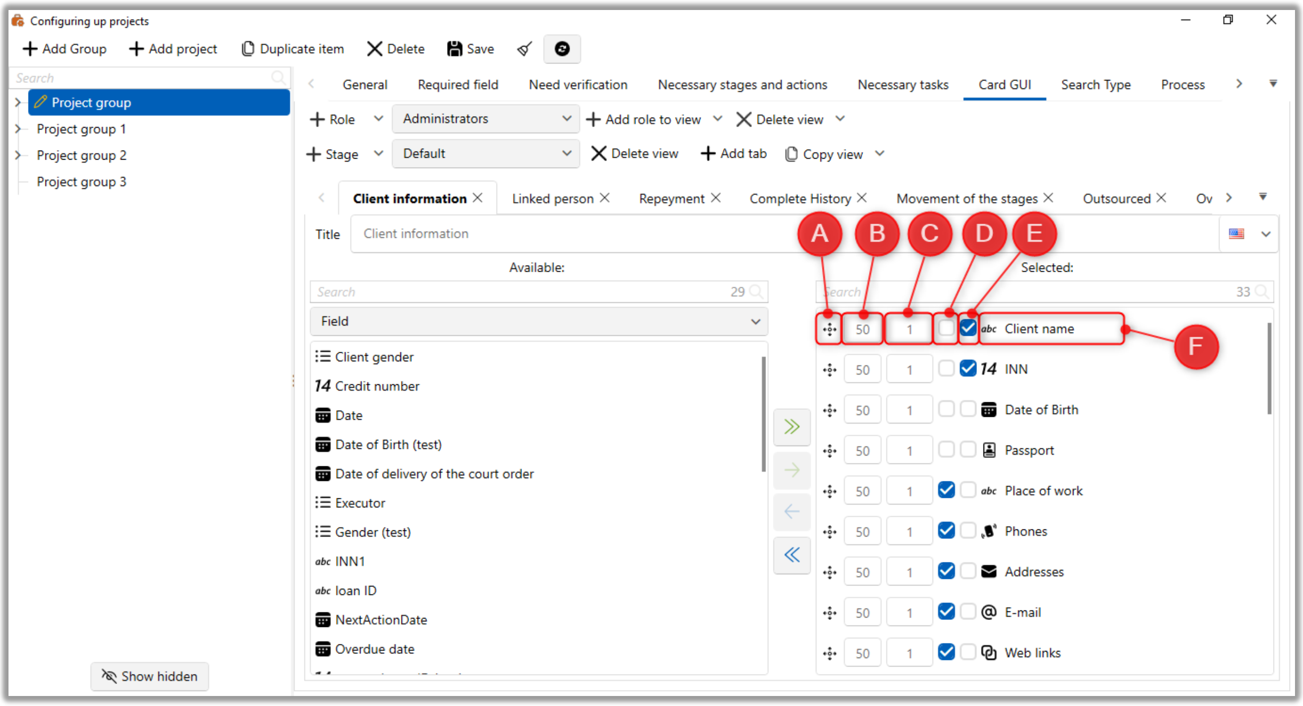
- [Field] — fields of loans and clients created by users with corresponding access rights in the system. Details on creation of Loan fields can be found in section 2.5.4.2, and on creation of client fields — in section 2.5.4.1.
- [Special inserts] — open the list of available special inserts. Special inserts — a module for presenting data in a specified format. Special inserts can be used only once within the scope of customization of one card view.
- [Search fields] — fields that were added in the settings of search by loans. More details in the section 2.4.2.4.1.
- [Settlement fields] — settlement fields with the Loan source, which were created by the user in the Settlement fields functionality (more details in section 2.4.3.4). Previously added to [Selected] on the [Required Fields] tab.
- [Plugins] are custom add—ons that can have integration with external services to display information to the user in various formats. Plugins can be created by the system development team, customer or vendor.

14. [Available] — list of elements that can be added to the card view depending on the selected view.

IMPORTANT: client fields are linked to the client card, and when editing them, these changes will be displayed accordingly in the client card and all its linked loans.

15. [Selected] — list of items selected by the user, which will be displayed in the selected tab.

For items moved to the selected items, you can customize their additional parameters and the order in which they are displayed on the tab:



A. Change the sequence of fields displayed in the card (by dragging the field to the desired position).

B. Change the width of the field in the conditional line of its placement (as a percentage).

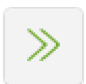
C. Change the height of the field (in rows or percentages).

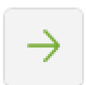
D. Enable or disable the display of a separator line after this field in the tab.

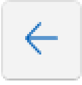
E. Make the field mandatory when creating a loan card. The system will not create a loan card if the checked fields are not filled in, and a warning will be displayed to the user.

F. Display the field data type and its name.

16. Panel for moving fields from [Available] to [Selected] and back, where the following buttons are located:

 — move all fields from [Available] to [Selected].

 — moving selected fields from [Available] to [Selected] (to select several fields, press [Shift] or [Ctrl] and select select fields).



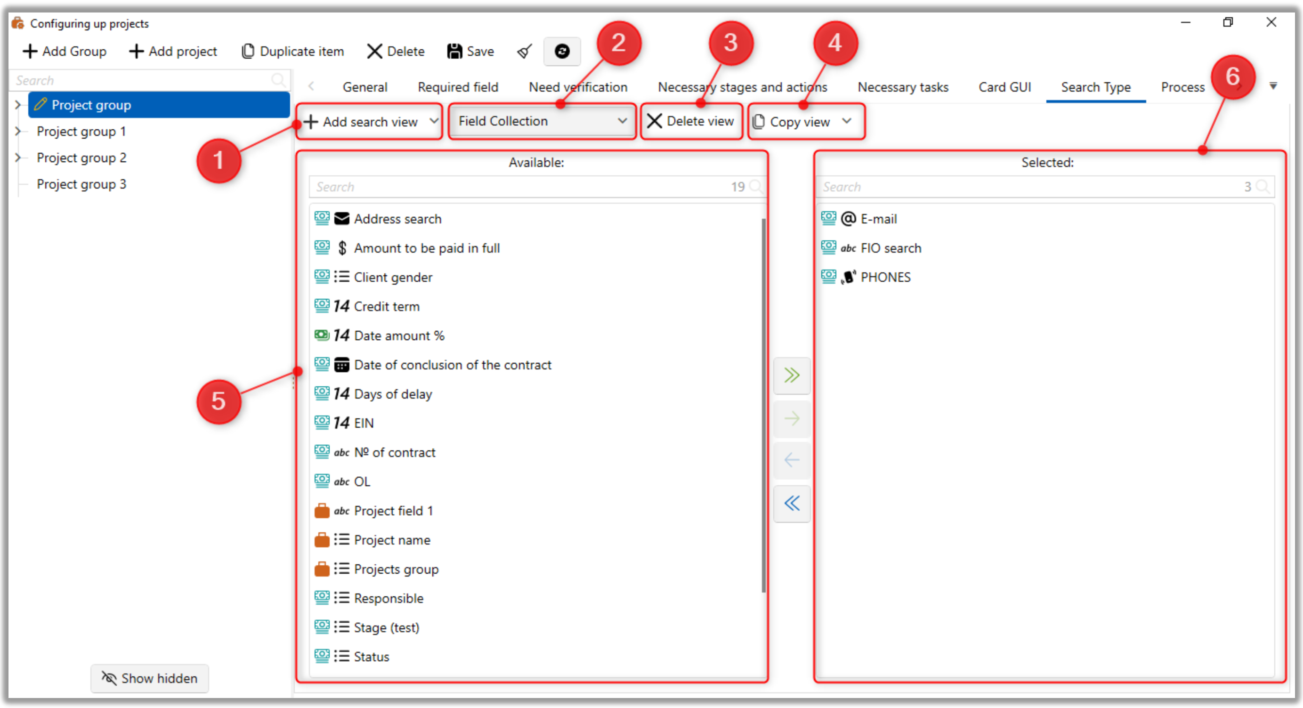
— moving selected fields from [Selected] to [Available] (to select several fields, press [Shift] or [Ctrl] and select select fields).

— move all fields from [Selected] to [Available].

After making changes to the card view settings it is necessary to save the settings by clicking the [Save] button. If loan cards were opened in the system when changing the card view, they should be closed and reopened to update their view according to the new settings.

2.4.2.3.1.6 Search Type

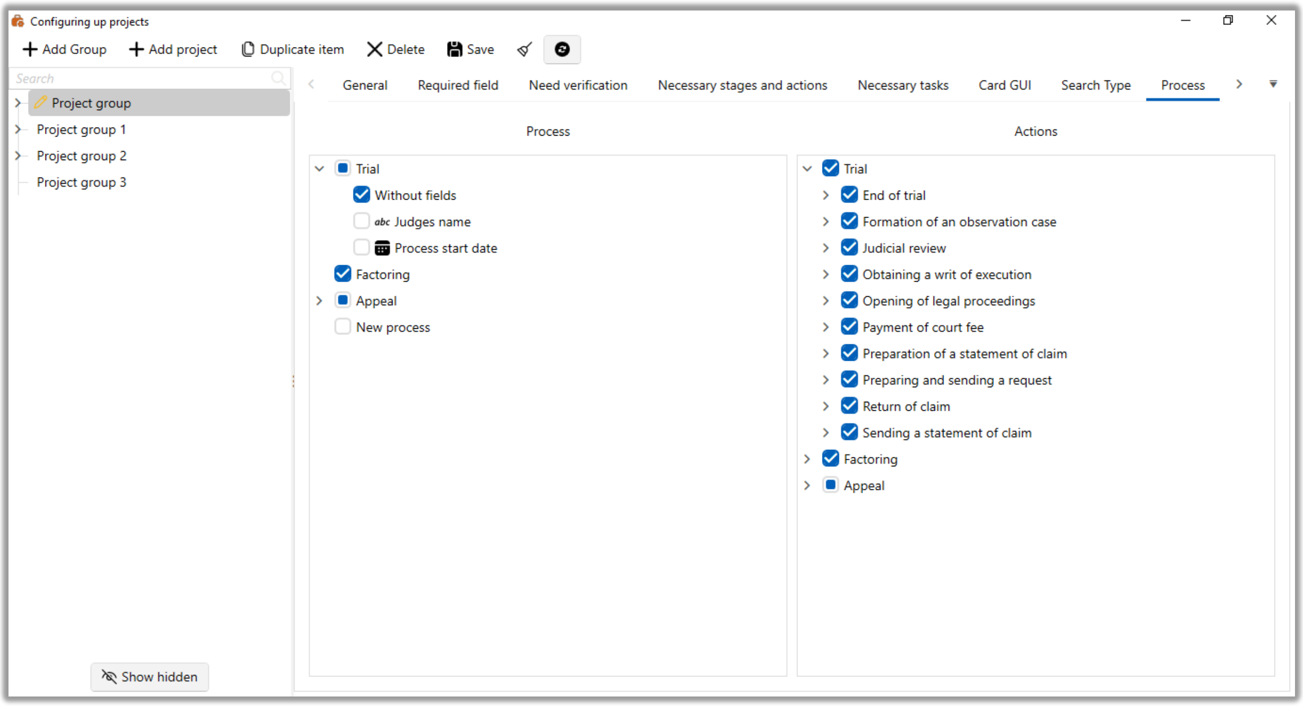
The [Search Type] tab is used to customize the search results view for the steps. When searching for loans, the user will see all selected fields of the search view from all existing project groups, unless project specific search filters have been set.



1. [Add search type] — add search type for a stage (required stages must be added in the [Required stages and actions] tab). If the [Default] option is selected, the customized search type will apply to all stages for the project.
2. Toggle between the created search types.
3. [Delete View] — delete the created search view.
4. [Copy View] — select a step to copy the search view.
5. All search fields that have been added to the loan search settings are displayed in [Available] (more details in section 2.4.2.4.1).
6. The [Selected] displays the search fields that will appear in the search results for the loans of projects that are in this project group and for which inheritance is enabled.

2.4.2.3.1.7 Process

In the [Process] tab you select the required work process types, process type fields and process action fields that will be available for the group projects when creating a process in the loan card.



The tab is divided into two blocks:

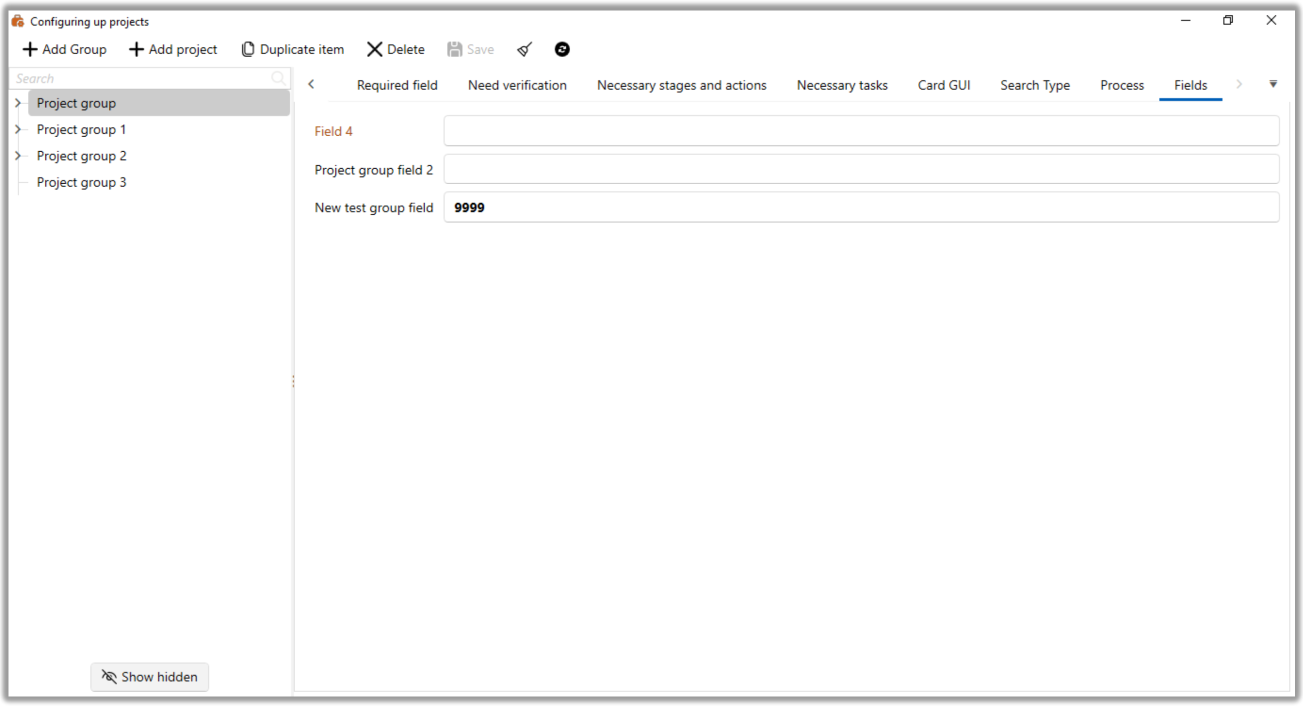
- The [Process] block displays the processes with the possibility to select the required process fields.
- The [Actions] block displays the actions of the previously selected process and their fields, which can be marked as available.

It is also possible to display the process without its fields by setting the checkbox [No fields].

To select all the blocks, put the cursor on one of them and press the key combination [Ctrl+A].

2.4.2.3.1.8 Fields

The [Fields] tab contains project group fields for entering information about the project itself. These fields can be used to search for loans in the project by adding project fields to the project search form, and they can also be used in strategies to calculate data or set a condition for loans.



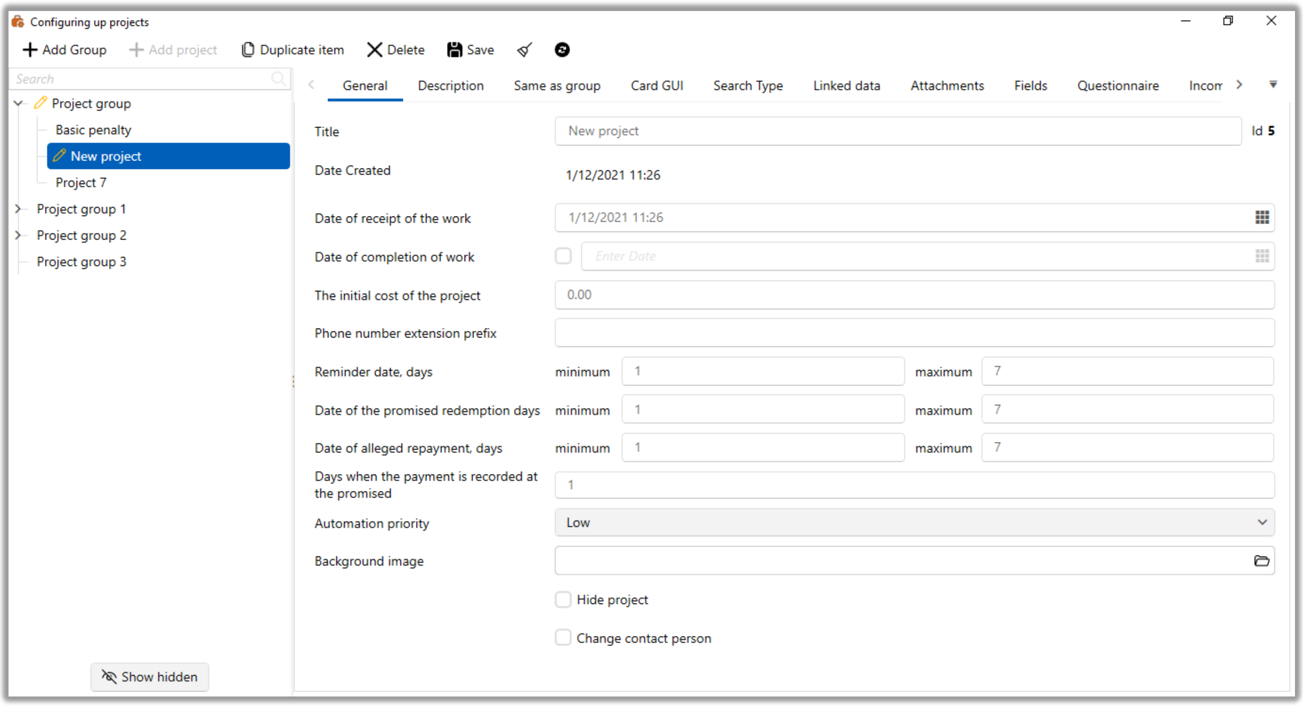
The tab becomes available only if there is at least one created field of a project group in the system (more information about their configuration and creation in the section 2.5.4.7).

2.4.2.3.2 Project setup

Project — a system element that combines a set of loans into a single array. Several projects with the same name cannot exist in the system. To add a new project to the system it is necessary to create and save a group of projects, only after that the [Add project] button will become active for the saved group and it will be possible to create a project, because each project must be assigned to its own group.

2.4.2.3.2.1 General

The **[General]** tab sets the general settings for the selected project.



[Title] — enter a name for the project. The name must be unique within this project group and also unique in relation to projects of other groups.

[Id] — project number, which is assigned only after the project is created and saved.

[Date created] — field with data type [Date/Time]. The value of this field is set automatically when the project is created and saved.

[Date receipt of the work] — set the date when the selected project is received in work, this field is informational, but can be used in calculation fields, strategies or for reporting. The field cannot have a lower value than the value set in [Date Created].

[Date of completion of work] — enter the date when the project is finished, the field is informative.

[The initial cost of the project] — specify the initial cost for the selected project (up to 999,999,999,999,99). This field is informative, but can be used in calculation fields, strategies or for reporting. The field is used as a marker of the value of the project and the loans within it to determine the future profitability of working with the project.

[Phone number extension prefix] — the specified prefix will be automatically added before the phone number when making manual calls. For example, if the user enters "3" in this field and the number "80931234567" is specified in the loan card, the dialed number will be "380931234567". If the extension prefix is not specified, the system will default to dialing the phone number in the format specified in the loan card. The length of the extension prefix cannot exceed 10 characters.

[Reminder date, days] — defines the minimum and maximum number of days to be selected when adding an action with the [Reminder Required] setting enabled. This parameter limits the available dates and is used from the project settings, if not set individually for a specific action.

[Date of the promised redemption days] — defines the minimum and maximum number of days to select when adding an action with the [Promised Payment] setting enabled. This parameter limits the available dates and is used from the project settings unless set individually for a specific action.

[Date of alleged repayment, days] — specifies the minimum and maximum number of days to select when adding an action with the [Declared Payment] setting enabled. This parameter limits the available dates and is taken from the project settings, if not set individually for a specific action.

[Days when the payments is recorded at the promise] — for a promise schedule and a promise that was specified when adding an action to a loan card, the system counts down the specified number of days from the last promise to the time when the promise is considered late. The countdown starts from the day after the set promised repayment date, the payment received during this period will be counted as a kept promise. The next day, after the set number of days have passed, the system will change the status of the promise schedule to "Broken."

[Automation Priority] — set the priority for processing the updated data to the project among other projects in the group. The priority is set in descending order from Critical (highest priority) to Low (lowest priority). By default, all projects are set to [Low] priority. Projects with the same statuses are processed according to their order in the strategy or calculation field.

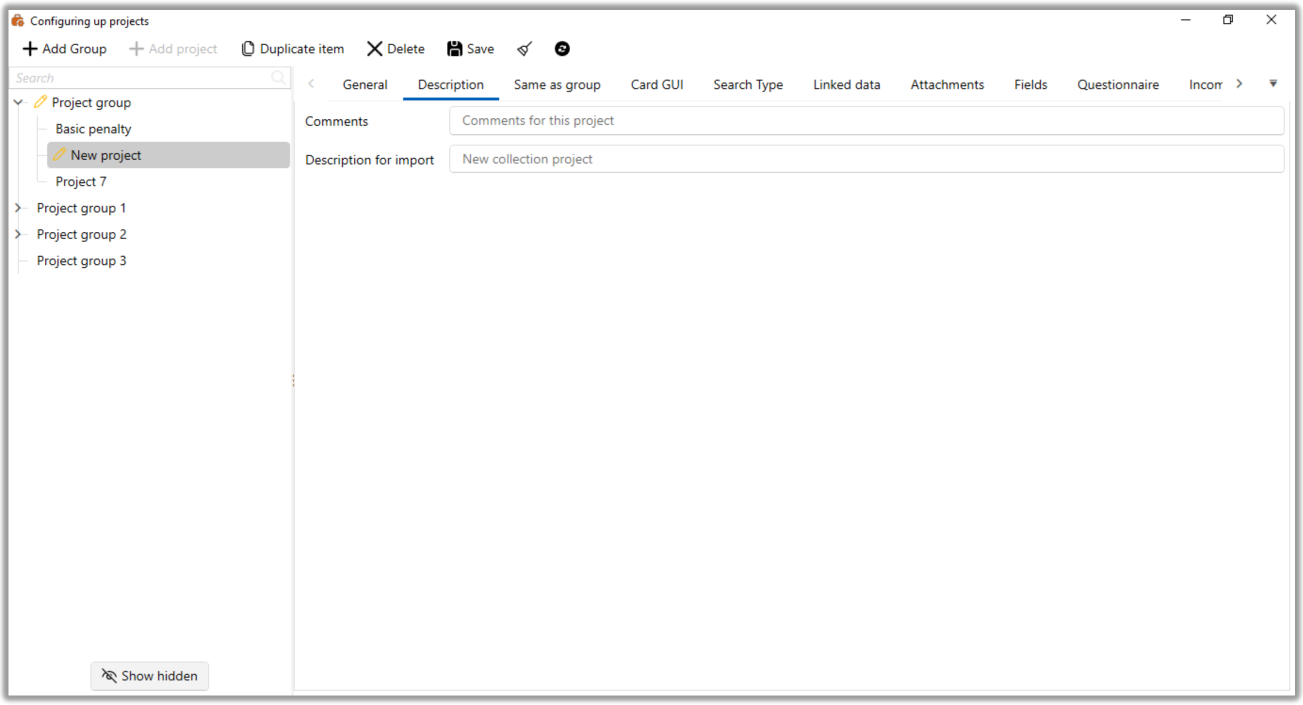
[Background image] — select the image that will be displayed as a background image in the loans card for this project.

[Hide project] — hide the project in the system for users, a hidden project cannot be selected for data import. If the group is hidden, the project itself will be hidden by default.

[Change contact person] — enable to change contact person at incoming call.

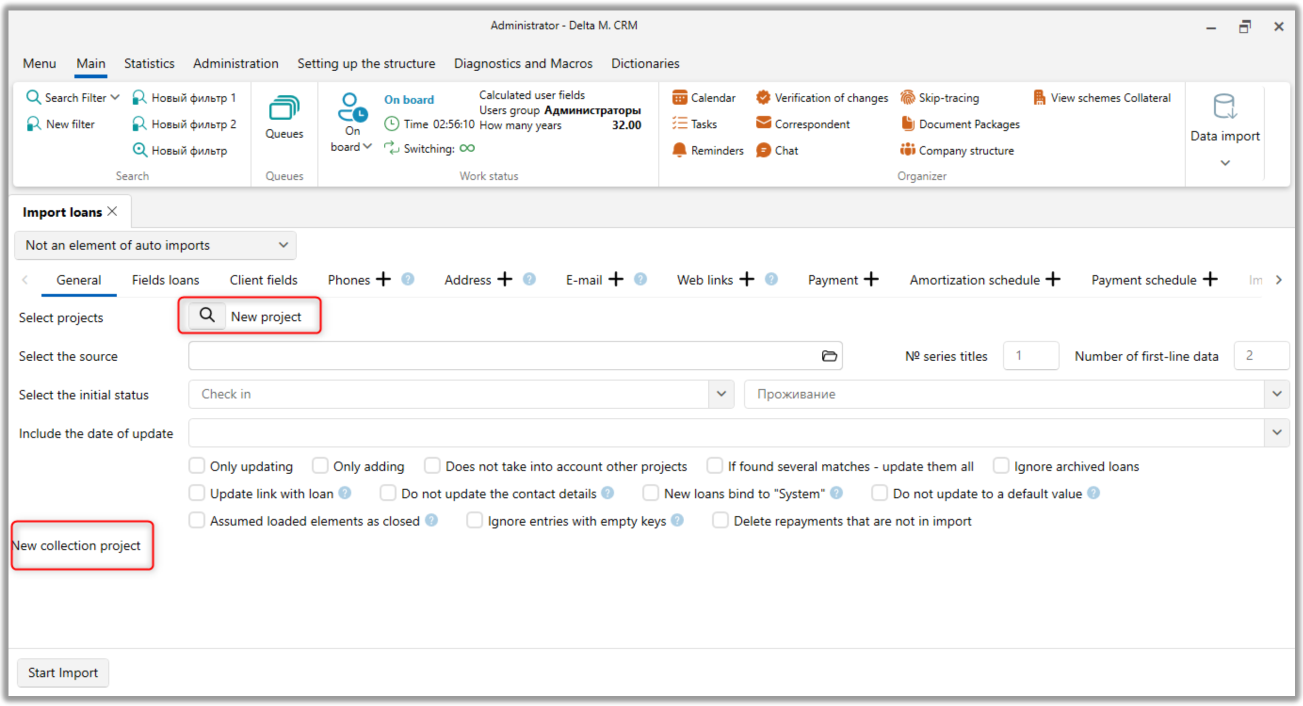
2.4.2.3.2.2 Description

The **[Description]** tab is used to fill in the description for the project and specify comments.



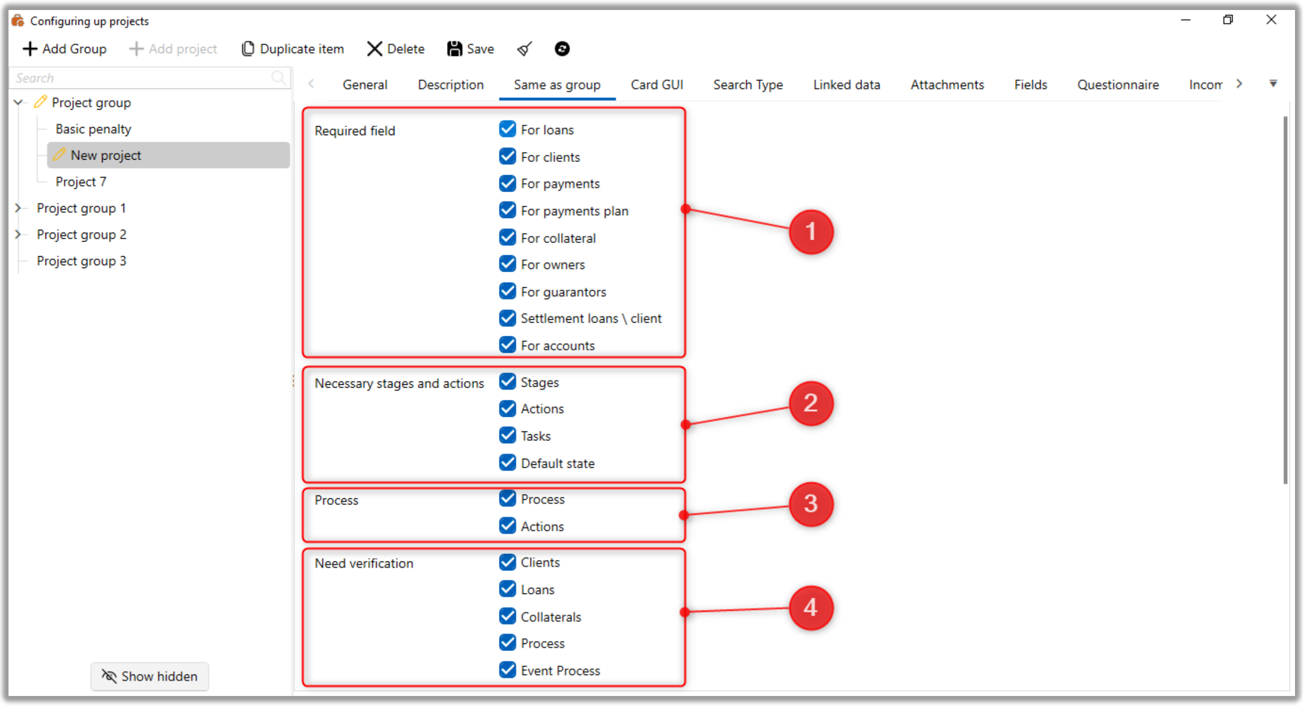
[Comments] — specify a comment to the project.

[Description for import] — the text from the field will be displayed as a description for the selected projects in the import loans functionality (more details in section 2.2.5.1).



2.4.2.3.2.3 Same as group

On the [Same as group] tab, you can customize the inheritance of parameters from the project group. By selecting the appropriate checkboxes, the user can choose to inherit fields for the required entities or inherit other parameters from the blocks: [Required Steps and Actions], [Process], [Need verification], [Payment schedule]. By unchecking the checkboxes, you can individually customize the parameters for the selected project. If you select full inheritance within a block from a group, the corresponding tab will be hidden in the project settings.



1. In the [Required fields] block you set the inheritance of entity fields that have been configured for the project group.

- [For loan] — enable or disable inheritance of loan fields that have been selected for the project group.
- [For clients] — enable or disable inheritance of client fields that have been selected for the project group.

- [For Payments] — enable or disable inheritance of Payment fields that have been selected for the project group. If the Payment fields are customized individually for a project, then you can customize the individual order of their display on the special [Payments] tab.
- [For collateral] — enable or disable inheritance of collateral fields that have been selected for the project group. If the collateral fields are customized individually for a project, then you can customize the individual order of their display on the special tab [Amortization schedule].
- [For owners] — enable or disable inheritance of collateral owners' client fields that have been selected for the project group.
- [For guarantors] — enable or disable inheritance of third party fields that have been selected for the project group.
- [Settlement Loans\client] — enable or disable inheritance of settlement fields of loans\clients of settlement fields that have been selected for a group of projects.
- [For accounts] — enable or disable inheritance of account fields that have been selected for the project group.

2. In the [Required steps and actions] block, you can customize the inheritance of steps and actions by the project as a group.

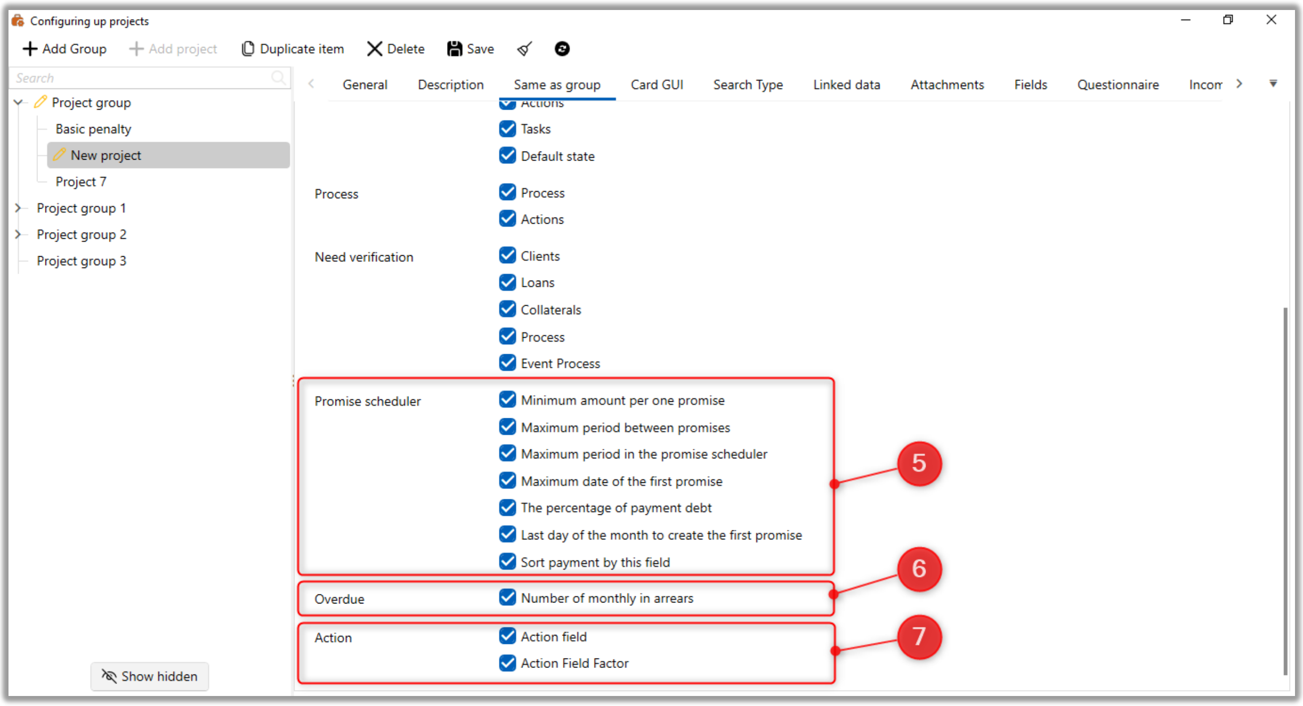
- [Stages] — enable or disable inheritance of stages and their statuses that have been selected for the project group.
- [Actions] — enable or disable inheritance of actions of stages.
- [Tasks] — enable or disable inheritance of tasks or task groups that have been selected for the project group.
- [Default State] — enable or disable inheritance of default statuses that have been selected for the project group.

3. In the [Process] block you configure the inheritance of processes and process actions by the project that have been configured by the project group.

- [Process] — enable or disable inheritance of processes and process fields that have been marked for the project group.
- [Actions] — enable or disable inheritance of process actions and process action fields that refer to the selected processes in the process group.

4. In the [Need verification] block you configure the inheritance of selected entity fields in the project group for which verification is required when changes are made.

- [Clients] — enable or disable inheritance of client fields that have been selected for the project group, with verification required.
- [Loans] — enable or disable inheritance of Loan fields that have been selected for the project group, with verification required.
- [Collateral] — enable or disable inheritance of collateral fields that have been selected for the project group, with verification required.
- [Process] — enable or disable inheritance of process fields that have been selected for the project group, with verification required.
- [Event Process] — enable or disable inheritance of action fields that have been selected for the project group, with verification required.



5. The [Promise Graph] block configures inheritance of group promise parameters, where:

- [Minimum amount per one promise] — enable or disable inheritance of the set value for the minimum amount of one promise in the group.
- [Maximum period between promises] — enable or disable inheritance of the set value for the maximum time between promises in the group.
- [Maximum period in the promise schedule] — enable or disable inheritance of the set value for the maximum term of the promise schedule in the group.
- [Maximum date of the first promise] — enable or disable inheritance of the set value for the maximum term of the first promise date.
- [The percentage of payment debt] — enable or disable inheritance of the set value for the debt payment percentage in the group.
- [Last day of the month to create the first promise] — enable or disable inheritance of the set value for the last day of the calendar month on which the first promise date can be set.
- [Sort payment by this field] — the selected field will be used for sorting of payments.

6. In the [Delinquency] block you can customize the inheritance of delinquency values set in the project group.

- [Number of monthly in arrears] — enable or disable inheritance of the value set for the number of months overdue in the project group.

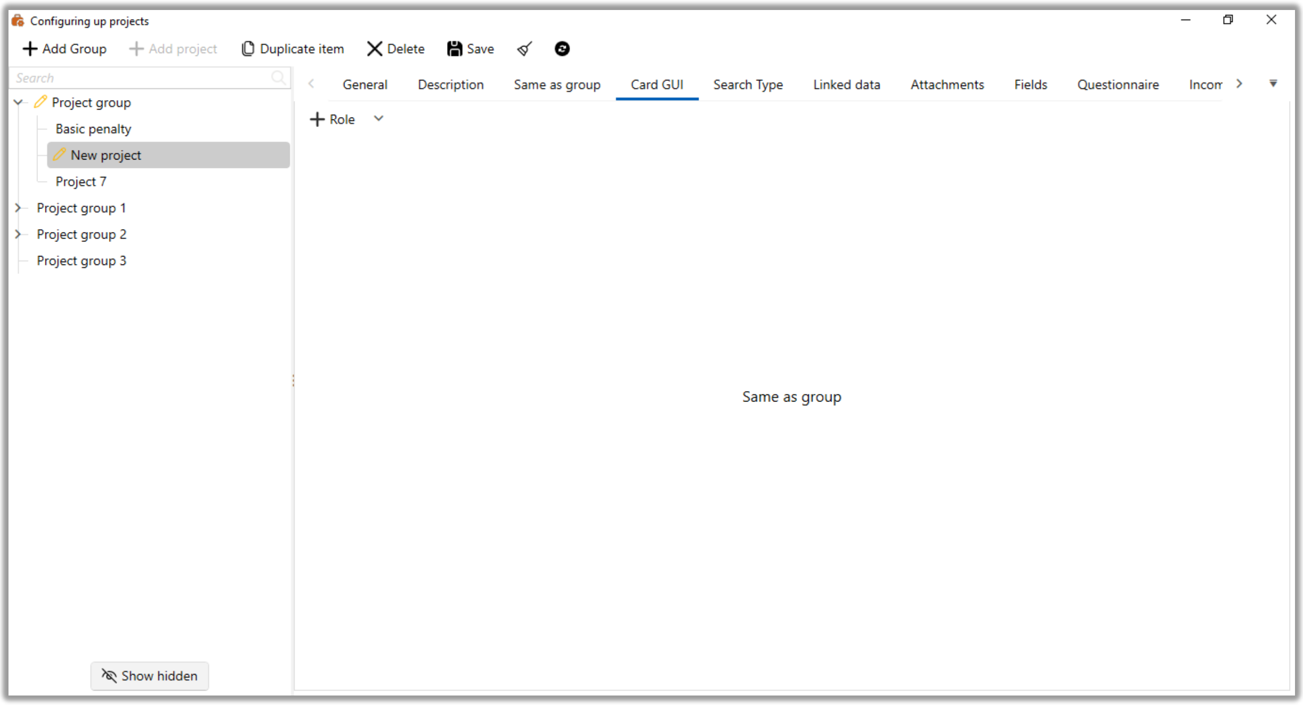
7. In the Action block the inheritance of parameter values set in the group for action fields is set.

- [Action field] — enable or disable inheritance of the value set for the action field in the project group.

- [Action field factor] — enable or disable inheritance of the value set for the action field coefficient in the project group.

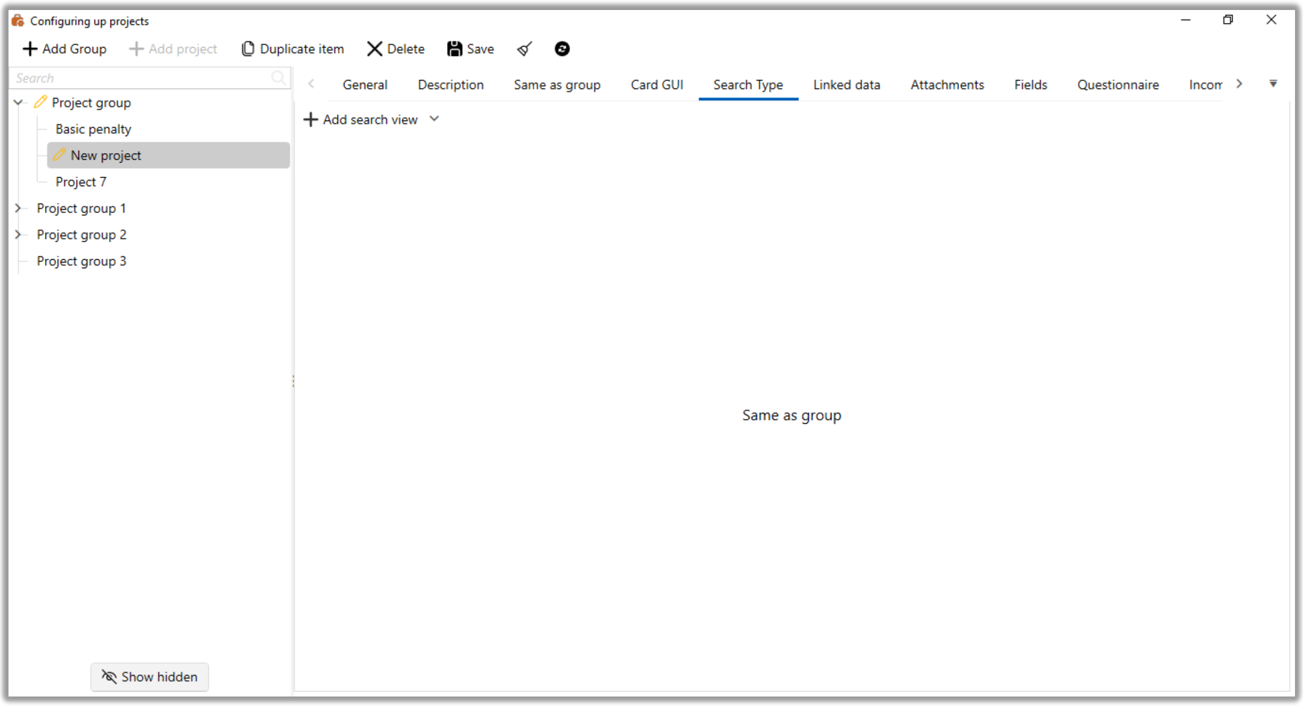
2.4.2.3.2.4 Card GUI

The settings and operation of the [Card GUI] tab are similar to the tab of the same name in the group settings (see section 2.4.2.3.1.5 for details). By default, the default settings for the project card view are applied to the project group card view. If inheritance is disabled, the card view can be customized individually for the selected project.



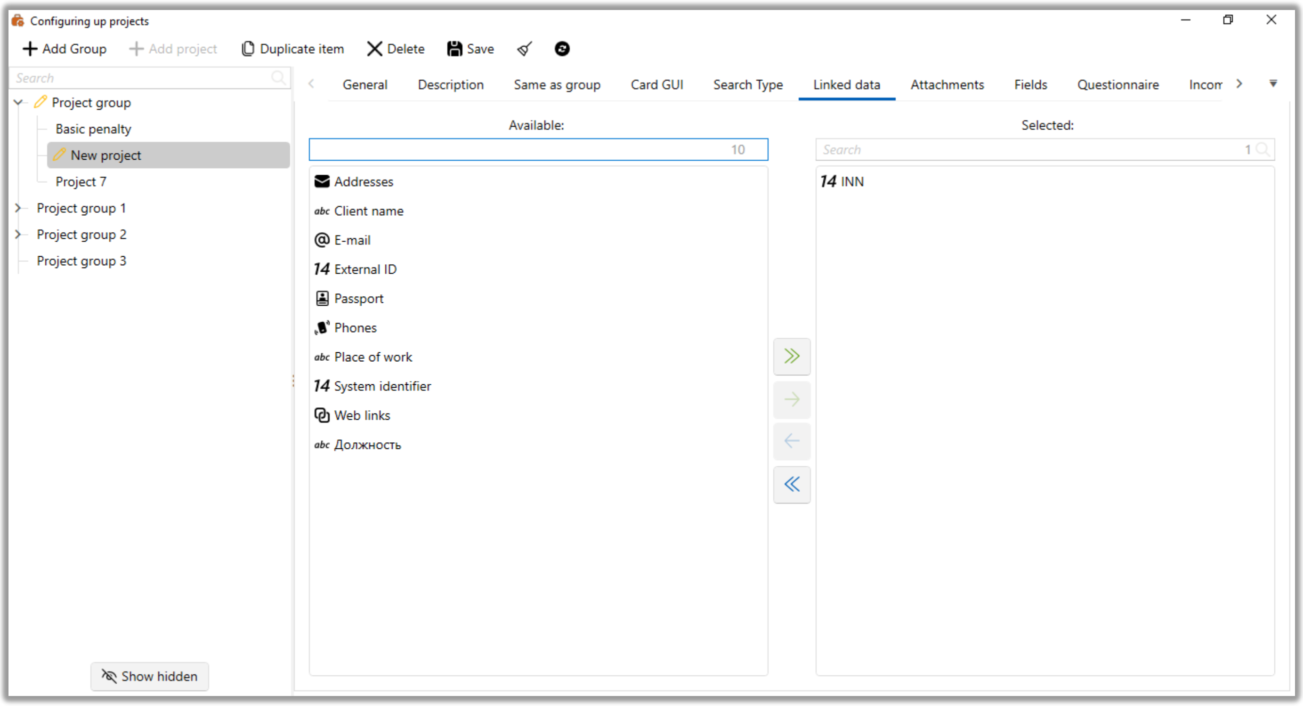
2.4.2.3.2.5 Search Type

The settings and operation of the [Search Type] tab are similar to the tab of the same name in the group settings (see section 2.4.2.3.1.6 for details). By default, the settings of the project group card view are applied to the project card view. If inheritance is disabled, the search view can be customized individually for the selected project.



2.4.2.3.2.6 Linked Data

On the [Linked Data] tab select fields by which the system will determine the relation between several loans of one client by the values of selected fields (they must not be empty). Linked loans will be displayed in a special insert [Linked Data] (if it has been added to the card view). It is possible to select fields: client's system identifiers (external and system), TIN, client's contact information (phone number, address, passport, Phio), any text fields. If no field is selected, the system will merge fields by TIN.



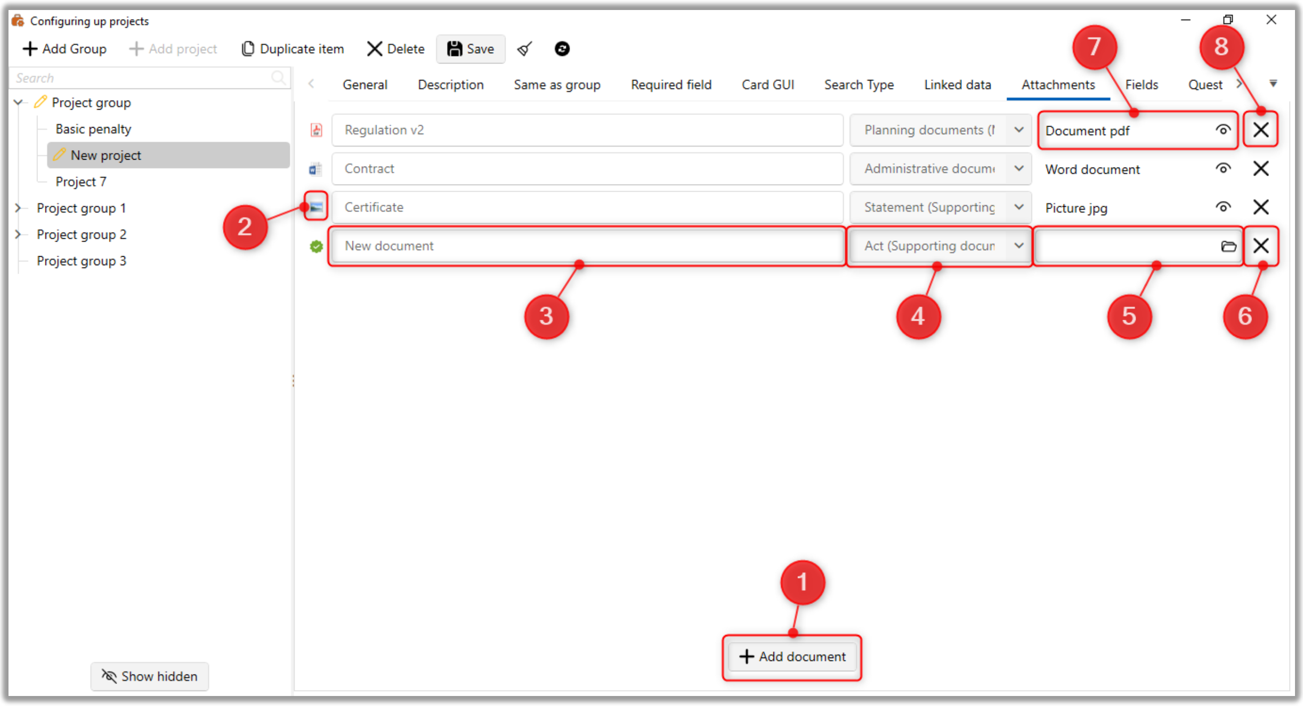
The [Available] block displays the created in the system fields of loans and clients of the above types.

The [Selected] block will display the fields that will be used to link the client's loans.

By moving fields from one block to another, the user can customize the necessary fields for building relations.

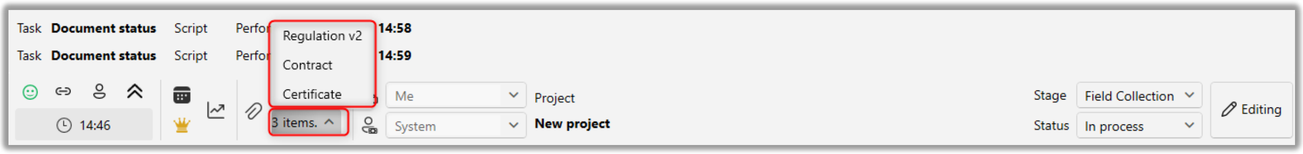
2.4.2.3.2.7 Attachments

The [Attachments] tab is used to upload documents that will be attached to each loan in the selected project. All uploaded documents are stored in the path specified in WPF (the system automatically distributes files into folders, depending on the directory from which they were uploaded).



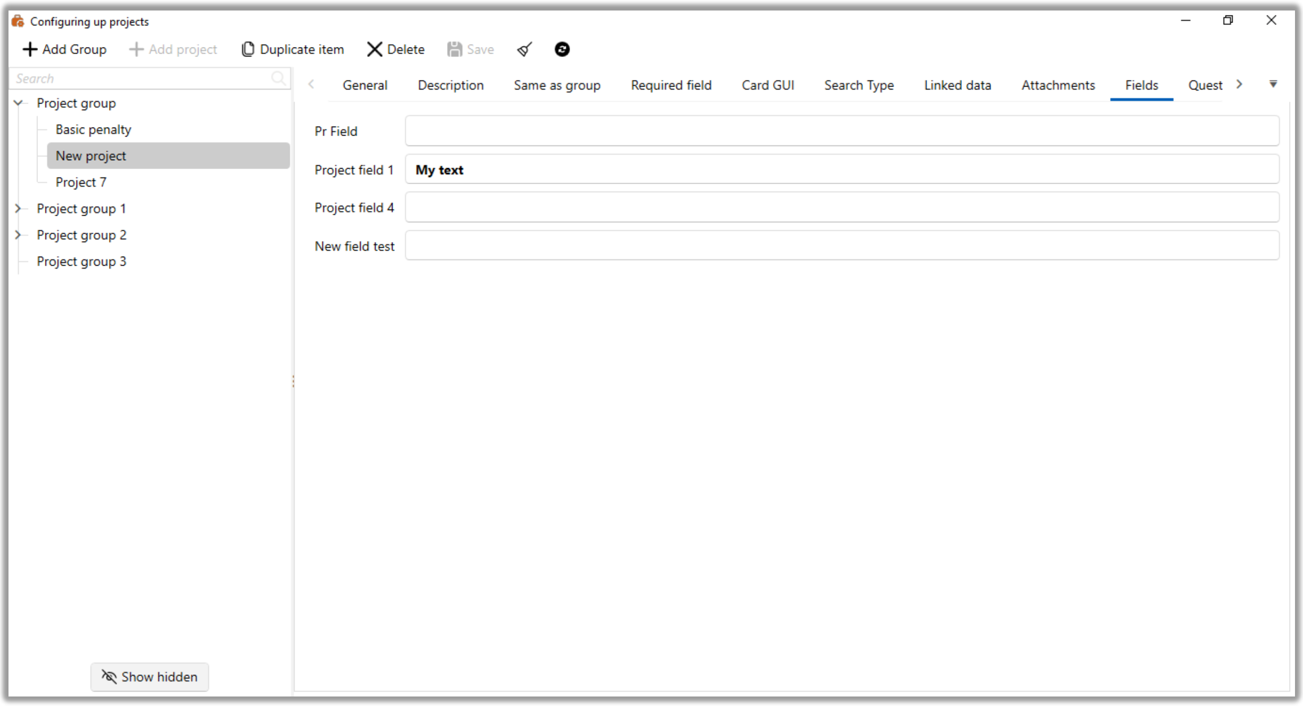
1. [Add document] — the button to add a new document to the project.
2. File type icon. Determined and set automatically depending on the selected file type, which was selected when adding an attachment.
3. Field for entering the document name that will be visible to all system users when working with loans in this project.
4. Document type selection (more details on setting document types in section 2.5.1.11.2).
5. Selecting the location of the document to be uploaded.
6. Button for deleting the added document.
7. After uploading a document, the extension of the uploaded file (Word, png, Excel, etc.) is displayed. You can view the required attachment by clicking the [View] button.
8. Button to delete the attachment.

Attached documents become available for users to view on the bottom panel in the project loan card.



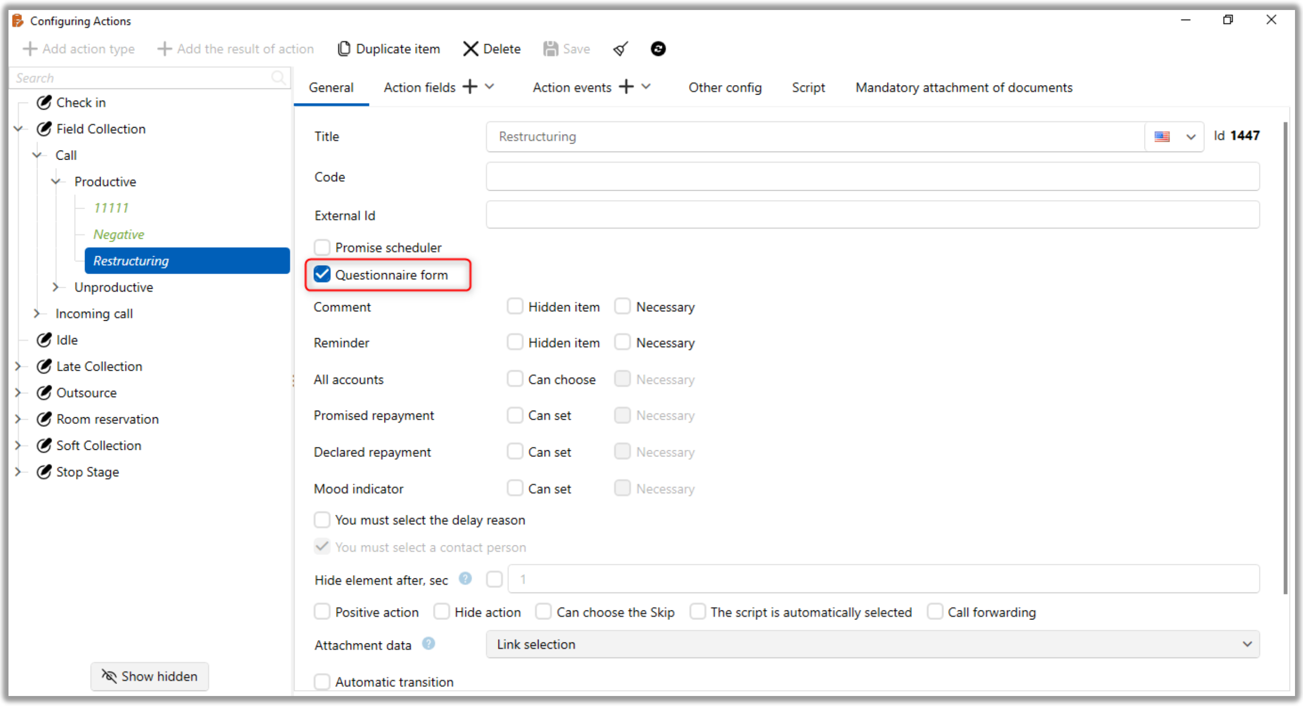
2.4.2.3.2.8 Fields

The **[Fields]** tab is used to enter general data for the project, which can be used to search for loans. The [Fields] tab displays the fields configured in the [Setting up the structure] menu, [Project Fields] functionality. These fields can be used in the search window and in the search results for loans. In the Loan card, the project name is displayed in the footer (bottom panel). When you click on the project name, the information is copied to the clipboard. In the role settings, on the [General Information] tab, using the [Change project] checkbox, you can enable the ability to change the current Loan project from the search results window (when selecting a new project for a Loan, the current Loan project is excluded from the selection list). The tab becomes available provided that there is at least one created project field in the system (more details about their setting and creation in the section 2.5.4.6).

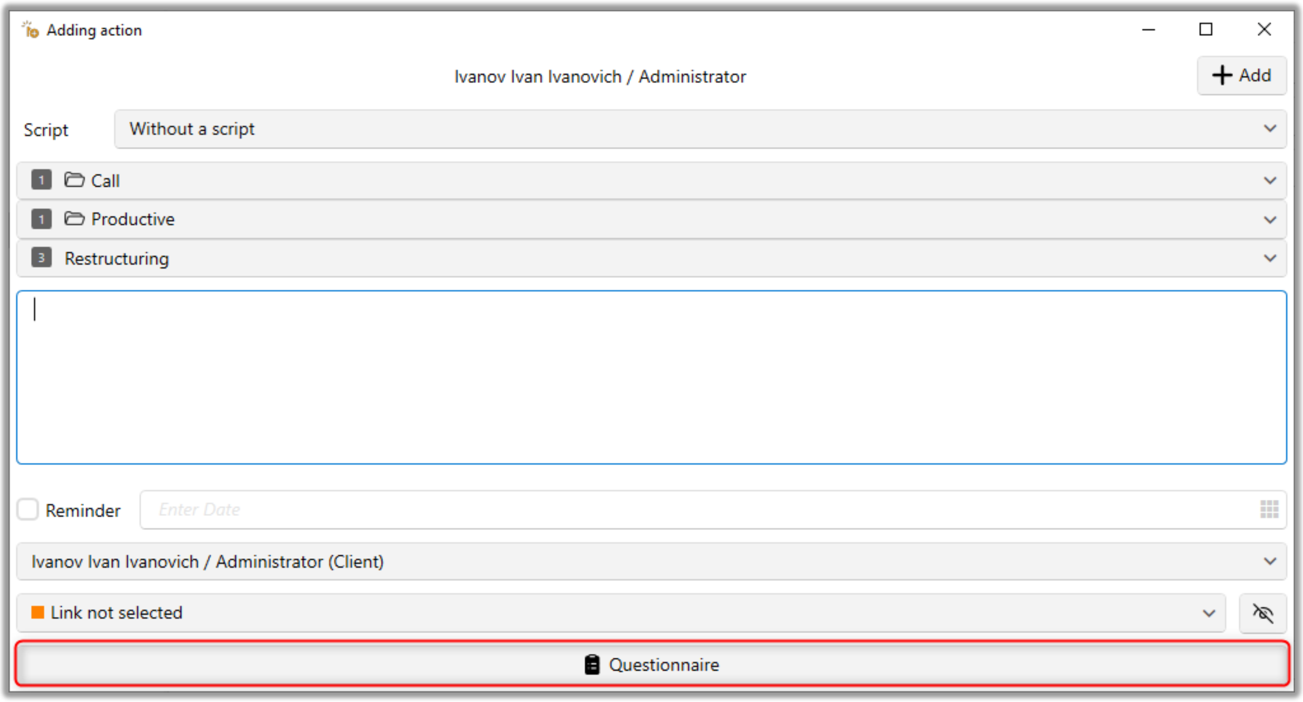


2.4.2.3.2.9 Questionnaire`

The [Questionnaire] tab is used to customize the fields of the data questionnaire. The functionality of the questionnaire allows you to confirm or deny the data provided by the client in the course of the survey by the operator. Also the questionnaire provides the possibility to edit information about the client. This questionnaire becomes available when you add an action in the entity card with the [Data Questionnaire] checkbox set in the settings.

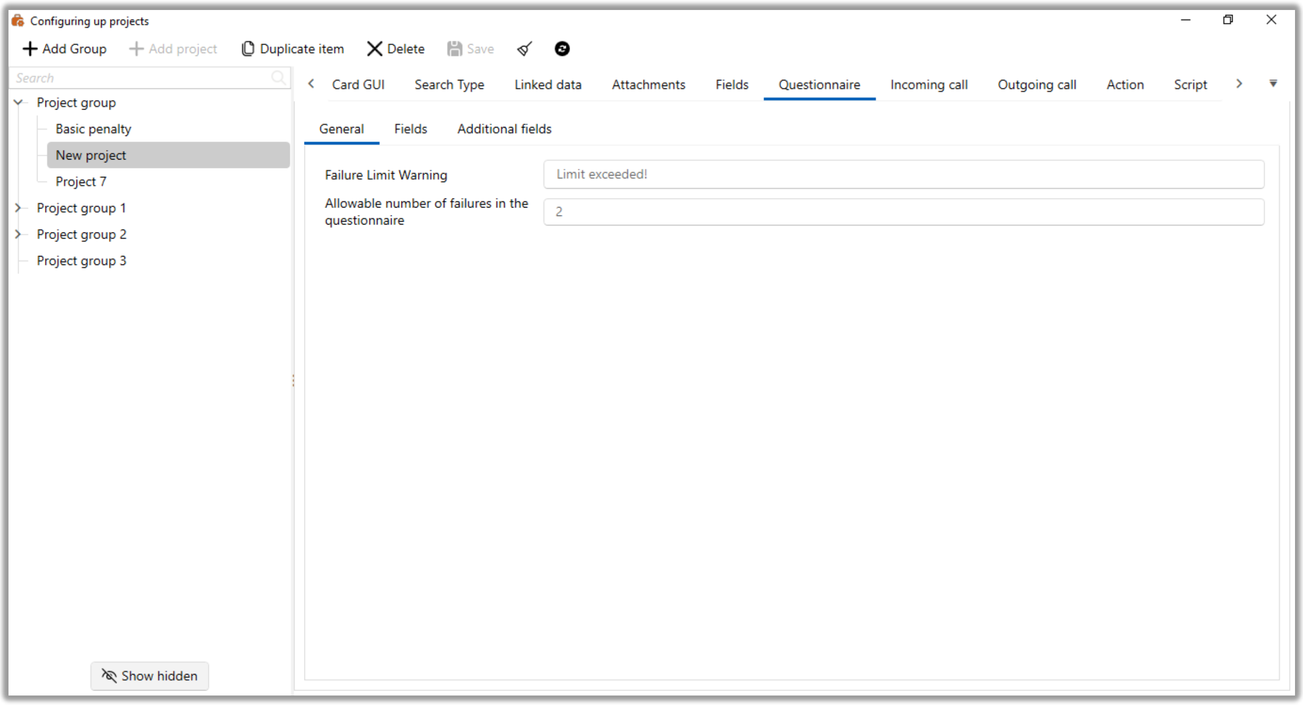


If the [Data Questionnaire] checkbox is checked as a result of an action, the [Questionnaire] button will appear at the bottom of the window when the action is added. If no questionnaire fields are selected, then the [Questionnaire] button will not appear in the Add Action window, even if the [Data Questionnaire] checkbox was checked as a result of the action. In the card itself the fields may not be filled in, this does not affect their display in the data questionnaire.

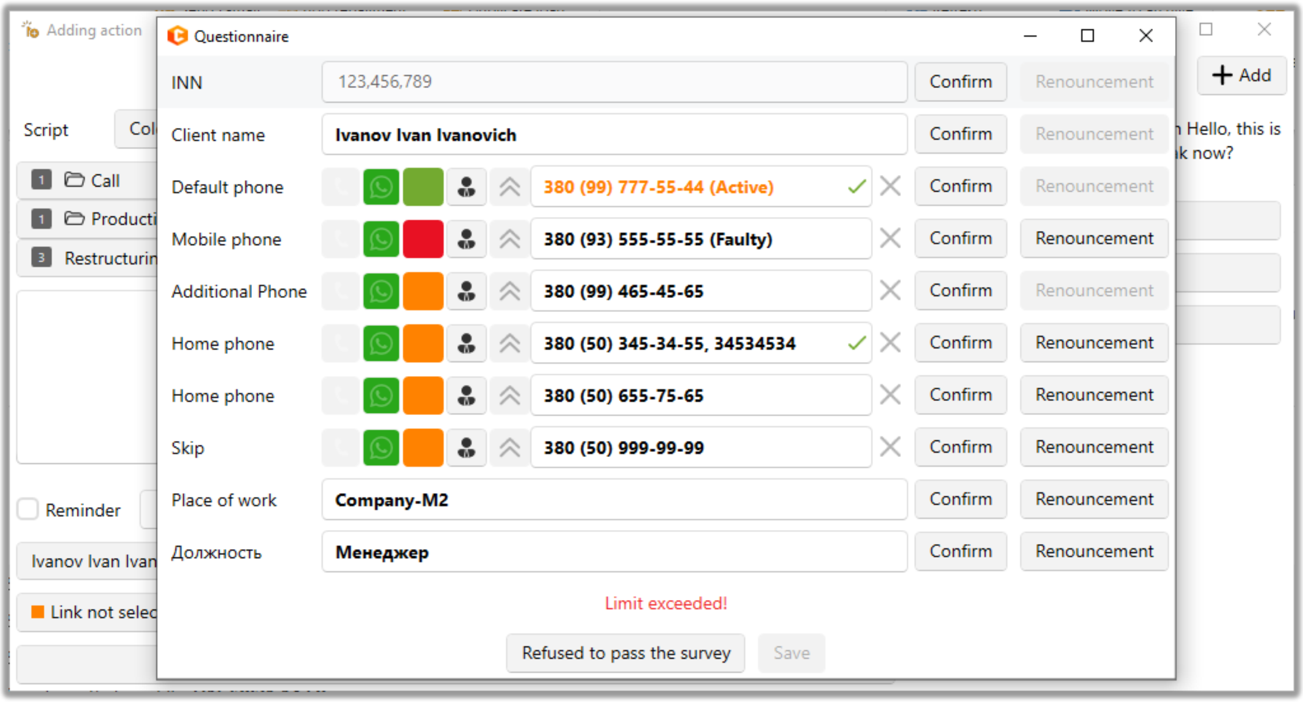


This tab is divided into three tabs: [General], [Fields], [Additional Fields].

The following parameters are configured on the [General] tab:



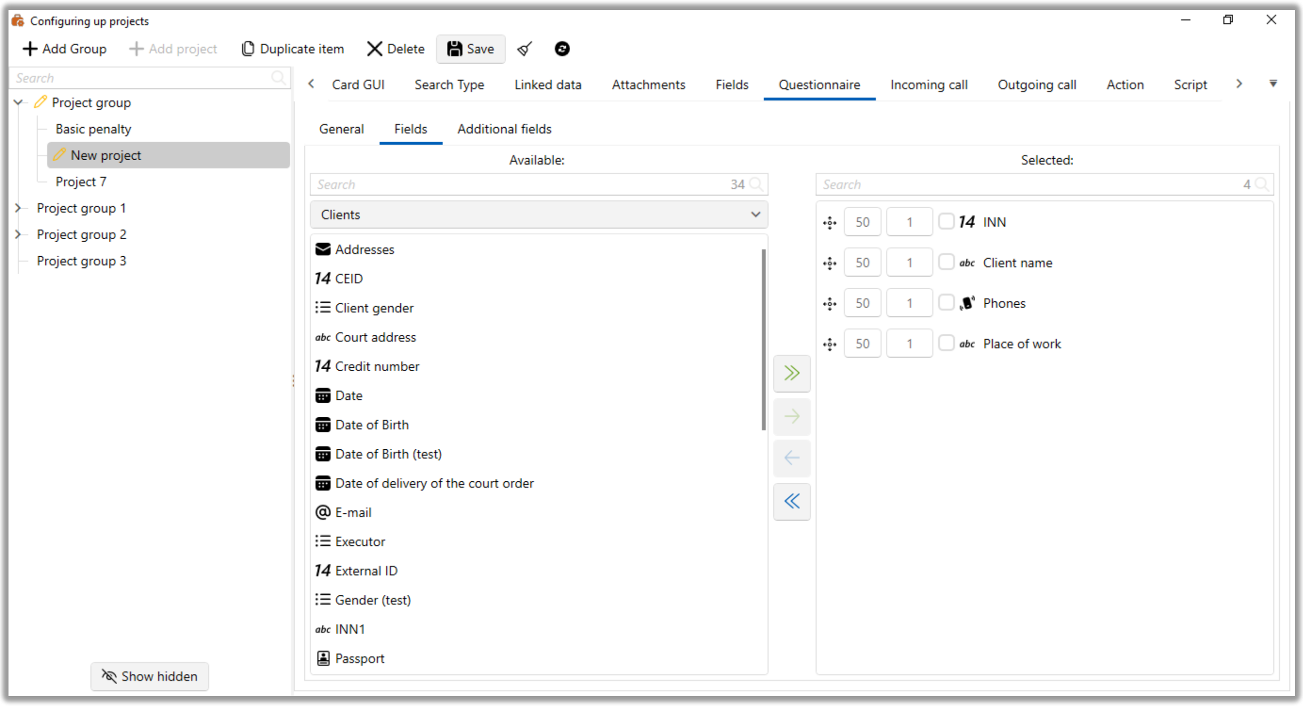
- [Failure Limit Warning] — enter in this field the information message that will be displayed to the user when the failure limit set in [Allowable number of failures in the questionnaire] is exceeded.



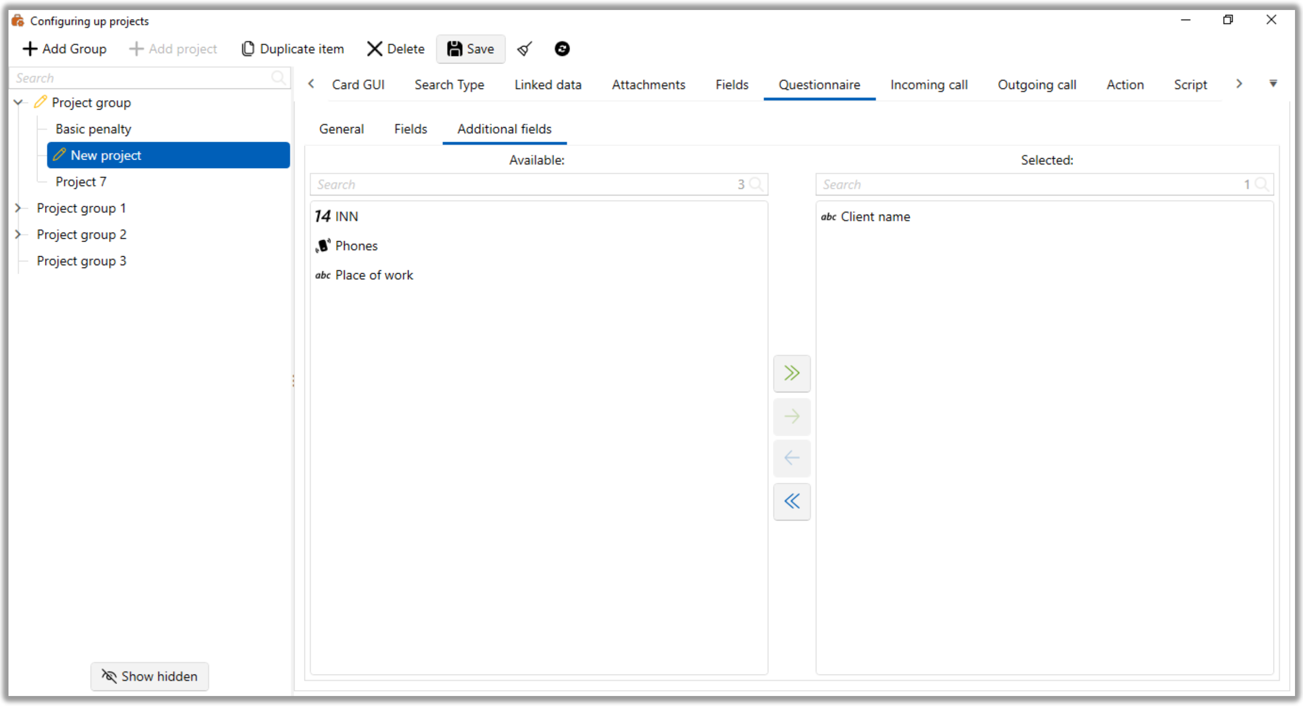
- [Allowable number of refusals in the questionnaire] — setting the limit of using the [Refusal] option when filling out the questionnaire, after it is exceeded the user will see the information message specified in the previous parameter. It can be set from 0 to 65535.

There are two blocks on the [Fields] tab: [Available] and [Selected]. The [Available] block contains all client fields created in the system (more details in section 2.5.4.1), and the [Selected] block contains fields that will be added to the questionnaire and will be mandatory to confirm or reject when filling out the questionnaire. Without selecting [Confirm] or [Deny] the [Save] button will not be available. To move fields from [Available] to [Selected], use the appropriate navigation buttons or by double-clicking the required field with the right mouse button.

In the selected fields you can change the order of display in the questionnaire. To do this, drag the desired field to the desired position in the list. You can also specify the width, height and separator of the field. All these display parameters will be visible in the questionnaire itself when you call it.



The [Additional fields] tab displays the selected fields in the [Fields] tab, which can be made optional for confirmation or rejection when users fill out the questionnaire. To do this, move the required fields from the [Available] block to the [Selected] block.



The [Save] button will be available even if [Confirm] or [Cancel] has not been set in the fields that have been selected as optional.

The system implements the possibility of viewing the history of filling in the questionnaire by users. After confirmation or refusal to pass the questionnaire, the corresponding records will be displayed on the onclick with a special insert [Complete History] and in the brief work history. In order to see the data, you need to click on the added action.

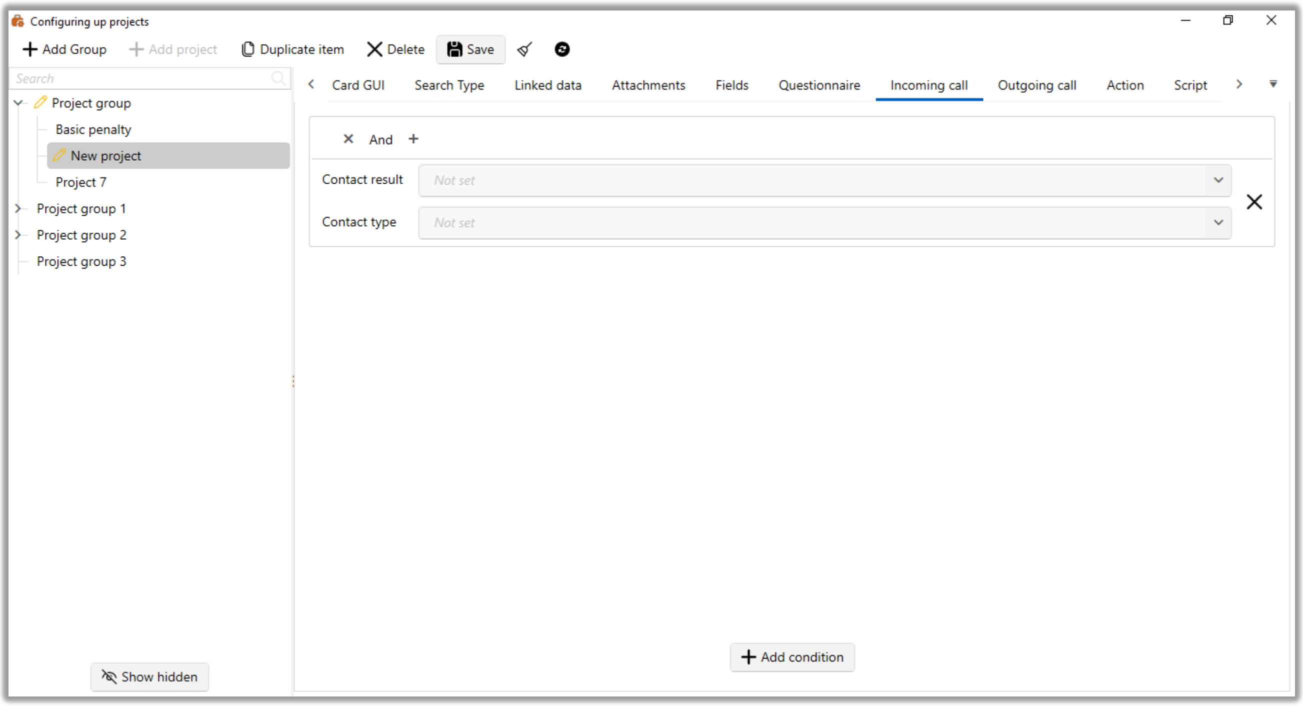
In case of complete refusal to take the questionnaire, the entry [Refused to take the questionnaire] will be present.

When the data is validated, the questionnaire will display an entry in the format: [Actualization of questionnaire data: [Date and time], Confirmation by fields (field name), Rejection by fields (field names)].

When the data in the questionnaire is changed, a record will be displayed in the format: [Updating Questionnaire Data: [Date and time], Name of changed fields — their new value (old value)].

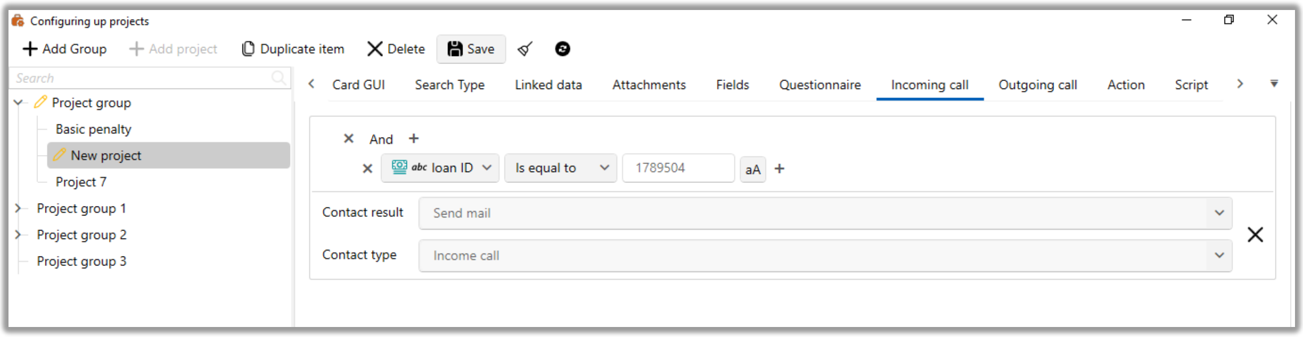
2.4.2.3.2.10 Incoming Call

In the **[Incoming Call]** tab you can configure automatic opening of the window for adding an action with an already selected action result during an incoming call. To do this, click the [Add Condition] button on the [Incoming Call] tab.



In the formula setting you need to specify the loan/customer field and set its value. In the contact result setting you should select the result of the action, which will automatically open in the Add Action window if the value of the field specified above matches the value of the card field during an incoming call.

Let's look at an example:

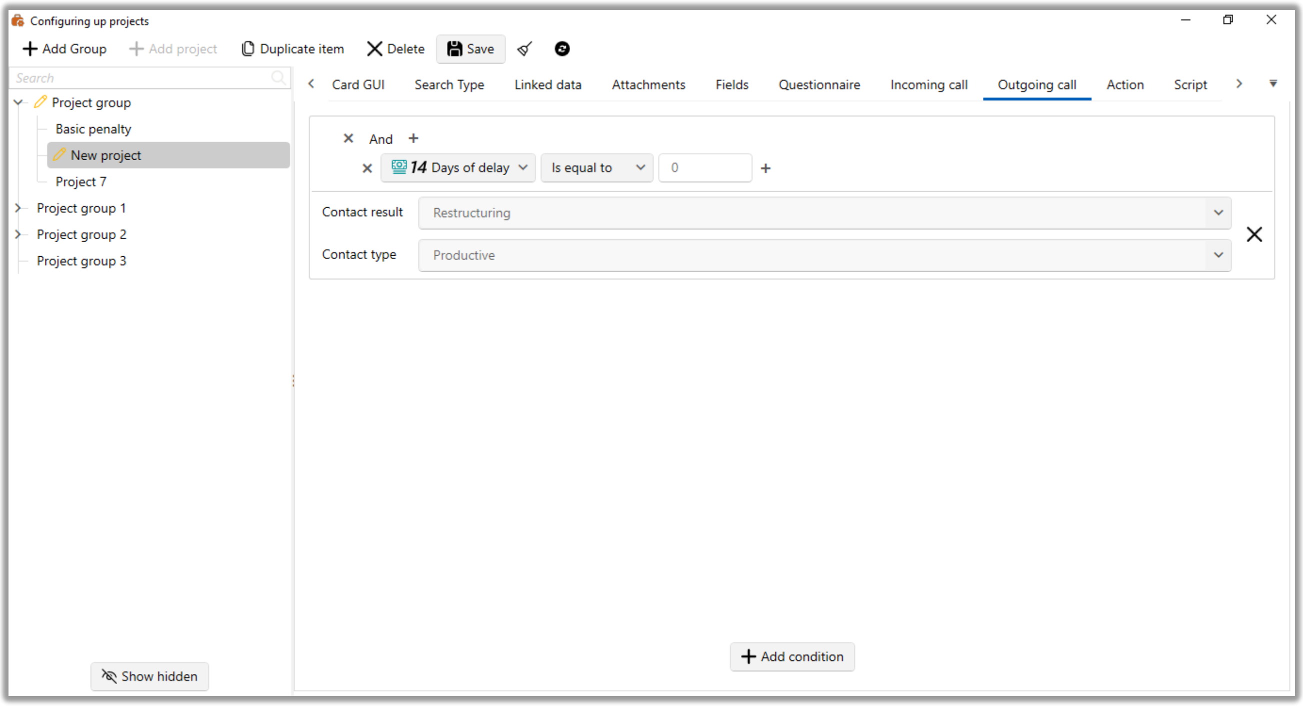


On an incoming call, if a loan card has a [Loan ID] field equal to 1789504, the Add Action window will automatically open with the [Send Email] result already filled in.

2.4.2.3.2.11 Outgoing Call

In the **[Outgoing Call]** tab you can configure automatic opening of the Add Action window with an already selected action result during an outbound call. In the formula setting you need to specify the Loan/customer field and set its value. After that in the contact result setting you should select the action result, which will be automatically opened in the action adding window if the value of the field that was set above coincides with the value of the card field during the outgoing call.

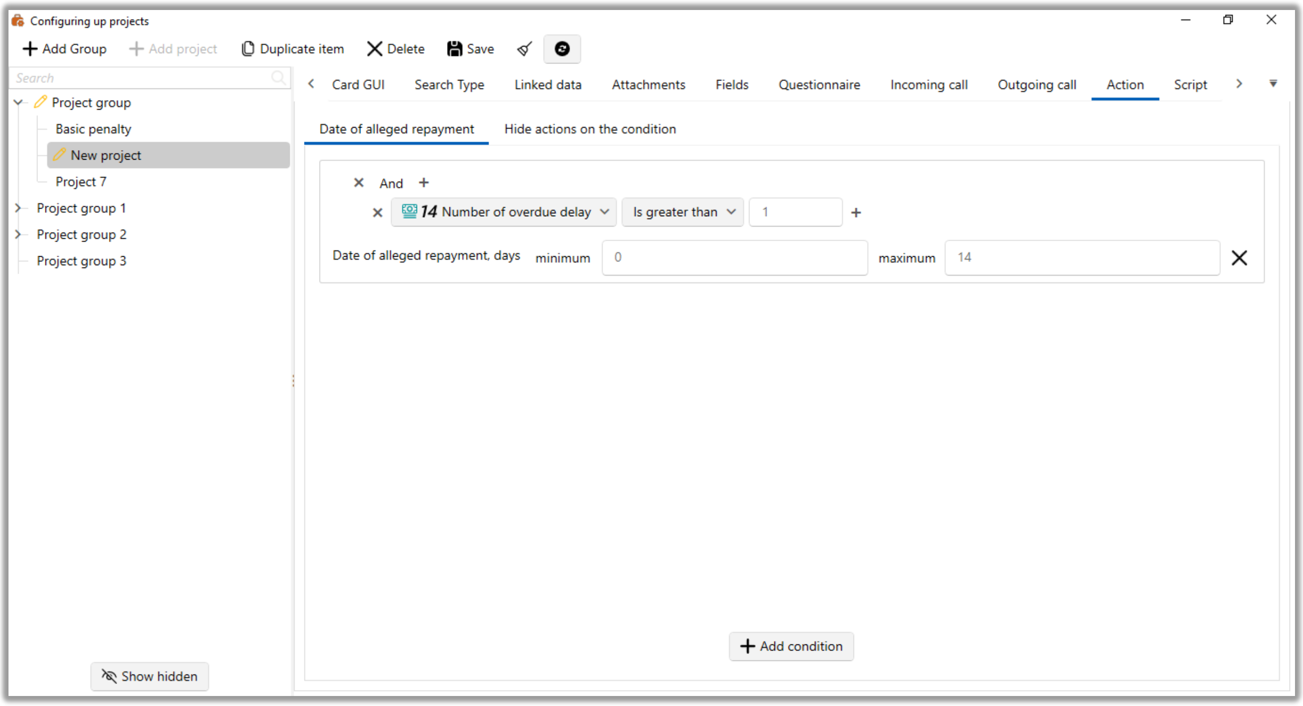
For example, during an outgoing call, if the [Days of delay] field of a loan card is 0, the Add Action window will automatically open with the [Restructuring] result already filled in.



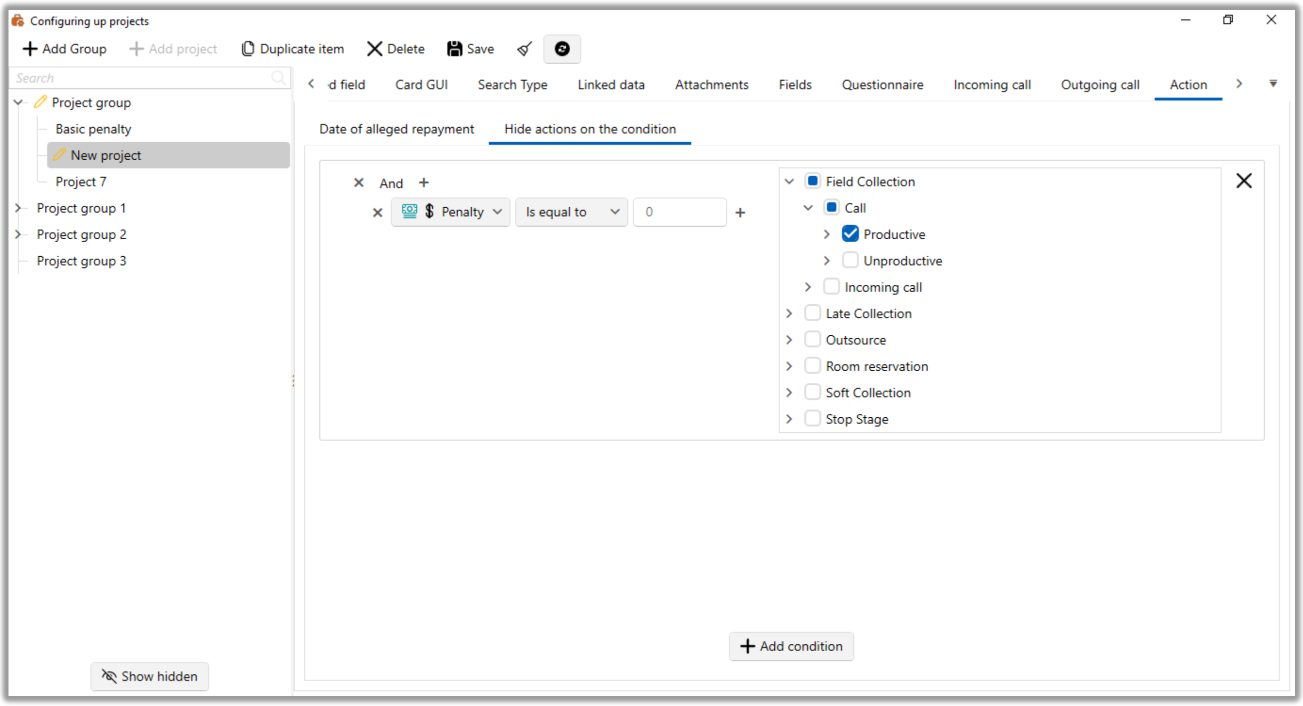
2.4.2.3.2.12 Action

On the [Action] tab you can customize the ability to set the Promised Repayment Date Limit when adding an action. When adding a condition it is possible to set the interval of days for selecting the date.

On the [Action] tab. [Promised Repayment Date] is configurable the ability to set the Limit of Promised Repayment Date when adding an action. When you add a condition, you can set the interval of days for selecting the date. For example, if the value of [Number of overdue delay] is greater than 1, the maximum and minimum stated repayment date can be set to 7 and 14 days respectively.



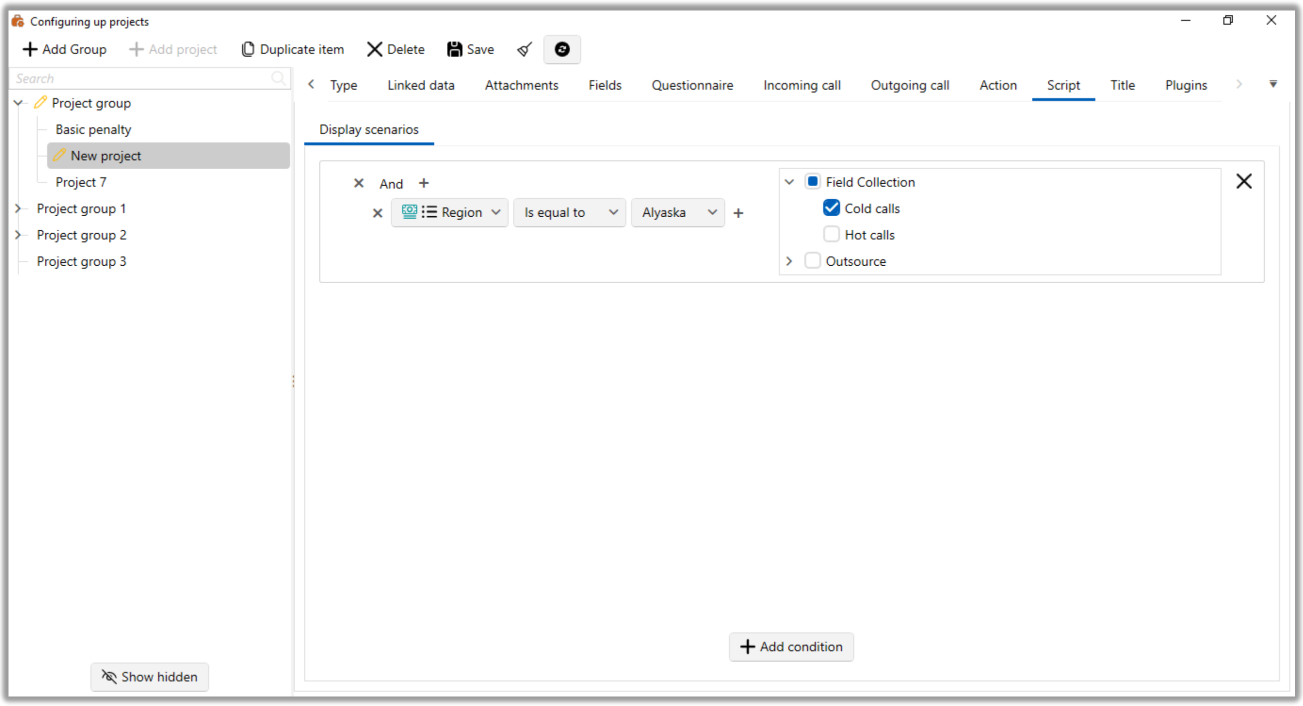
On the [Hide Actions by Condition] tab, you can set the condition that makes adding a certain action to the Loan card available or unavailable. If a checkbox is selected for an action and the condition matches, the action will become unavailable. For example, if the [Penalty] field in the loan card of this project is 0, the [Unproductive] action will be hidden.



2.4.2.3.2.13 Script

The **[Script]** tab is used to customize the conditions for displaying work scenarios when adding an action for the loans of this project, taking into account the stage of the current Loan card of this project. If the [Display scenarios by project when adding an action for all stages] checkbox is selected in the general system settings, all work scenarios that meet the specified conditions will be displayed, regardless of the stage.

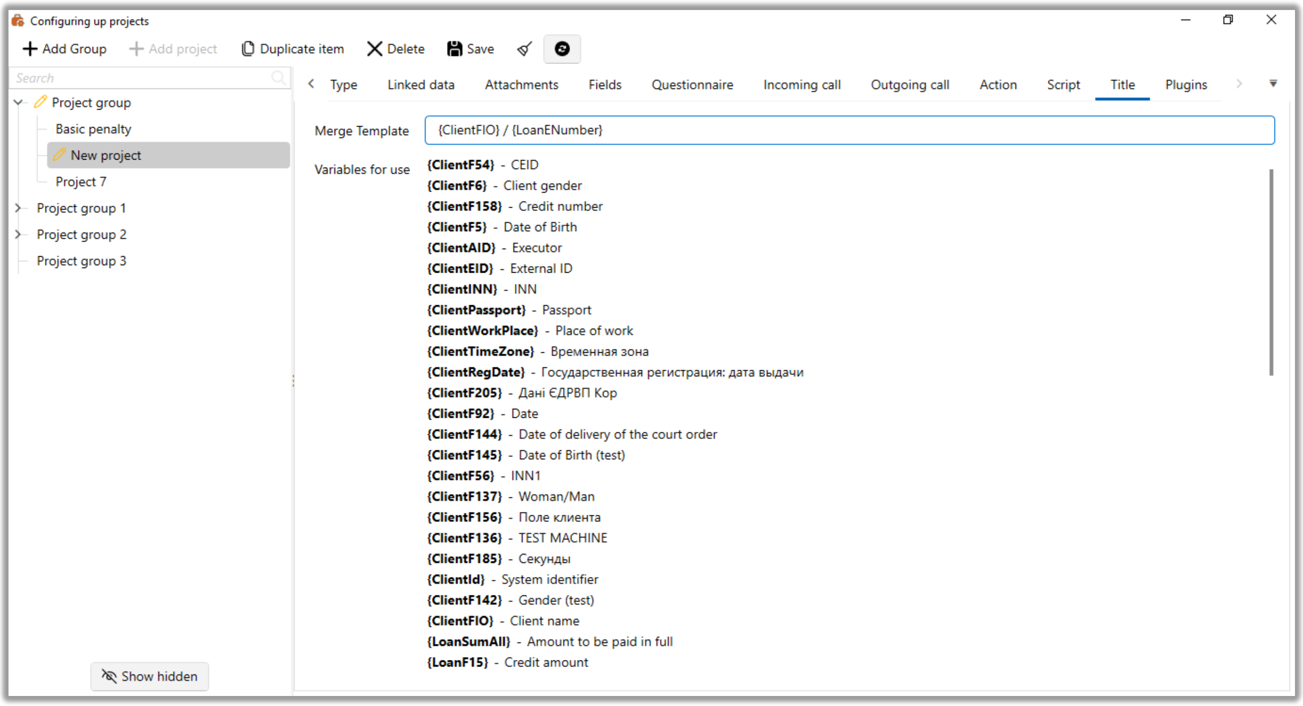
For example, if the [Loan Region] field in the loan of this project is set to [Alaska], only the checked work scenario [Cold Calls] will be available for selection when adding an action.



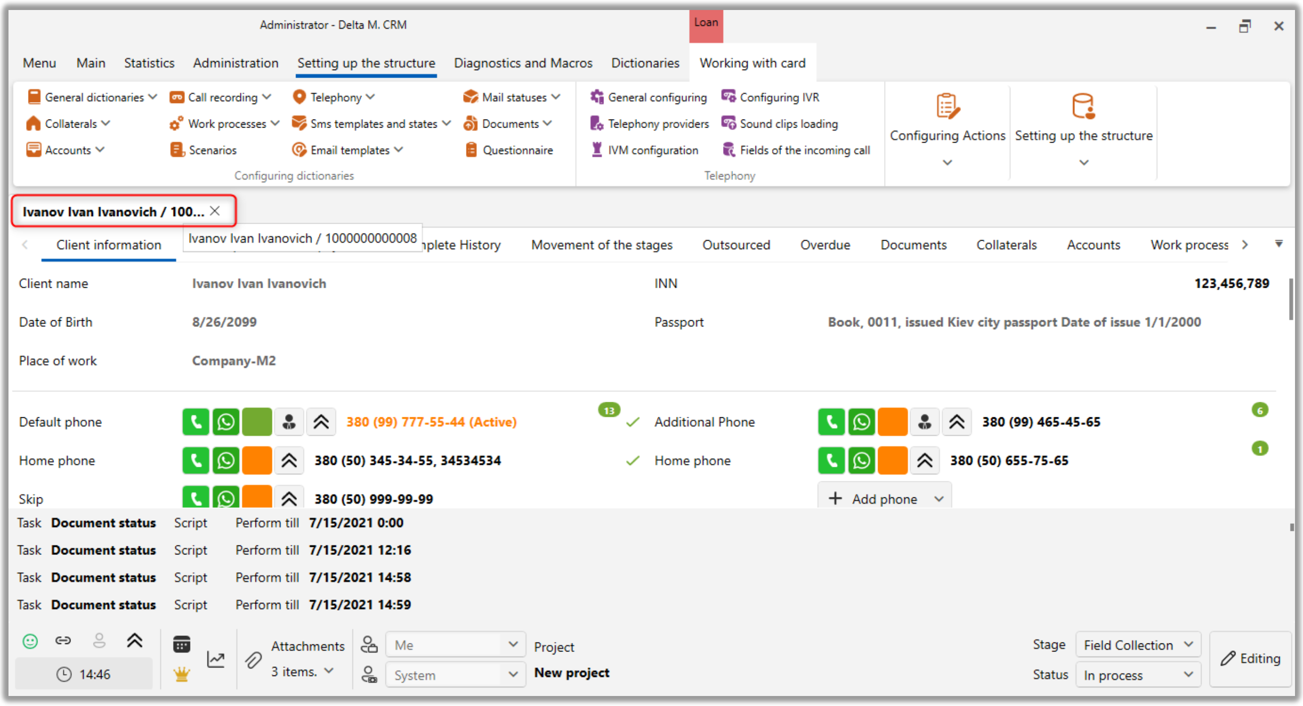
2.4.2.3.2.14 Title

The [Title] tab contains fields for loans and customers (how they are labeled in the customer and Loan cards). These fields can be used as variables to form the title of the title of the loan card tab. You can copy the variable next to the field name and paste it into the [Merge Template] field. The [Merge Template] field allows you to specify variables, delimiters, and text that will appear in a specific order and format in the title of the Loan card tab header for this project.

For example, you can customize that the name of the client and the value from the [Amount to be fully repaid] field are displayed in the title of the loan cards.

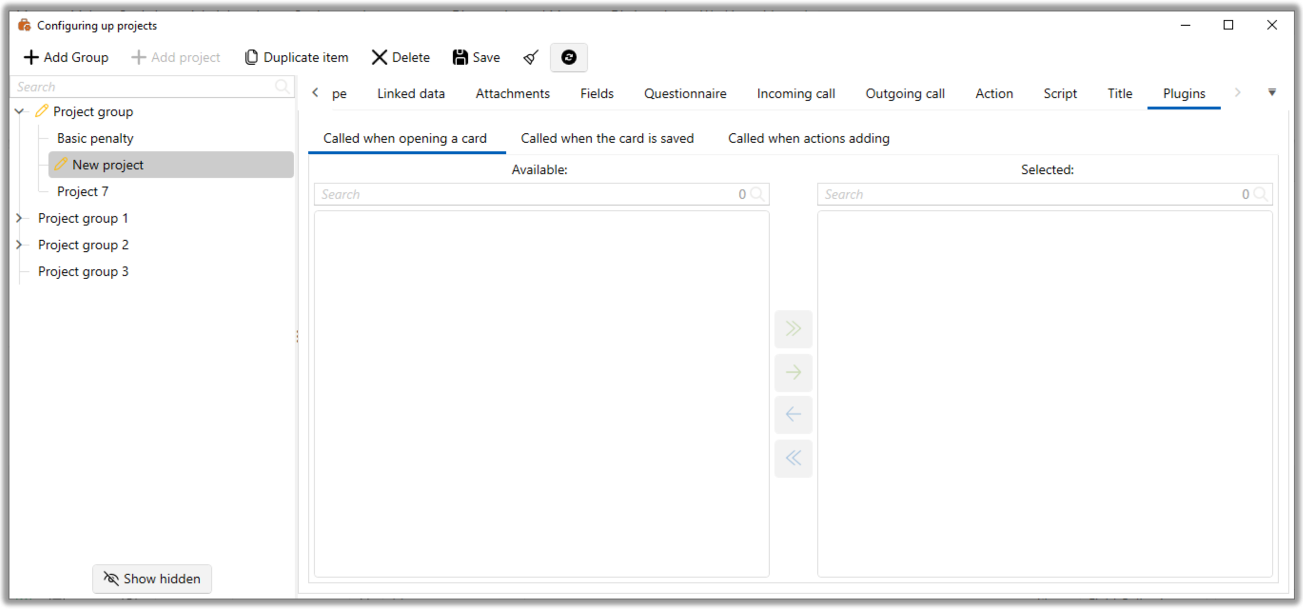


What it will look like in the system:



2.4.2.3.2.15 Plugins

The **[Plugins]** tab displays the list of available Plugins for the project that match the call conditions (Plugins can have different types of call and display in the system). Plugins are organized into sub-tabs depending on the type of call to the event of opening a card, saving or adding an action to a card.



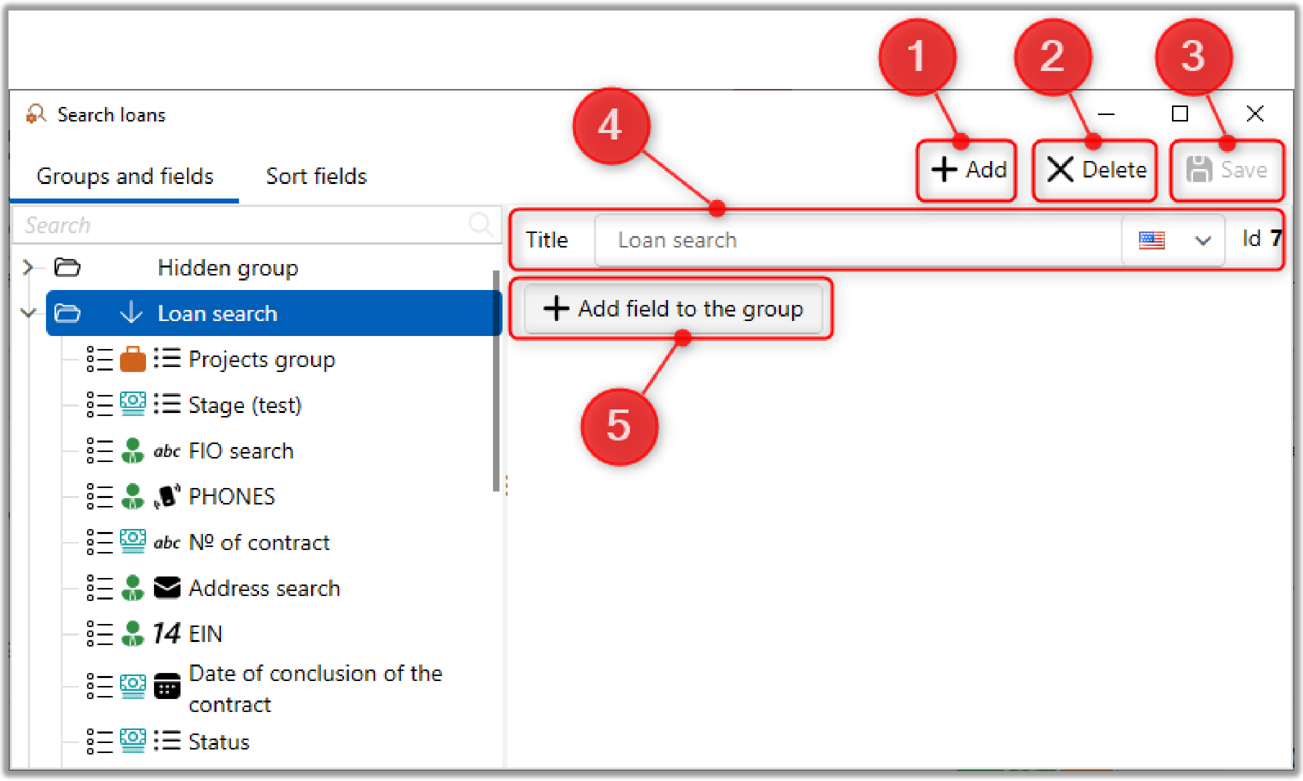
2.4.2.4 Configuring Search

The [Configuring Search] module allows you to customize searches for loans, customers, collateral, call records, and documents, and to customize the information displayed in the search results.

2.4.2.4.1 Search loans

In the [Search loans] window the user adds and customizes the search by customer loans.

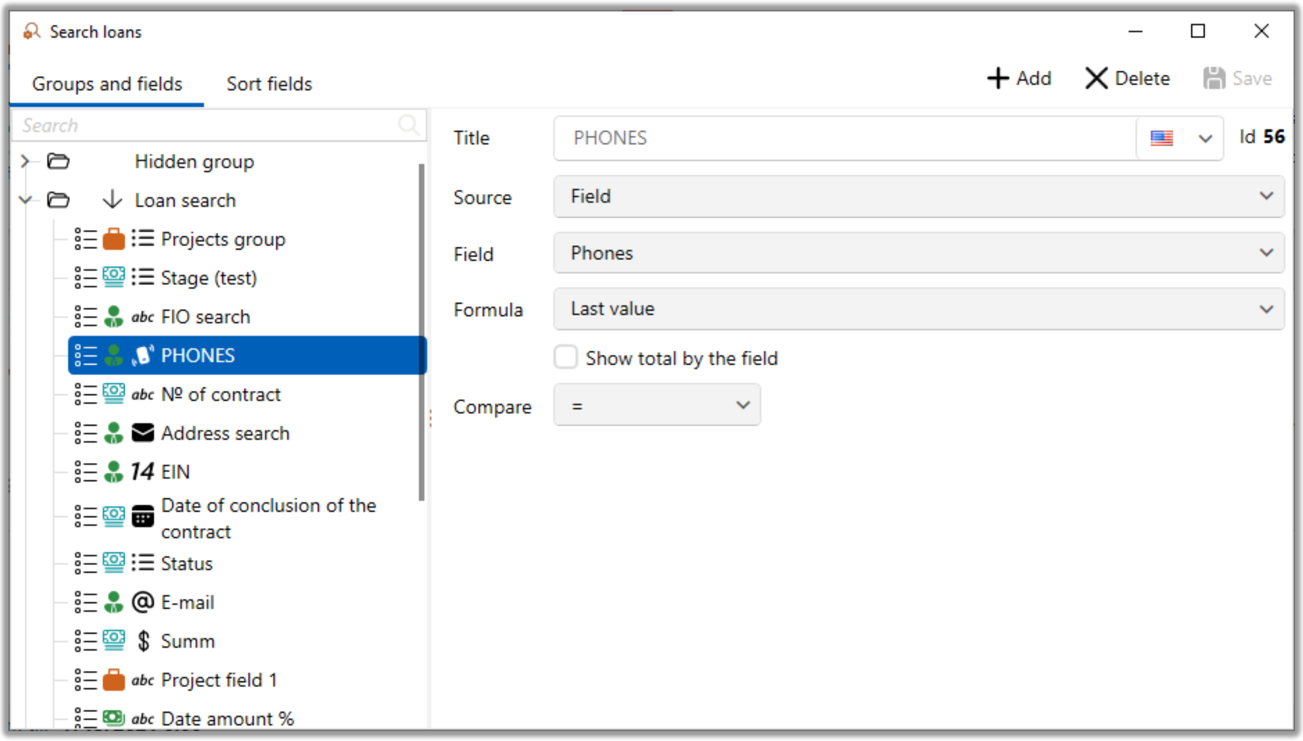
The [Groups and fields] tab is used to customize the form of search by loans, which will be displayed to users when working with the [Search loans] module.



1. [Add] — creation of a new group containing search fields. The hidden group is created by default by the system and is not displayed in the search form.

2. [Delete] — delete the selected field or group.
3. [Save] — apply the changes made.
4. [Title] – group name.
5. [Add field to group] — add a new field to the selected group.

The following settings are available for the added fields in the Loan search filter:



[Title] — enter a name for the added field, you can also specify a name for several languages.

[Source] — select the type of source. The following types are available:

- [Project] — system and user fields of the [Projects] entity;
- [Repayments] — main fields of the [Repayments] entity;
- [Actions] — main and additional fields of the [Action] entity (module [Action Types and Results]);
- [Document] — fields of the [Documents] entity;
- [Users] — main and additional fields of the [Users] entity;

- [Tasks] — main and additional fields of the entity [Tasks];
- [Collateral] — main and additional fields of the [Collateral] entity;
- [Amortization schedule] — main fields of the entity [Amortization schedule];
- [Process] — main and additional fields of the entity [Process];
- [Process Action] — main and additional fields of the entity [Work Processes];
- [Queues] — system fields of the entity [Queues];
- [Strategy] — main fields of the entity [Strategy];
- [Settlement fields] — active settlement fields that were created in the [Settlement fields] module.
- [E-mail sending history] — system fields of the [E-mail] entity;

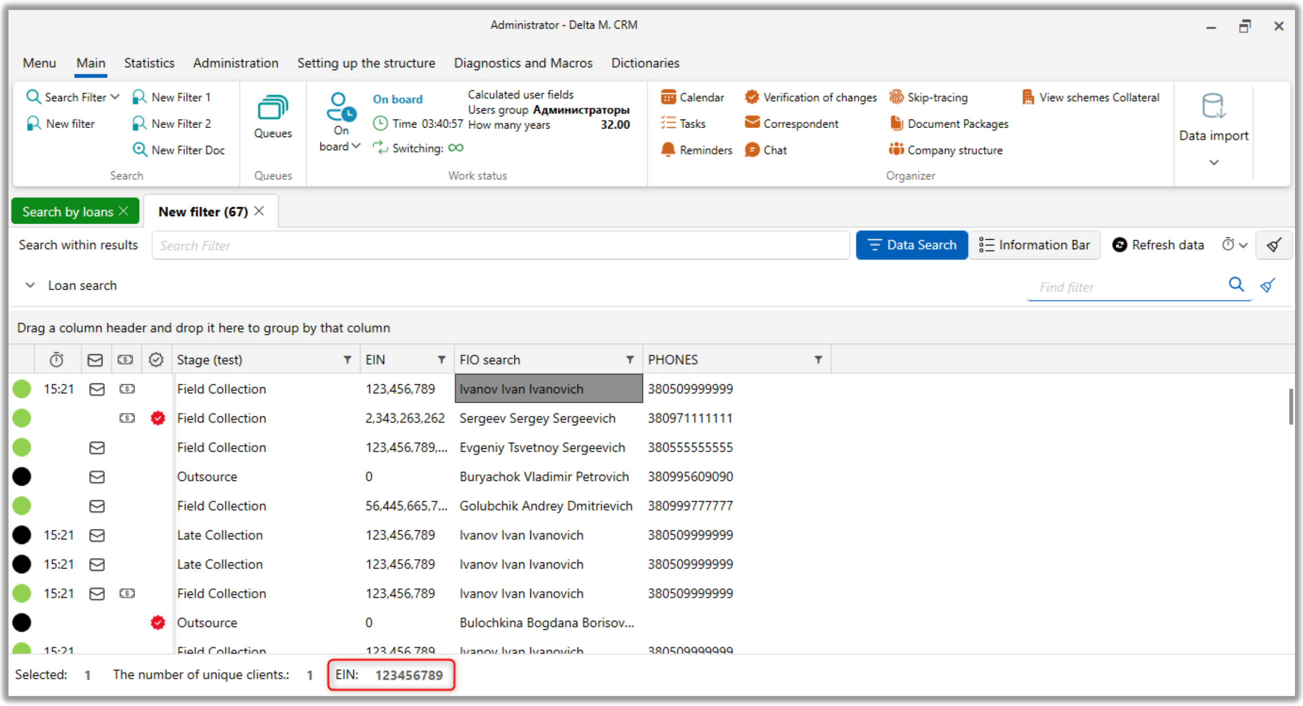
[Sms sending history] — system fields of the [Sms] entity;

- [Linked persons] — custom fields of clients;
- [Strategy] — system fields of the [Strategy] module;
- [Accounts] — system and custom fields of the [Accounts] entity.

[Field] — selection of field depending on the specified source;

[Formula] — setting the formula for the selected field.

[Display field total] — display the field total value in the bottom line of search results for the selected element. If several items are selected, the value will be displayed according to the specified formula.

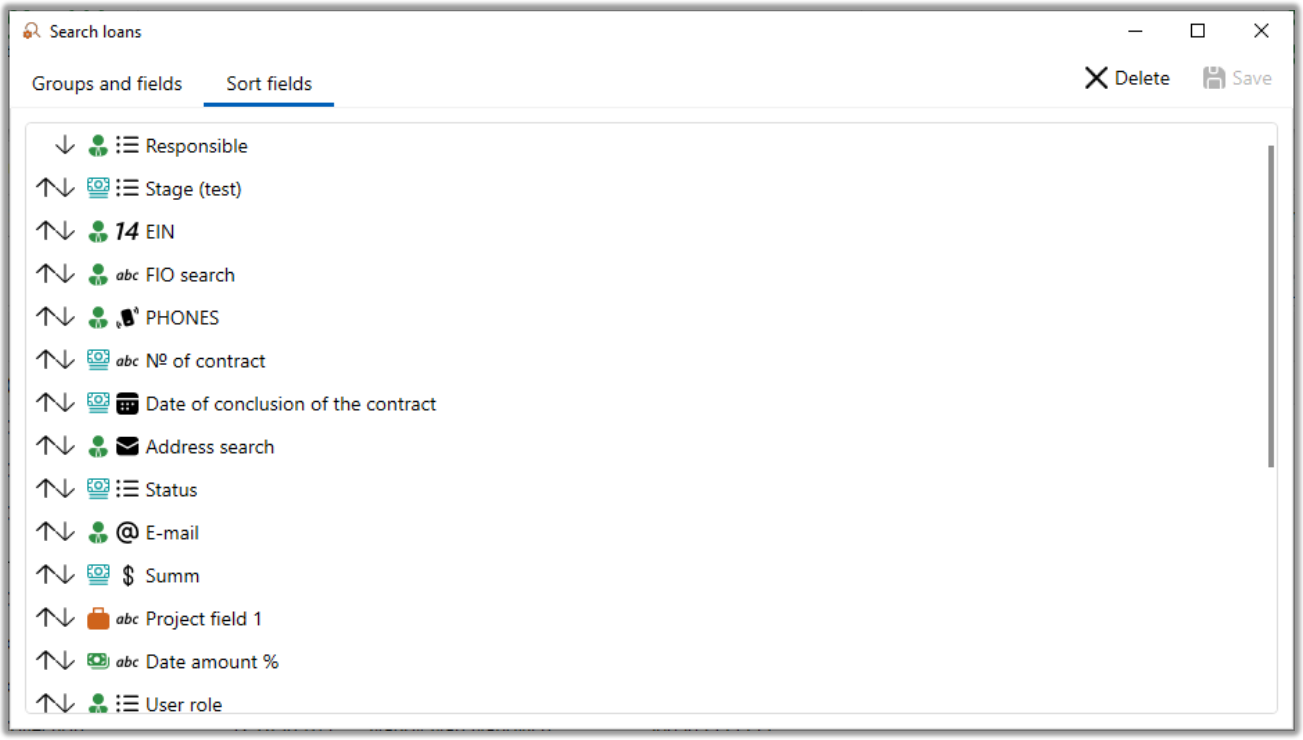


[Convert financial values to default currency] — convert fields in search results containing currency values to default currency, according to the set rate. Not for all field types.

[Compare] — selection of the comparison type to be set in the default search form. Comparison is not available for all types of fields.

The added fields in the search filter will be displayed in the set order. To change the display order, left—click on a field and drag it to the required position.

On the [Field Sorting] tab you can customize the order of displaying columns with data in the search results.



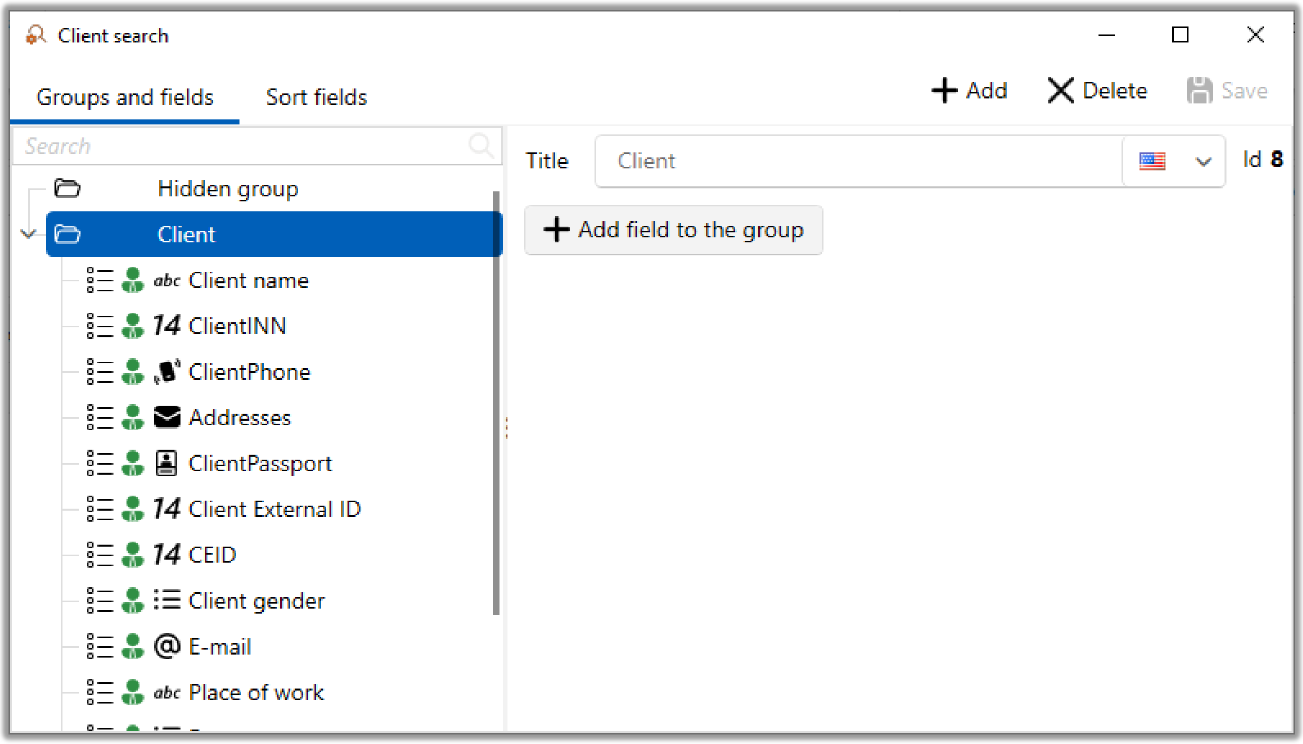
Click the [Save] button to apply the settings you have made.

NOTE: to display added loan fields in the search form and search results, you must add them in the role settings (see section 2.4.1.1 for details). Also note that the search results will not display fields that were not selected in the search view settings for projects.

IMPORTANT: search by loans is not available without configured search by clients.

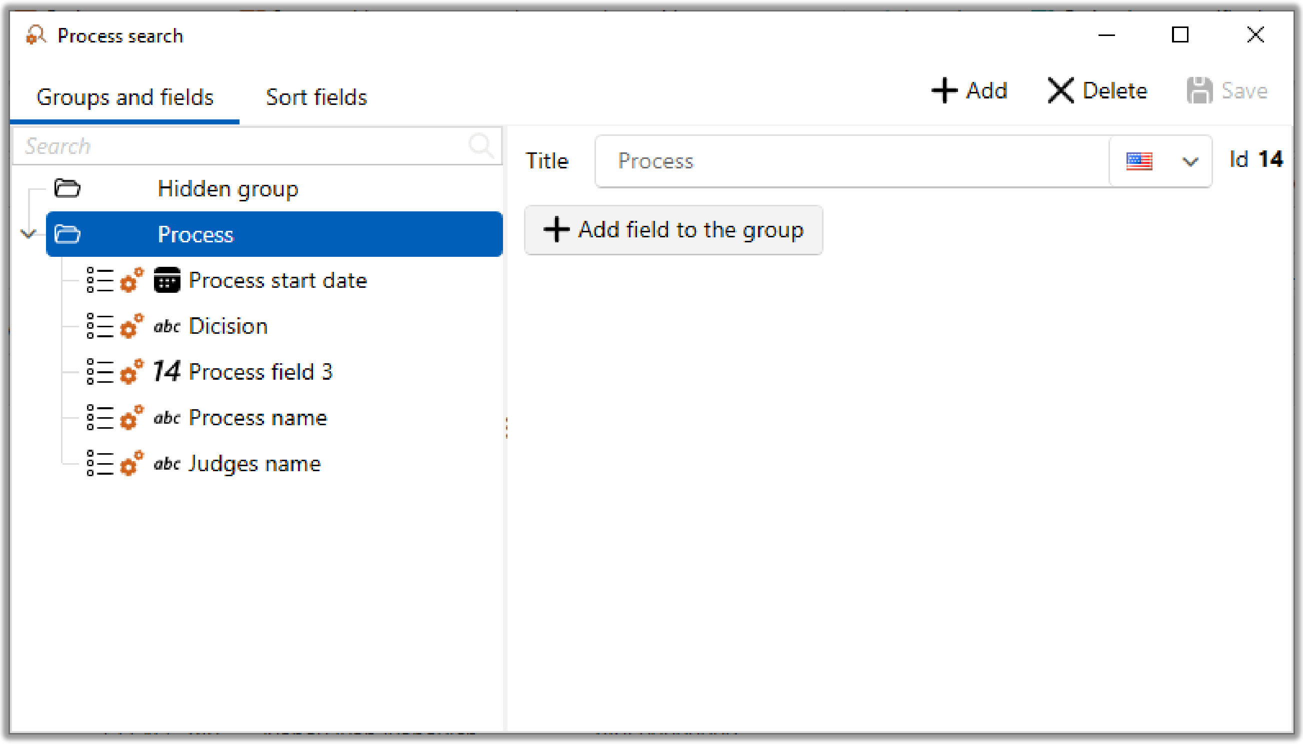
2.4.2.4.2 Client search

The [Client search] window customizes the search by customer and also customizes the view of search results. The settings of the search parameters are similar to the settings of the loan search (more details in the section 2.4.2.4.1).



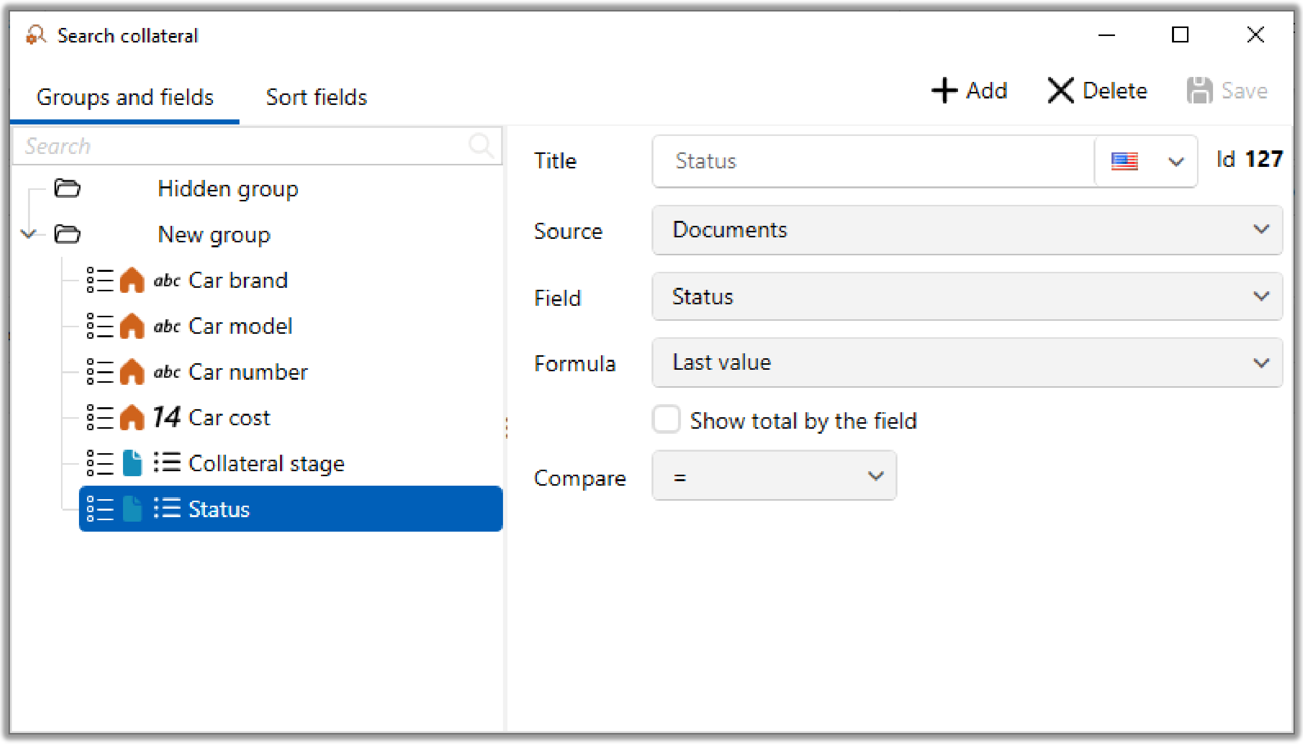
2.4.2.4.3 Process search

In the [Process search] window customizes the search by processes created in the system, and also customizes the search results view. The settings of the search parameters are similar to the settings of the loan search (for more details see section 2.4.2.4.1).



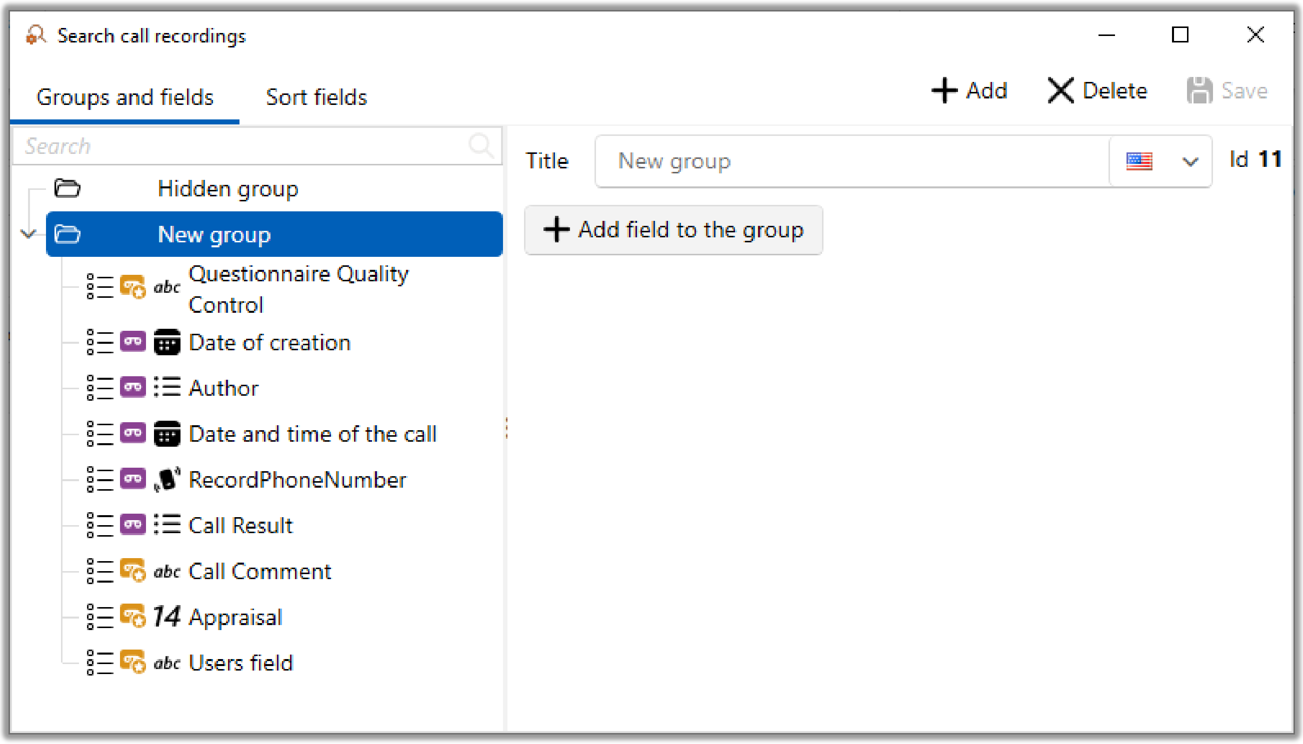
2.4.2.4.4 Search collateral

The [Search collateral] window customizes the collateral search, and also customizes the view of search results. The settings of the search parameters are similar to the settings of the loan search (for details, see the section 2.4.2.4.1).



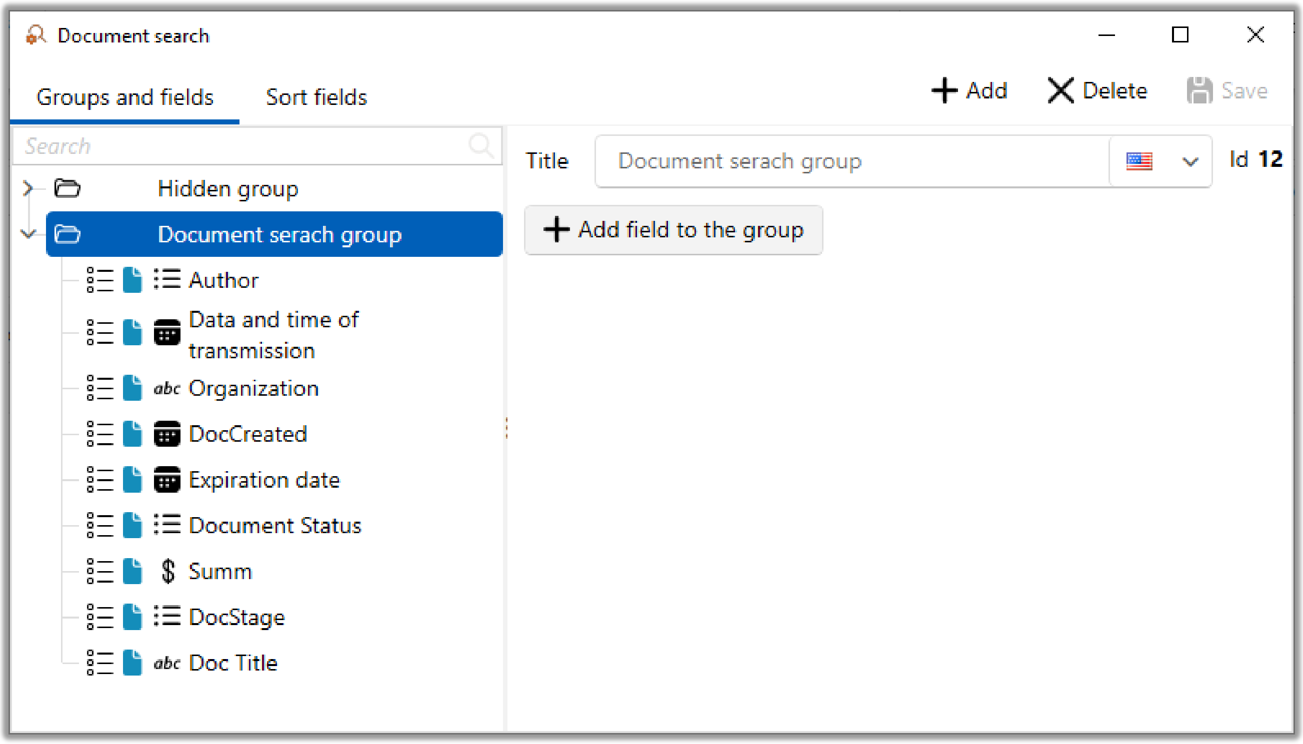
2.4.2.4.5 Search call recordings

In the [Search call recordings] window, you configure the search for conversation records, and customize the view of the search results. The settings of the search parameters are similar to the settings of the loan search (for details, see section 2.4.2.4).



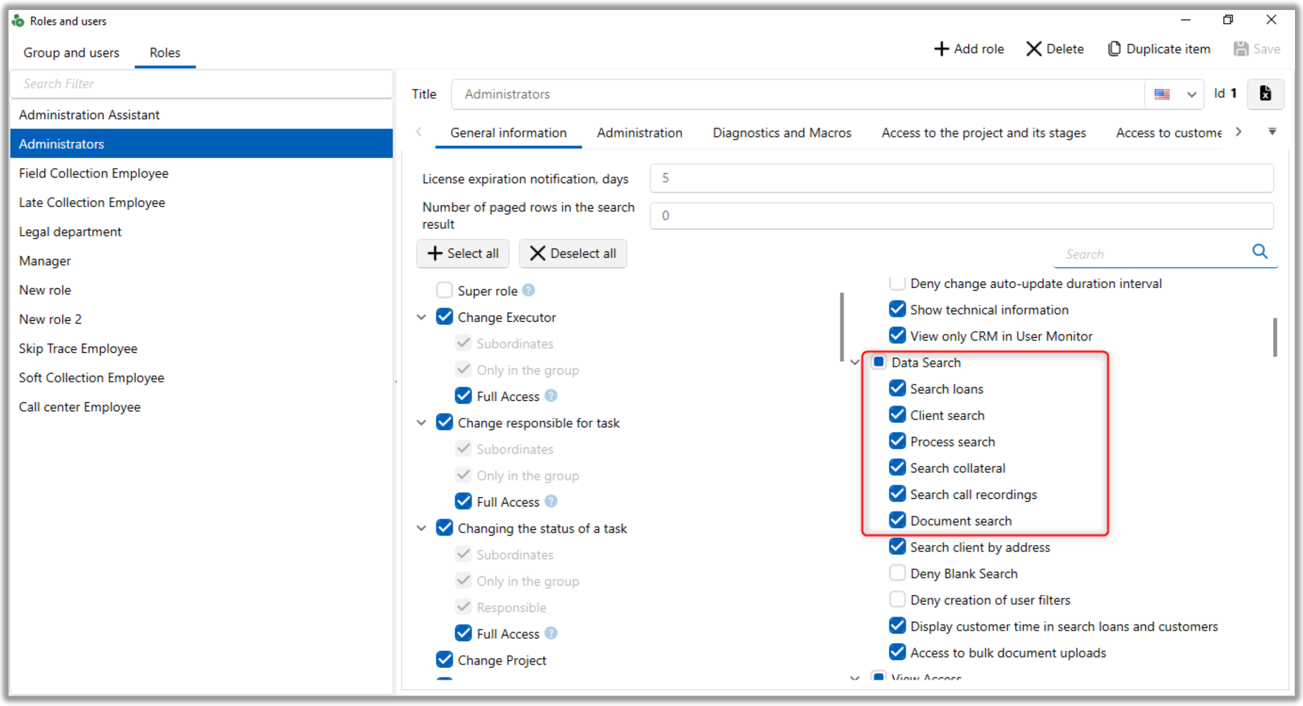
2.4.2.4.6 Document search

The [Document search] window customizes the document search, and also customizes the view of search results. The settings of search parameters are similar to the settings of loan search (more details in section 2.4.2.4).



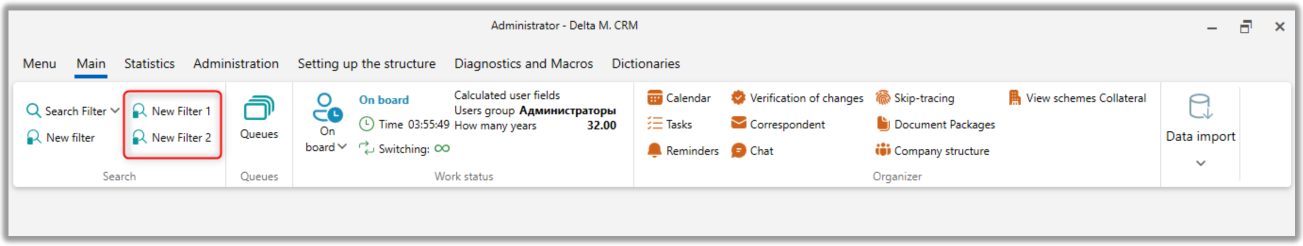
2.4.2.5 Search filters

Search filters allow you to perform a quick search by configured parameters. To work with search filters, the appropriate data search rights must be set in the user role settings.

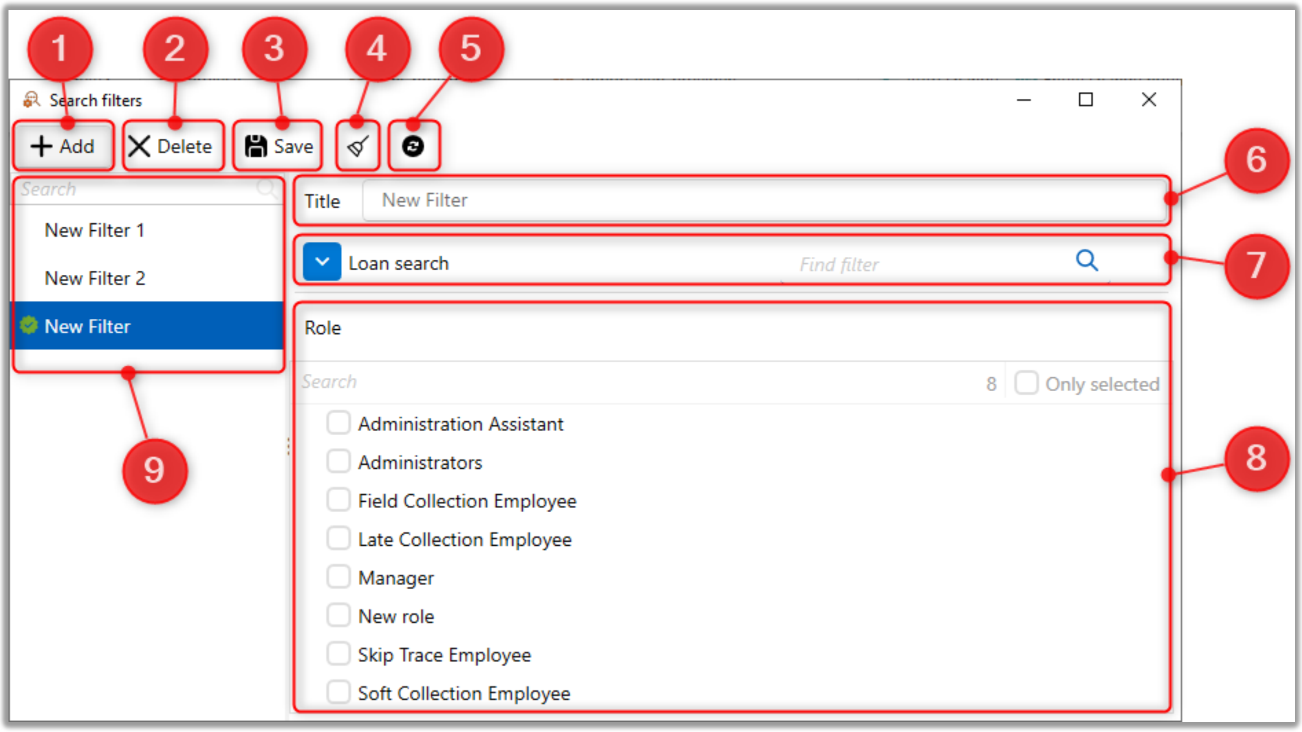


2.4.2.5.1 Search loans

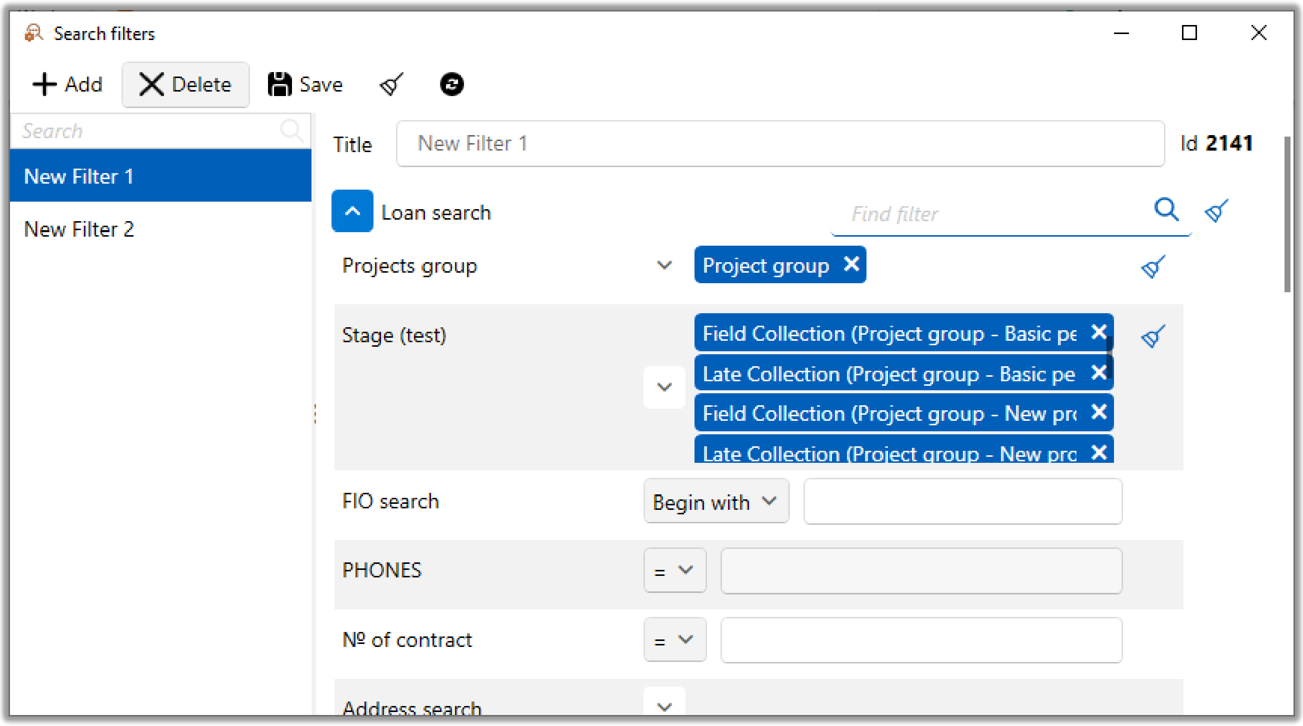
This module allows you to create a filter for quick search of loans, when you click on it, the search results will be opened immediately according to the set criteria, without spending time on filling in all the necessary fields for searching loans manually. The search filter can also be used if users of a certain role need to be able to search, but with some limitations.



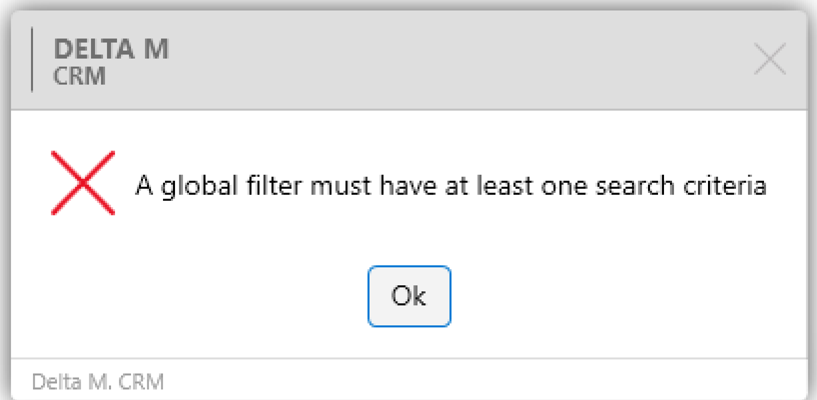
The following functions and parameters are located in the Loan search filter settings window:



1. [Add] —create a new filter for searching loans.
2. [Delete] — delete the selected item.
3. [Save] — apply the changes made.
4. [Clear selection] — deselect the selected items.
5. [Refresh data] — update the data in the window of setting the filters for searching loans.
6. [Title] — enter the displayed name for the search filter.
7. Display of the loan search groups created in the [Search Customization] module (more details in section 2.4.2.4.1), where the user can set the search criteria for the presented fields. For example, you can select the required projects and stage to be displayed, then clicking on the search filter will search for loans only by the selected group of projects and stages.



Search groups that do not have added fields will not be displayed. Also, the added search filter must have at least one search criterion specified, otherwise a warning will be displayed to the user and the filter will not be saved.

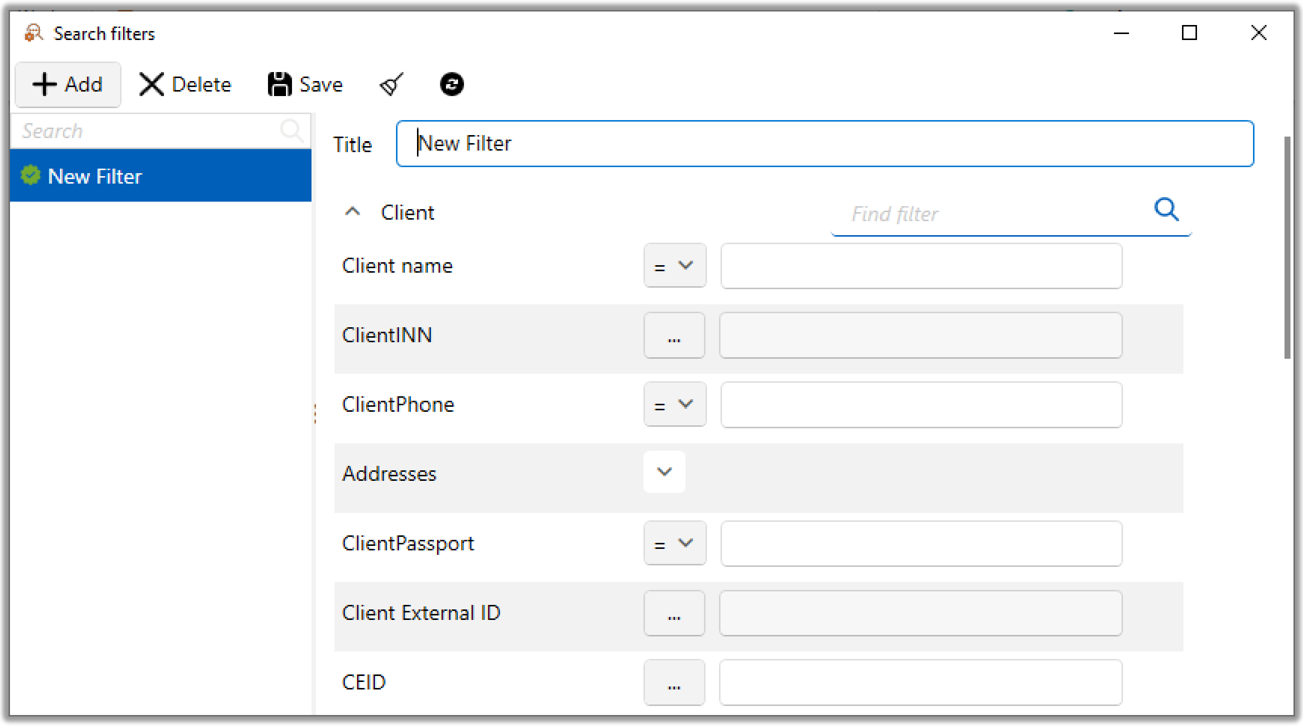


8. [Role] — selection of a role, whose users will have access to this global filter for searching loans. If there are no roles marked, the search filter will be hidden.

9. Display of all added items with the ability to search within the list by filter name.

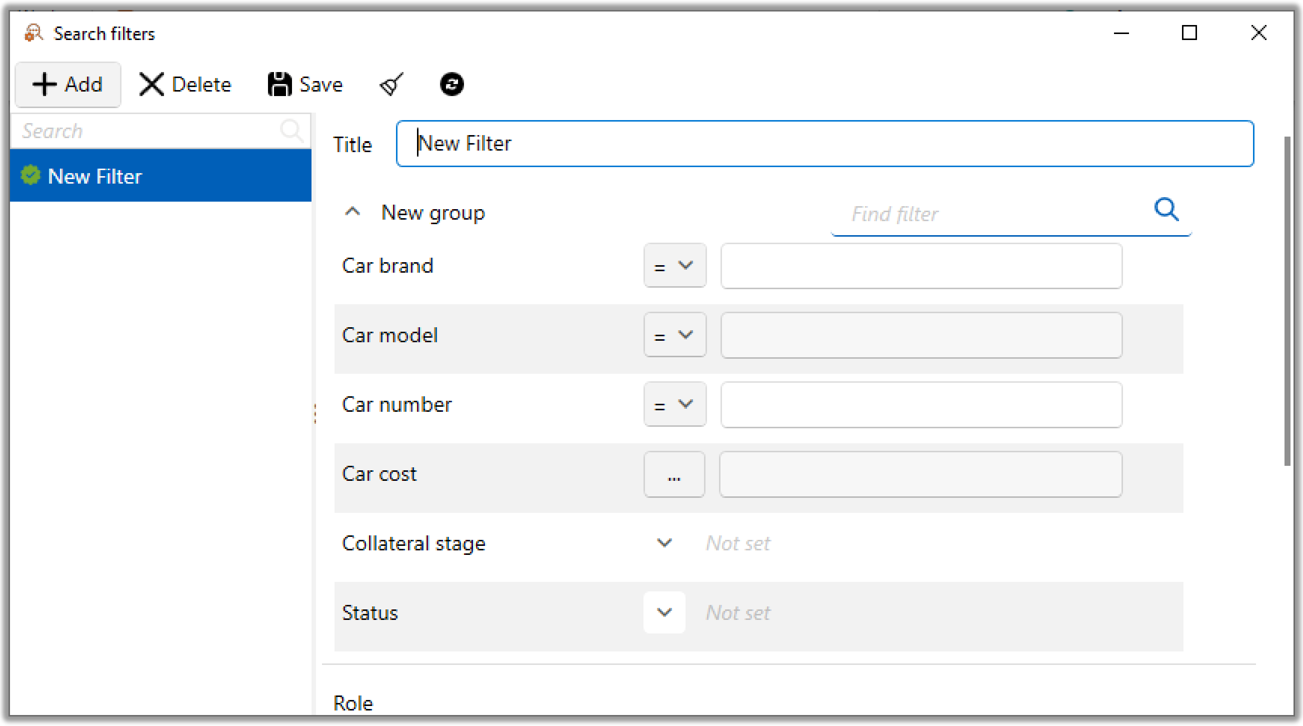
2.4.2.5.2 Client search

Creating a quick customer search filter based on set criteria, without spending time filling in all necessary customer search fields. Setting up a customer search filter is similar to setting up a loan search filter (for more details see section 2.4.2.5.1).



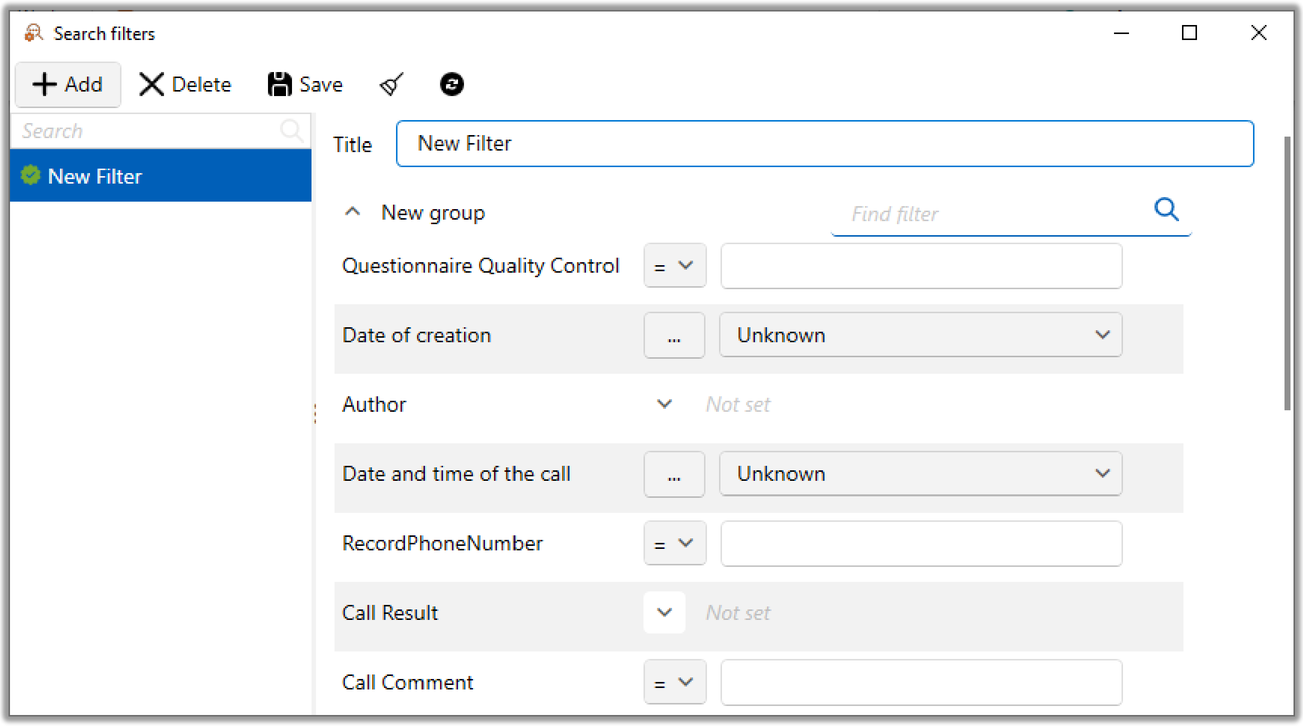
2.4.2.5.3 Search collateral

Create a quick collateral search based on the set criteria, without spending time filling in all the necessary customer search fields. Setting up the collateral search filter is similar to setting up the loan search filter (more details in section 2.4.2.5.1).



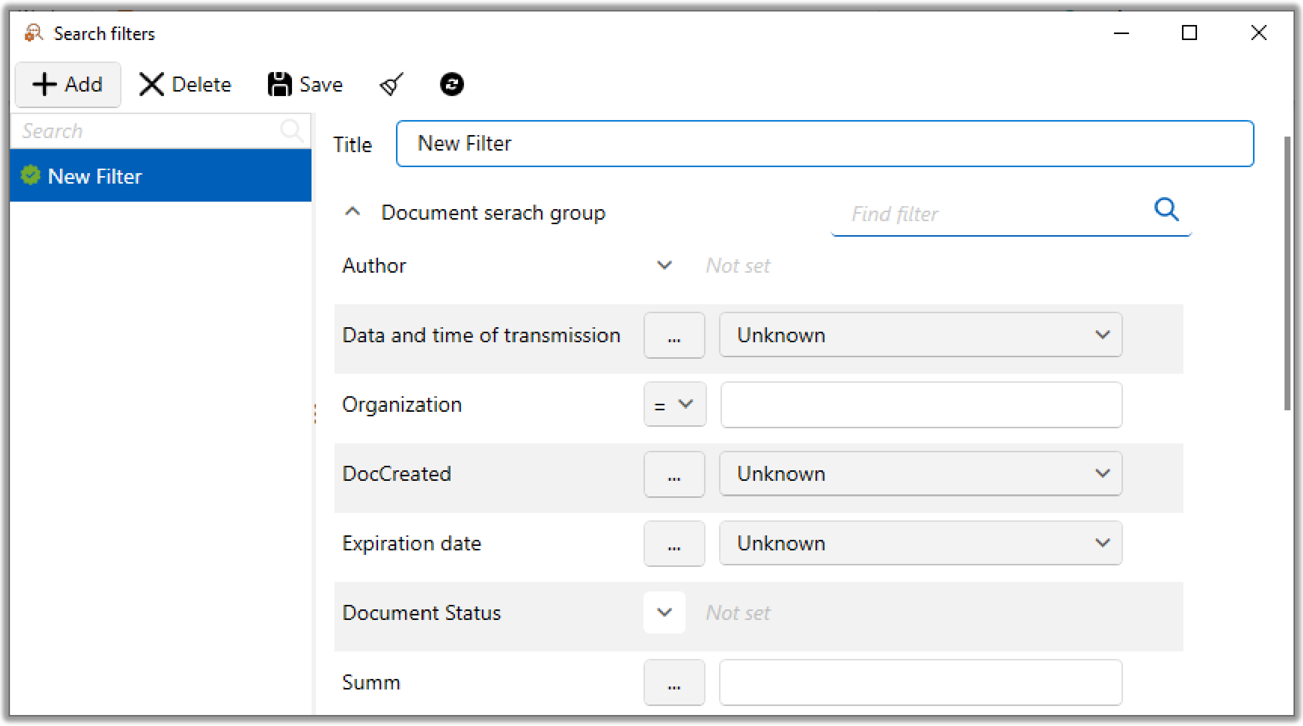
2.4.2.5.4 Search call recordings

Creating a filter for quick search of call records according to the set criteria, without spending time on filling in all the necessary fields of customer search. Setting up a filter for searching call records is similar to setting up a filter for searching loans (for more details see section 2.4.2.5.1).



2.4.2.5.5 Document search

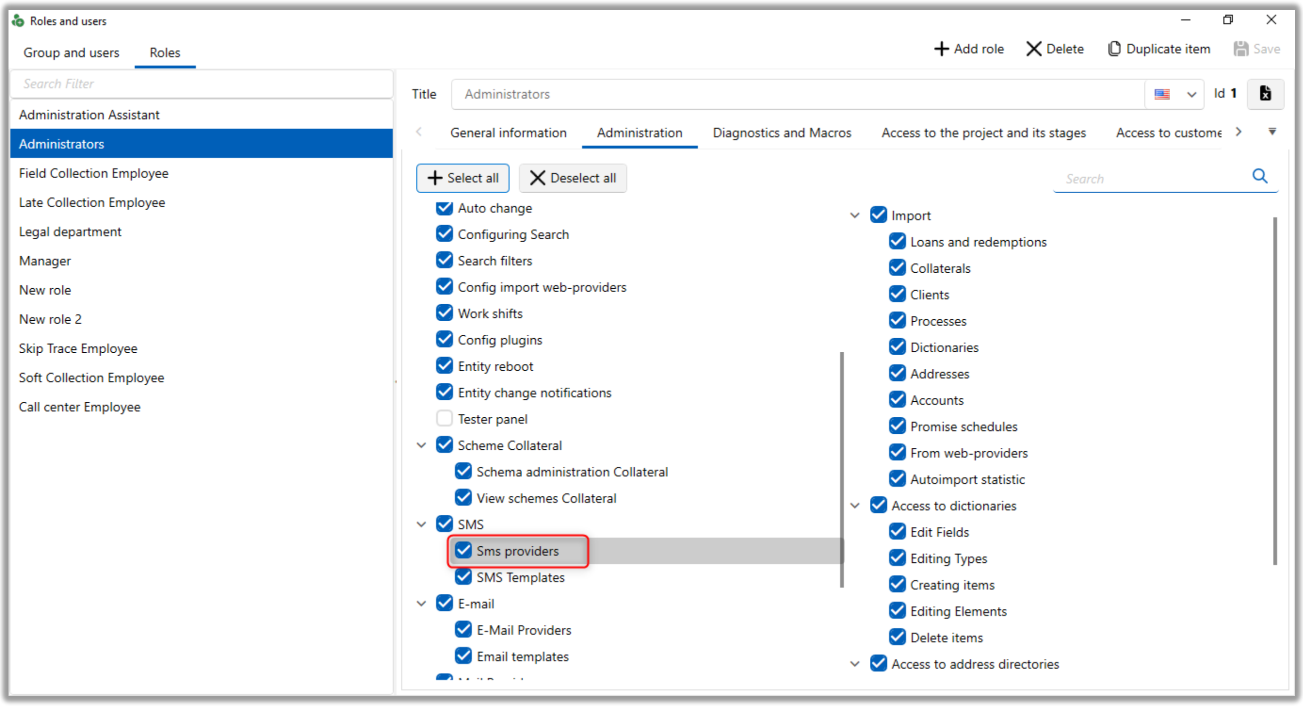
Creating a filter for quick search of documents by set criteria, without spending time on filling in all necessary fields of customer search. Setting up a document search filter is similar to setting up a loan search filter (for more details see section 2.4.2.5.1).



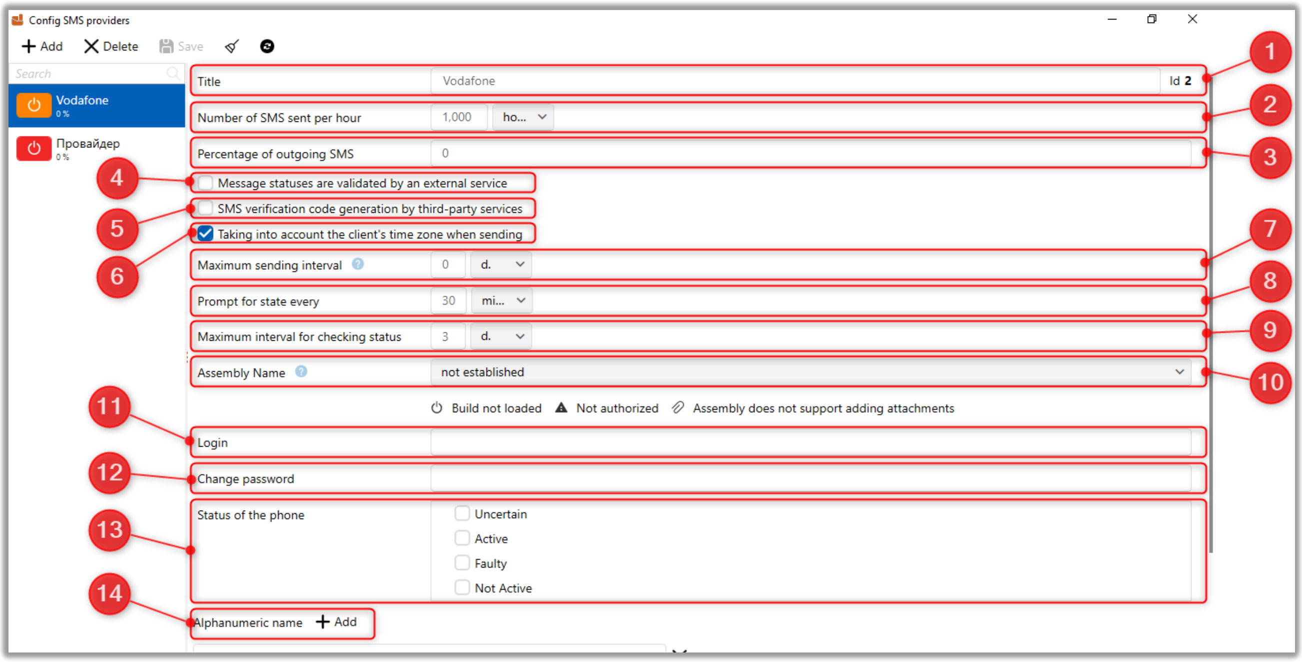
2.4.2.6 SMS Providers

The [SMS Providers] module is used to add and configure SMS providers in the Delta M. CRM, which allows you to send SMS messages through the strategy or loan/customer card, as well as mass distribution through search filters.

In order for the user to have access to customization of SMS providers, it is necessary to set the checkbox [Customization of SMS providers] in the role settings.



The following settings are available in the [SMS Provider Setting] window:



1. [Title] — enter the name of the provider.

2. [Number of SMS sent per hour] — set the number of SMS to be sent per selected time unit (seconds, minutes, hours).

3. [Percentage of outgoing SMS] — the percentage of SMS to be sent according to the set amount.

4. [Message statuses are validated by an external service] — validation of SMS message statuses by external services.

5. [SMS verification code generation by third-party services] — SMS verification code will be generated by third-party services.

6. [Taking into account the client's time zone when sending] — accounting of client's time zone when sending SMS. If this parameter is not active, sending will be performed according to the time zone of the server.

7. [Maximum sending interval] – limits sending to a specified interval form the moment the message is created.

8. [Prompt for state every every] — setting the interval for checking the status of sent SMS (delivered, overdue, etc.). The statuses of sent SMS can be viewed in the loan or client card, on the tab with a special insert [Complete History], by setting the filter [Send SMS].

9. [Maximum interval for checking status] — setting the maximum interval for status check.

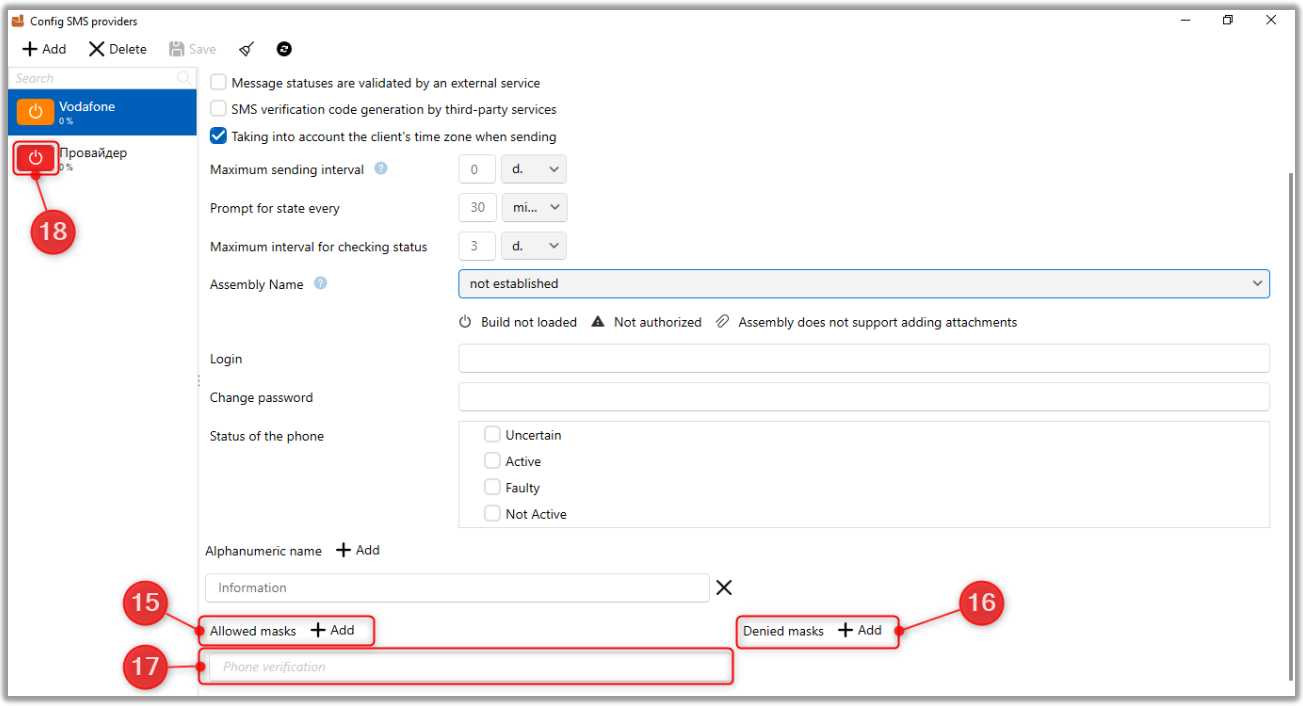
10. [Assembly Name] — selecting the provider assembly to be downloaded. In order to connect SMS provider to CRM, it is necessary to place provider assembly files in a separate folder, which is located on the path \ServerService\SmsProviders. As a rule, the folder name should be the same as the provider name.

11. [Login] — login issued by the SMS provider during integration.

12. [Change password] — password issued by the SMS provider.

13. [Status of the phone] — selection of phone statuses for which SMS sending will be available.

14. [Alphanumeric name] — name that will be displayed to clients instead of phone number when sending SMS. Validation by provider is required.



15. [Allowed masks] — setting the masks to which SMS can be sent. For example: 38099X, where X is any digit. If there are no allowed masks, then by default all masks are available except those specified in [Deny masks].

16. [Forbidden masks] — specifies prohibited masks for sending SMS messages.

17. The field for entering the phone number that will be checked for compliance with the set masks.

18. Button to activate/deactivate the added provider.

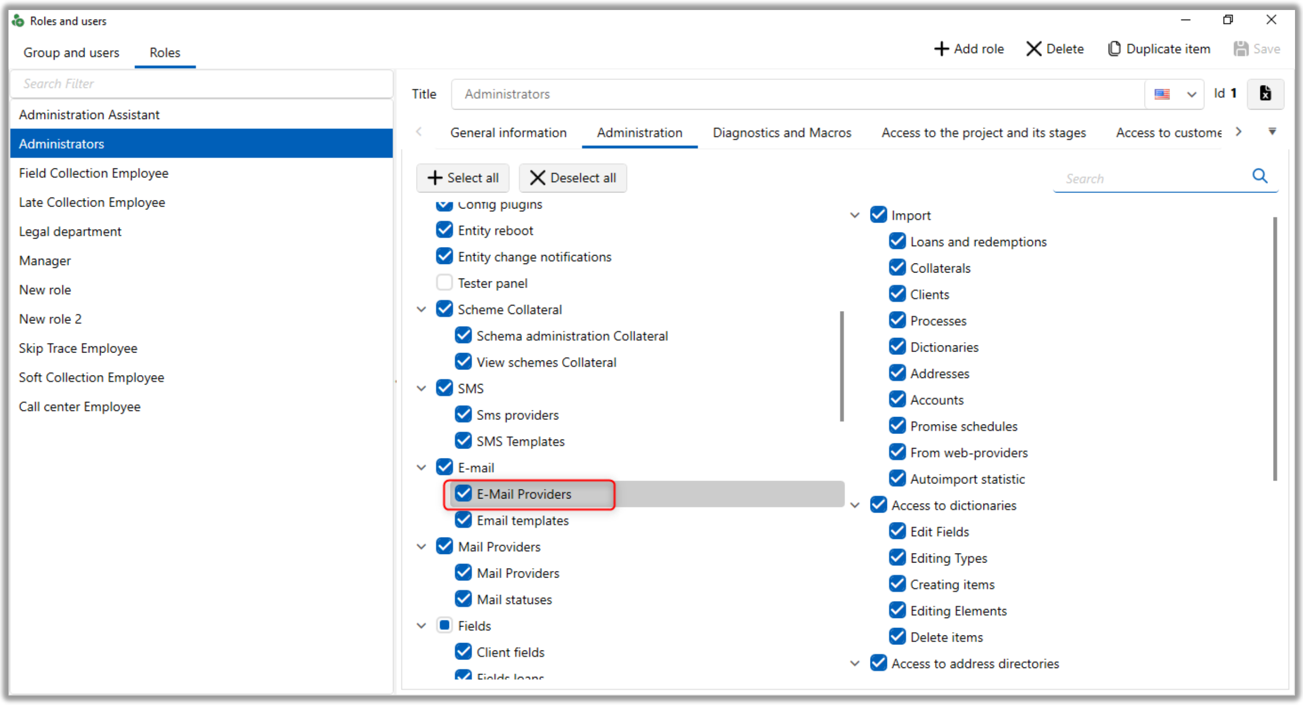
Please note that the number of mandatory fields differs for each SMS provider. For example, depending on the provider's conditions or business needs, the alphanumeric name is not used in all cases, and vice versa, sometimes additional parameters such as: logging, API key, token, integration point, etc. are required. All these parameters should be added based on the SMS provider's documentation.

2.4.2.7 E-mail Providers

The [E-mail Providers] module is used to add and configure SMS providers in the Delta M. CRM. Sending e-mail is done through strategy or loan card, mass e-mailing is also possible through search filters.

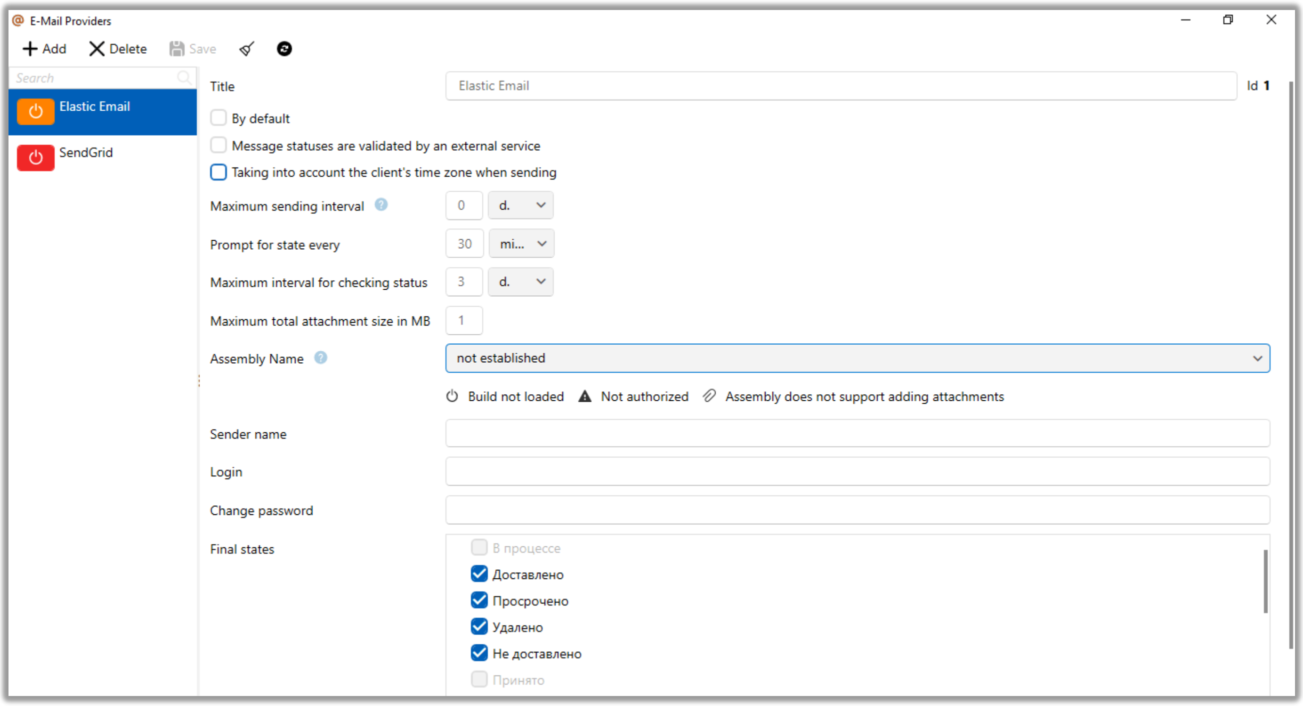
In order to connect the provider to CRM, it is necessary to place the files of a particular E-mail provider in a separate folder (as a rule, the name of the folder should be the same as the name of the provider) directory: \ServerService\EmailProviders.

Only those users who have the [E-mail Providers] checkbox set in the role settings have access to the E-mail providers configuration.



Once the folder with the provider build files is placed in the above directory, it will become available for selection in [Build Name].

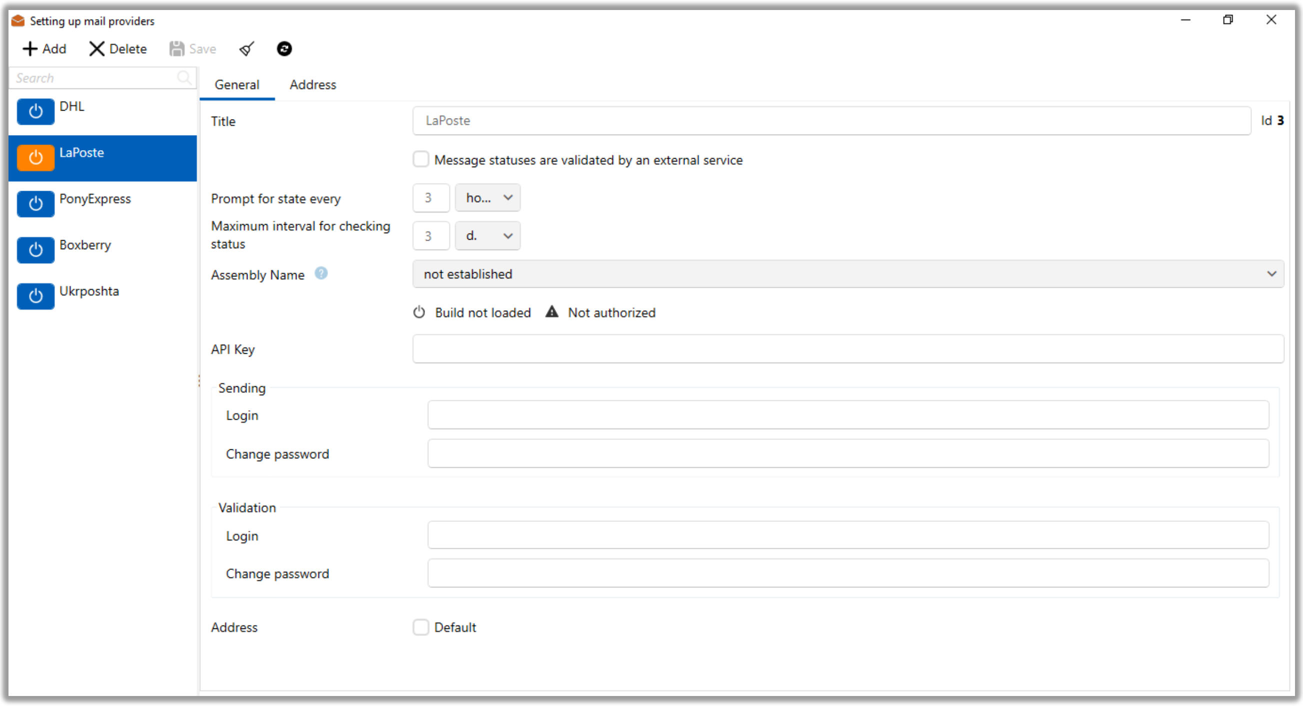
Configuring email providers is similar to configuring SMS providers.



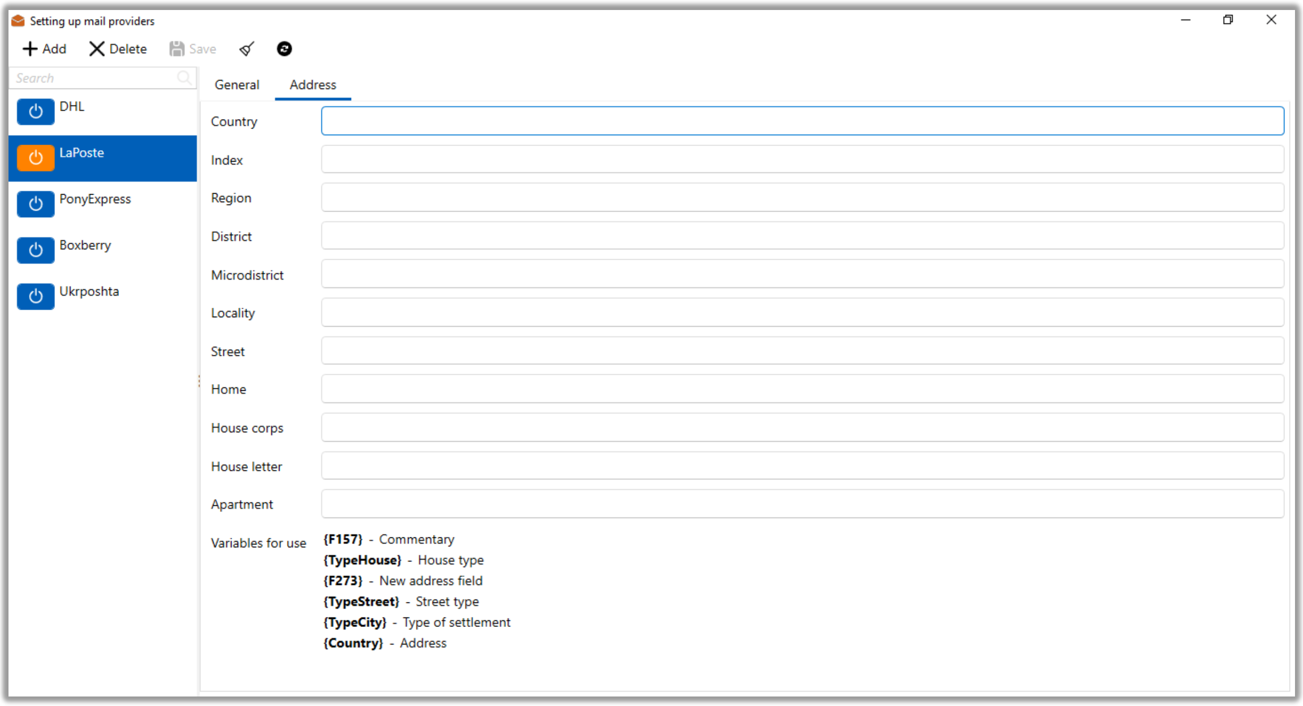
It should be taken into account that the number of mandatory fields differs for each E-mail provider, they are added to the assembly during integration (for example: API key, token, integration point, etc., which should be entered based on the provider's documentation).

2.4.2.8 Mail Providers

This module allows you to configure integration with email services, for sending letters, notifications, etc. Please note that the number of mandatory fields differs for each provider.

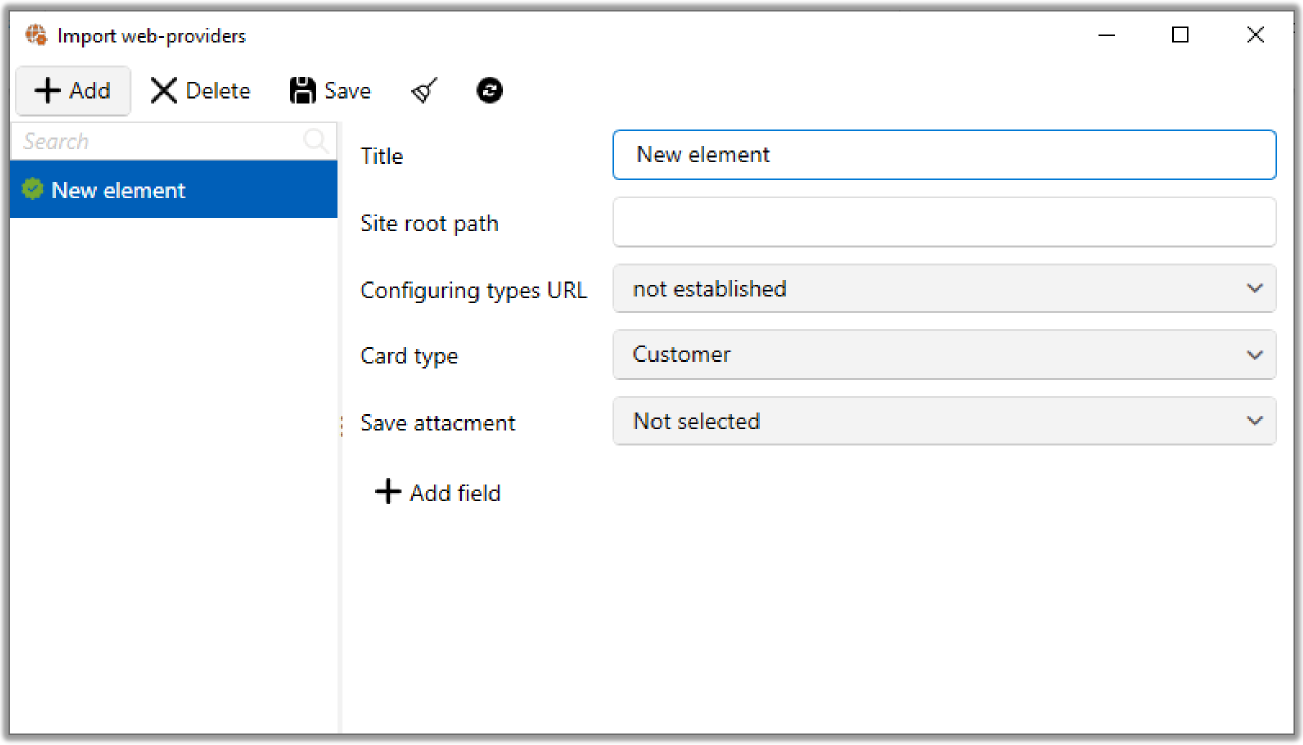


A tab for address mapping has been added to the mail provider settings. It is possible to set any fields to appropriate for mapping, as well as text templates, additionally you can use the expression {Field1|Field2|Field3|...}, in this case the system will check the field values in turn and write the first one that is not empty.



2.4.2.9 Import Web-providers

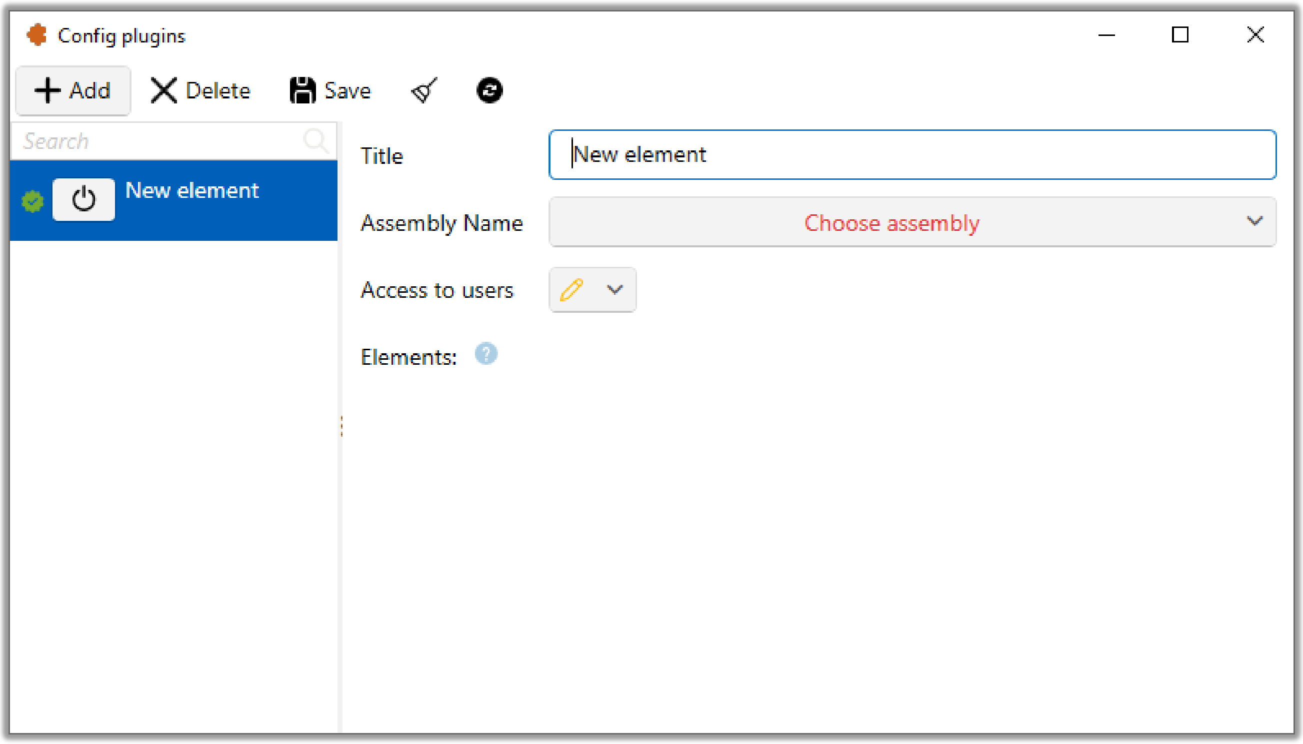
The [Import Web-providers] window configures the import web providers.



2.4.2.10 Plugins

Plugins mechanism allows you to implement modules with specific business logic in the Delta M. CRM software system. CRM. Development and implementation of Plugins in the system is individually negotiated with the development team.

Work with Plugins can be done through the main menu of the loan card, its special insertion, strategies, search results, reports, etc. Developers determine whether the plugin accepts any parameters, returns a special insert with markup or just a message about execution. Plugins have access to the database, which allows, for example, to add or modify entities in Delta M. CRM.



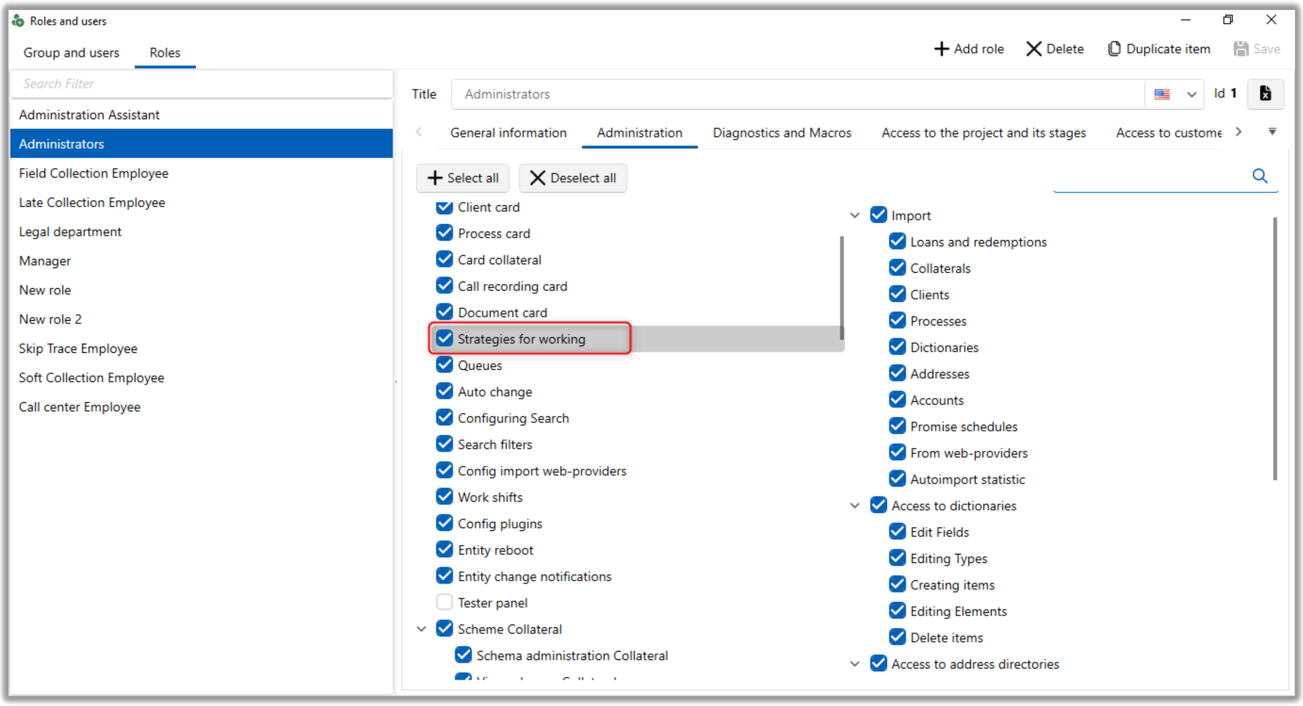
2.4.3 Work automation

The [Work automation] block contains modules that allow you to automatically (without user participation) work with entities and get the necessary results, which significantly increases the speed of data processing.

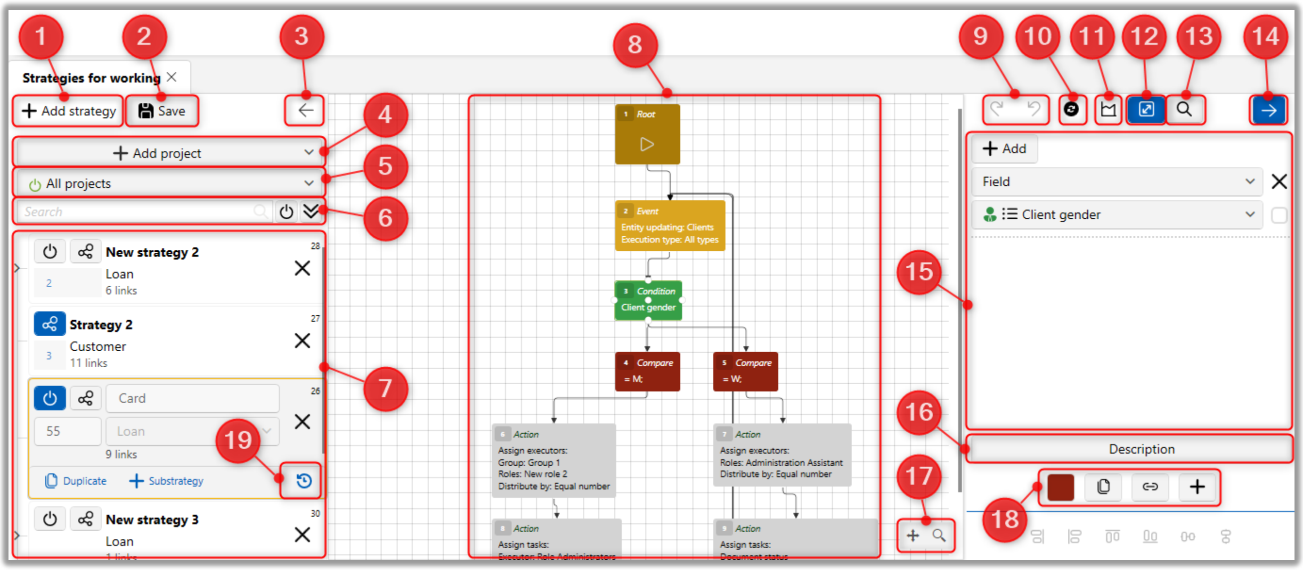
2.4.3.1 Strategy

Strategy is an algorithm of actions and conditional transitions that corresponds to a real business process.

To work with this module, the [Strategies for working] checkbox must be set in the user role settings.



The following settings are available on the [Strategies for working] tab:



1. [Add Strategy] — add a new strategy for the selected project or all projects.
2. [Save] — apply the changes made in the window of strategy settings.
3. Hide the list of strategies.

4. [Add Project] — add a project, after which users will be able to customize strategies for this project. If necessary, you can make strategies for several projects at the same time by clicking the [Join] button and selecting the projects you are interested in. Joining of several projects will be displayed in the name, when selecting projects.

5. [All projects] — switch between the added projects. You can customize the strategy both for all projects as a whole and separately for each project. Strategies, for which [Projects] field is set to [All projects], will work in all added projects, if the main strategy is not enabled in them, and there are no active parallel strategies. For example: working with third party phones is only possible through [All Projects].

6. Customizing the filter for displaying the created strategies. A field to search by the name of the added strategies, as well as buttons to display active strategies and to display only strategies with the selected action block type.

7. A panel with a list of added strategies and sub-strategies.

8. Visualization of the strategy with the ability to switch between its blocks.

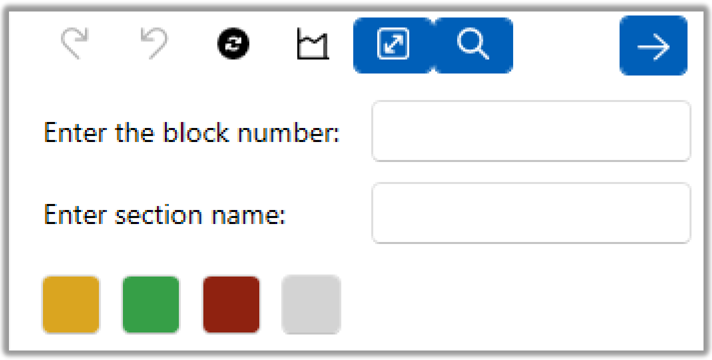
9. Buttons for canceling and repeating the last action.

10. [Align] — automatic alignment of strategy blocks.

11. [Export Image] — create a snapshot of the blocks inside the created strategy and save it to the selected directory.

12. [Auto Align] — enable/disable automatic side alignment in the strategy.

13. [Search] — search button to search for blocks inside the strategy.



14. Hide the strategy blocks customization panel.

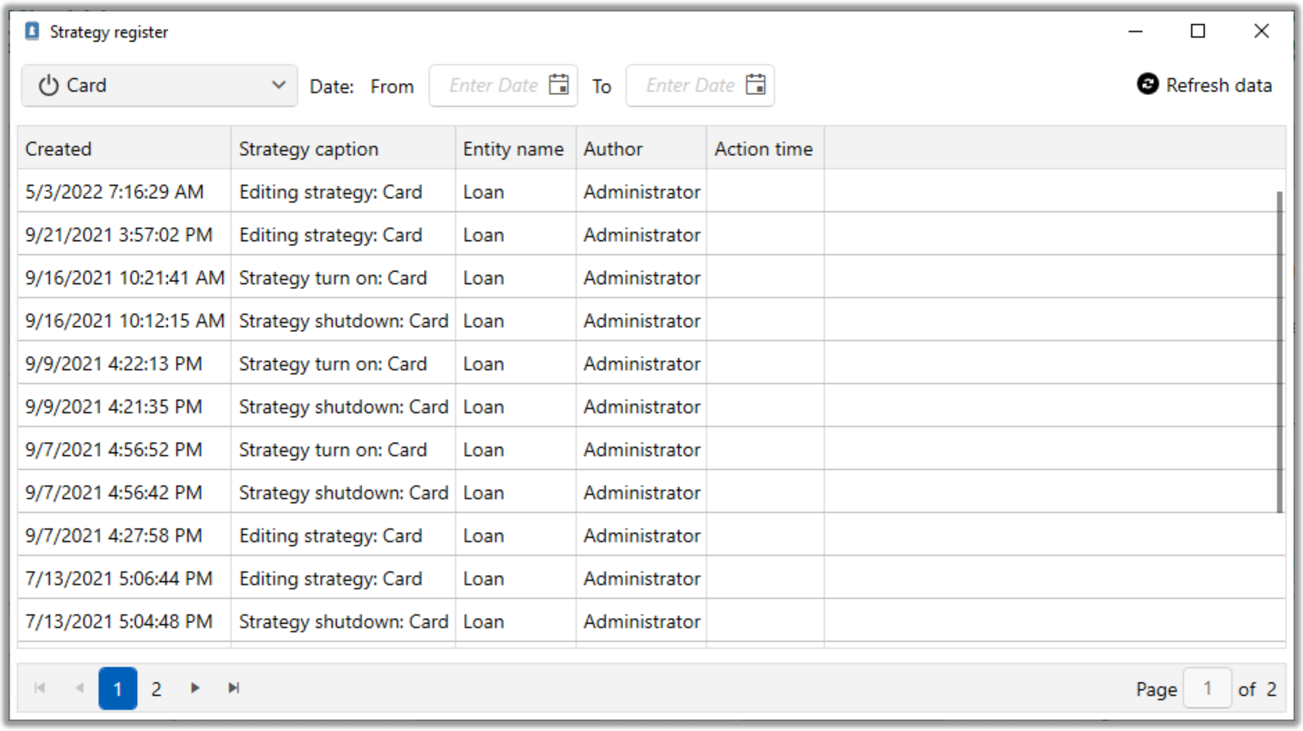
15. The panel of available parameters for the selected strategy block.

16. [Description] — displaying a hint about the operation of the selected block.

17. Buttons for automatic alignment of strategy blocks and scaling.

18. Panel with functions of working with the block: add one of the available blocks, duplicate, link, add a comment to the block.

19. [Strategy Journal] — button to open the strategy journal, where the history of editing by users of this strategy is displayed. This log is not linked to the strategy log in entity cards.



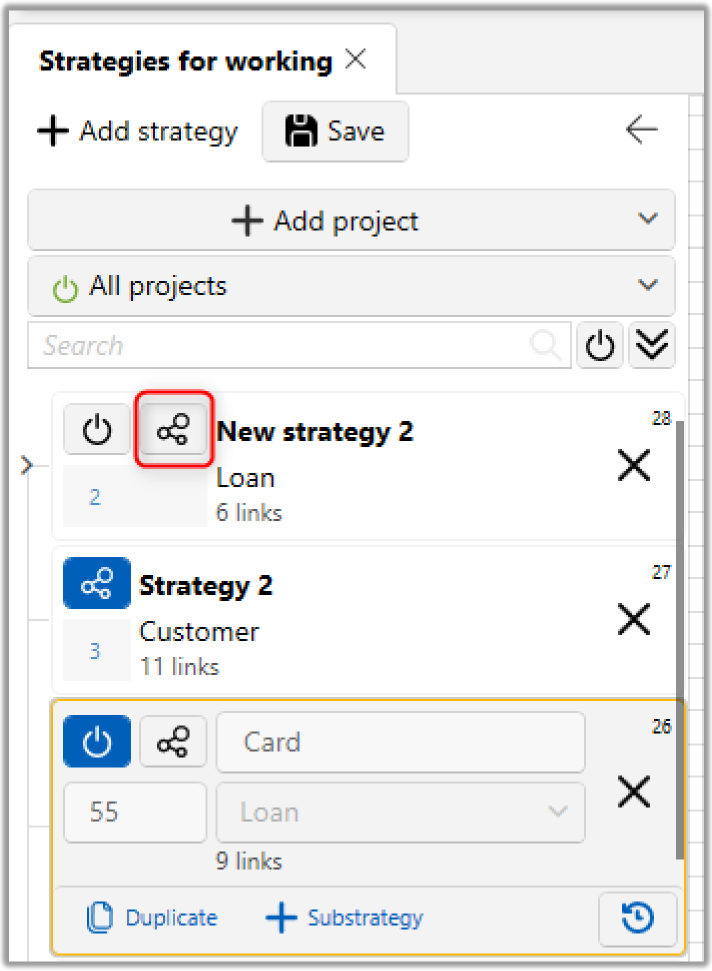
Created	Strategy caption	Entity name	Author	Action time
5/3/2022 7:16:29 AM	Editing strategy: Card	Loan	Administrator	
9/21/2021 3:57:02 PM	Editing strategy: Card	Loan	Administrator	
9/16/2021 10:21:41 AM	Strategy turn on: Card	Loan	Administrator	
9/16/2021 10:12:15 AM	Strategy shutdown: Card	Loan	Administrator	
9/9/2021 4:22:13 PM	Strategy turn on: Card	Loan	Administrator	
9/9/2021 4:21:35 PM	Strategy shutdown: Card	Loan	Administrator	
9/7/2021 4:56:52 PM	Strategy turn on: Card	Loan	Administrator	
9/7/2021 4:56:42 PM	Strategy shutdown: Card	Loan	Administrator	
9/7/2021 4:27:58 PM	Editing strategy: Card	Loan	Administrator	
7/13/2021 5:06:44 PM	Editing strategy: Card	Loan	Administrator	
7/13/2021 5:04:48 PM	Strategy shutdown: Card	Loan	Administrator	

In Delta M. CRM system has three types of strategies: main, parallel and sub-strategy.

The **[Main Strategy]** is the strategy that will be executed first when the system is turned on, ignoring the set priority. The main strategy should be looped using the

[Event] block, where the [Other] and [Waiting for condition] parameters are selected. Only one main strategy for a project can be active.

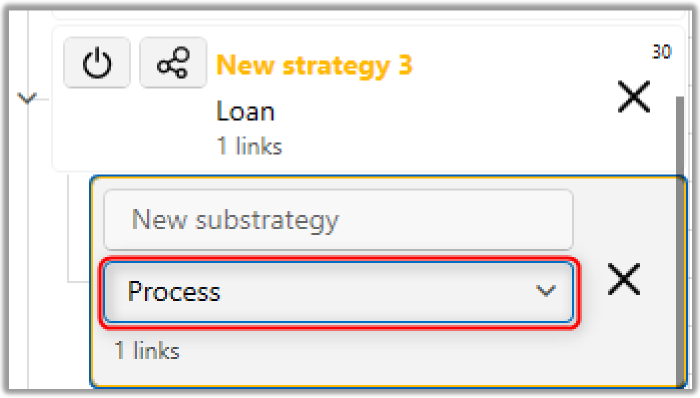
[Parallel] is a strategy that is executed in parallel to the main strategy, it is always active. In order to make the strategy parallel, you must click on the button:



[Sub-strategy] — a strategy that executes only after the execution of its parent strategy (it can be a main or parallel strategy). Substrategies can react to event blocks only if the parent strategy is the main strategy. If the strategy is parallel and a substrategy with an event block is added to it, then the strategy will stop at the event block, since the parallel strategy executes all at once without waiting for an event. It can be created for both parallel and main strategy. A sub-strategy can be used as a tool to save space and improve the perception of the strategy (reducing the number of repeated blocks).

When creating a new strategy or sub-strategy, the types of sources should be considered. For example: if the source [Customer] was selected in the created SMS template, then such a template will not be displayed in the list of available options when setting up a strategy with the selected source [Loan].

Also the source affects not only the available parameters, but also the logic of the created strategy, the main strategy and the parallel strategy work on the whole entity at once, and the sub-strategy works separately on the entity elements. For example: there is a strategy that after a certain number of unsuccessful calls puts phone numbers in the status [Inactive], if it works in the main or parallel strategy with the selected source [Loan], then the status [Inactive] will be assigned to all phone numbers (even if only one fell under its conditions), but when this strategy will be configured for a sub-strategy with the selected source [Phone], then it will assign the status [Inactive] only to those phone numbers that fell under the condition.



The strategy contains the following blocks:

- [Root] — block of strategy beginning;
- [Event] — element that starts subsequent branches of strategies by a certain event in the system;
- [Condition] — an element that allows to set the conditions for checking on a Loan for further direction on different branches of logic (according to different comparison results);

- [Compare] — element that distributes the Loan to the strategy branches depending on the compliance of the condition variant;
- [Action] — a strategy element that performs certain actions in the system;
- [Substrategy] — a strategy element that serves to trigger a subprocess in the business strategy.

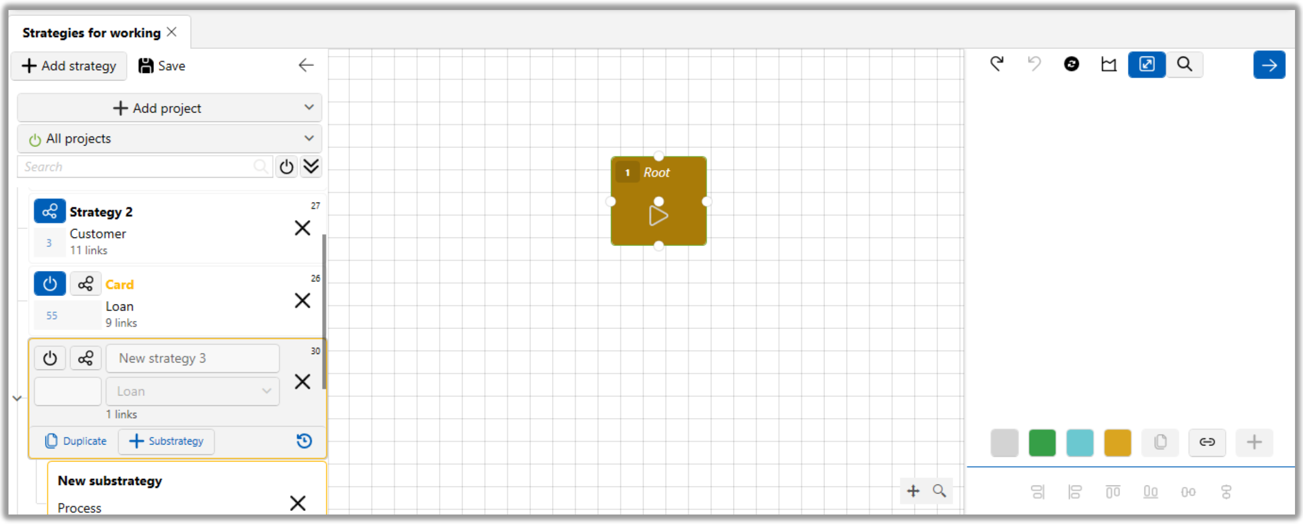
The strategy is launched automatically by the system when one of the events occurs:

- Import new loan or customer data;
- Importing updated loan or customer data;
- When the task status changes to [overdue] or [completed];
- When the timer is activated;
- Manual — triggering the strategy event for the manually selected list of loans: update loan entity, update customer entity.

Blocks created in one of the strategies can be selected with the left mouse button and copied using the Ctrl+C key combination, then pasted into another strategy or sub-strategy using the Ctrl+V key combination.

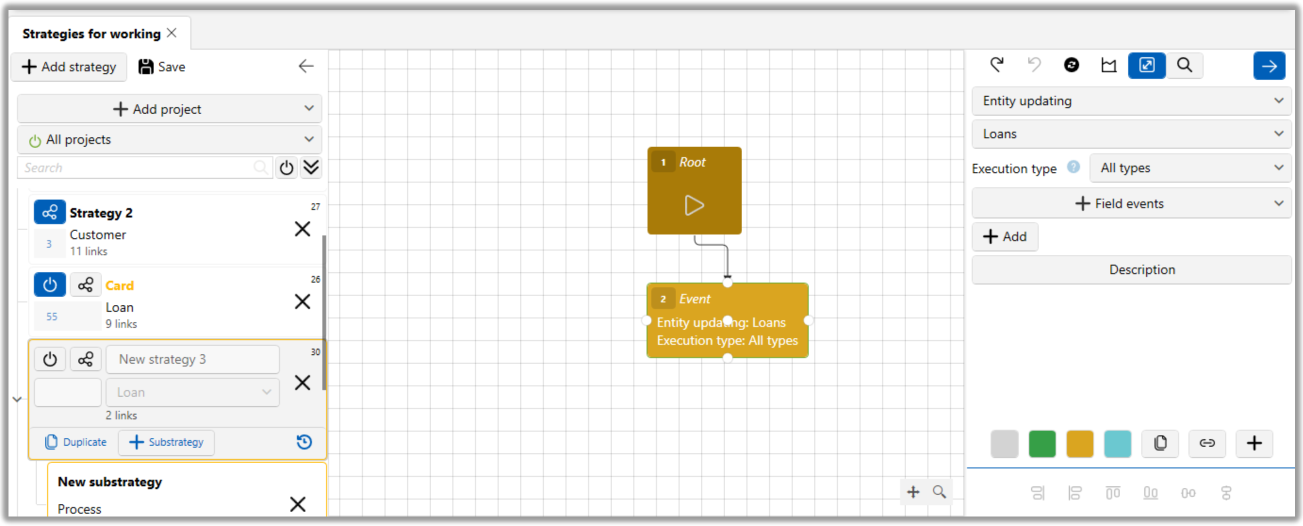
2.4.3.1.1 Root

The starting block is set by default when creating a strategy and marks the beginning of the strategy.

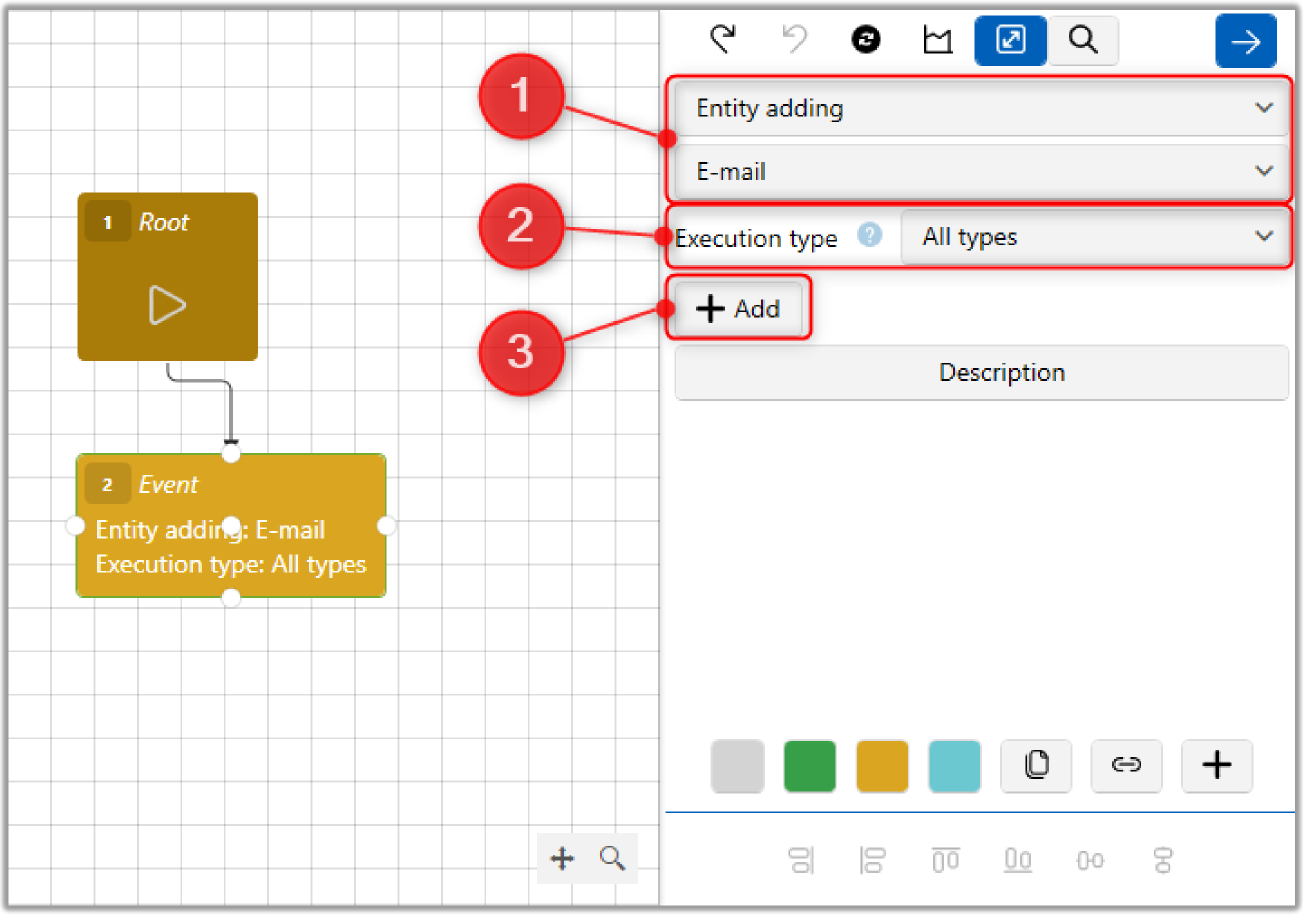


2.4.3.1.2 [Event] block

In the [Event] block you customize the event that the strategy will react to (trigger). The strategy element [Event] is visually represented as a rectangular block of yellow color. Three types of event are available:



Event **[Entity adding]** — triggering the strategy, provided an entry is added to one of the entities: [E-mail], [addresses], [actions], [clients], [repayments], [loans], [link], [phones].



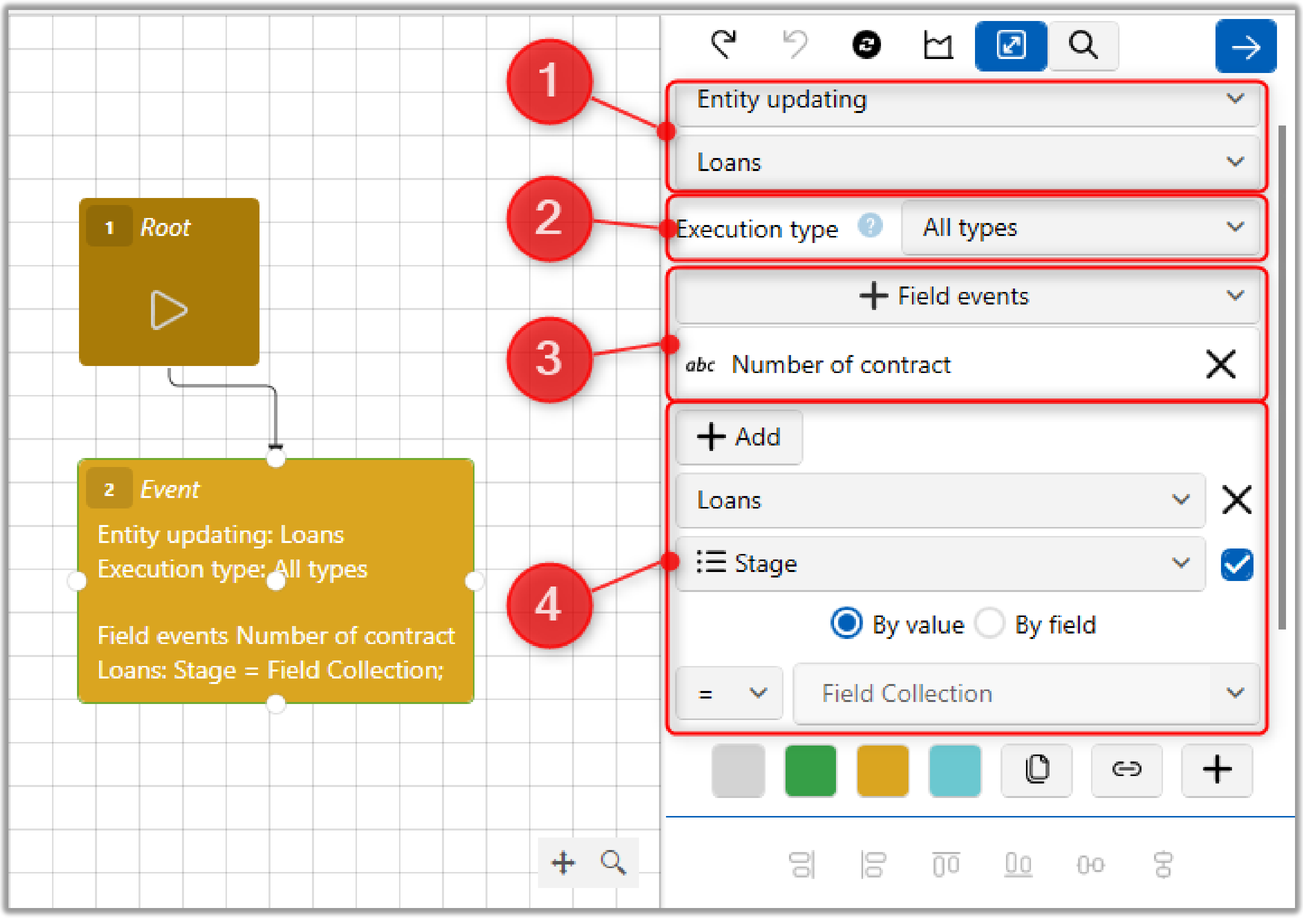
1. Select the type of event and entity that will trigger the strategy when added.

2. [Execution Type] — select the type of entity that can trigger the event. There are 4 call types available:

- [All types] — add selected entity type from all types of sources.
- [Manual] — adding the selected entity type manually by system users.
- [Import] — addition of the selected entity type to the system via import.
- Calculation fields — addition of the entity through calculation fields.

3. [Add] — add additional condition for the selected entity.

Event **[Entity updating]** — triggers the strategy if the selected entity has been updated.



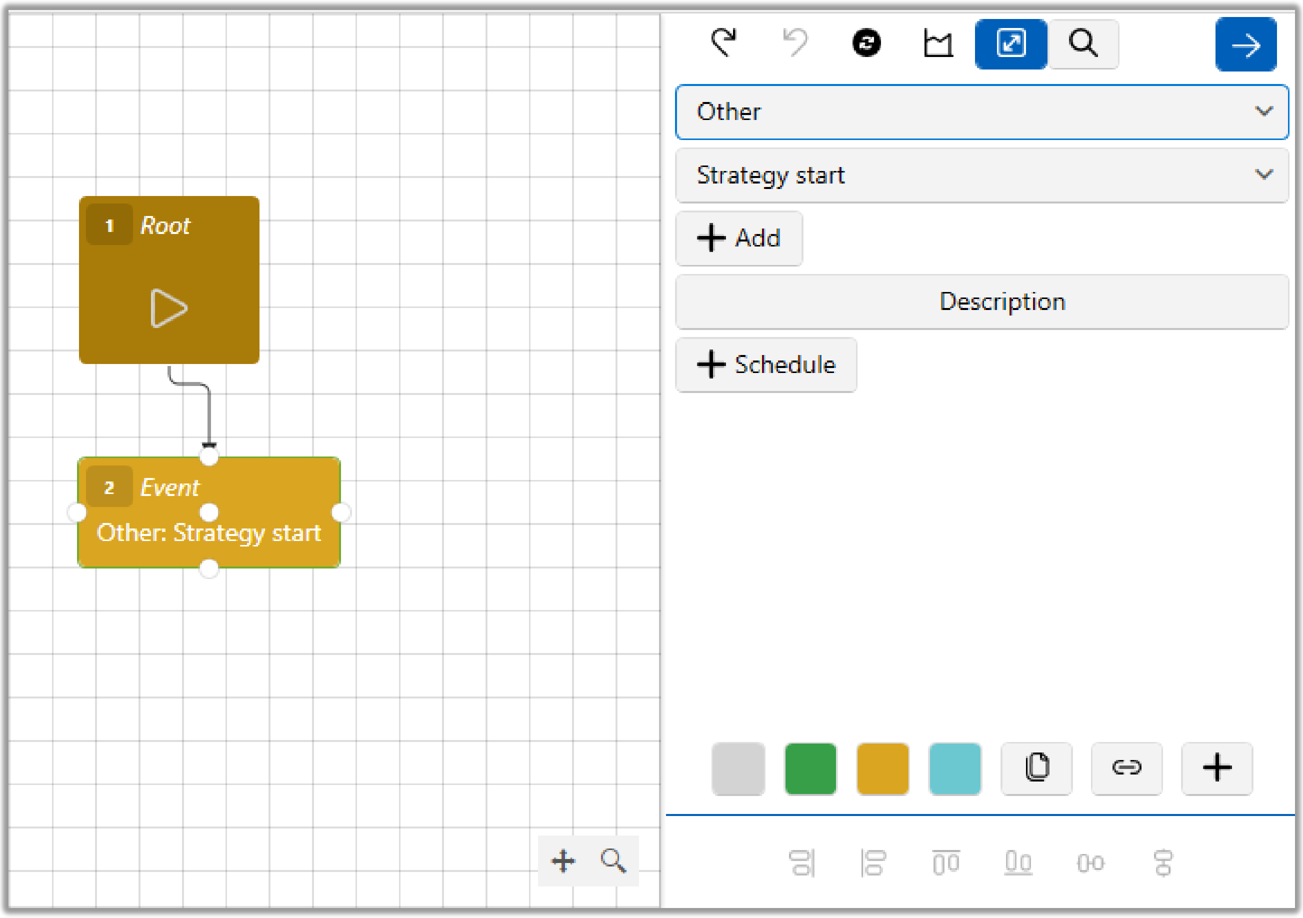
1. Select the type of event and entity whose update will trigger the strategy.
2. [Execution type] — select the type of entity that can trigger the event.

There are 4 call types available:

- All types — updates the selected entity type from all types of sources.
- Manual — updates the selected entity type manually by system users.
- Import — updates the selected entity type through import in the system.
- Calculated fields — update the entity through calculated fields.

3. [Field events] — selection of the field, to the change of which the [Event] block will react.
4. [Add] — add additional condition for the selected entity.

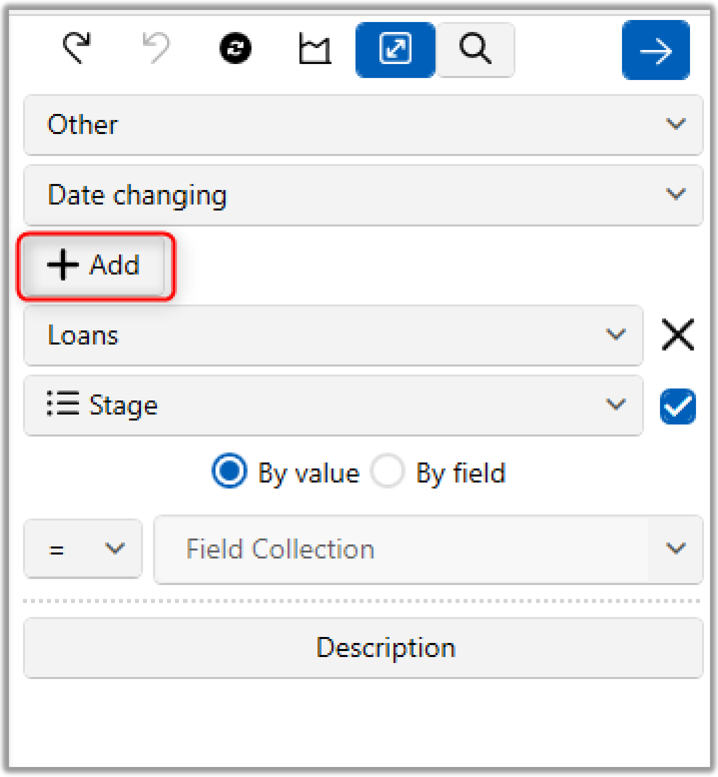
Event **[Other]** — additional event types that can be used in the [Event] block.



- [Strategy Start] — an event that triggers after server restart for non-archived trades, ensures that the trade passes the strategy, provided that the trade has not passed this strategy before. For this event can be configured daily and weekly;
- [Waiting for condition] — waiting for one of the above events;
- [Date Change] — waiting for a date change event. This block will be triggered only after date change on the server (after 00:00);
- [Send SMS] — waiting for the event of manual bulk SMS sending through the context menu (from the search by loans).
- [Send E-mail] — waiting for the event of manual bulk E-mail sending through the context menu (from the search by loans).
- [Task Completed] — waiting for the task status to change to [Completed];
- [Task Overdue] — waiting for the task status to change to [Overdue];

- [Top-level Promise Status Change] — waiting for the status of the top-level promise in the promise schedule to change (kept, broken, partial payment). An upper-level promise changes only when all lower-level promises have changed;
- [Lower-level promise status change] — waiting for the status of the lower-level promise to change.

The function of adding an additional condition (the [Add] button) in the [Event] block helps to optimize the strategy and reduce the load on the server by reducing the number of items to be processed by the set event type, filtering out all unnecessary ones.



2.4.3.1.3 Block [Condition]

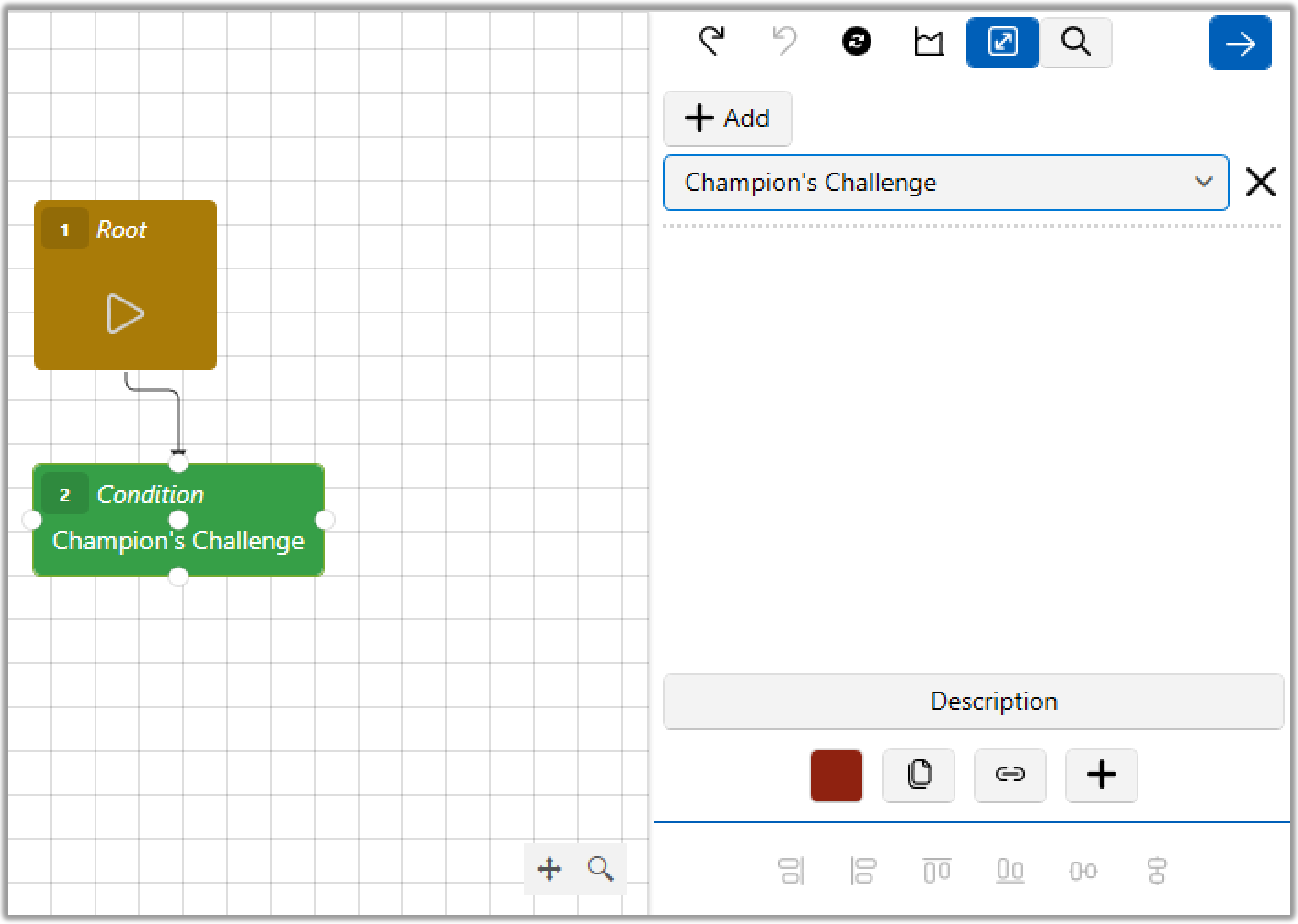
Block [Condition] — an element that directs the strategy to one of the child branches of the system, depending on the transition condition. Visually represented as a rectangular block of green color.

Entities for [Condition] block:

- Action: Result, Action Type;
- Set Date: Year, Month, Day, Date, Day of Week;
- Loan Field;
- Last SMS: Status, Template;
- Last task (status): Actual, Completed overdue, Completed, not actual, Overdue;
- Settlement Fields.
- Scheduled repayment: Body repayment date, % repayment date;
- Champion`s Challenge.

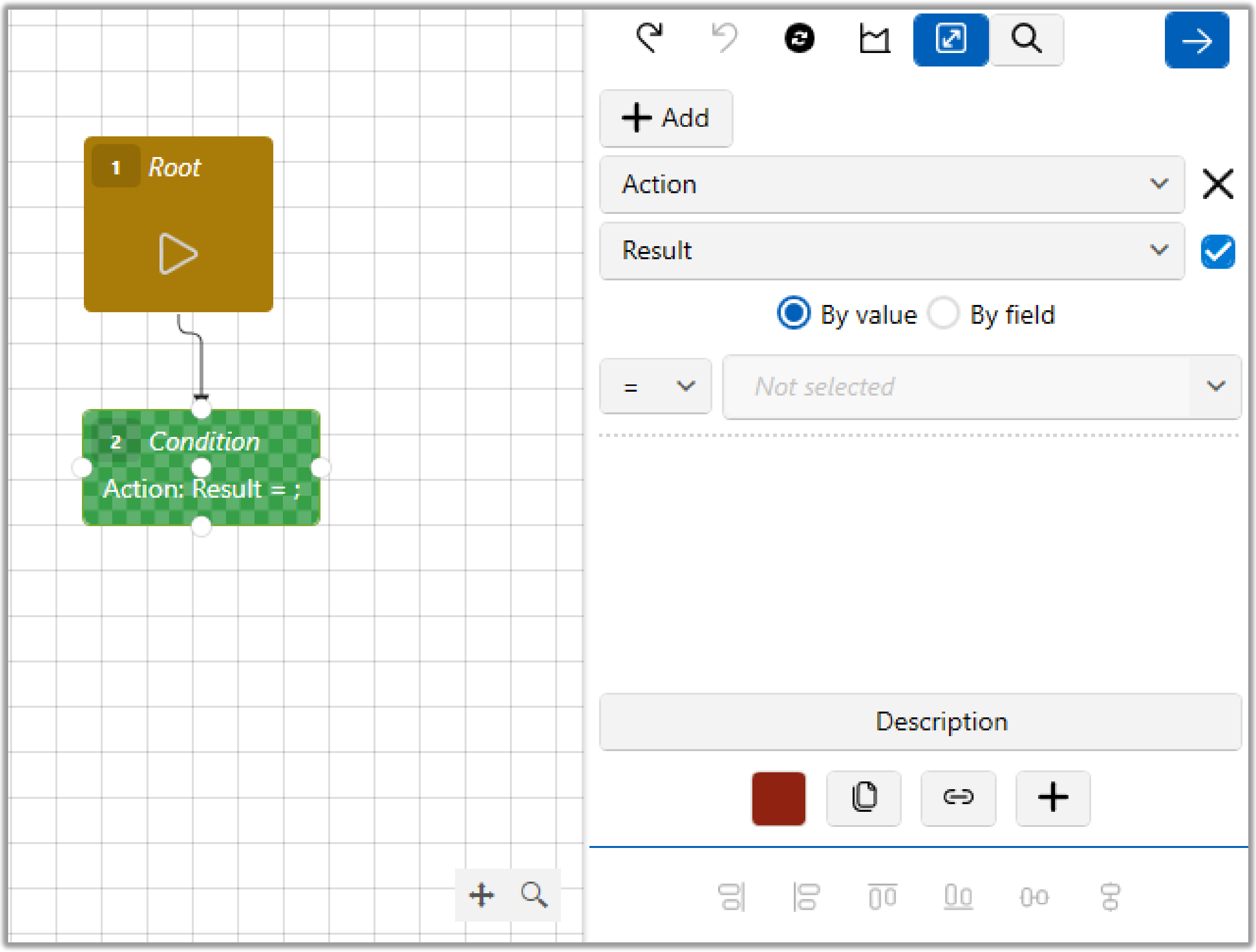
2.4.3.1.3.1 Champion’s Challenge

Condition [Champion's Challenge] — assign a value from 1 to 100 to a conditional field, and then in the [Condition] block you can make a comparison by this value.



2.4.3.1.3.2 Action

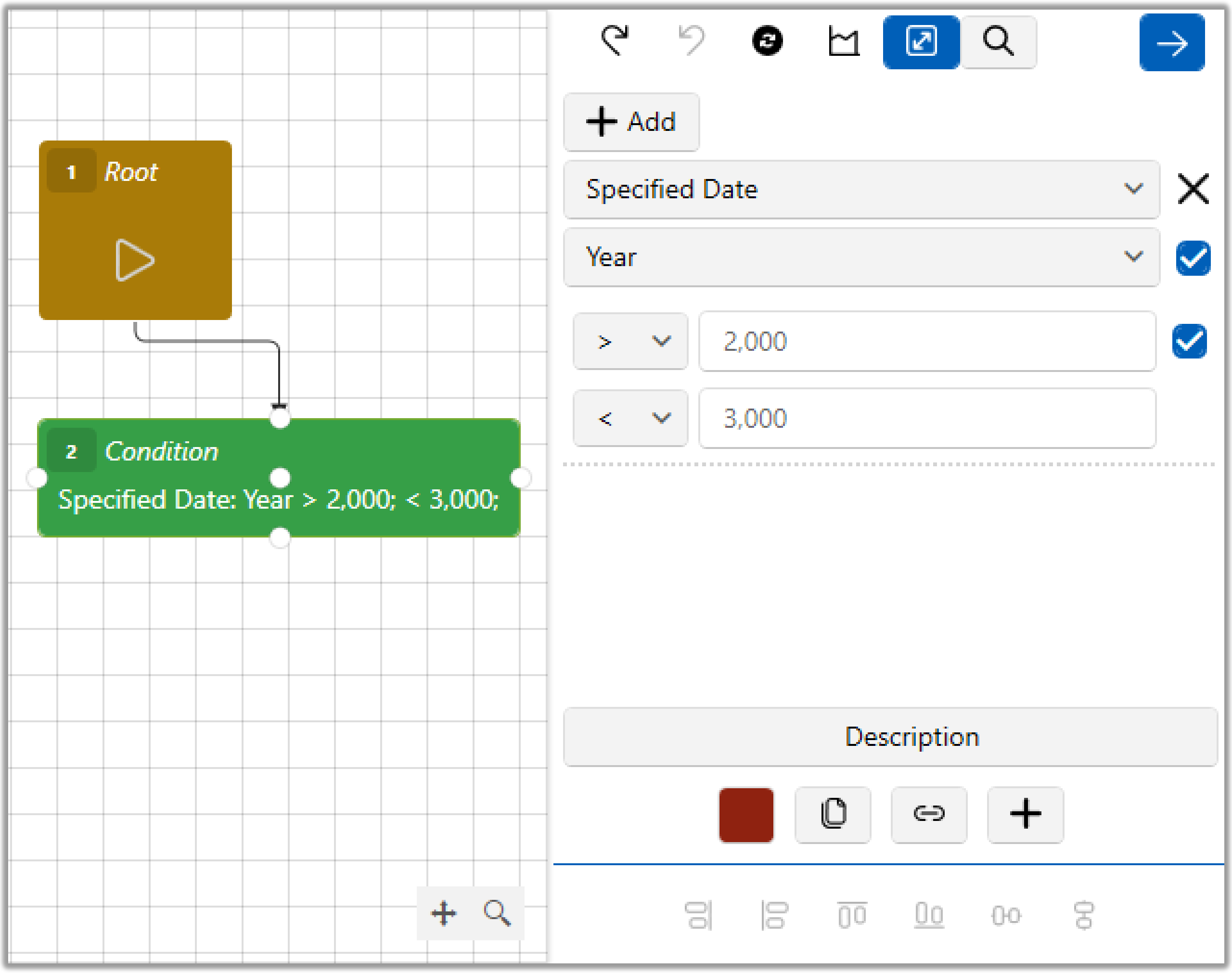
Condition [Action] — selection of the transition condition depending on the result or action type. By checking the [Set field value] checkbox you can select a value for the result or action type.



By selecting the [Set field value] checkbox, you can perform a comparison inside the [Condition] block by selecting the required action or the result of the action.

2.4.3.1.3.3 Specified date

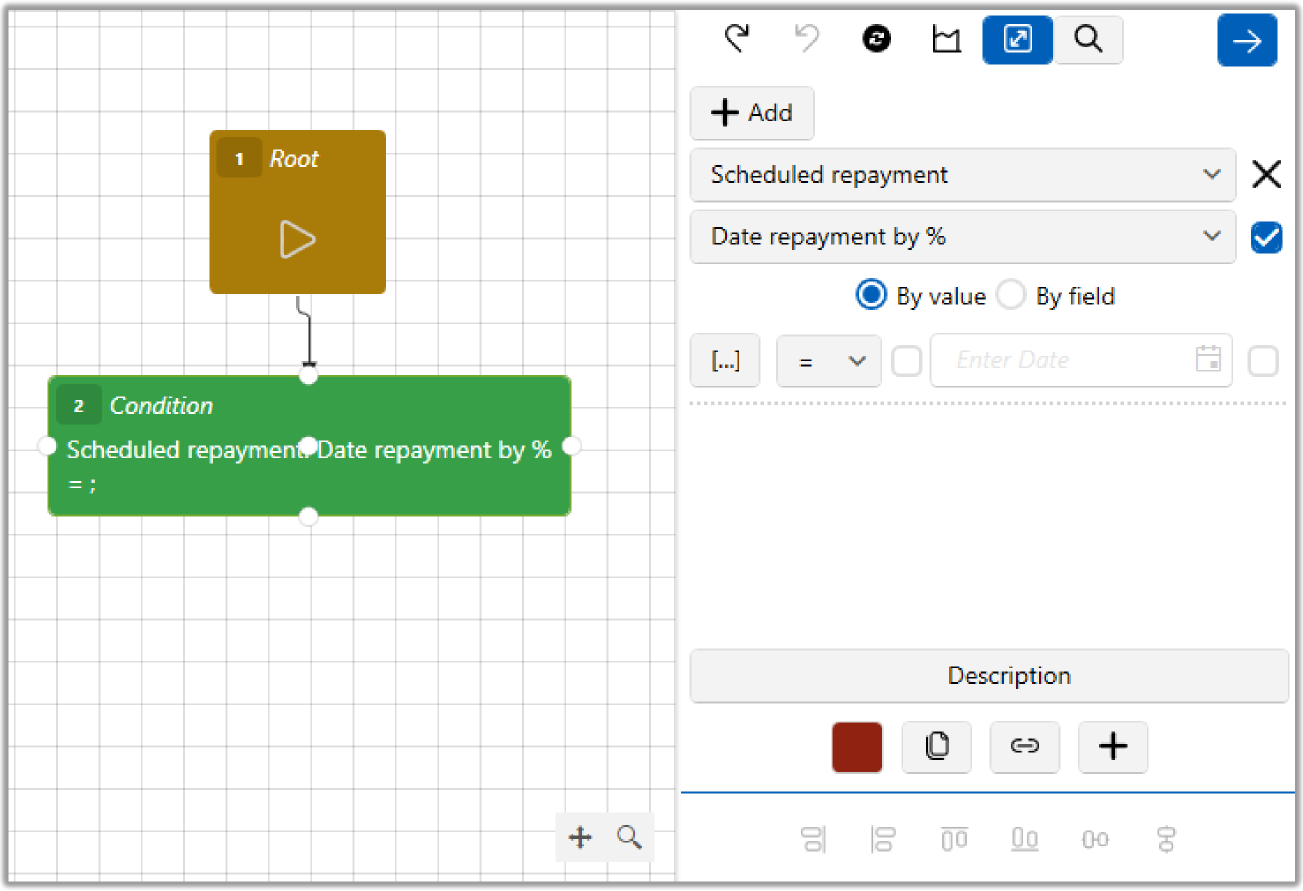
Condition [Specified date] — sets the condition of transition by the set date (year, date, day, day of week, month).



By selecting the [Set field value] checkbox, you can set the date range using the comparison operator.

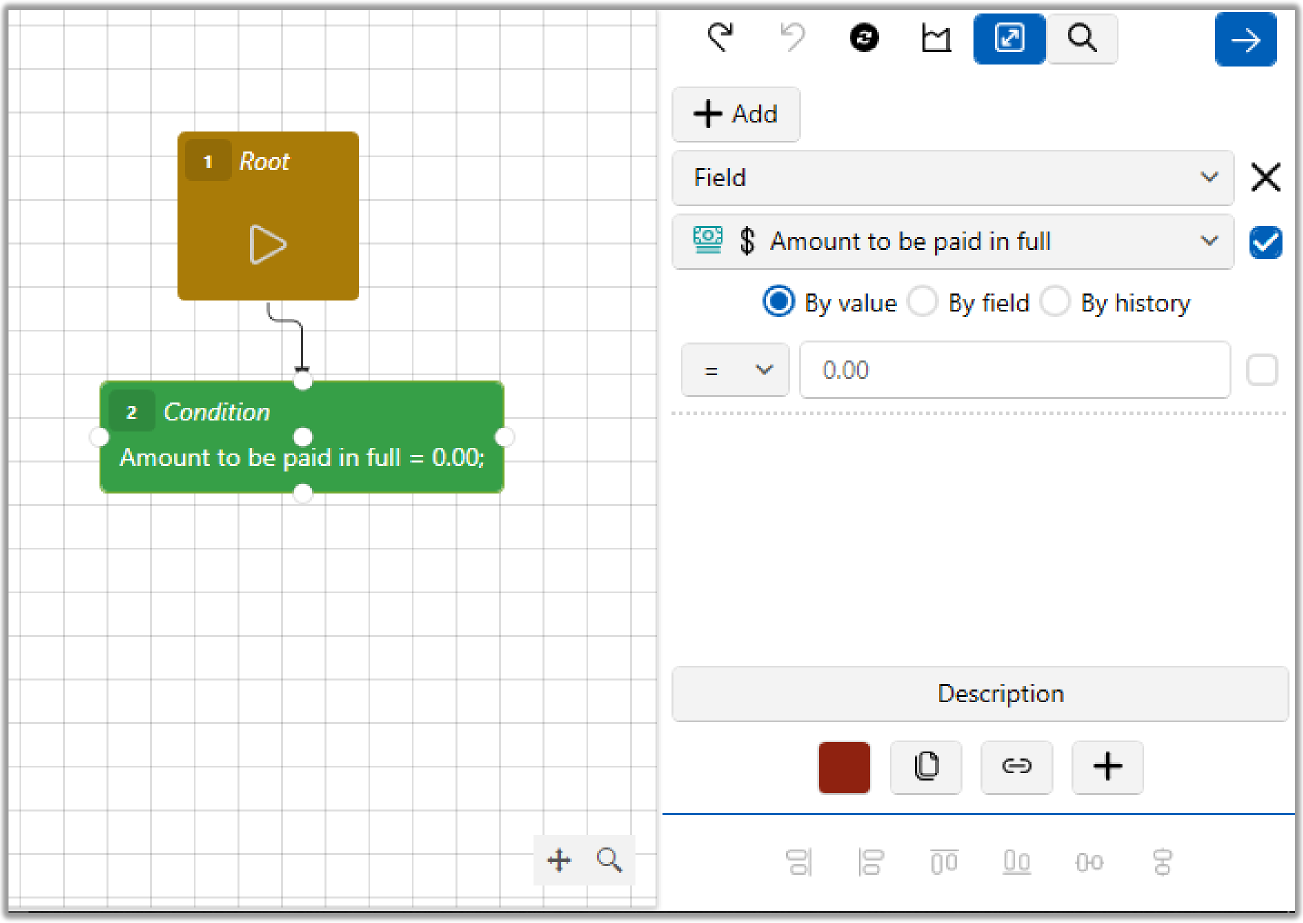
2.4.3.1.3.4 Scheduled repayment

Condition [Scheduled repayment] — setting of condition on scheduled repayment, where you can select condition by field [Repayment date by %] or [Repayment date by body].



2.4.3.1.3.5 Field

Condition [Field] — setting a condition for the selected field. The following fields are available for selection: fields of loans, clients, projects. The set of fields available for selection is configured at the level of the project for which the strategy is configured (tab [Required fields]).



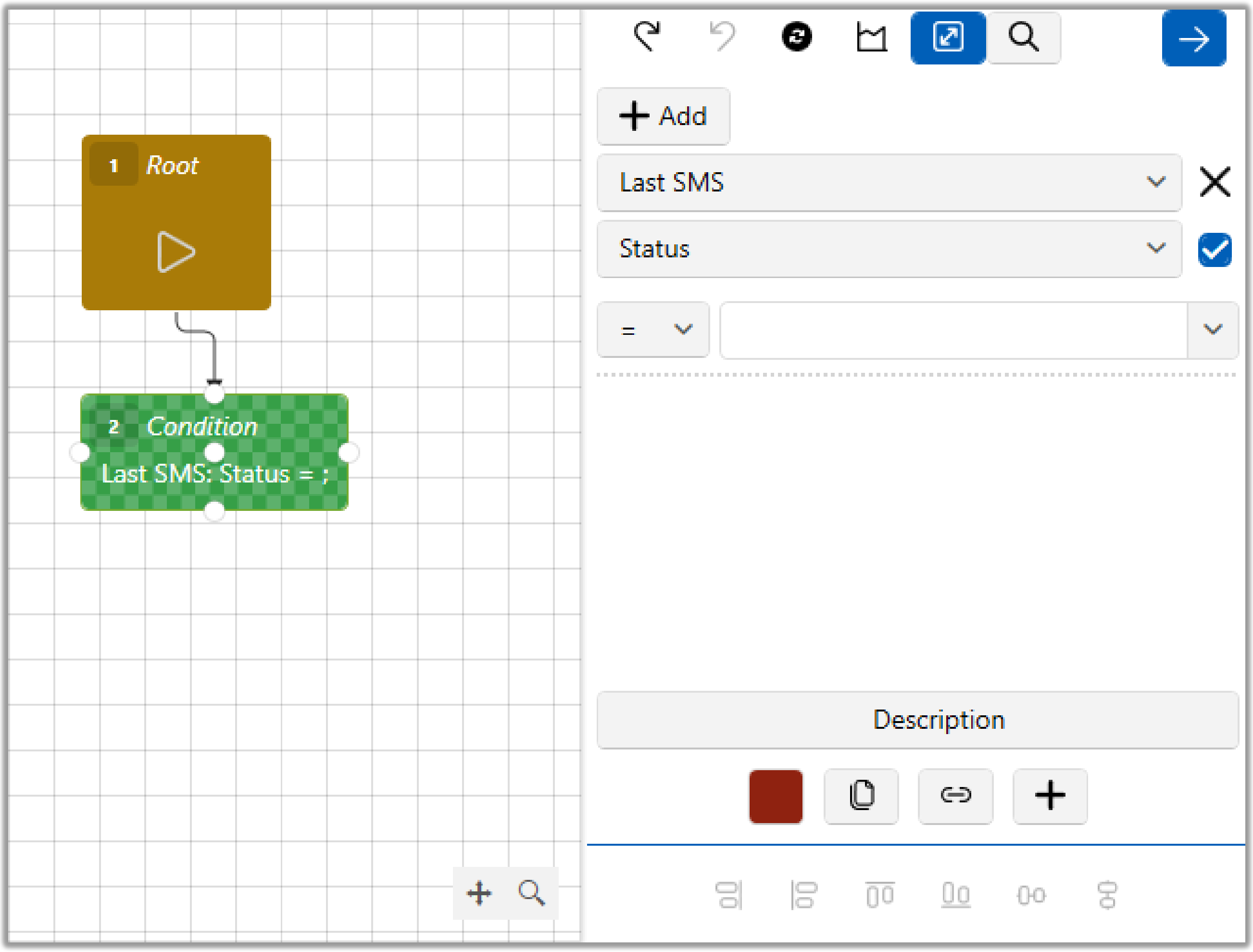
An additional set of logical comparison operators is available for fields with data type [Text]:

- X... — the text begins with;
- ...X — the text ends with;
- IN — the text contains (variants for comparison should be indicated with a comma);
- ⊂ — [similar to] (LIKE).

By selecting the [Set field value] checkbox, you can perform field comparisons within the [Condition] block (by value, field, history).

2.4.3.1.3.6 Last SMS

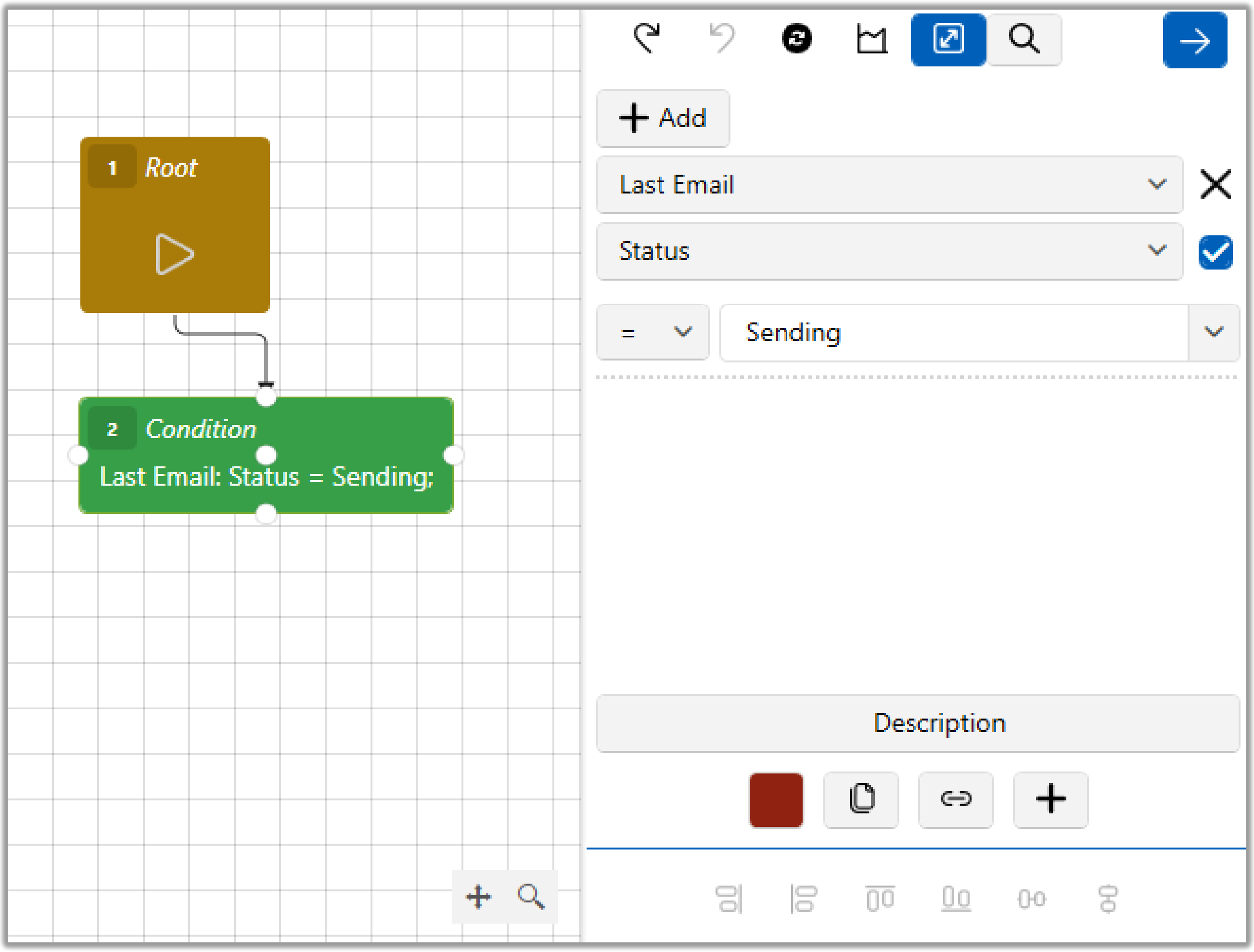
Condition [Last SMS] — setting the transition condition according to the status or pattern of the last sent SMS. The system takes into account the entity type, which is set in the selected strategy settings.



By selecting the [Set field value] checkbox, you can perform a comparison within the [Condition] block by selecting the desired status or template.

2.4.3.1.3.7 Last E-mail

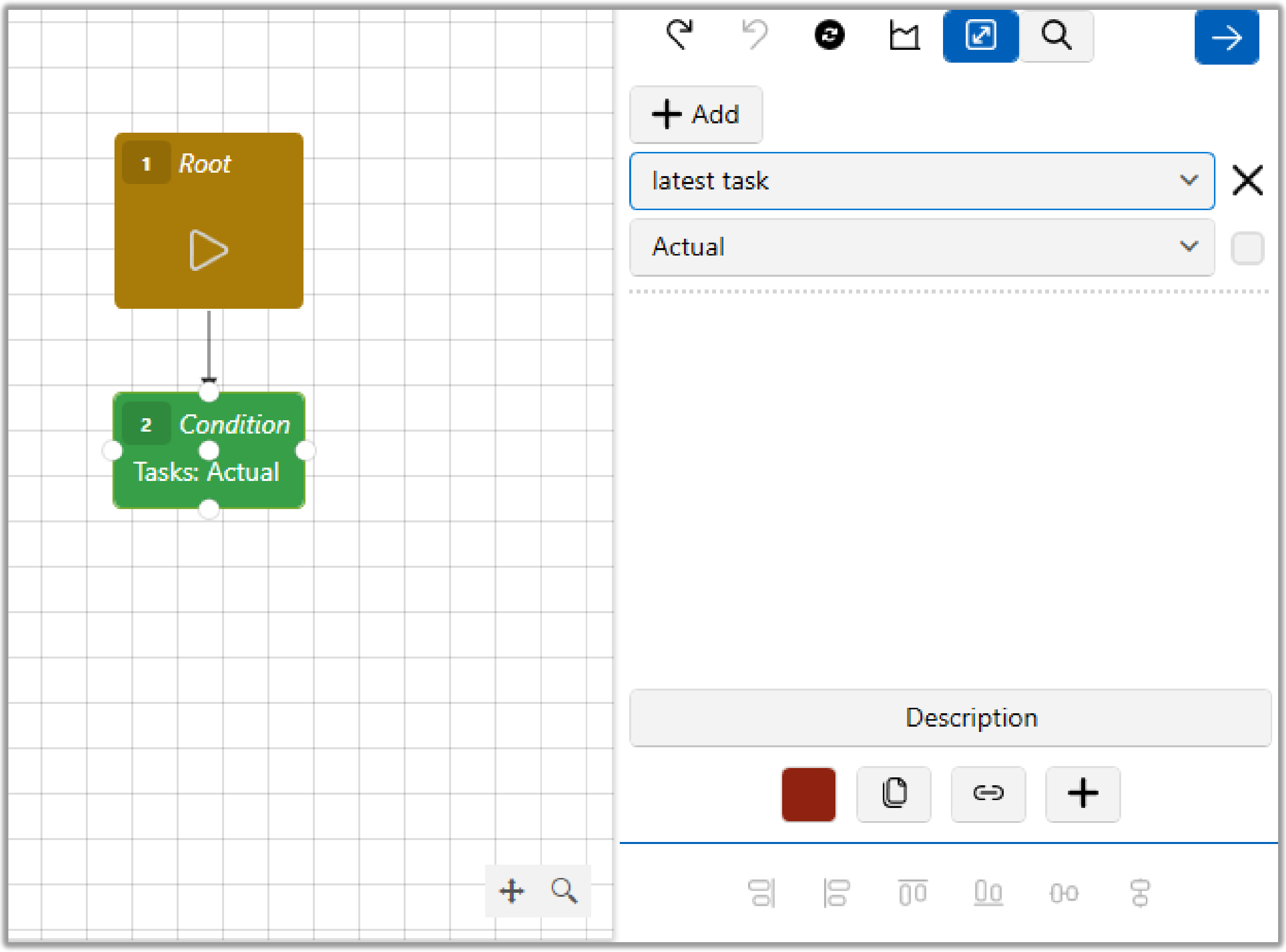
Condition [Last E-mail] — sets the transition condition according to the status or template of the last sent e-mail.



By selecting the [Set field value] checkbox, you can perform a comparison within the [Condition] block by selecting the desired status or template.

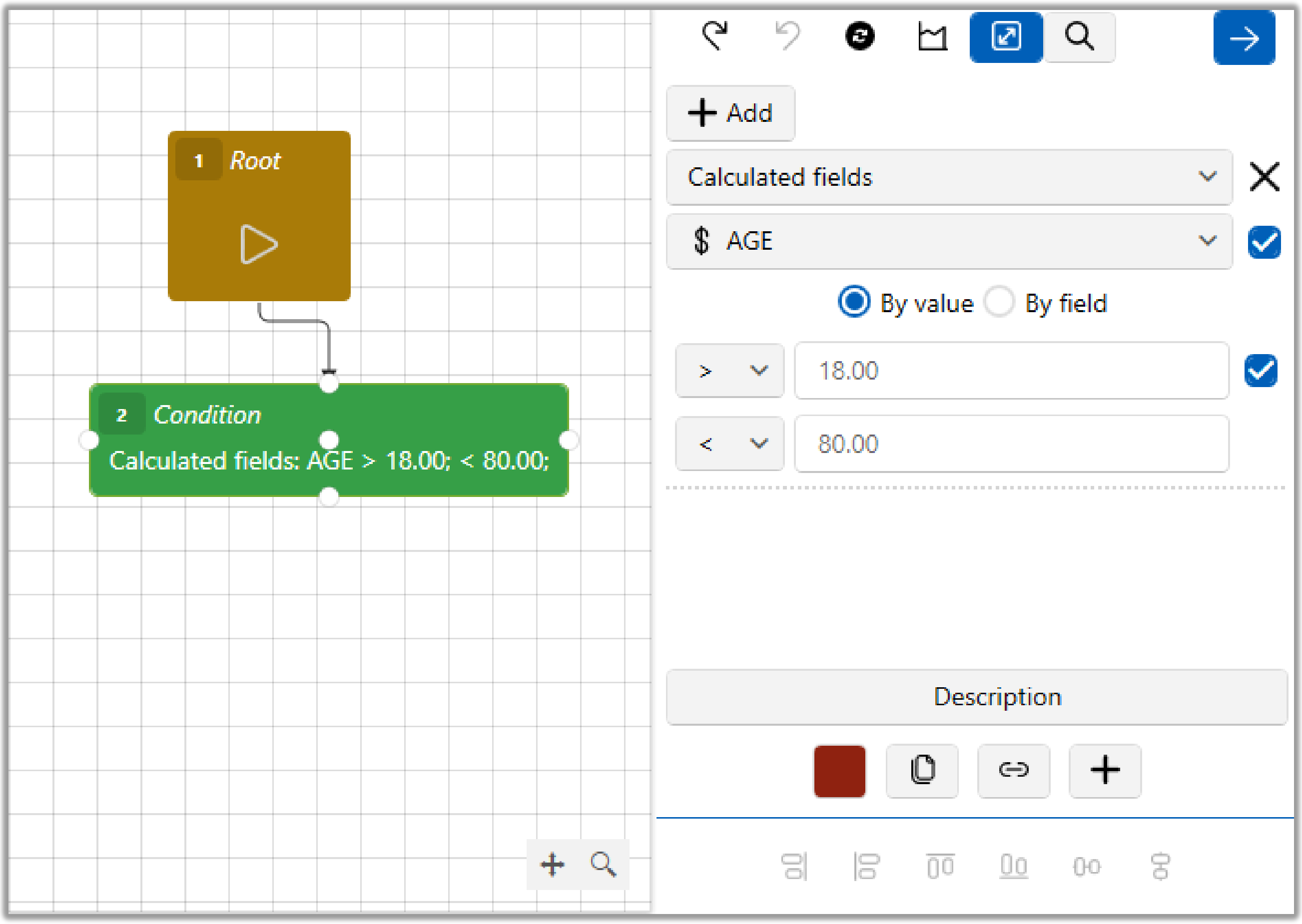
2.4.3.1.3.8 Latest Task

Condition [Latest Task] — sets the transition condition according to the status of the last assigned task.



2.4.3.1.3.9 Calculated fields

Condition [Calculated fields] — setting the condition of transition by the selected calculation field.

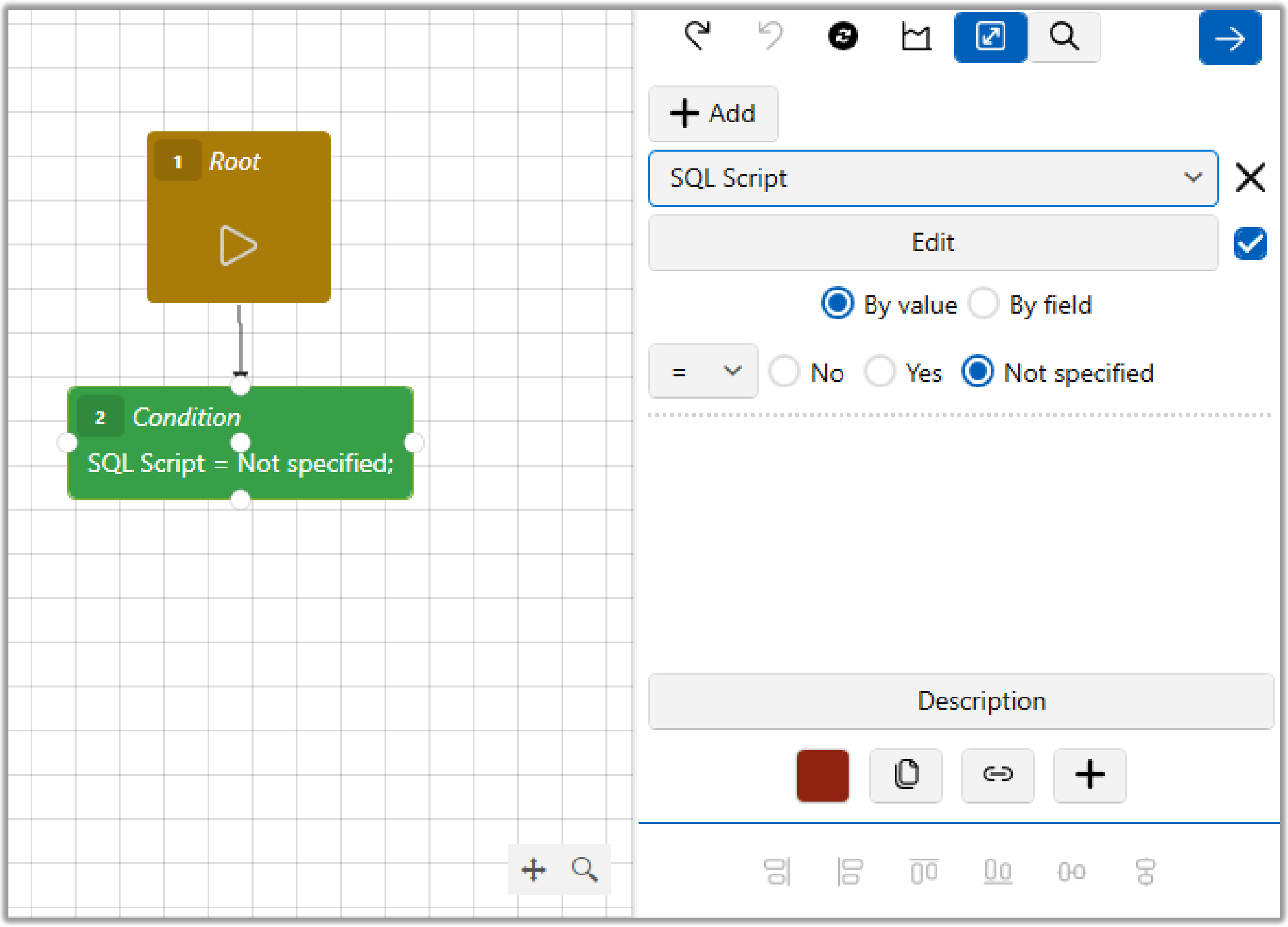


The setting of the comparison block depends on the parameters configured in the condition block:

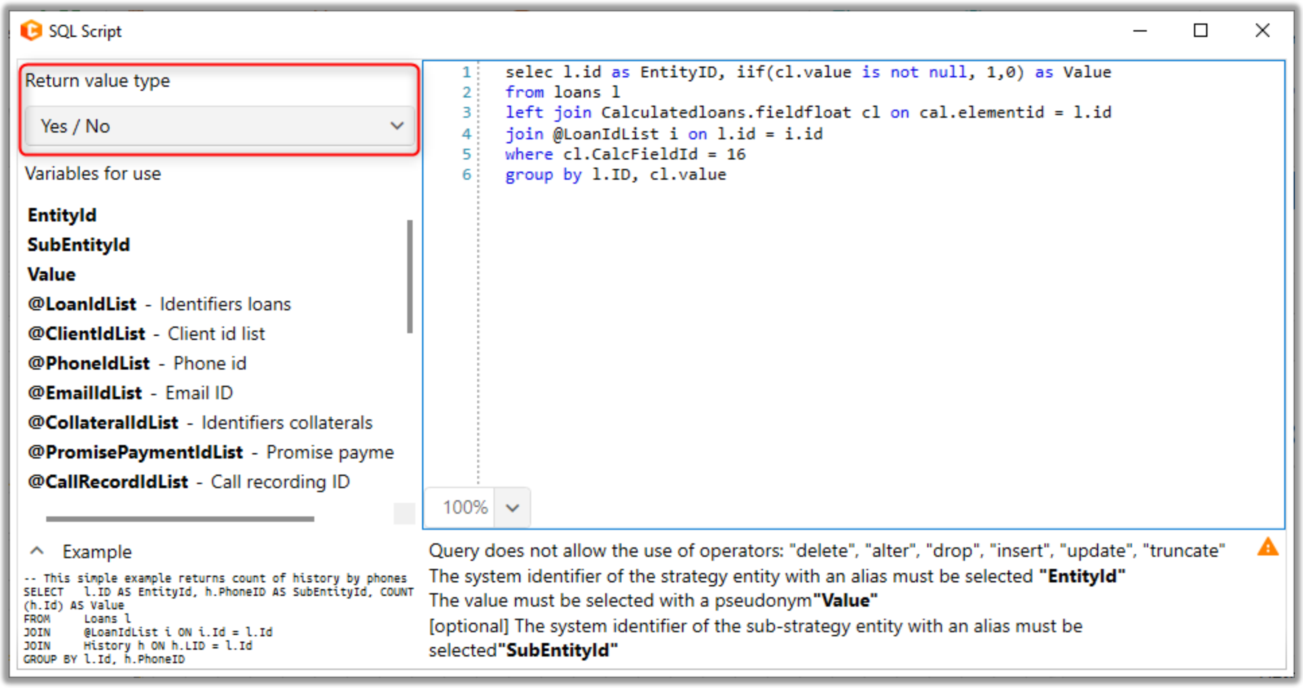
- If the [Set field value] checkbox is selected and a condition value is set, only the [Yes] or [No] options will be available in the comparison box;
- If only the field is selected, but no value is set, then in the comparison block it is necessary to set the value by which the comparison will be performed.

2.4.3.1.3.10 SQL Script

Condition [SQL Script] — enter the condition of transition according to the specified SQL script. By selecting the [Set field value] checkbox you can set the value comparison inside the [Condition] block (by value, by field).



Clicking the [Edit] button opens the SQL script customization window, where you can select the type of the returned value.



An SQL block should always return a table that consists of two columns:

- EntityId — identifier of the current loan/customer (depending on the source)
- Value — returned value for comparison
- The following value formats are available:
- Time;
- Yes/No;
- Date and Time;
- Text;
- Number.

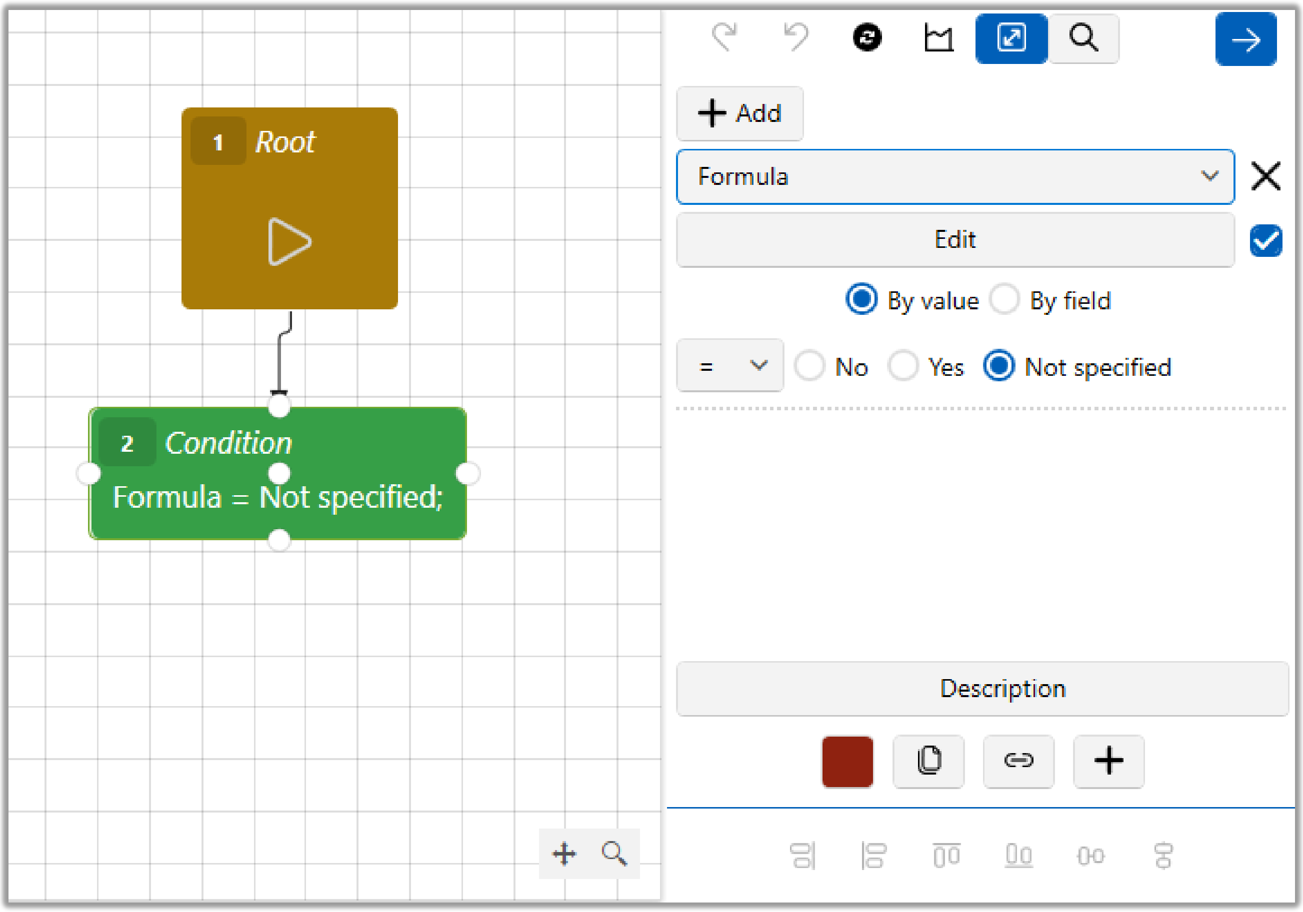
It is also possible to use variables that are specified in the [Variables to be used] block.

[Return value type] — selection of the script result. It should be taken into account, if the result [Yes/No] was selected, then the system will expect 1 and 0 respectively.

2.4.3.1.3.11 Formula

Formulas are a convenient tool for customizing conditions of blocks in strategies. Their customization is described in more detail in the section 2.4.3.4.

Condition [Formula] — sets the transition condition according to the created formula.



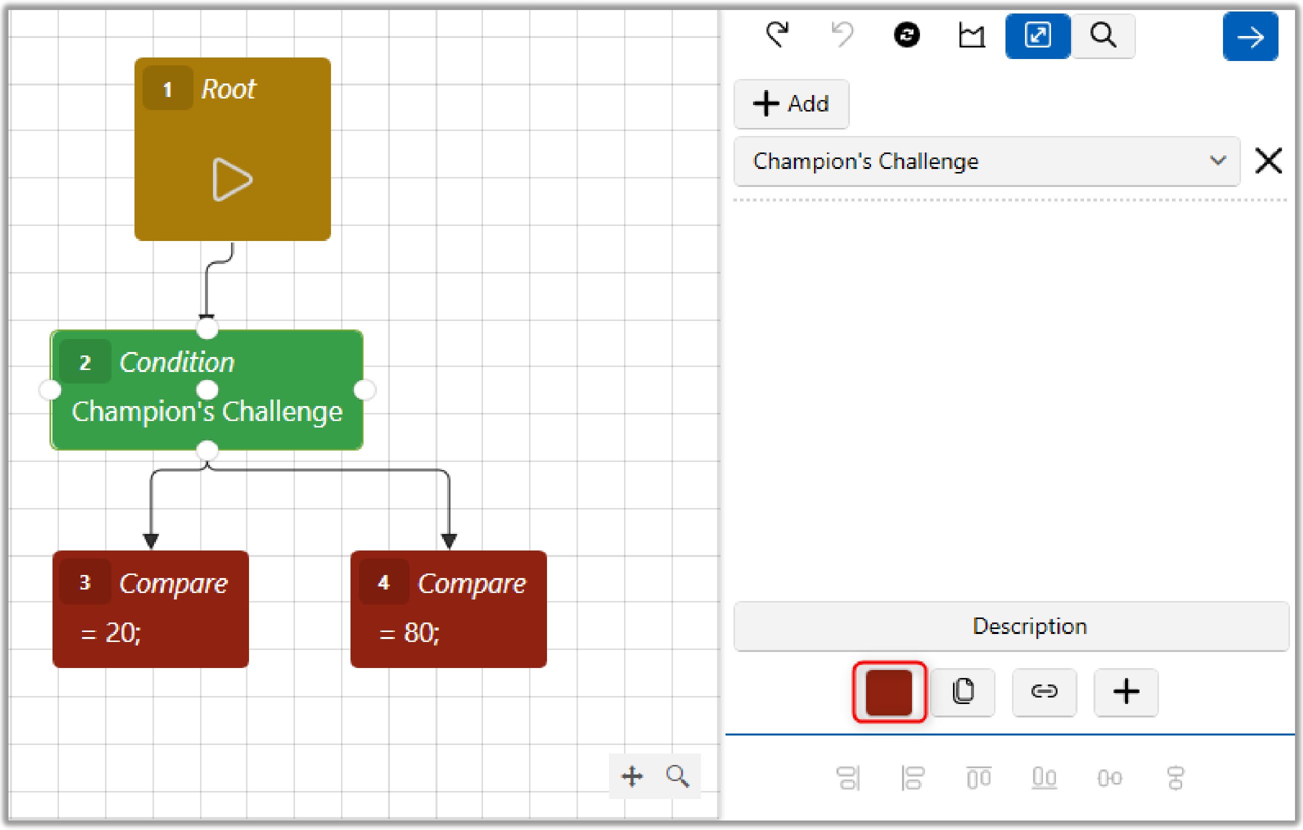
To create a new formula, you should click the [Edit] button, and then in the opened window create a formula that works similarly to the calculated fields.

By checking the [Set Field Value] checkbox, you can perform a comparison within the [Condition] block by value, field or history.

IMPORTANT: if one of the fields in the formula will have the value NULL, then the formula will return the value NULL as a result (it is recommended to make an additional check for such fields). Also note that when using a formula, the [Compare] block does not process fractional values if the [By Value] comparison is used.

2.4.3.1.4 Block [Compare]

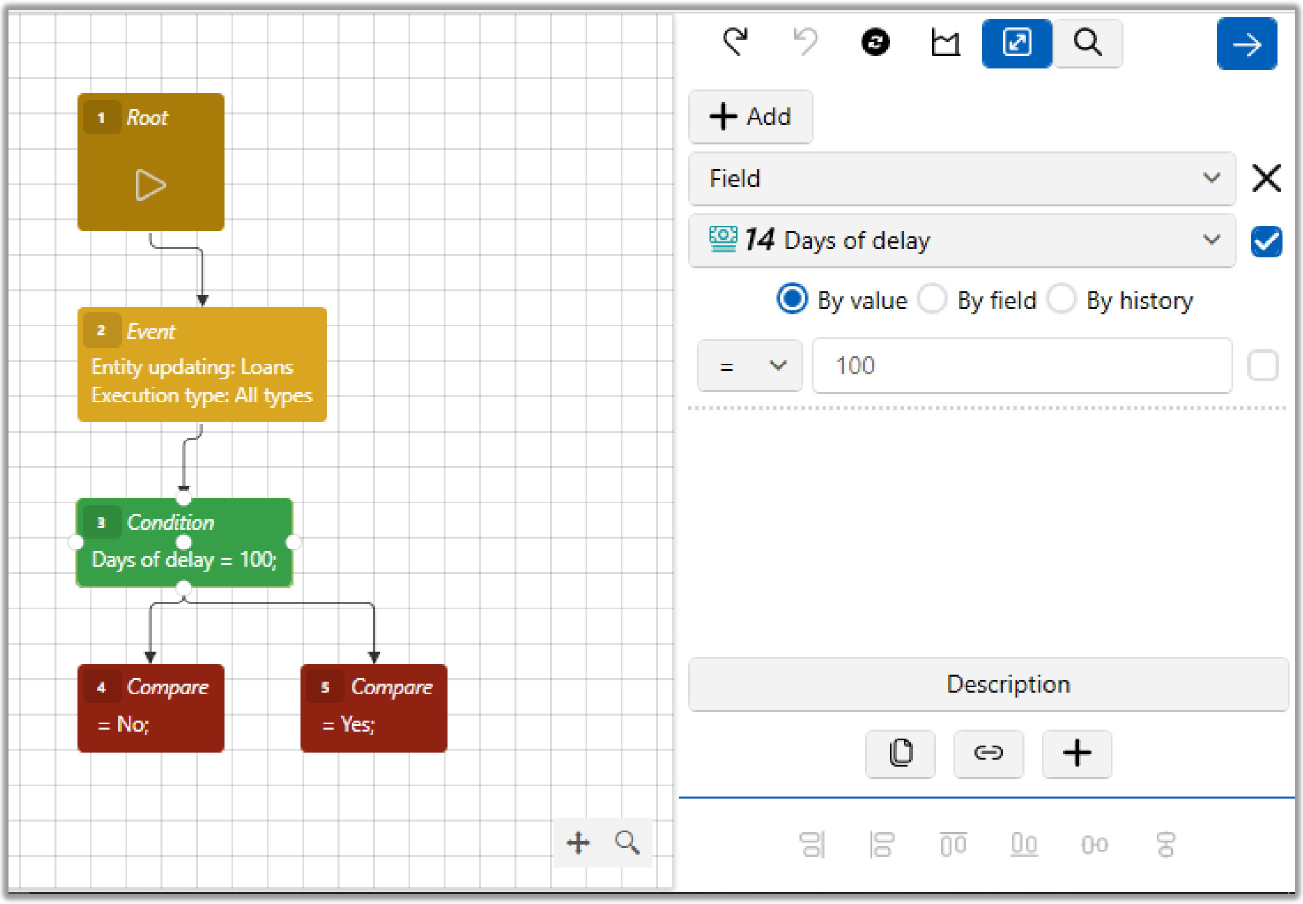
Block [Compare] — an element that directs the strategy to one of the child branches of the system, depending on the transition condition. Visually represented as a rectangular block of red color.



In the [Compare] block you can use two comparison options:

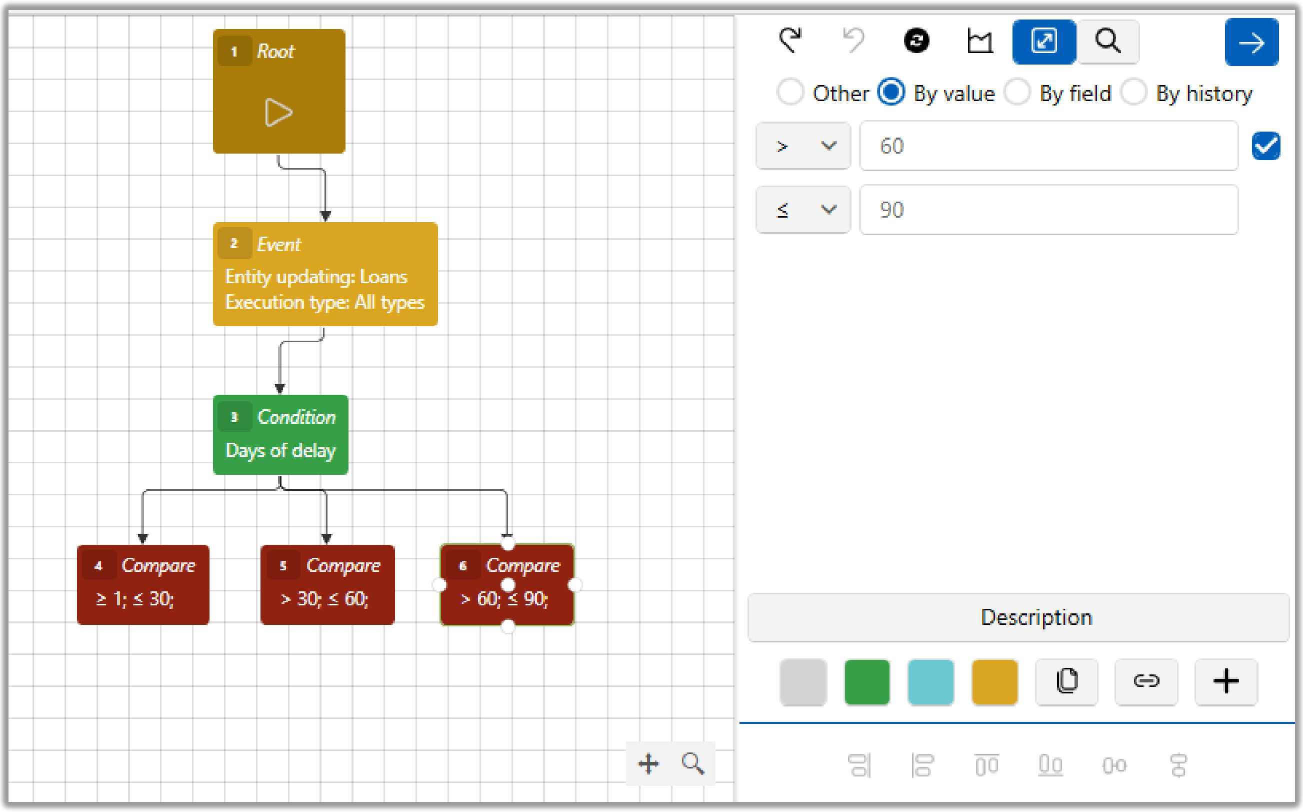
Logical compare — checking if the element matches the specified conditions (yes, no, other).

This option is available if specific values to be checked are specified in the condition block. For example: the value of the [Days of delay] field is equal or not to the value 100 (yes or no).



Compare by value — the value of an element from the condition block is written into each comparison block, and in case of a match, the loan is directed to the branch with which the value of the specified condition coincides.

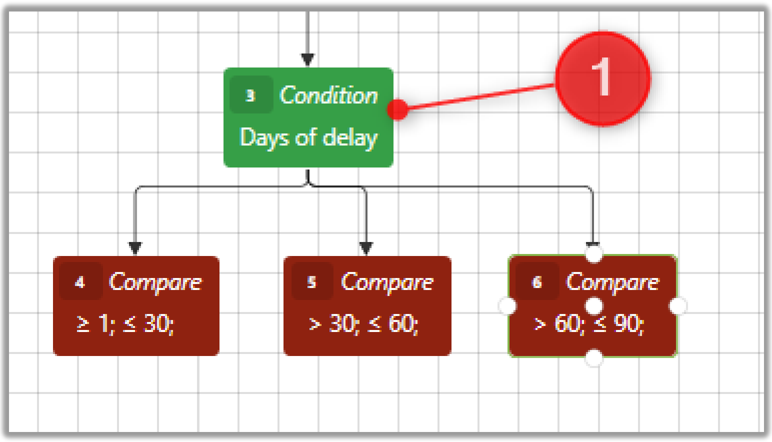
This option is available if only the entity is specified in the condition block without specific values to check.



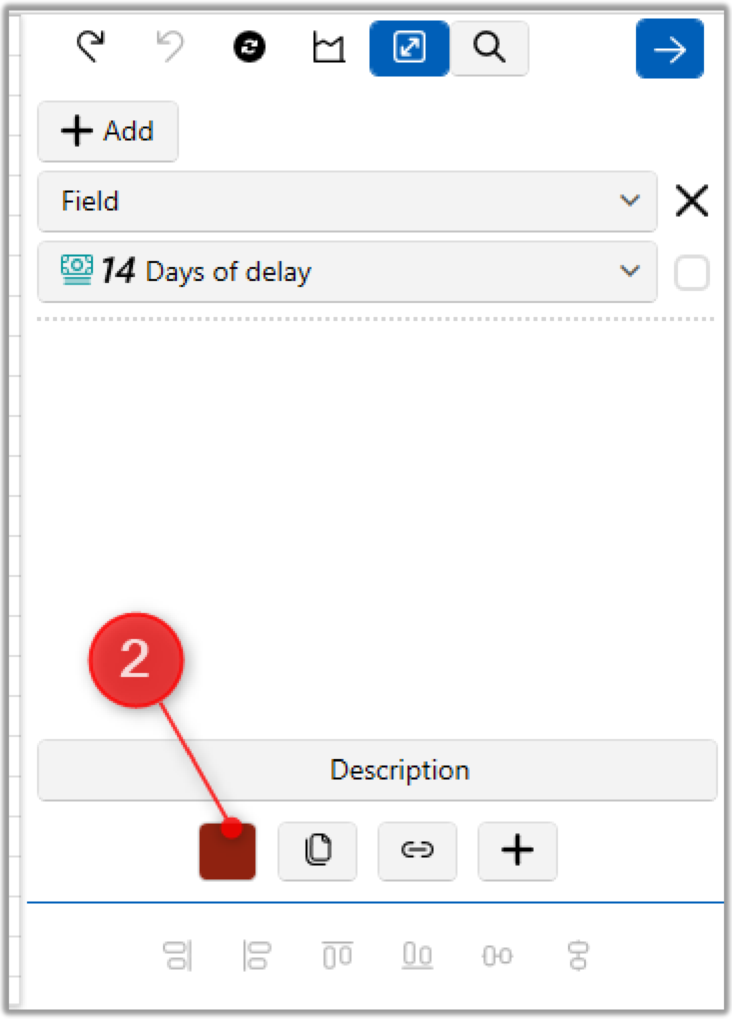
NOTE: the comparison block in the Champion`s Challenge condition is set to a value that corresponds to the percentage of distribution of trades by strategy branches.

To add a comparison block it is necessary to:

1. Click with the left mouse button on the [Condition] block;



2. Add a comparison block;



3. Set the parameter to be compared;
4. Press the save button.

NOTE: the [Other] option is available for the value comparison block, all loans that failed the value check will be included in this branch.

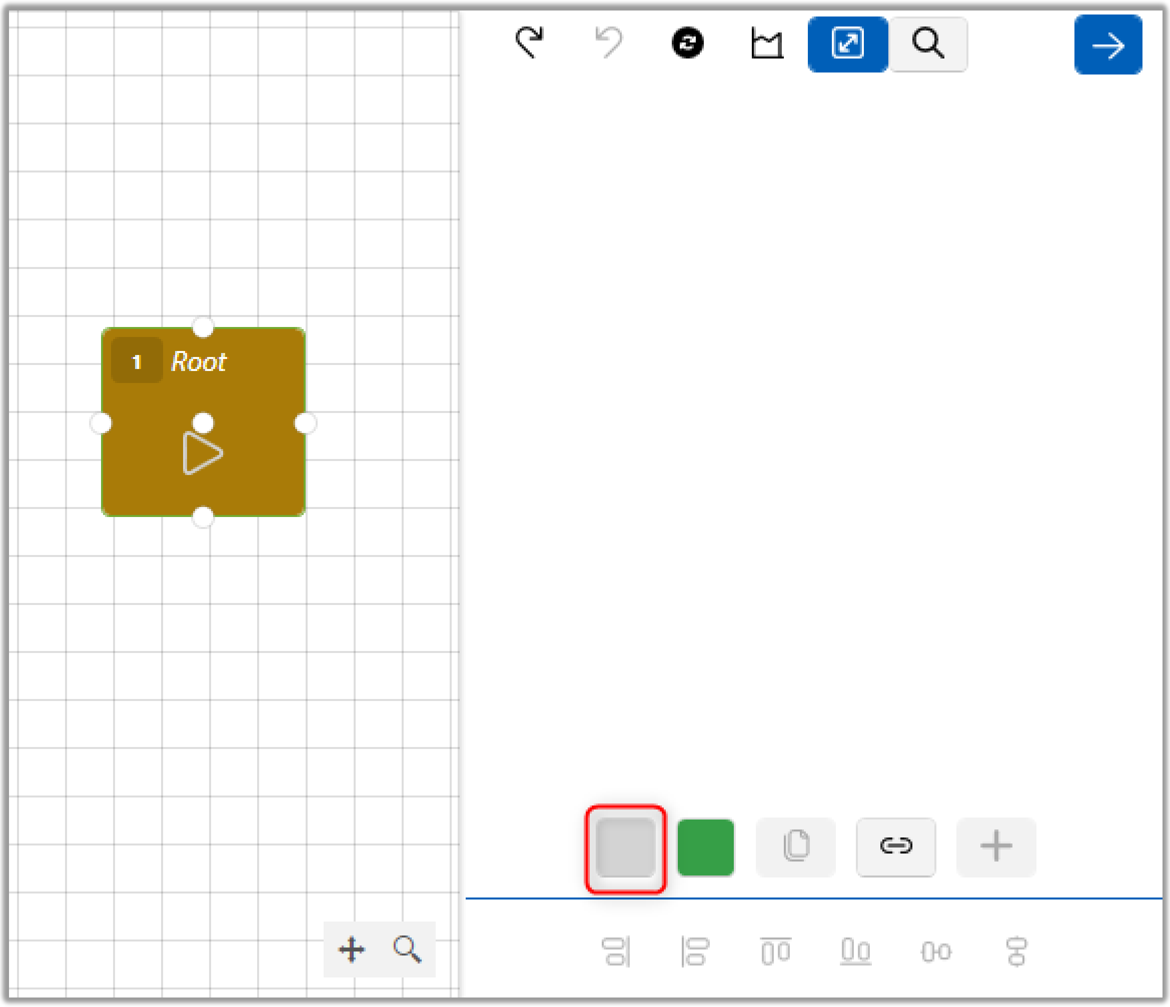
2.4.3.1.5 Block [Action]

This strategy element provides automatic execution of mailings, distribution of loans to responsible persons, automatic assignment of tasks to users and other activities in accordance with the predefined business strategy.

Strategy element [Action] is visually represented as rectangular blocks of gray color.

The system considers the following variants of actions within the strategy.

The [Action] block can be added after any block except the [Condition] block. To create a new [Action] block, open the strategy, select any block (except for the [Condition] block) and click the [Add Action Block] button.

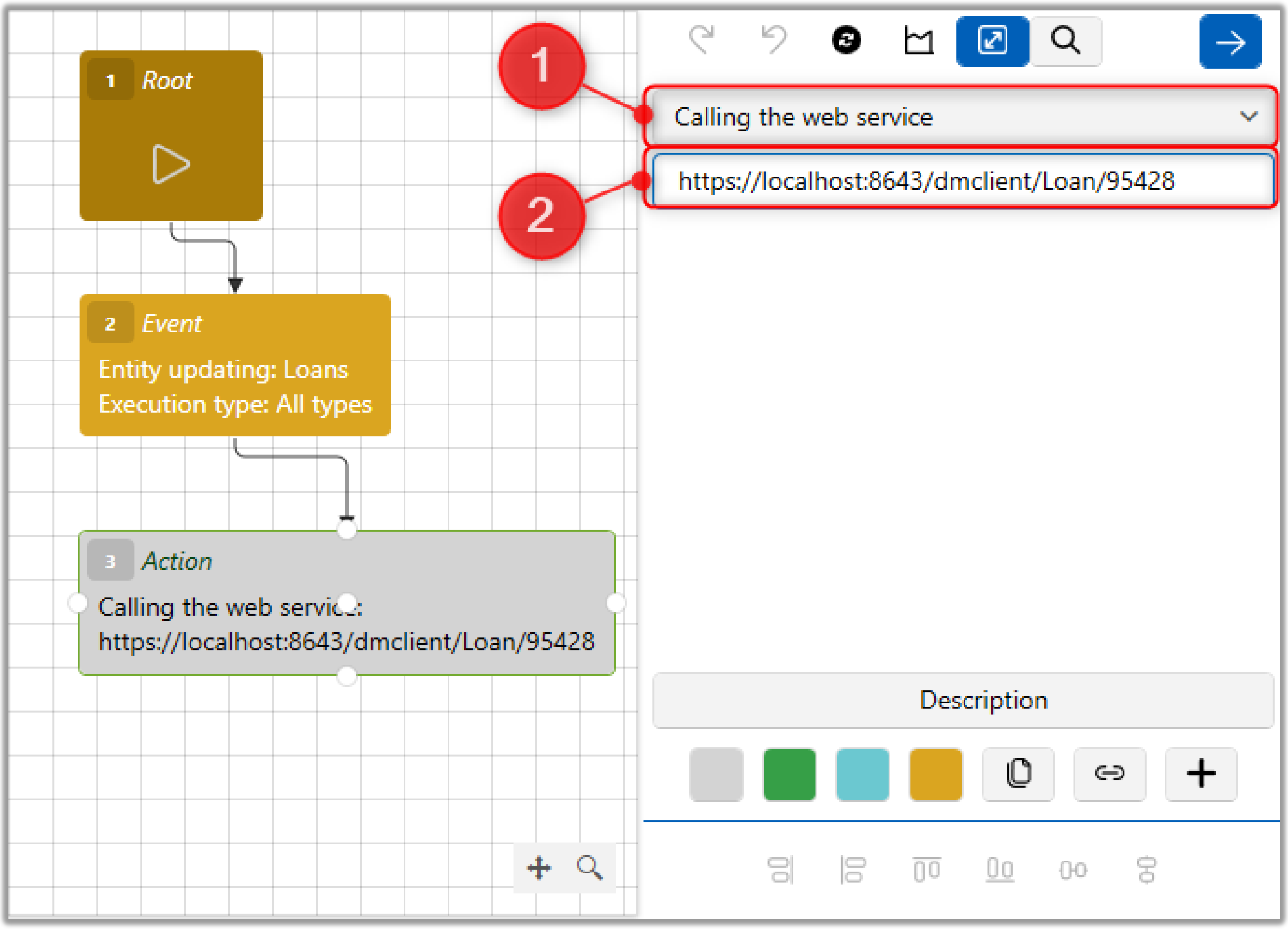


2.4.3.1.5.1 Calling the web service

Action block of the strategy that initiates the call of web service methods (GET).

Thanks to this service, the system can, for example, pass links to an entity card (depending on the strategy settings). The Web service can also act as one of the elements of the service integration API.

In order to customize the call of the Web Service you need to:



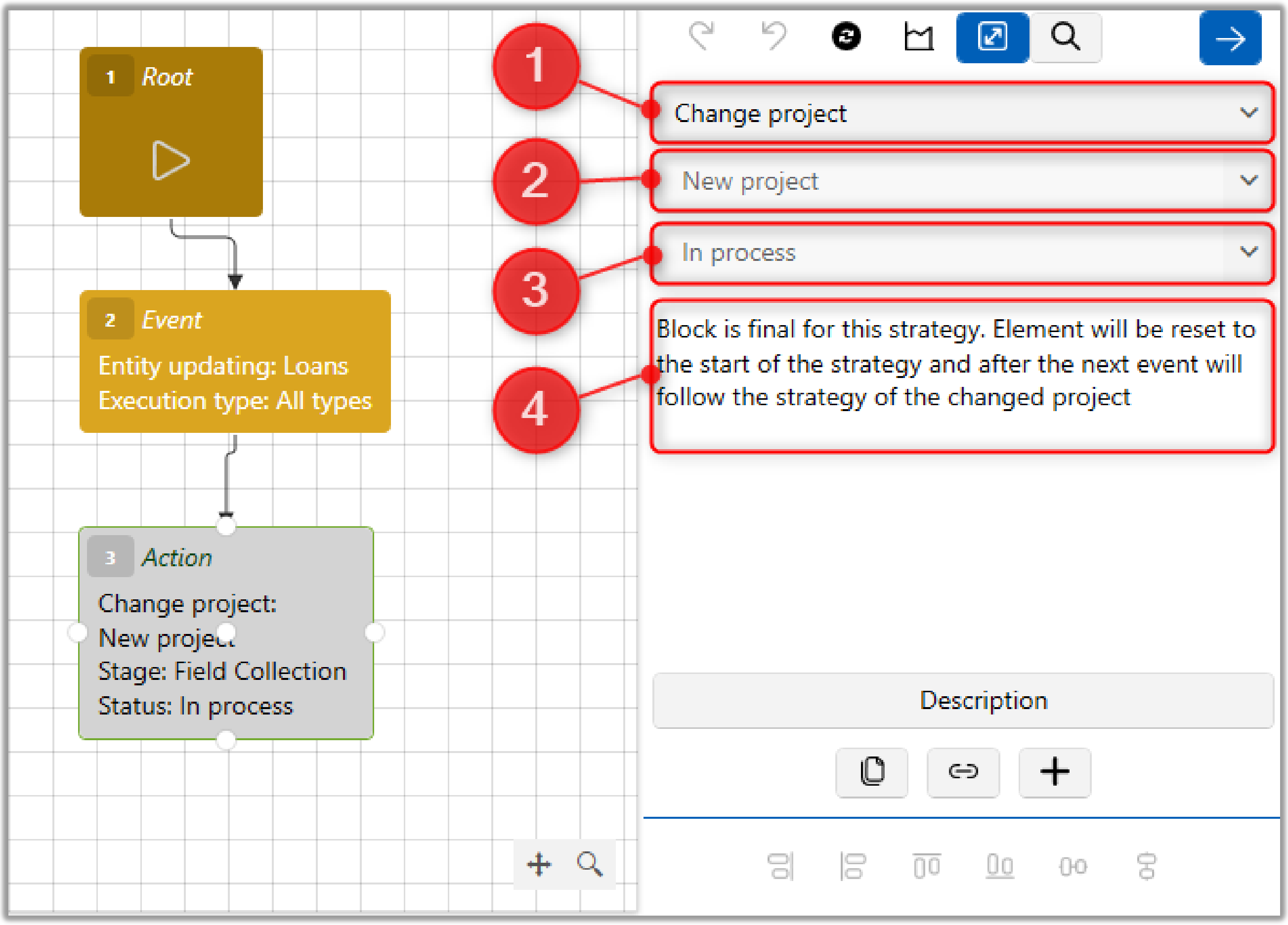
1. Select the action type [Calling the web service];
2. Specify the required value to invoke the web service.

2.4.3.1.5.2 Call of Plugins

Call of Plugins that have been added to the system. It is configured individually for each project. Plugins can also be called from a substrategy.

2.4.3.1.5.3 Change project

The [Change Project] function in the [Action] block allows you to change a loan's project, stage and status.

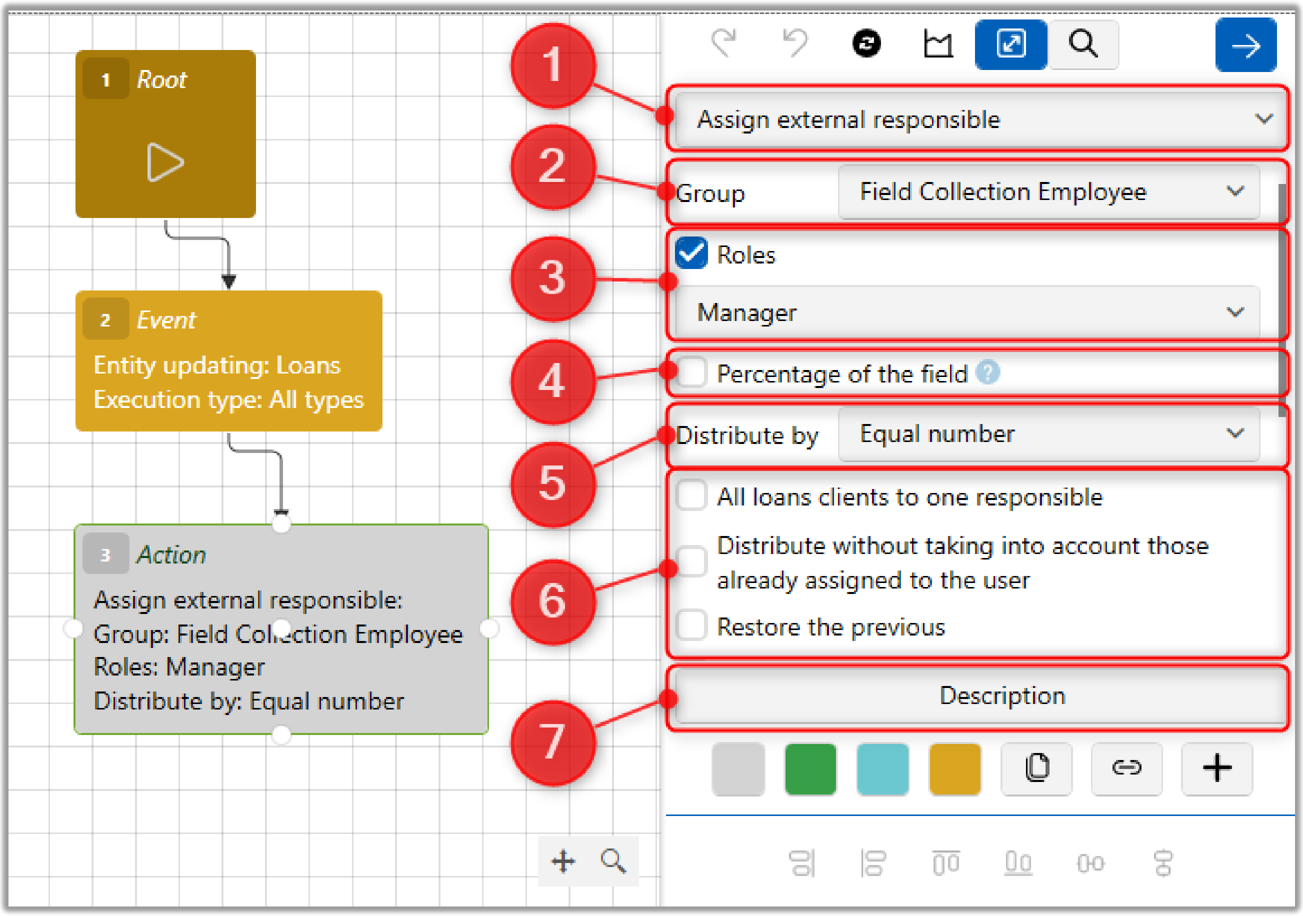


1. Selecting a function in the [Action] block.
2. Selection of the project to which trades will be transferred after the execution of this block of the strategy. Hidden projects are also available for selection.
3. Selects the stage status to be set for the loans for the previously set project. Only those stages and statuses that were added in the settings of the selected project are available.

4. A hint that a block will be the final block (all subsequent blocks will not be processed) if this function has been set in it, and the element will be processed only after the new project strategy is started.

2.4.3.1.5.4 Assign external responsible

The [Assign external responsible] function allows you to assign external responsible parties for the loans that will be included in this block.



1. Selects a function in [Action].
2. [Group] — selection of the group whose employees will be assigned as external responsible persons. Only those groups are available for selection, in the settings of which the [May be externally responsible] checkbox is checked.

3. [Roles] — filtering within the selected user group by the role set in this parameter. Only the roles that have been set for users who are in user groups with the [Can be externally responsible] checkbox checked are available.

4. [Percentage of the field] — assignment of external responsible persons according to the set percentage of the selected field. The sum of all added percentages of users must be 100%. Users with 0% are not allowed.

5. [Distribute by] — selection of the type of distribution of loans among users. The following distribution types are available:

- [Number of loans] — the loan card will be assigned to the user with the smallest number of cards assigned to him/her where he/she is assigned as an external responsible person, but excluding those users whose number of cards is greater than or equal to the set number in the [Number of loans] parameter (becomes available when selecting this type of allocation).
- [Equal to the set number] — users with the lowest number of cards where they are assigned as external responsible will be set as external responsible.
- [Average amount of overdue eq.] — if there are users who are not assigned in loan cards as external responsible, the card will be assigned to a random user from those in the sample. Otherwise, the loan card will be assigned to the user whose cards have a total less than the average value of the [Total amount of overdue debt (equivalent)] field (loan field with the selected corresponding source).
- [Equal to the total of fields] — if loan fields with integer or fractional data type are added, then the loan card will be assigned to the user who has the smallest amount for all selected fields. If selected with another data type, then the card is assigned to the user who has the smallest number of assigned cards with this field value. To delete an added field, click the [X] button to the left of it.

6. Additional parameters for assigning external responsible persons:

[All customer loans to one responsible person] — if an external responsible person has already been assigned to a loan, then all other loans that fall under this strategy will be assigned to it. If there are no such users or there are several users, then the responsible person will not be assigned based on the user selection settings. When there is no user under the filter conditions that can be assigned as an external responsible person, then

[Allocate without taking into account already assigned to the user] — the system will ignore the number of loan cards assigned to the user, where he is assigned as an external responsible person, and only those loans that are currently in the strategy will be taken into account. For example: there are 5 operators and the strategy has 10 loans to be assigned, then each of the operators will be assigned 2 loans, the system will not take into account that several operators were assigned as external responsible for more loans. Even if the first operator is assigned 200 loans and the others are assigned 6 loans each.

[Restore previous] — the user who was the last responsible for a loan card will be assigned as an external responsible (according to the settings), if such a user was not found, the system will search for the user who was assigned as a responsible for all loan cards of this client. If the previous responsible person was a System user, the system will not restore it.

[Consider region] — from the available users the users with the corresponding region set in their profile are selected, if such users were not found, then the users with no set regions will be assigned, if there are no such users, then one of the available users will be assigned. When this checkbox is checked, it is automatically possible to set the checkbox [If no region is found — reset to System], which will set System as the external responsible user if no users with the corresponding region were found.

[Exclude current] — excludes from the selection the user who is set as the current external responsible user. If only the current responsible user is found by the system according to the set filters, then the external responsible user will not be assigned.

- [Current only] — The current responsible person for the card will be excluded from the selection by assigning an external responsible person for the card.
- [With all previous] — in addition to the current responsible person, all previous responsible persons will be excluded from the selection.
- [Current and previous] — the current responsible user and the previous responsible user will be excluded from the selection.

[Author of the last action] — the user by whom the last action was added will be assigned as the external responsible. If such user was not found, then the external responsible person will not be changed. It is also possible to limit the time that a user will be assigned as an external responsible for a loan card, for this purpose it is necessary to set the checkbox [Time schedule], and in the parameter [Expiration date] specify the required number of days, after the expiration of the set period the card will be transferred to the previous responsible. If there are several such users, then the system will assign to the user who has the least number of cards.

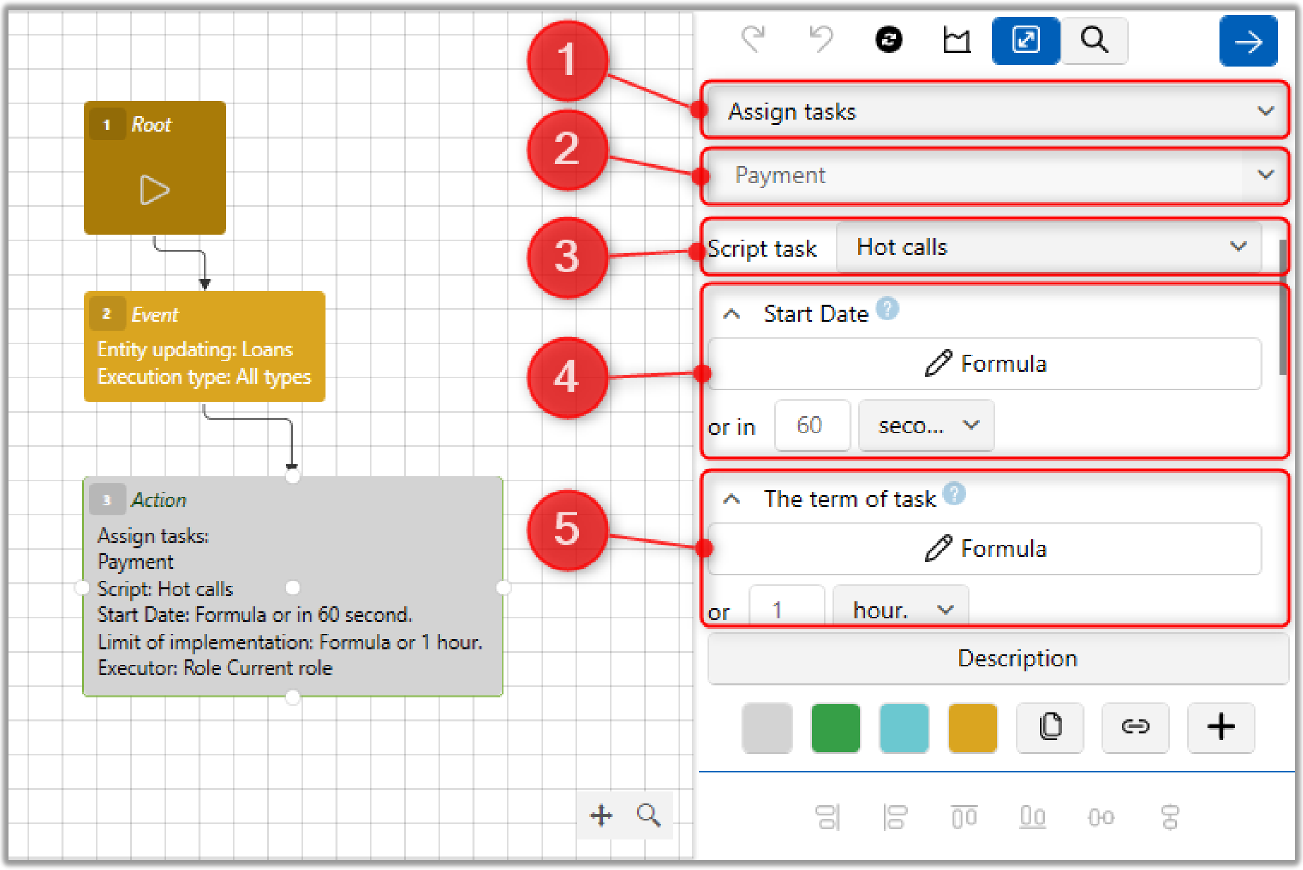
[Do not redistribute tasks] — after changing the responsible person, previously created tasks will not be redistributed.

[Ignore archive loans] — for the cards that have been moved to the archive, no responsible persons will be assigned.

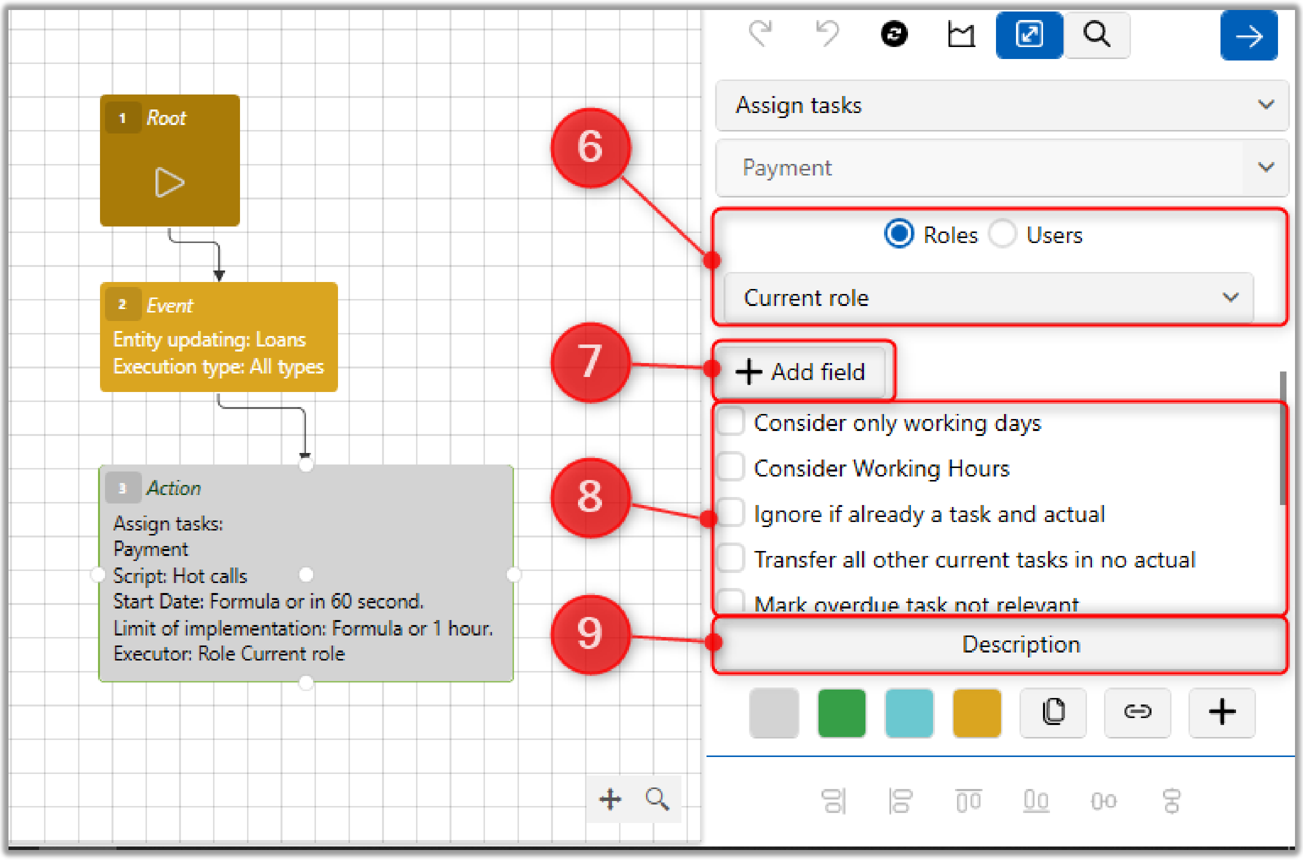
[Add condition] — the button to add an additional condition by field, depending on the selected source. If no users are found that fall under the added conditions of selection by the set conditions in the fields, then the external responsible person will not be assigned. The added conditions can be combined using the logical [AND/OR]. As a source you can select: users, loans, clients.

2.4.3.1.5.5 Assign tasks

This action performs the assignment of tasks to users.



1. Selecting the type of action;
2. Selecting the type of task;
3. [Script task] — select the task scenario;
4. [Start date] — specify the task start date (seconds, minutes, hours, days, months, years) from the moment of its assignment. It can also be specified using a formula. The set of fields will vary depending on the selected strategy entity;
5. [The term of task] — set the deadline to complete the task (seconds, minutes, hours, days, months, years) from the time it was started. The set of fields will vary depending on the selected strategy entity;



6. Selecting the users to whom the task will be assigned according to the set parameters.

[Roles] — the task will be assigned to all users with the selected role. In order to assign the selected task to a role it is necessary to check the corresponding checkbox and select a role from the drop-down list. If the user was not found, then the task will not be assigned.

[Users] — assign the task to a user of the system by selected parameters. If such user was not found, was dismissed or more than one user was found, then the task will not be assigned.

- [By loan fields] — the task will be assigned to the user whose full name will match the value in the loan field selected for comparison. All loan fields with text data type are available for selection.
- [To responsible] — select the user to whom the task will be assigned, for this purpose select the group the user is in and select the user from the drop-down

list. You can also select [Current responsible], then the task will be assigned to the current responsible for the loan.

7. [Add field] — add task field, the value of which will be changed to the value specified when assigning this task. The new value can be either simply specified in the field, if the [By value] checkbox is selected, or specified using a formula, if the [Formula] checkbox is selected.

8. Configure other action parameters:

- [Consider only working days] — when assigning a task to users, the system will consider working days.
- [Consider working hours] — when assigning a task to users, the system will consider working hours.
- [Ignore if such task already exists and is relevant] — the task will not be assigned if such task has already been created and is in the [Relevant] status.
- [Transfer all other current tasks to irrelevant] — when a new task is created, all tasks of the selected type that were assigned earlier will be transferred to the [canceled] status. This option ignores the selected task type if the [Consider all task types] checkbox is selected.
- [Mark overdue tasks irrelevant] — set all overdue tasks to [Overdue irrelevant] status.
- [Set appropriate loan scenario] — the loan will be set to the scenario that has been set for the task. At the level of the scenario that is assigned to the loan the set of action types and their results is limited (in the action tree).
- [Ignore if there is an active promise] — the task will not be assigned if there is an active promise.
- [Take into account all task types] — all task types will be taken into account in the work of this block, not just one selected type.
- [Take into account work schedule] — when setting the person responsible for a task, the current status of the user at the time of assignment will be

taken into account. If the user, for example, is on vacation or sick leave, then tasks will be assigned to other users within the group or role.

- [Maximum number of tasks per responsible person] — the task will be assigned to the user with the smallest number of tasks between the selected users, but not more than the value set in this parameter.

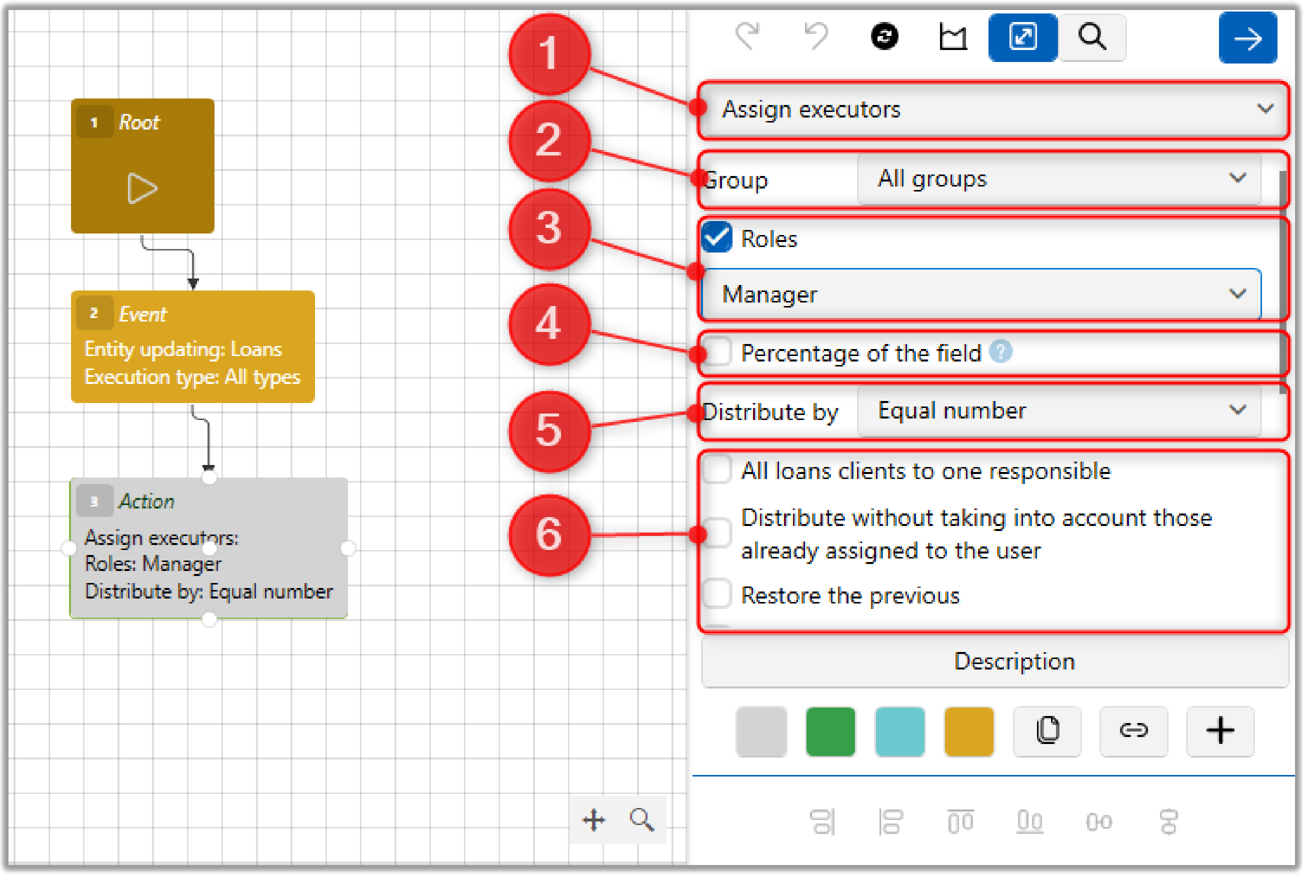
9. [Description] — button for displaying the description of the block operation according to the set settings.

After making the settings, you need to click the [Save] button.

2.4.3.1.5.6 Assign executors

[Assign executors] allows you to change or assign the responsible user (executor) for a loan. This action performs the distribution of loans among users according to the specified conditions.

To implement the distribution, configure the following parameters:



1. Select the action type [Assign executors].

2. [Group] — select the group for assigning users' executors. If [All Groups] is selected, all users who have not been dismissed will be selected.

3. [Roles] — selection of a role for distribution of loans. Distribution will be performed within the previously selected group of users, but taking into account the role. If in the distribution settings a role is specified to which none of the users of the selected group corresponds, then the loans will not be distributed and the strategy will not perform any other actions on them.

4. [Percentage of the field] — the value of the selected field is summarized in all loans, and then the loans are distributed to users according to the percentage of this value set for them. If the option is activated, but no user is added for it, the loans will be distributed randomly. For example, if you select the [Amount Overdue] field with a total amount for all loans of 1000, and add two users with set values of

80% and 20%, the first user will be assigned loans in which the sum of the [Amount Overdue] field will be 800 (80%), and the second user will be assigned —200.

5. [Distribute by] — set the parameters of card allocation to executors, where:

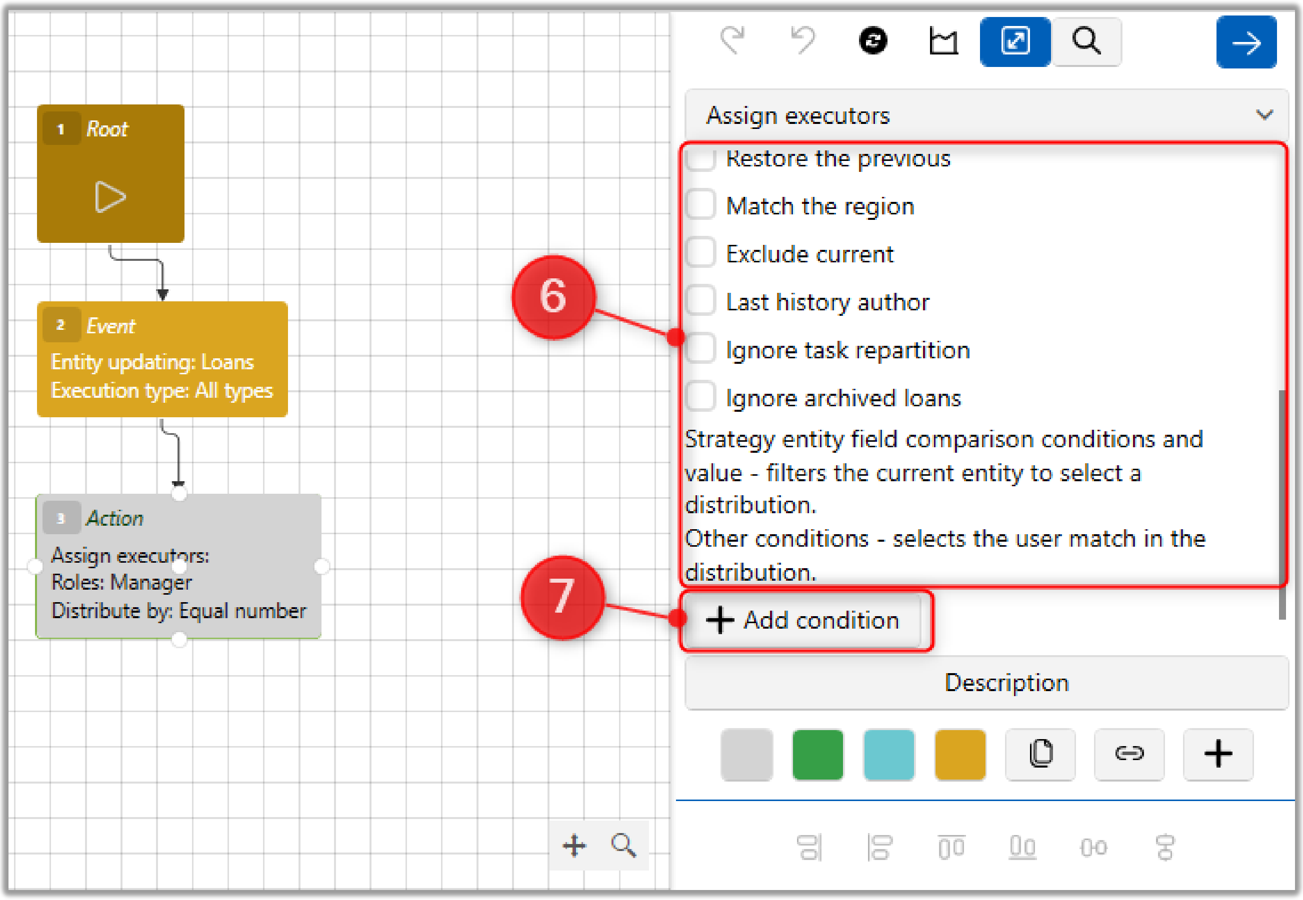
[Number of cards] — cards will be distributed among users according to the specified value (number of cards per user). Loans will be automatically distributed among users with the smallest number of cards, but will not be assigned to those users whose number of cards is equal to or exceeds the specified value. If all selected users have a number of loans greater than or equal to the specified value, then the loans will be distributed randomly. If the [Overlimit] checkbox is checked, cards will be assigned to the selected user from the drop-down list if all users in the checked roles or groups have the number of assigned cards reaching the specified limit. If the [Overlimit] checkbox is not checked and all selected users have a number of cards greater than or equal to the specified value, the cards will be distributed evenly among the users in the selected group or role.

[Equal amount] — the system assigns loans to users of the selected group and role by equal amount (the Loan is assigned to the user with the smallest number of assigned cards).

[Average amount of arrears eq.] — the Loan is assigned to a random user from the selected ones if he/she has no assigned cards, otherwise it is assigned to the user whose cards have the lowest average by the [Total amount of arrears (Equivalent)] field (the Loan field with the selected source [Total amount of arrears (Equivalent)]).

[Equal to the total index of fields] — distribution occurs depending on the selected field type (all fields of loans created in the system are available for selection):

- if a field with data type integer or fractional number is selected, the loan is assigned to the user who has the smallest sum of such fields for all cards assigned to it;
- if a field with a different data type is selected, the loan is assigned to the user with the smallest number of cards with this field value.



6. Additional parameters for assigning executors:

[All client's loans to one responsible person] — if among the selected users there is already a responsible person for one of this client's loans, then all other loans of this client, which pass through the strategy, will be assigned to him. If there are no such users or there are several of them, the user is selected according to the distribution setting in the block and is assigned as the executor for all the client's loans that are involved in the strategy. If there are no suitable users according to the set filters of the block, to whom a Loan can be assigned, the responsible person is not assigned.

[Allocate without taking into account not already assigned to the user] — when allocating responsible persons, only the cards that are being processed by the strategy at the moment will be taken into account (the previously assigned ones are not taken into account).

[Restore previous] — the loan is assigned to the user, among the selected ones, who was already responsible for it, if there is no such user, the user who was already the last responsible for all the client's loans is assigned.

[Consider region] — loans are assigned to the user with the region that corresponds to the specified region in the user settings, if there are no such users, then those who do not have specified regions, if there are no such users, then all available ones are assigned.

- [If no region is found — reset to System] — if no users with the corresponding loan region are found, then System is assigned to be responsible for the loan.

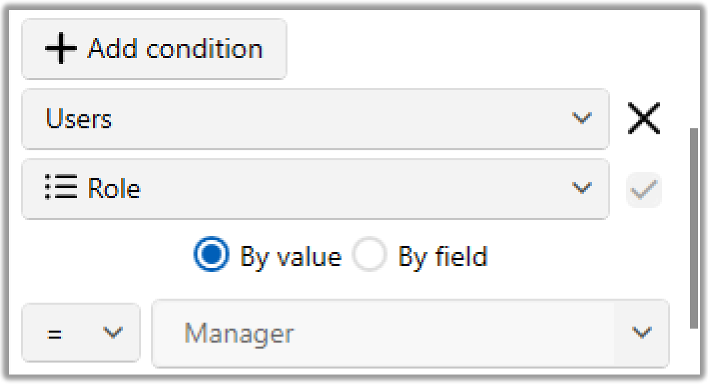
[Exclude current] — exclude from distribution:

- [Current only] — exclude from the list of users only the current responsible for the loan;
- [With all previous] — exclude from the list of users the current and all previous responsible for the Loan;
- [Current and previous] — exclude from the list of users the current and all other responsible persons who were assigned to the Loan earlier, except for one random previous responsible person.

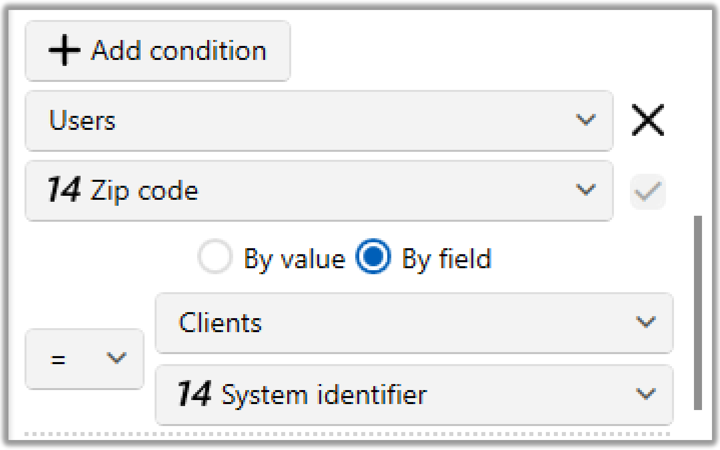
[Do not redistribute tasks] — the task responsible for a task is not changed even if the responsible for a loan is changed.

7. [Add condition] — adding a condition for filtering available users, by this parameter the distribution in two formats is performed:

- [By value] — when the selected user field matches the specified value;



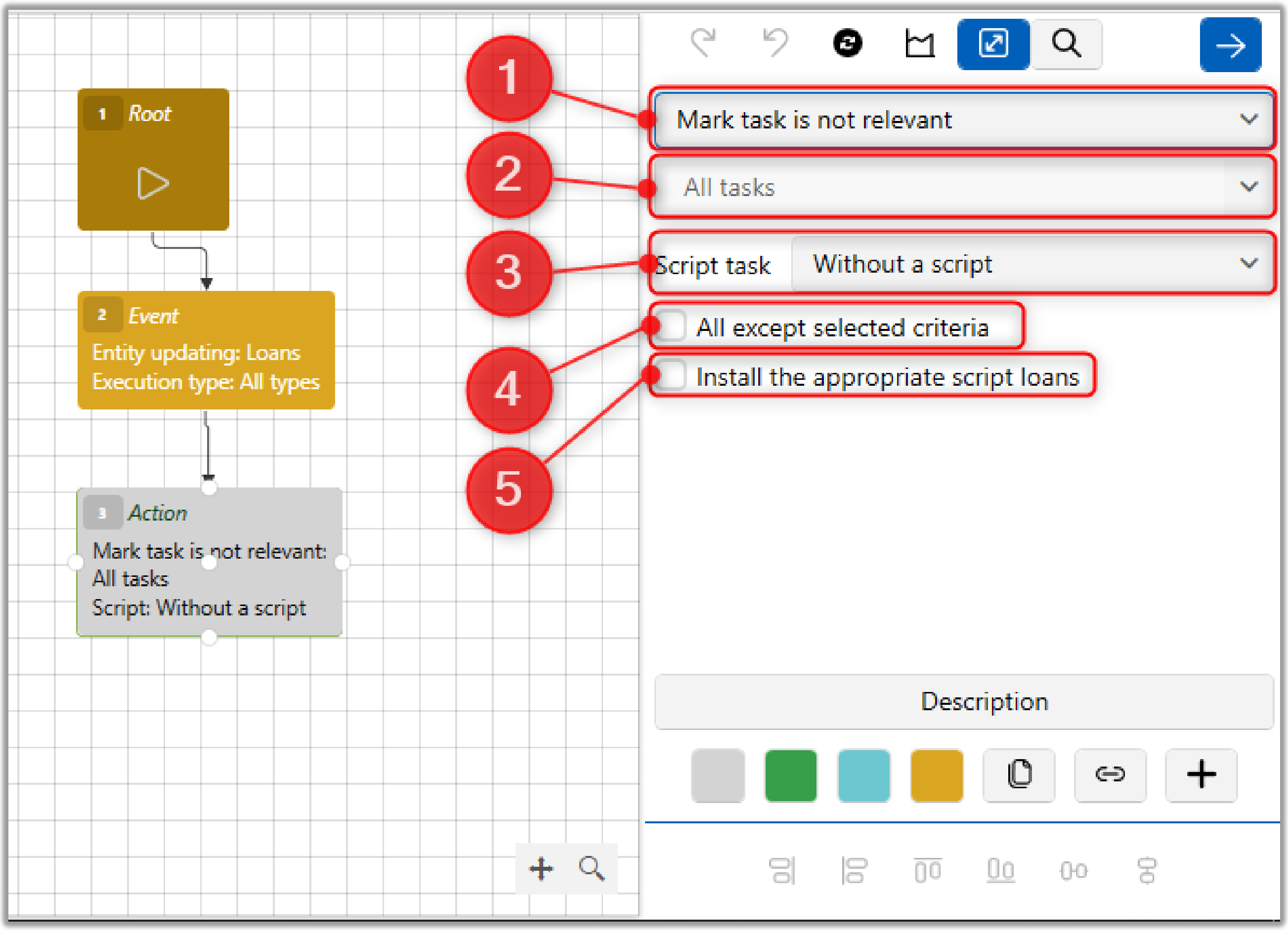
- [By field] — when the value in the selected user field matches the value of the selected loan field.



After making all the necessary settings, click the [Save] button.

2.4.3.1.5.7 Mark task is not relevant

The function is designed to set all tasks and reminders assigned to a loan to the [Not Relevant] status.



1. Selecting the type of action.

2. Selecting the type of tasks to be noted.

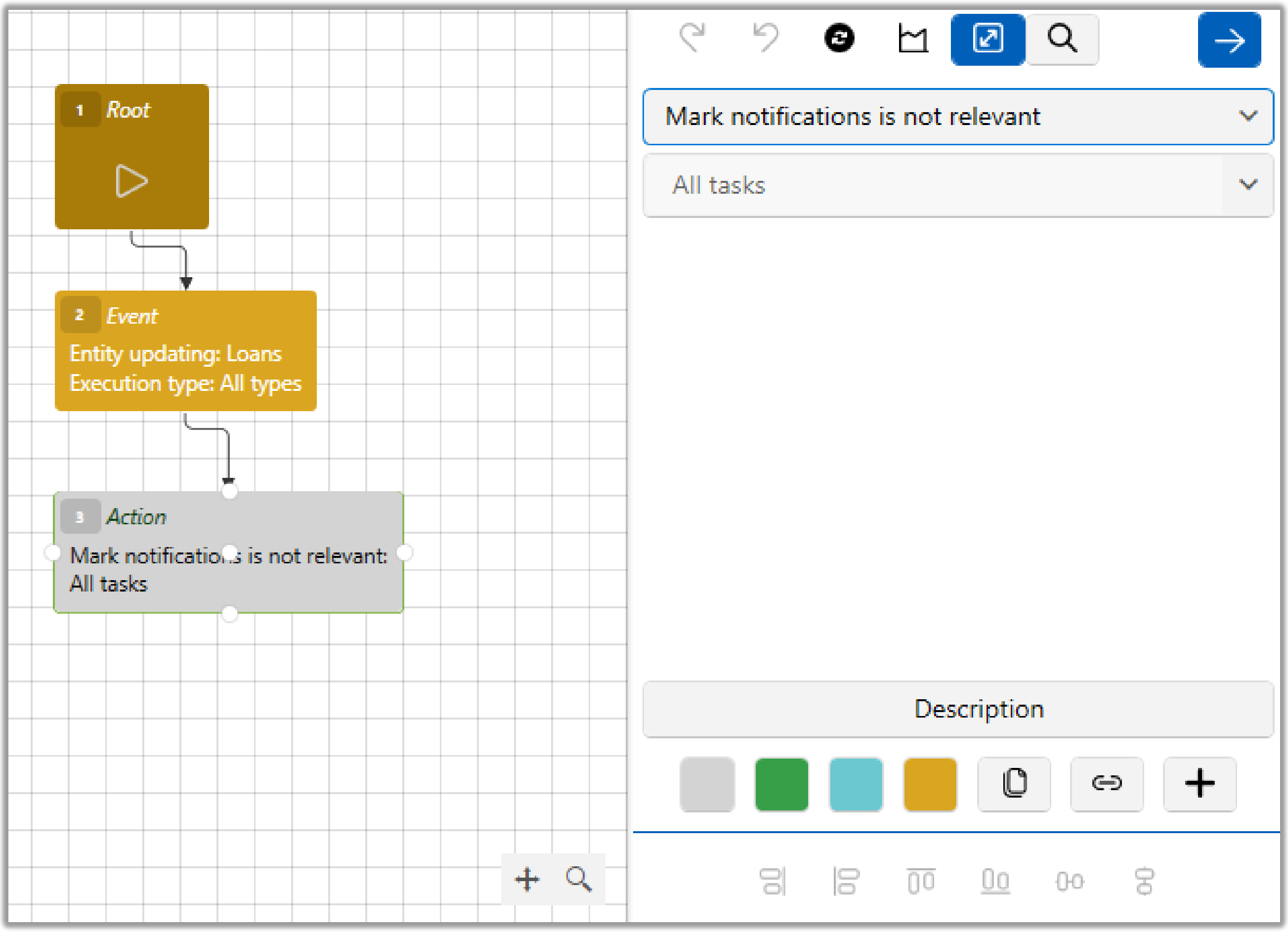
3. [Script task] — selects the type of scenario for the task to be marked. Hidden scenarios are not available for selection.

4. [All except selected criteria] — all tasks with the set scenario except the selected ones will be put into the status [Irrelevant].

5. [Install the appropriate script loans] — the selected scenario will be set to the loans.

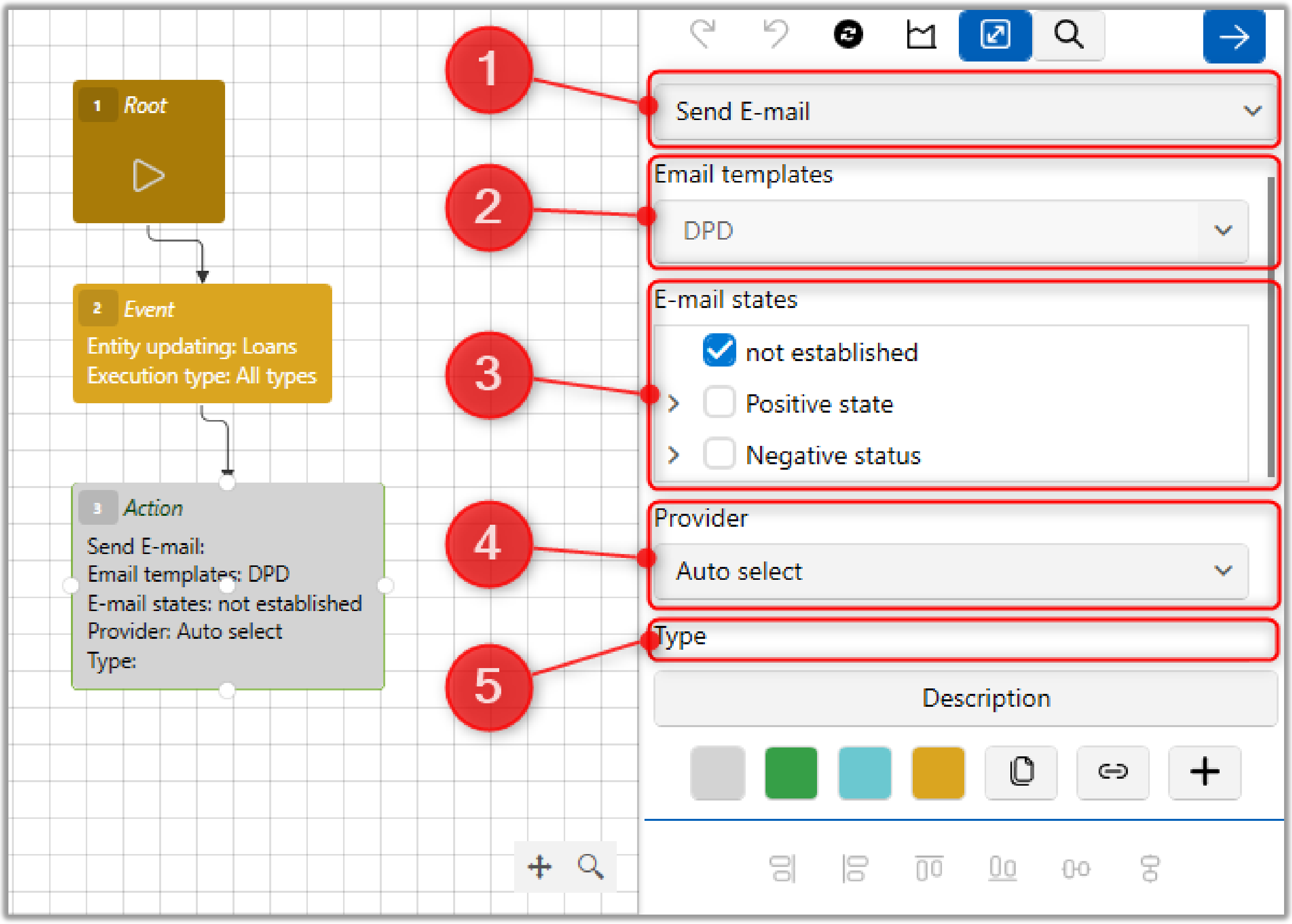
2.4.3.1.5.8 Mark notifications is not relevant

Action to mark a reminder as irrelevant for the selected task type. Tasks with the [Unique] and [Reconciliation] checkboxes checked are not available for selection (for more information on setting up tasks, see section 2.5.3.5).



2.4.3.1.5.9 Send E-mail

The action of sending e-mails according to the selected template (customization of e-mail templates is described in more detail in the section 2.5.1.9.1). The system should be integrated with e-mail sending services.



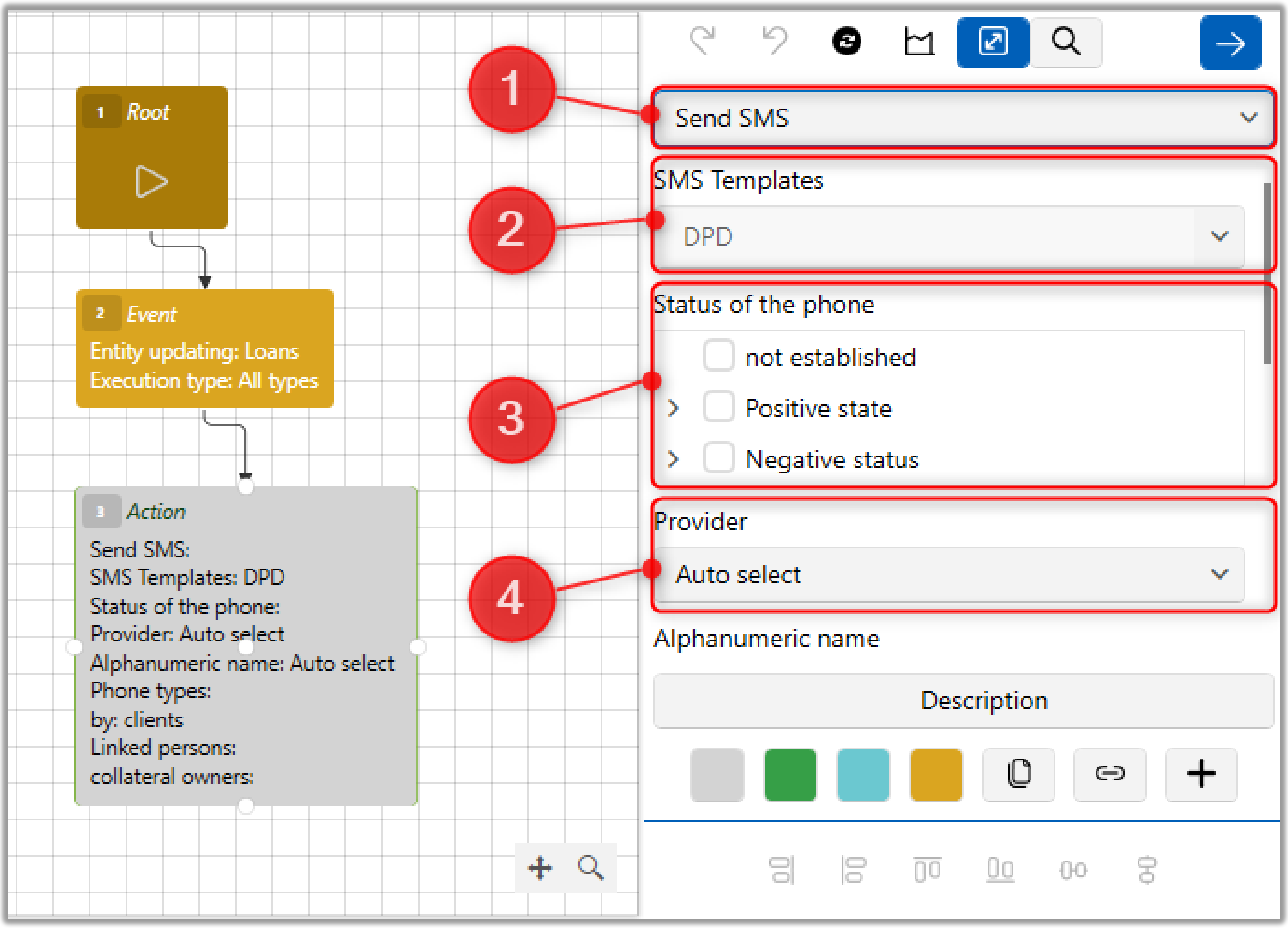
1. Selecting the type of action.
2. [E-mail templates] — selection of the message template. Only templates with a set source that matches the source selected for the strategy are available.
3. [E-mail states] — selection of the e-mail status to which the e-mail will be sent.
4. [Provider] — selection of the provider to send the e-mail to. If [Automatic selection] is set, the provider specified in the selected template will be used.
5. [Type] — selects the type of e-mail to send.

If no name for the document in the attachment was specified when sending the e-mail (the field is empty), then its name will be identical to the name of the generated document in the loan card.

2.4.3.1.5.10 Send SMS

If there is integration with SMS providers, the system has the ability to automatically send text messages to the client's contact information according to a pre-created template. If integration is not configured, then the system will record data about sent messages in the database tables.

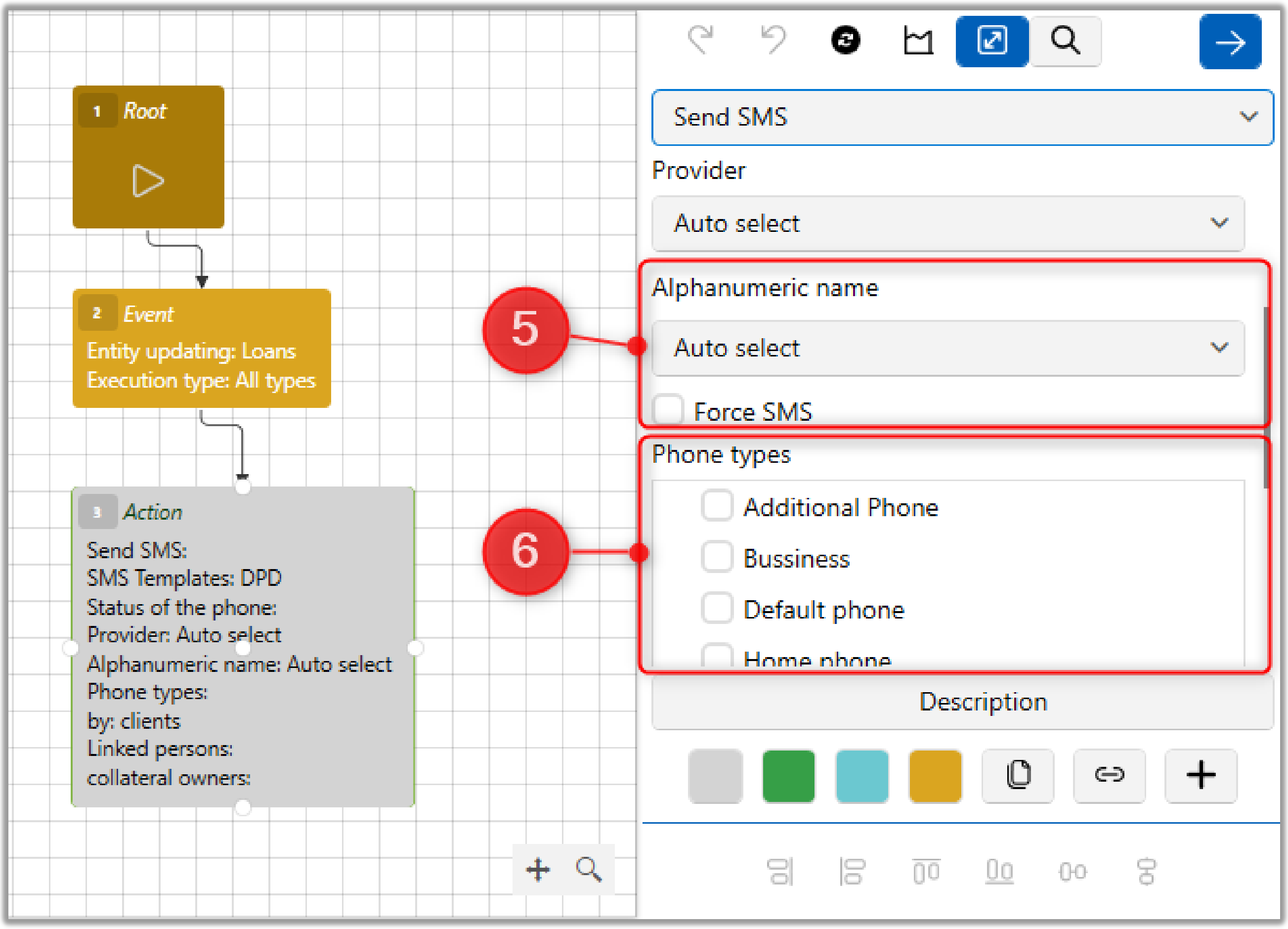
The following parameters are available when configuring SMS text message sending:



1. Selects the SMS sending function.
2. [SMS templates] — selection of a template for sending SMS (more information about creating and customizing SMS templates in section 2.5.1.8.1).

3. [Phone statuses] — selection of phone statuses to which SMS will be sent.

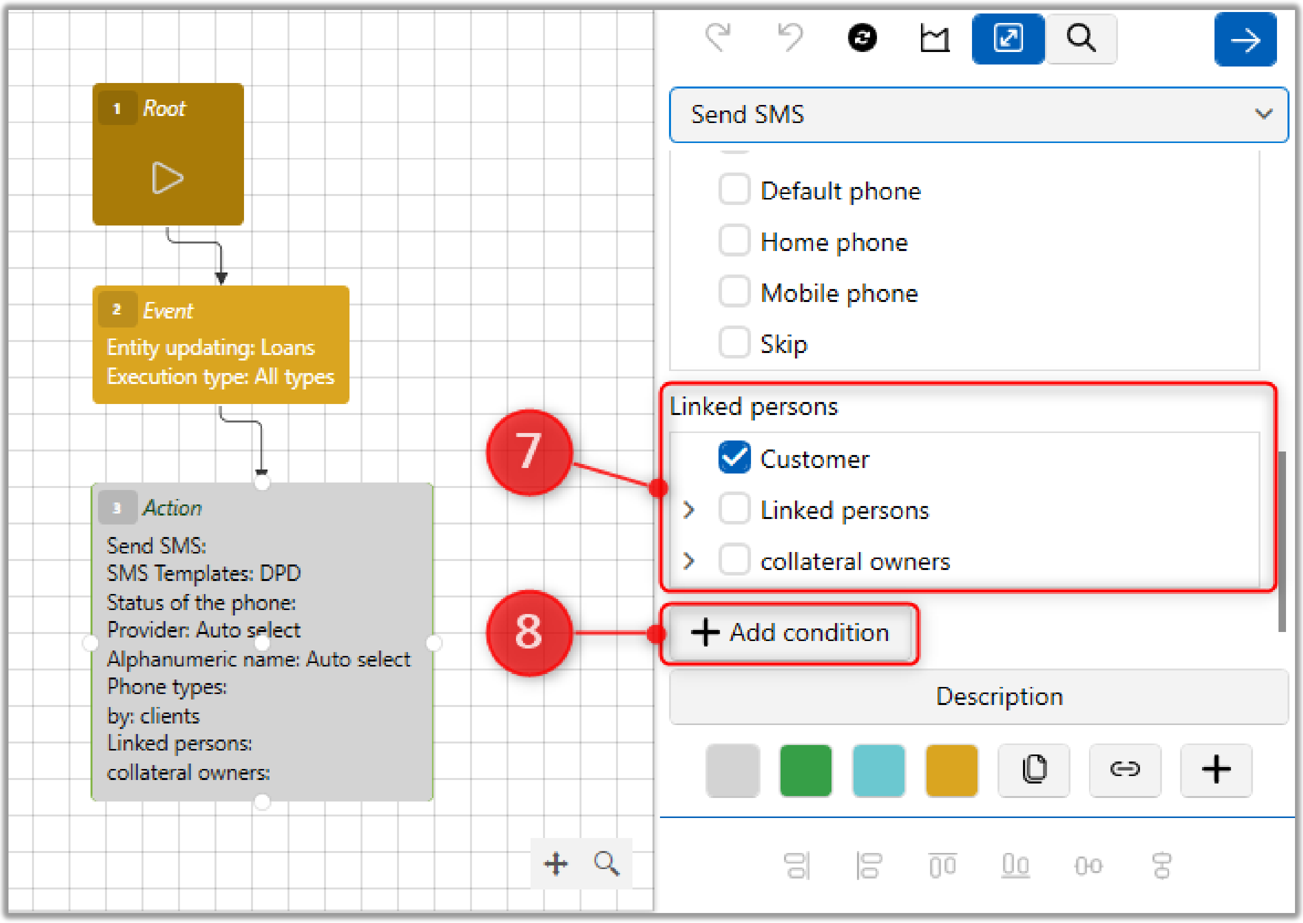
4. [Provider] — selection of provider for sending SMS. If set to [Automatic type], the provider that was specified in the template settings will be selected.



5. [Alphanumeric Name] — selects the alphanumeric name of the provider (depending on the previously selected provider). If set to [Auto Type], the alphanumeric name that was specified in the template settings will be selected.

6. [Force SMS sending] — When this checkbox is activated, SMS will be sent ignoring the contact limits and schedule set in the SMS template.

7. [Phone Types] — selection of phone types to send SMS.

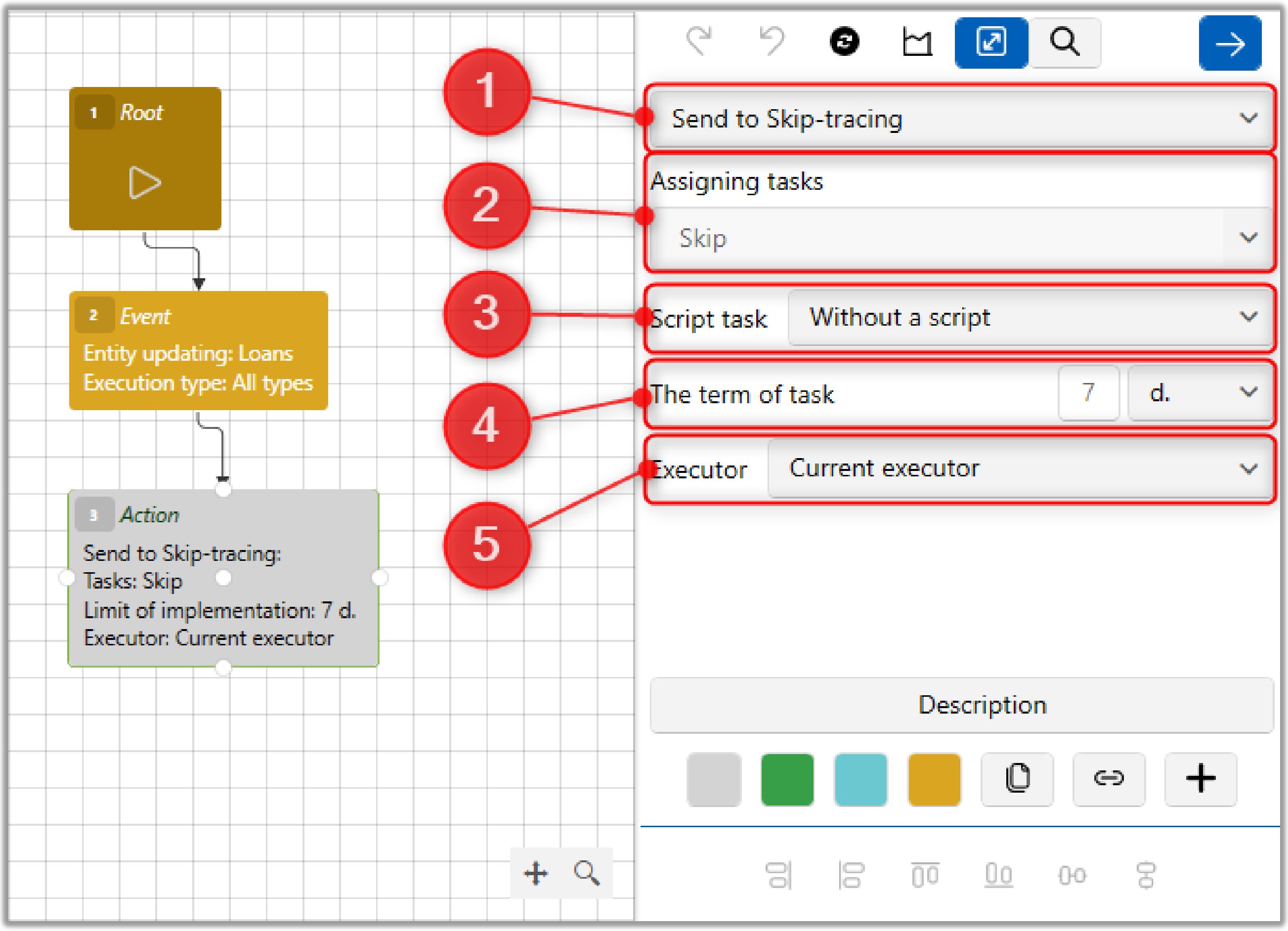


8. [Linked persons] — selection of linked persons to whom SMS will be sent.

9. [Add condition] — add additional sorting condition when sending SMS using phone fields.

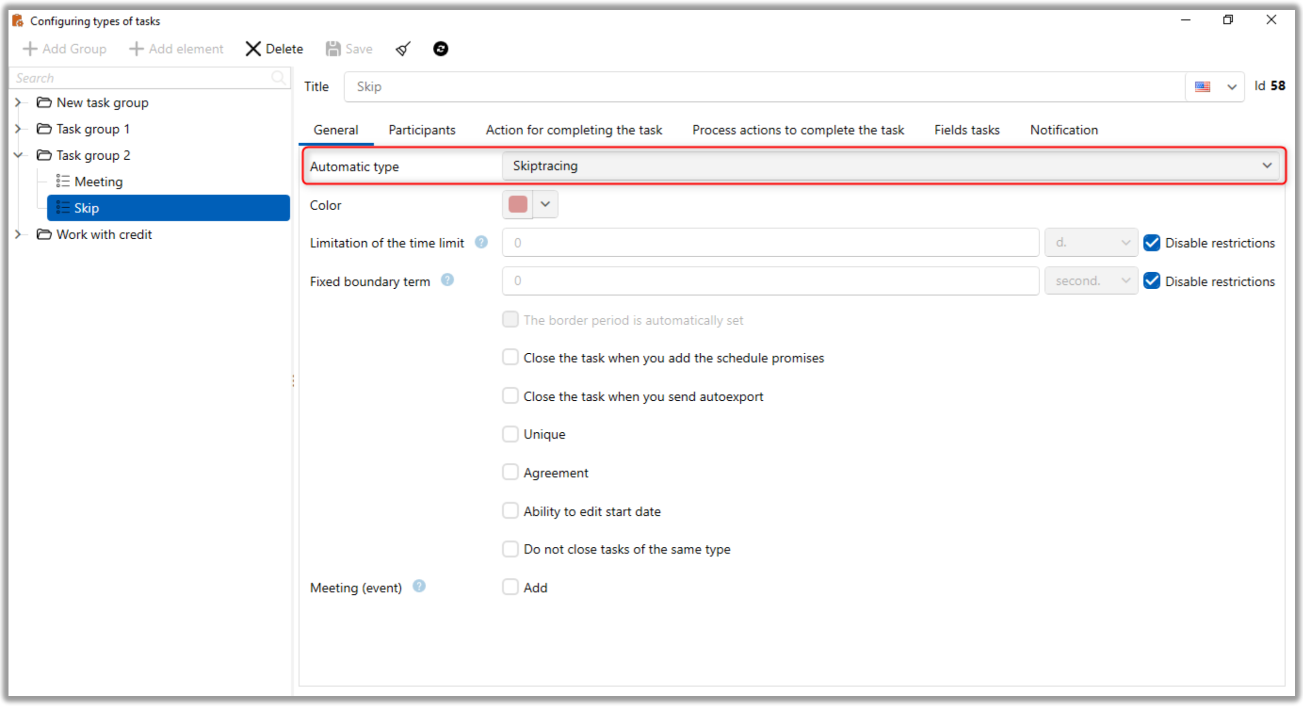
2.4.3.1.5.11 Send to Skip-tracing

Skip-tracing allows to form a register of loans to be sent to external companies (users). Registers for sending will be generated through the [Skip-tracing] block (more details in the section 2.4.2.1.4).



1. Selecting the type of action.
2. [Assigning tasks] — select the type of job to be assigned.

IMPORTANT: The selected task type must be of the automatic [Skip-tracing] type.



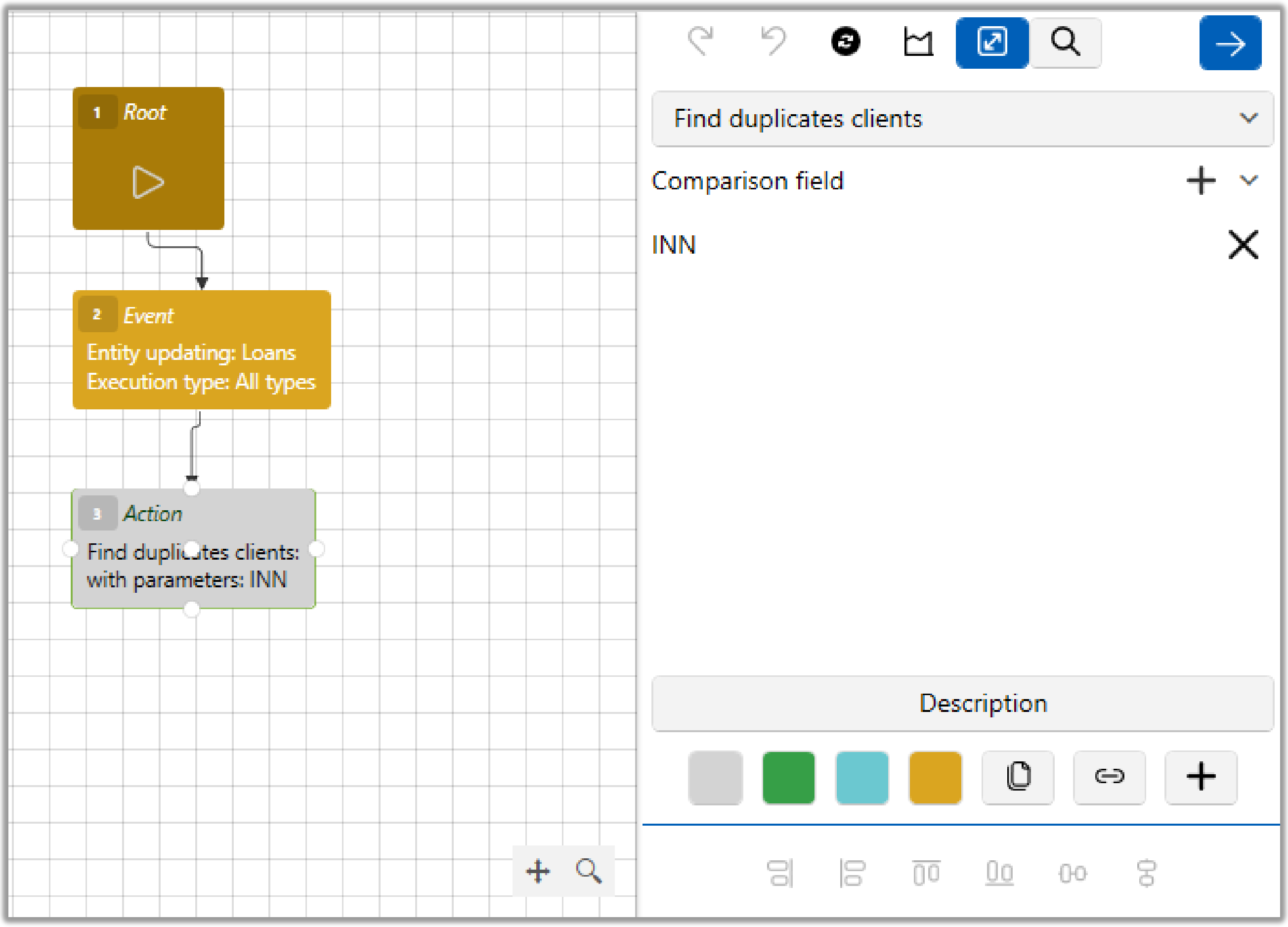
3. [Script task] — selection of task scenario.

4. [The term of task] — set the deadline for task execution.

5. [Executor] — specify parameters of assigning a responsible person for the task.

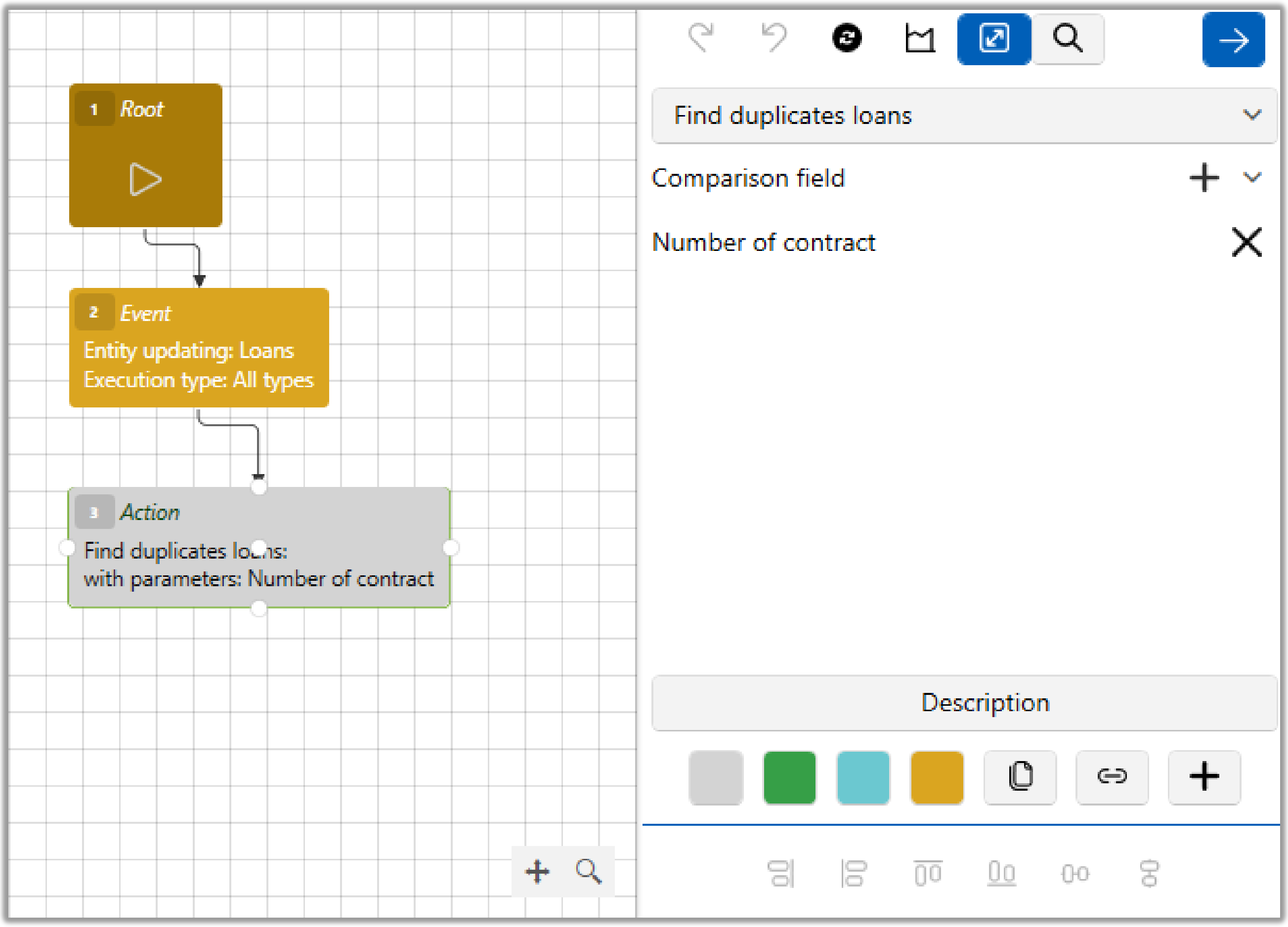
2.4.3.1.5.12 Find duplicates clients

Search for duplicate clients by selected fields with their subsequent merging. The required fields are added using the [+] button. Merging will take place in the client that passes through the strategy. It is also necessary to take into account that the type and status of contact data will be changed for all clients, except for the client that goes through the strategy.



2.4.3.1.5.13 Find duplicates loans

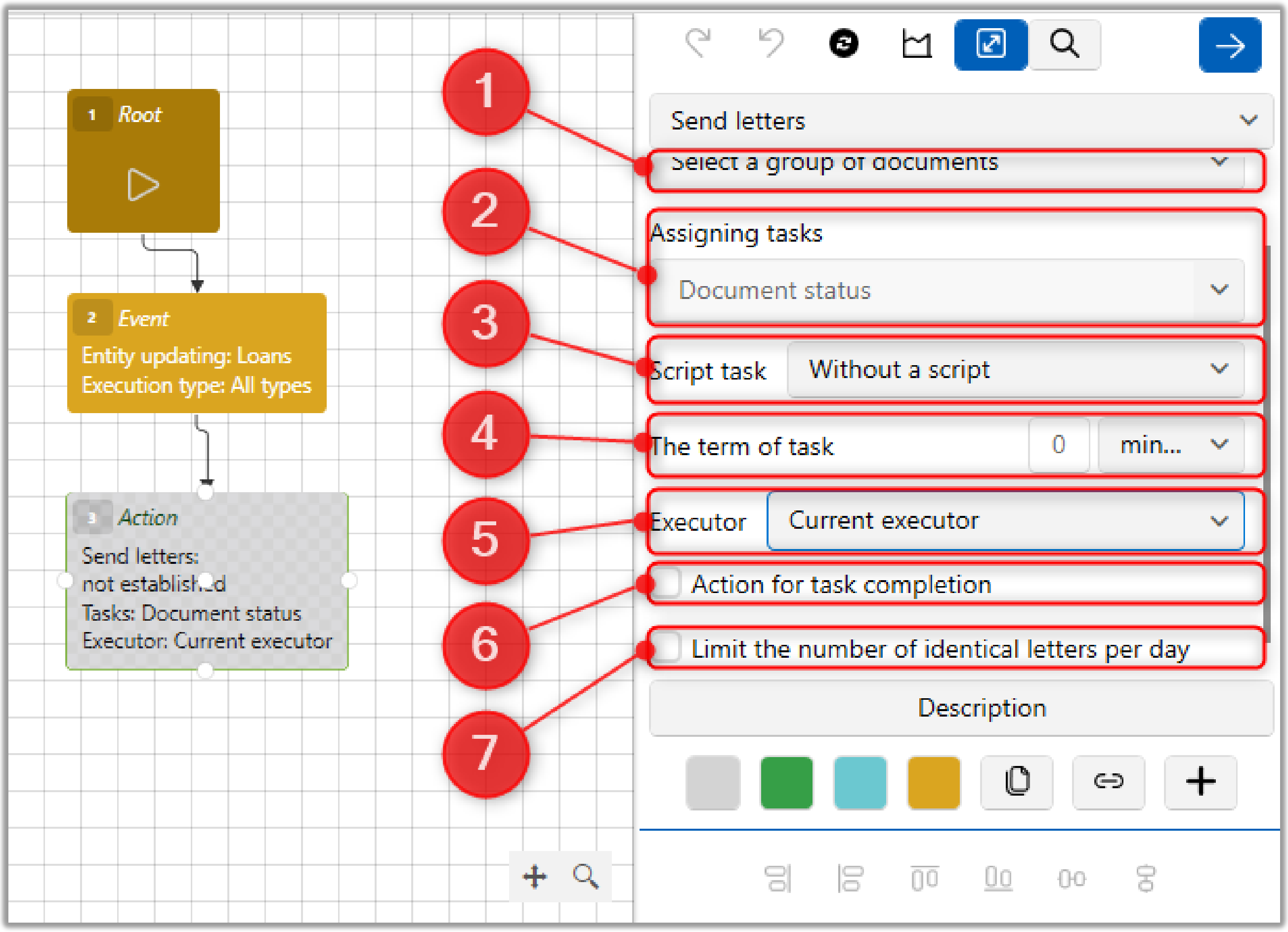
Search for duplicate clients by selected fields and merge them, the necessary fields are added using the [+] button. Merging will take place in the Loan that goes through the strategy.



2.4.3.1.5.14 Send letters

This action allows to generate a letter according to the configured template for the loan. Letters will be generated via the [correspondent] block.

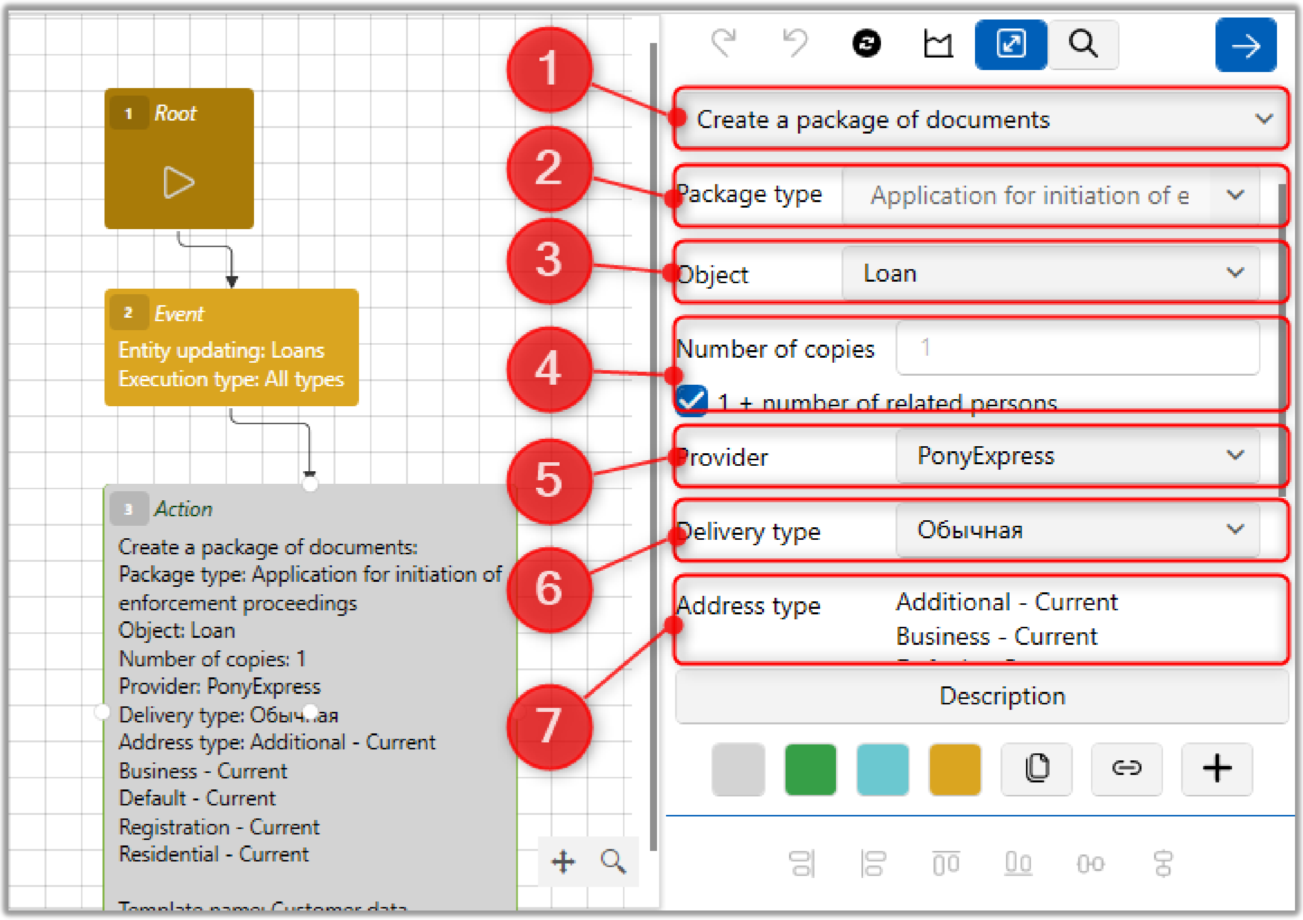
To generate letters according to the set template:



1. Selecting the type of action.
2. [Select document] — select the group and type of document to be generated.
3. [Assign Task] — select the type of task to be assigned.
4. [Script task] — set the scenario for the task.
5. [Due Date] — set the due date for the task.
6. [Executor] — specify the parameters of assigning a responsible person for the task.
7. [Action at task completion] — set the type of action that will be added to the loan when the task is completed.
8. [Limit the number of identical e-mails per day] — set the limit on the number of identical e-mails sent per day. After setting the checkbox you should enter the value in the special field.

2.4.3.1.5.15 Create a package of documents

This type of action allows you to create a package of documents according to the set parameters.

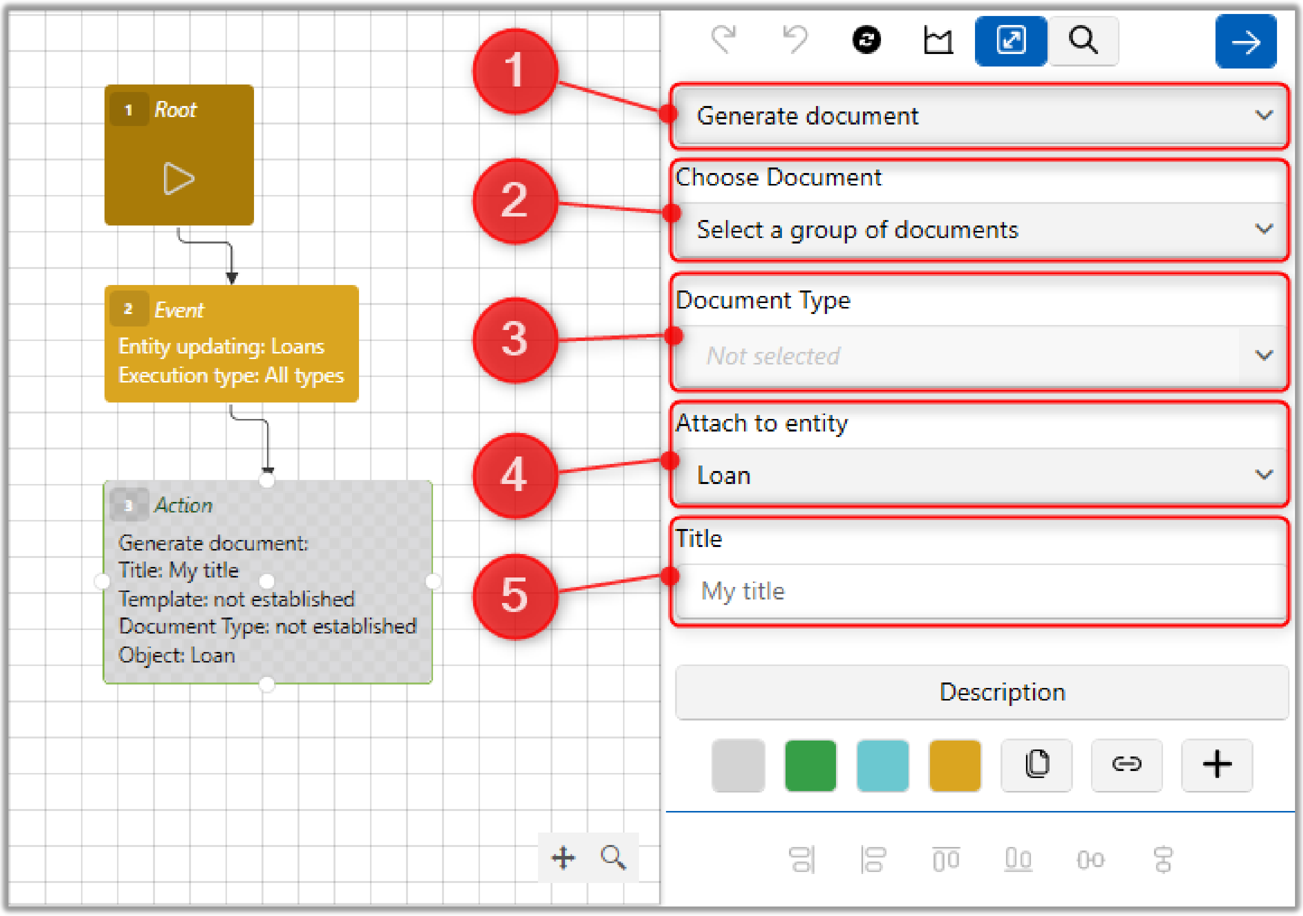


1. Selecting the type of action.
2. [Package Type] — selects the type of document packages.
3. [Object] — selection of the object
4. [Number of copies] — set the number of copies. One copy will be sent, taking into account the number of linked persons, if the checkbox [1 + number of linked persons] has been set.
5. [Provider] — select the mail provider.
6. [Delivery type] — to set the delivery parameters.

7. [Address type] – address type display.

2.4.3.1.5.16 Generate document

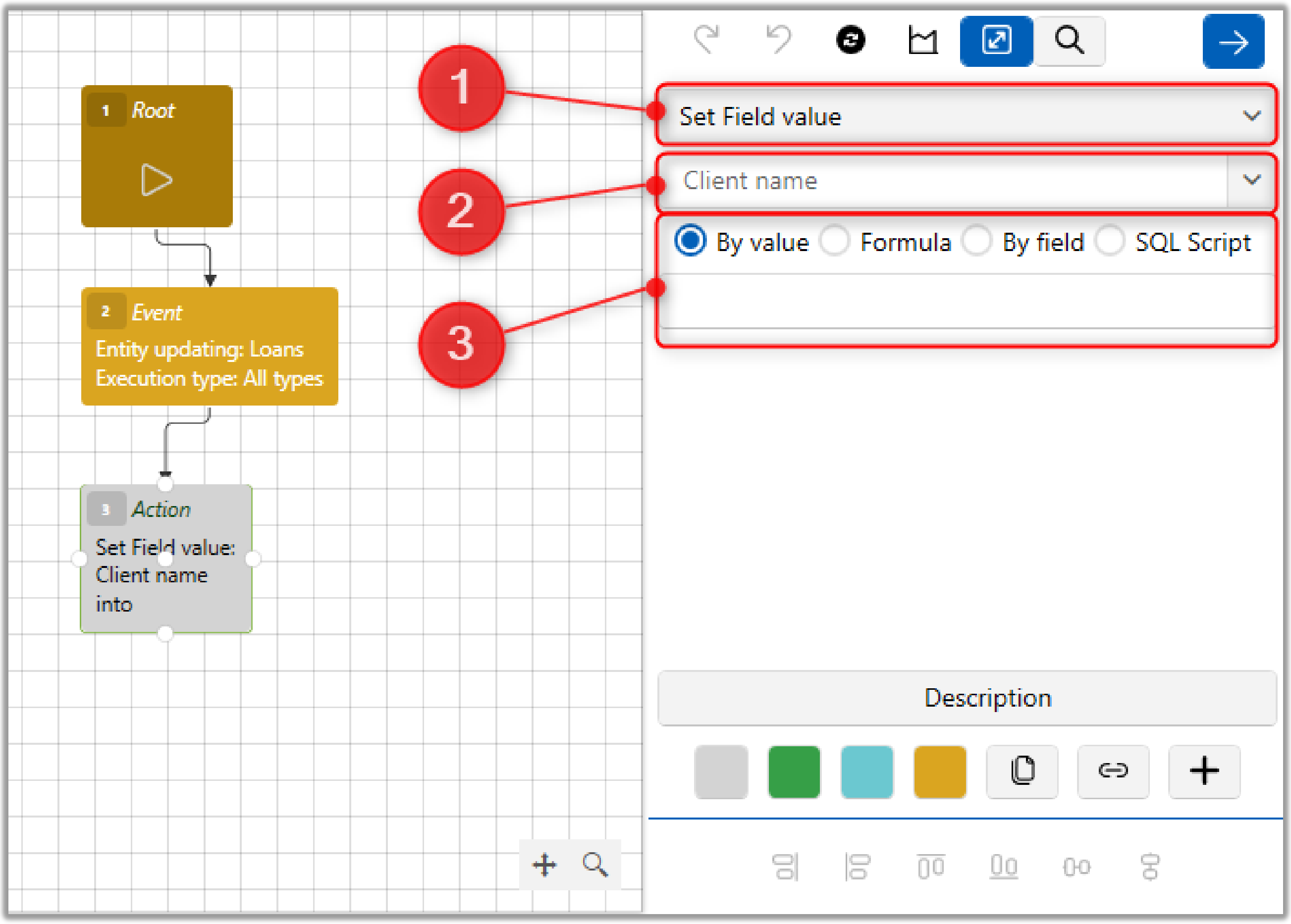
This action type allows you to configure automatic generation of documents.



1. Selecting the type of action.
2. [Choose document] — selection of the document template to be formed.
3. [Document type] — selection of the document type.
4. [Attach to Entity] — selection of an entity to attach the document to.
5. [Title] — the selected document template will be formed with the set title.

2.4.3.1.5.17 Set Field value

This type of action allows you to set the value of the selected field according to the specified parameters.



1. Selecting the type of action.
2. Select the field from the list to which you want to write the value. The available fields change depending on the selected strategy entity.
3. Select the method of writing the value to the field:

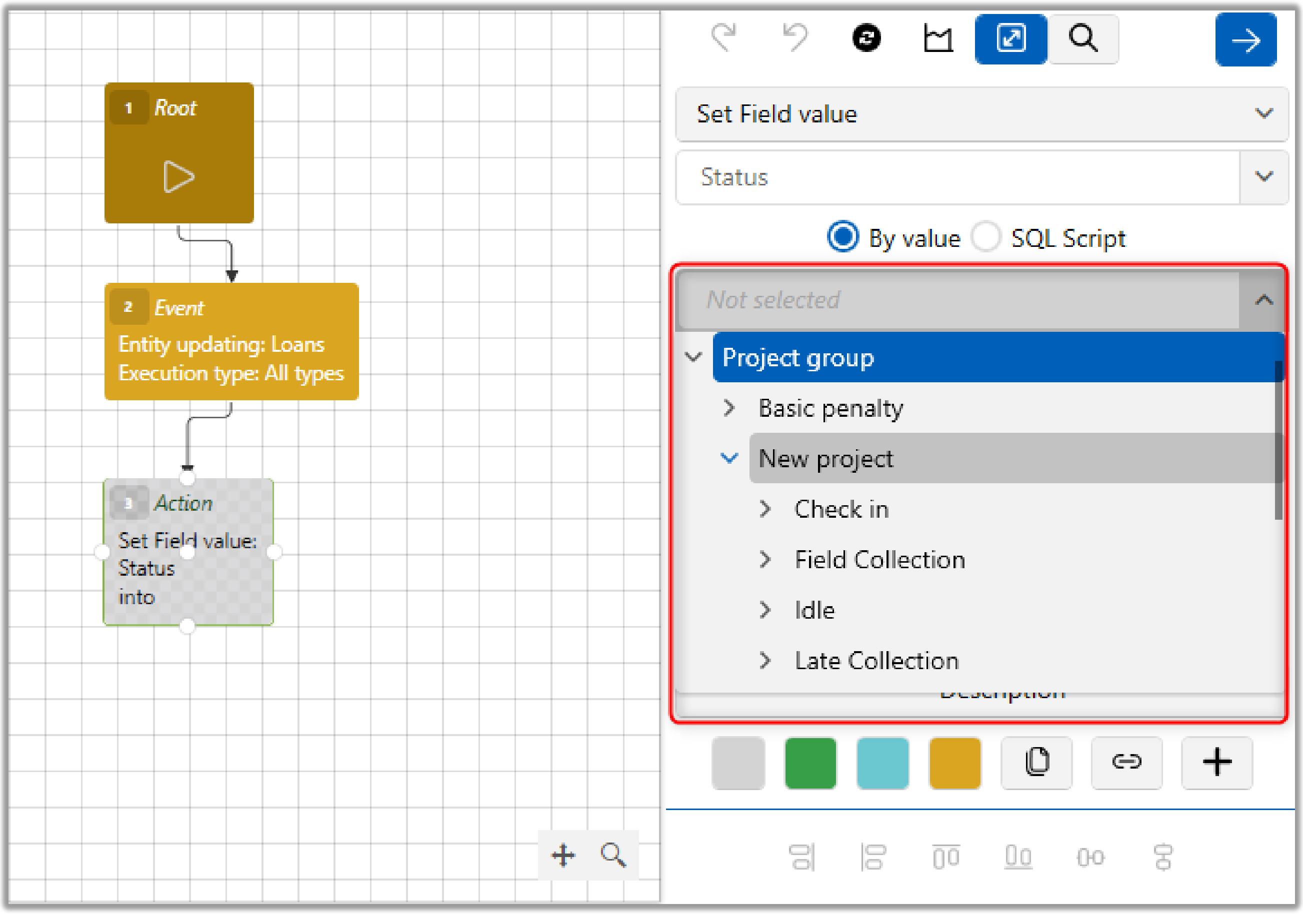
- [By value] — setting the value depending on the selected field data type.
- [Formula] — use a formula to fill the field. The value of the field will be calculated during the strategy operation and written to the specified field.
- [By field] — setting the value from the selected field.

- [SQL script] — setting the value of the field according to the entered script.

System source fields are also available for setting the value, consider the [Status] and [Stage] source fields.

Field [Status]:

The strategy can automatically change the status of the card according to the set parameters, if the field with system source [Status] has been selected. Note that the field with system source [Stage] may have a different name in the system.

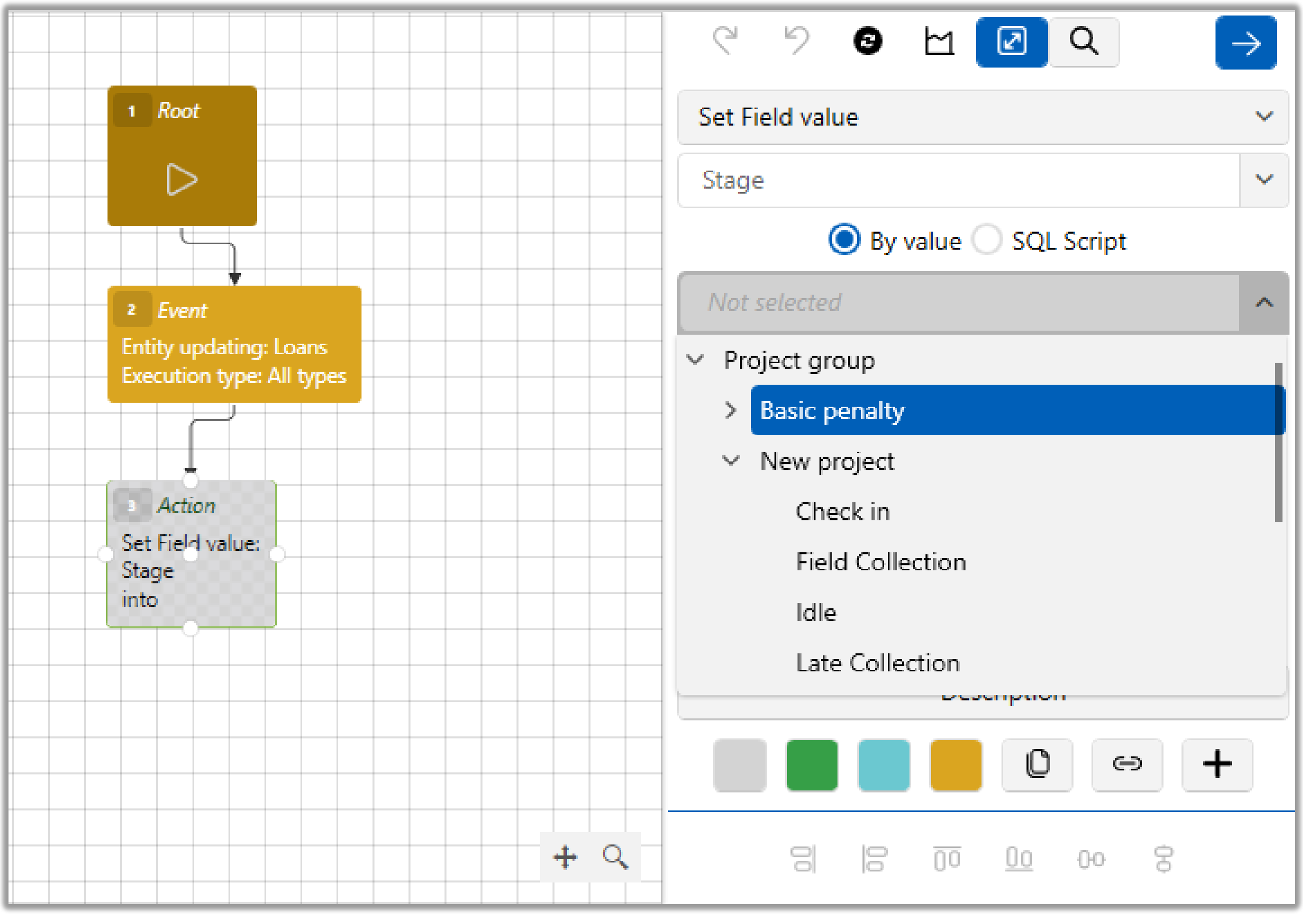


Selecting the [By Value] setting selects the project group, project, project stage and status (only the statuses that have been added in the project settings are displayed). When the [By Value] setting is selected

NOTE: A field with system type [Status] may have a different name, in which case you must select the field to which the data source [Stage] is assigned accordingly.

Field [Stage]:

The strategy can automatically modify the card stage according to the set parameters, if a field with system source [Stage] has been selected. Note that the field with system source [Stage] may have a different name in the system.



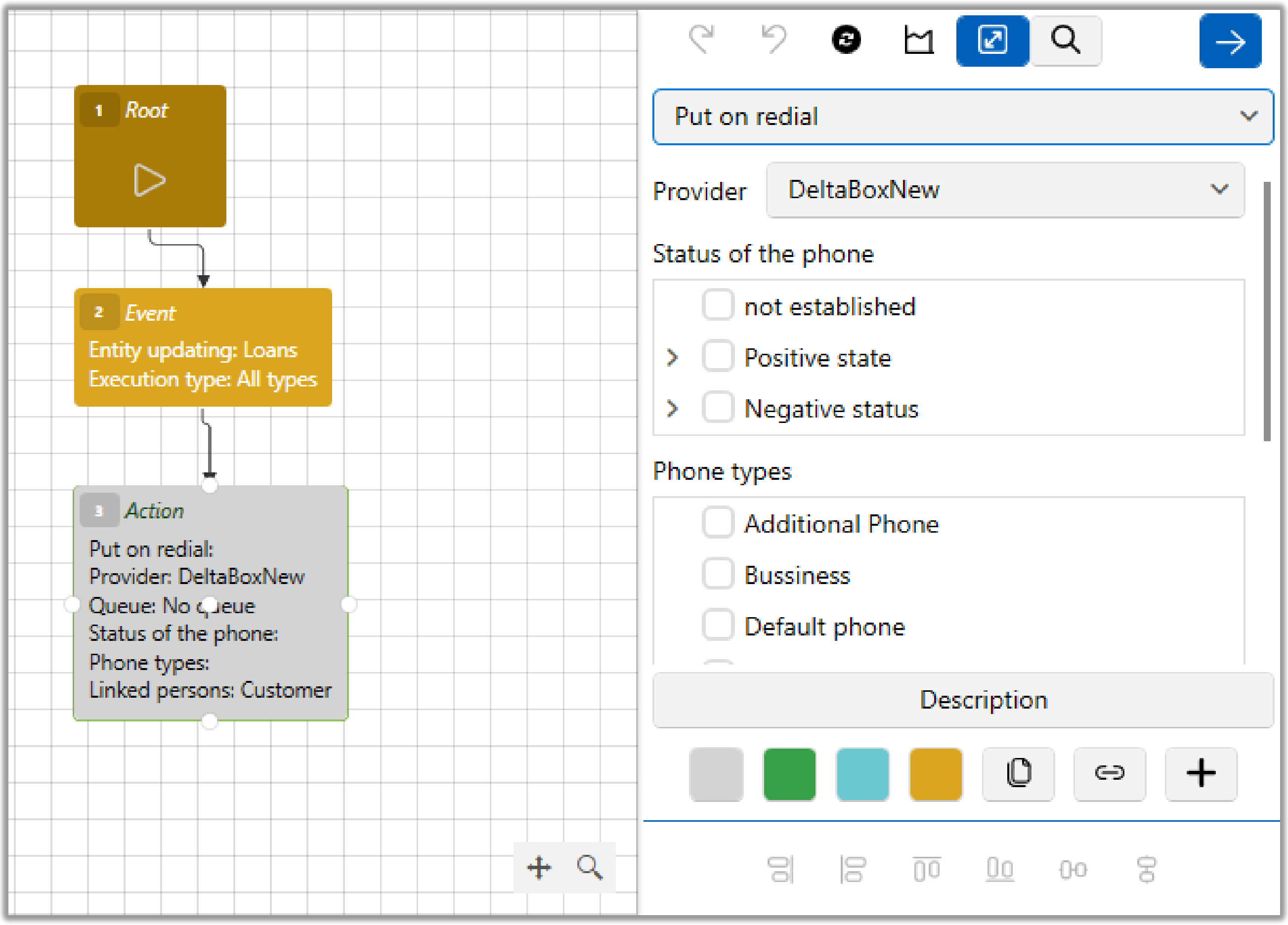
When [By Value] is set, the project group, project, its stage and status are selected from the drop-down list (only the statuses that have been added in the project settings are displayed). When [SQL Script] is selected, a script is entered to select the required stage.

The stage must be available for selection in the project being customized. The availability of the stage on the project is set in the project settings (see section 2.4.2.3.2).

IMPORTANT: When a new stage is set up, the first status from the list of available statuses for that project, within the selected stage, is automatically assigned.

2.4.3.1.5.18 Put on redial

This action type allows you to send phone numbers to an automatic dialer.



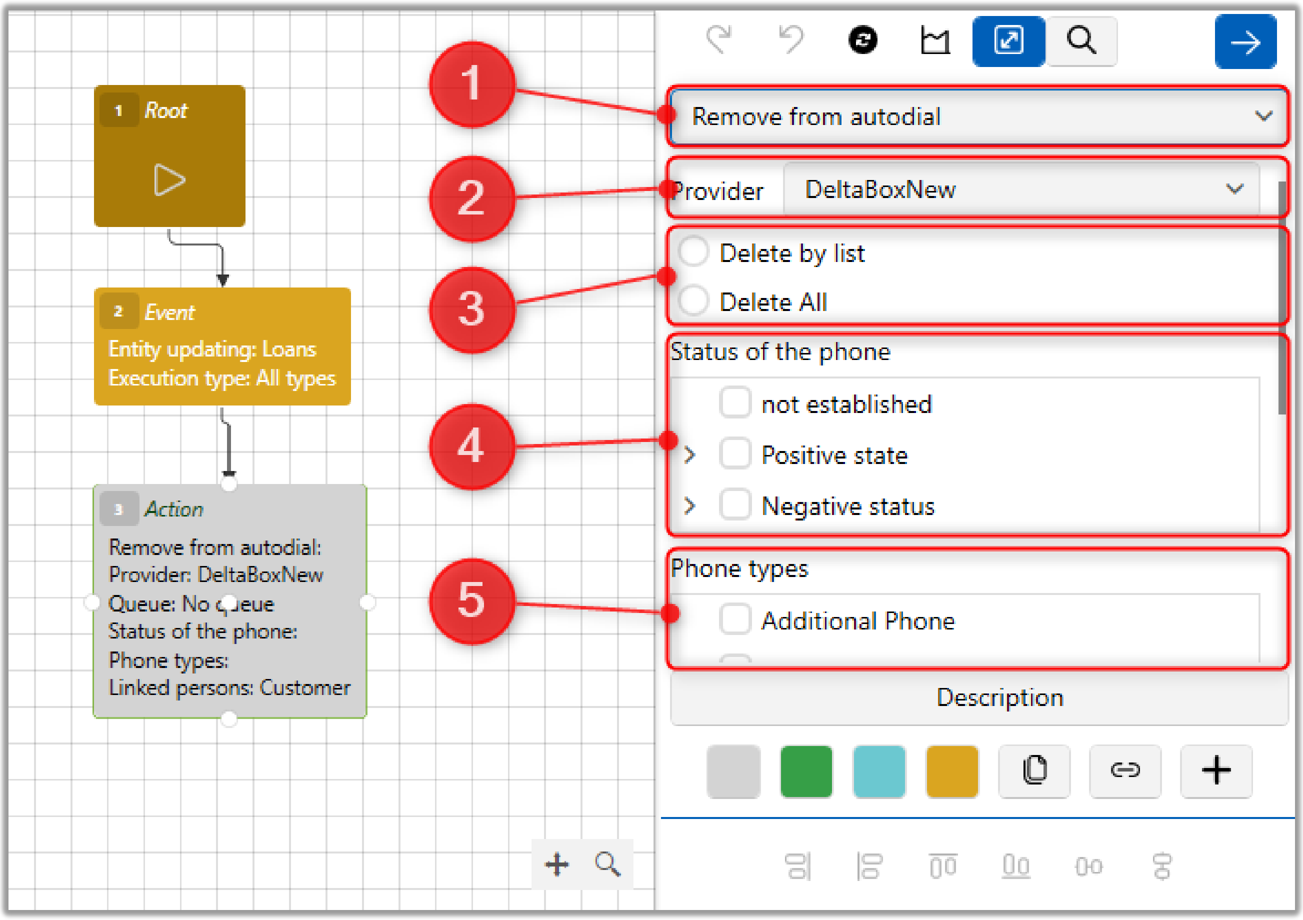
The following parameters are available:

- [Provider] — selection of telephony provider.

- [Queues] — selection of queue from the external telephony system, to which items will be sent for processing. This parameter will be hidden, if the PRM system is not connected with external telephony, from where it will be able to receive the names of queues by API, for their further display.
- [Phone statuses] — selection of required phone statuses.
- [Phone Types] — selection of phone type.
- [Connected persons] — select the type of connected persons.

2.4.3.1.5.19 Remove from autodial

This type of action allows you to remove customer phone numbers from automatic dialing according to specified parameters.



1. Selecting the type of action.

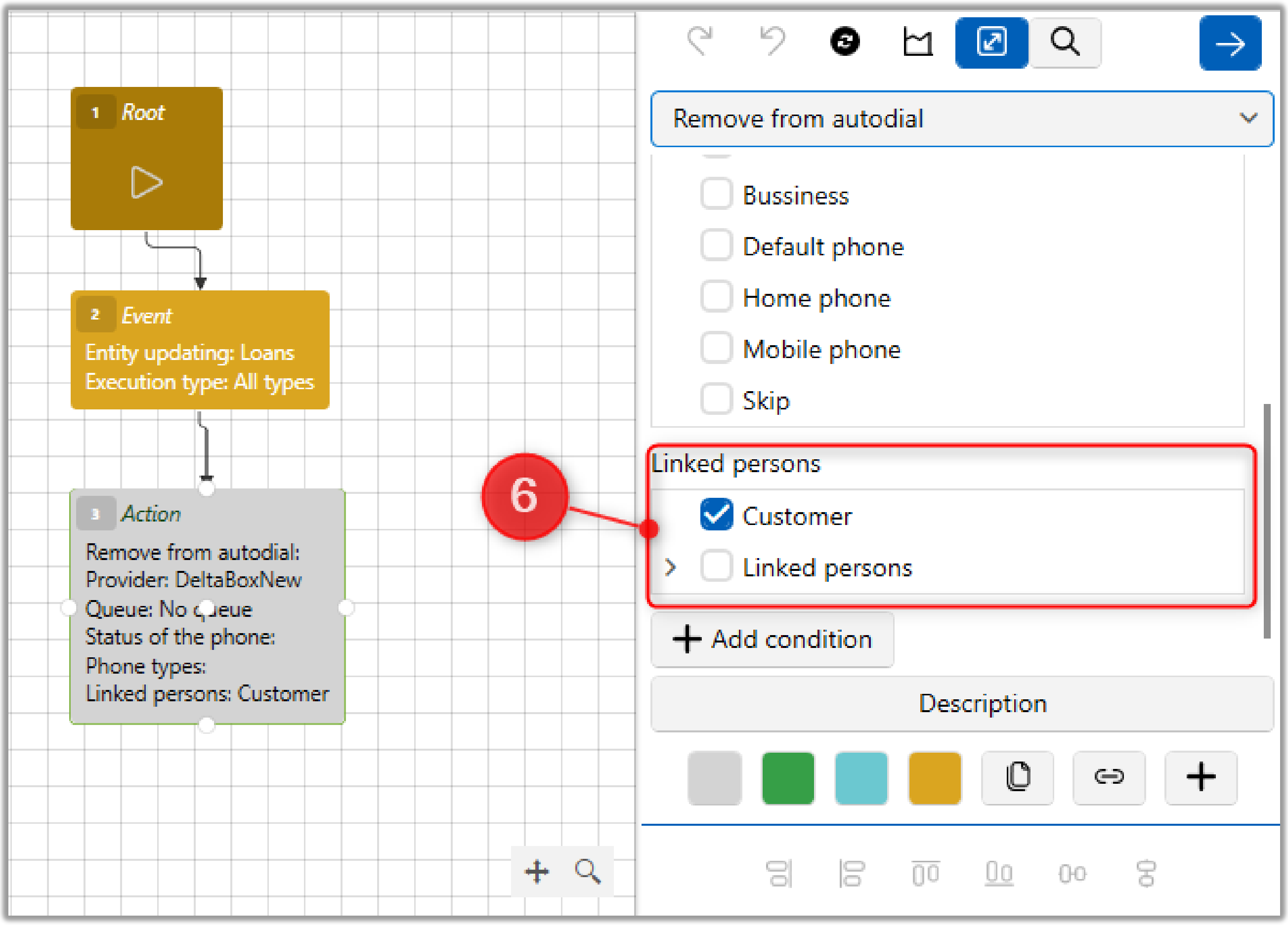
2. [Provider] — select the type of provider. All active providers are available in the drop-down list (for more details on enabling and disabling providers see section 2.5.2.2).

3. The following functions are available when integrating with external telephony:

- [Delete by list] — delete phones from the campaign list.
- [Delete all from queue] — delete all phones from the queue.
- [Delete All] — delete all phones from all campaigns.

4. [Phone statuses] — select required phone statuses.

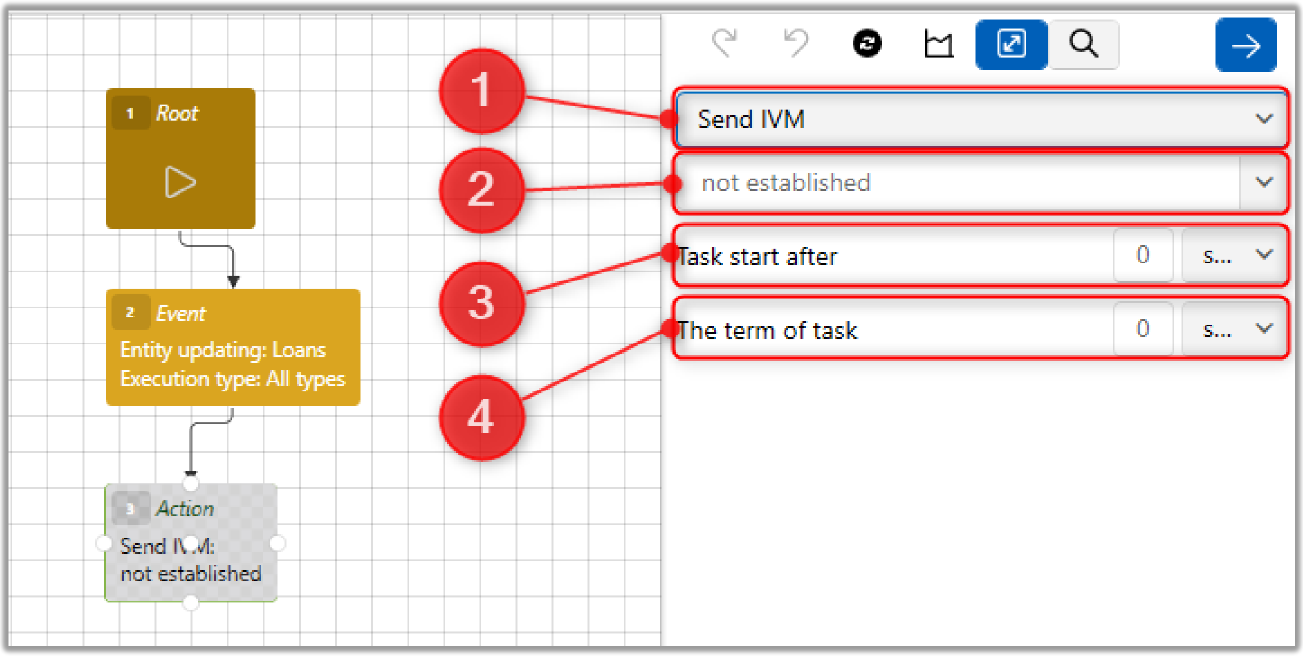
5. [Phone Types] — select the phone types.



6. [Linked persons] — selection of types of linked parties.

2.4.3.1.5.20 Send IVM

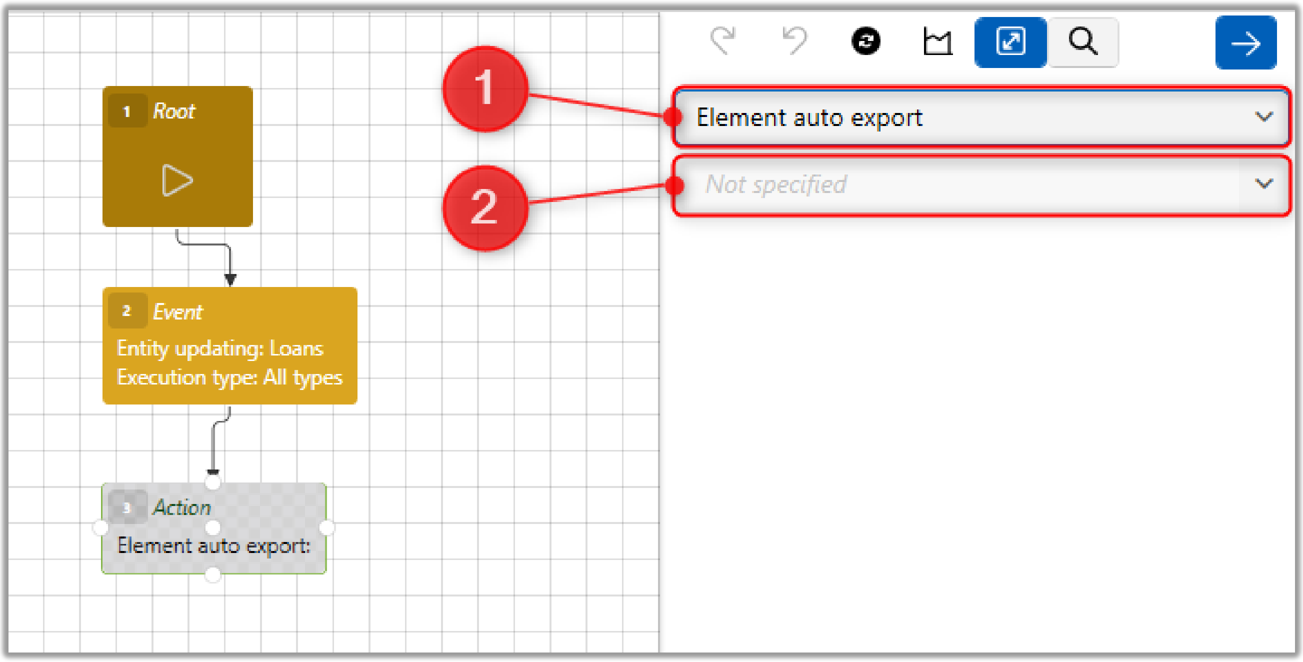
This action allows the strategy to send phone numbers for automatic dialing with the IVM module.



1. Selecting the type of action.
2. Selecting an IVM company (for more information on configuring them, see the section 2.5.2.2).
3. [Task start in] — after how long the item will be sent to the IVM. It is necessary to take into account the settings of the IVM schedule. If this parameter is set to zero, the dialing is performed in accordance with the IVM settings.
4. [Deadline for execution] — after how long the item will be removed from the IVM dialing. It is necessary to take into account the settings of the IVM queue schedule. If this parameter is set to zero, the dialing is performed in accordance with the IVM settings.

2.4.3.1.5.21 Element auto export

This action type allows you to invoke the auto export element using a strategy. For more information about setting up and working with auto export, see the section 2.3.3.3.

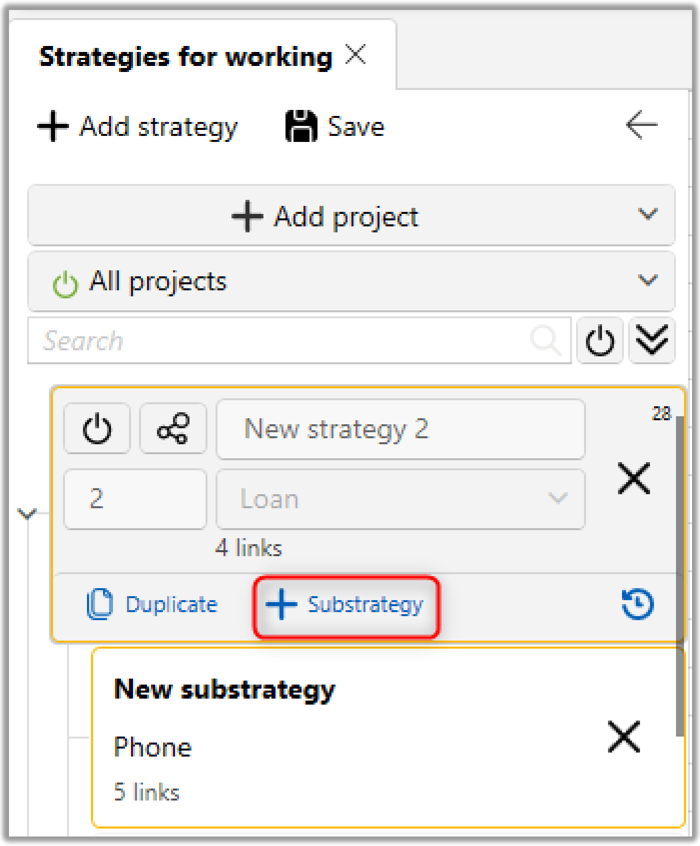


1. Selecting the type of action.
2. Selecting the required auto export from the drop-down list, which will be called according to the specified conditions within the selected strategy.

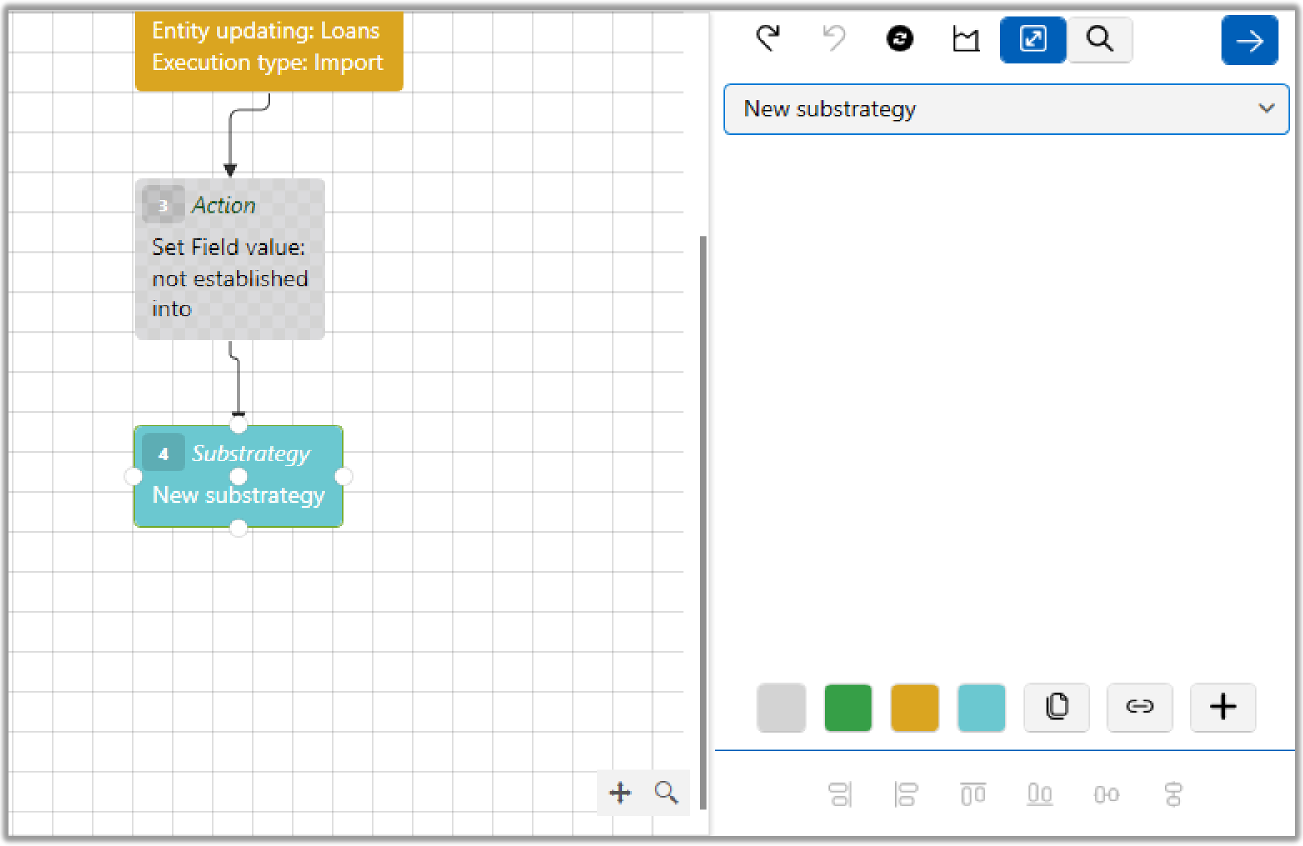
2.4.3.1.6 Block [Substrategy]

The strategy element [Substrategy] is intended for creating similar subprocesses in the business strategy, which can be repeated at different stages of the strategy operation.

To add a new sub-strategy, select the desired strategy and click the [+ Sub-strategy] button.



A new sub-strategy will then be created and available for selection.



Consider an example:

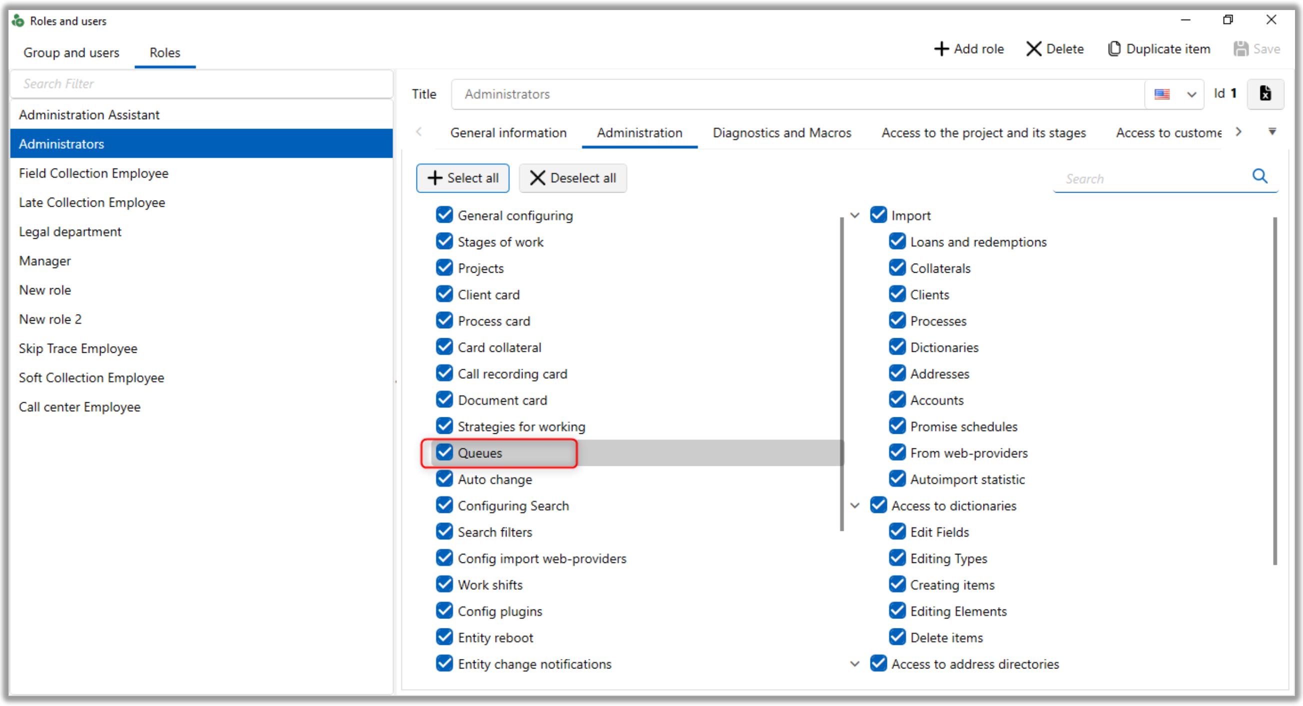
A business strategy includes a process for restructuring a loan debt. Such a process may consist of many steps (Submission of documents for restructuring, Checking the completeness of documents, Making a decision on loan restructuring, etc.) and conditions (restructuring may be carried out for loans with the amount of overdue debt not exceeding 30000 c.u., or restructuring is not available for loans with a certain risk group, etc.).

Within the business logic the restructuring process is one-type and can be initiated at different stages of credit debt support. In order not to clutter the strategy with one-type branches, one sub-process is created and called from different segments of the strategy.

2.4.3.2 Queues

The [Queues] functionality is designed to simplify the work of operators: when queuing, the operator automatically receives the loans/customers contained in the queue for processing. It is also possible to manually create a queue based on conversation records.

The ability to configure queues is available only to those users who have the [Queues] checkbox checked in the [Administration] tab of the role settings.



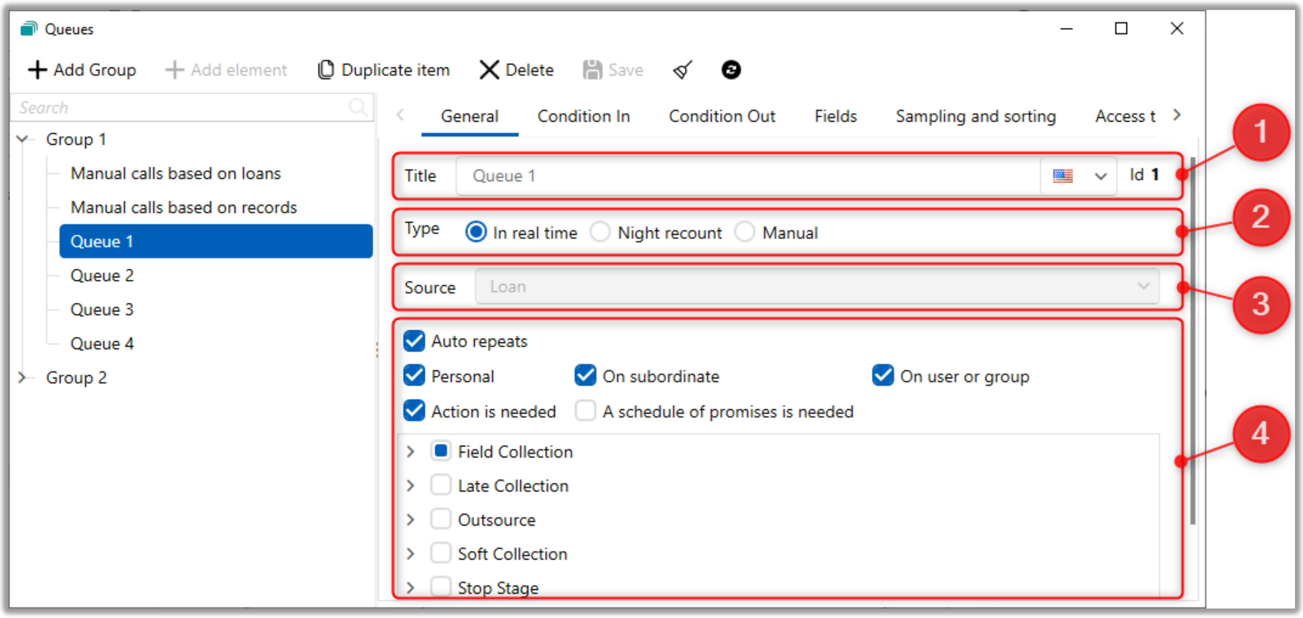
All queues are divided into groups (a queue as an independent unit cannot exist).

Two groups with identical name cannot exist in the system. Two queues with identical names cannot exist within one group. If the queues are in different groups, then they can have identical names.

In Queue Setup there is a search bar that searches for matches by queue group name and also by queue name.

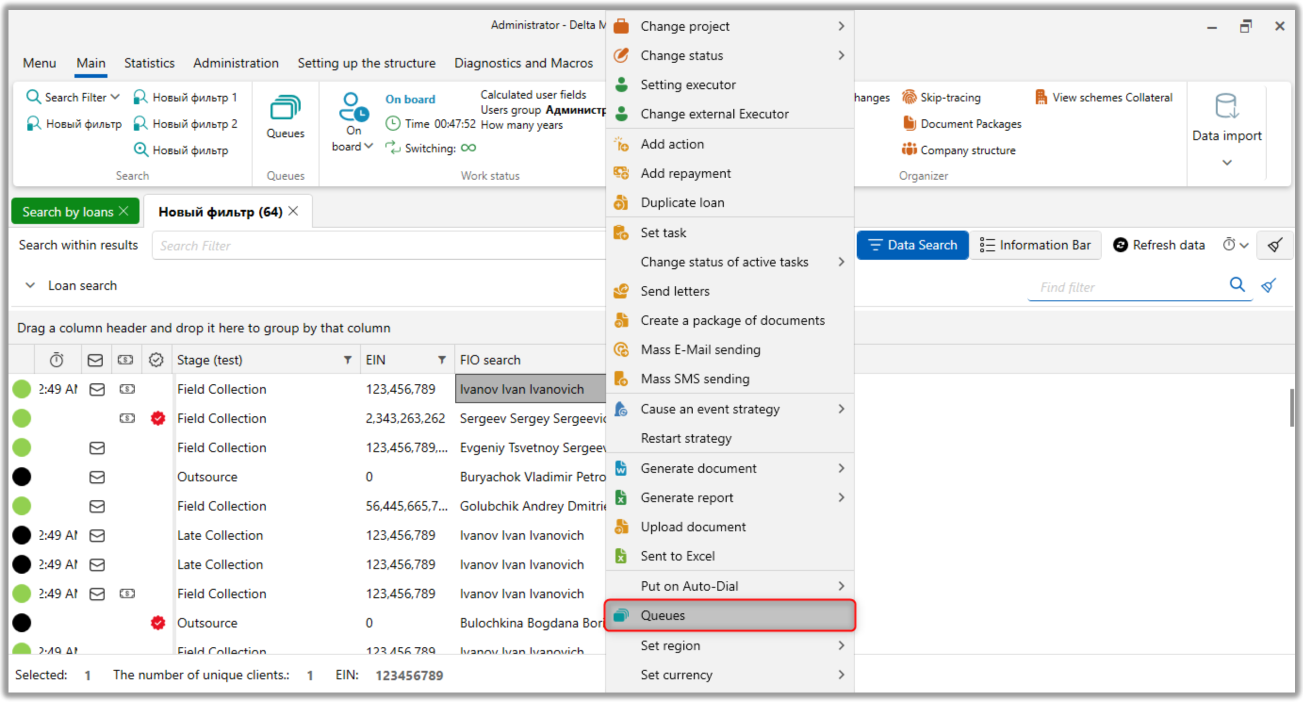
The queue settings are grouped and divided into tabs: [General], [Condition In], [Condition Out], [Fields], [Sampling and sorting], [Access to users].

The following parameters are configured on the [General] tab:



1. [Title] — enter the name of the queue.
2. [Type] — selection of queue type, the following parameters are available:

- [In real time] — this type of queue implies that as soon as there are changes in a loan or client's card that correspond to the parameters set on the [Condition In] tab, such a loan will immediately become part of this queue.
- [Night recalcount] — this type of queue implies that at the date change (at 00:00) the system will start checking all loan and client cards according to the parameters set on the [Condition In] tab and the matching ones will become in the queue.
- [Manual] — this type of queue has no [Condition In] tab, the necessary loan and client cards are added to this queue manually by the user, using the context menu in the search results window.



You can also manually add trades or clients to the queue with any type, even if [Condition In] is not met.

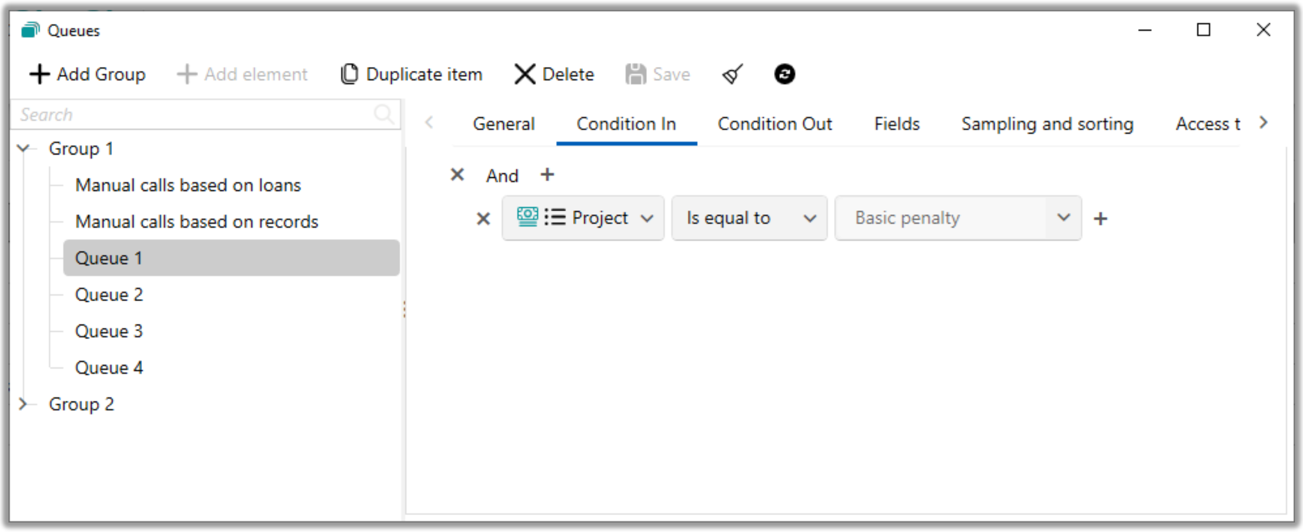
3. [Source] — it is possible to select loans, clients or conversation records as the source of the queue. The source cannot be changed after saving.

4. The following additional parameters are available for the queue:

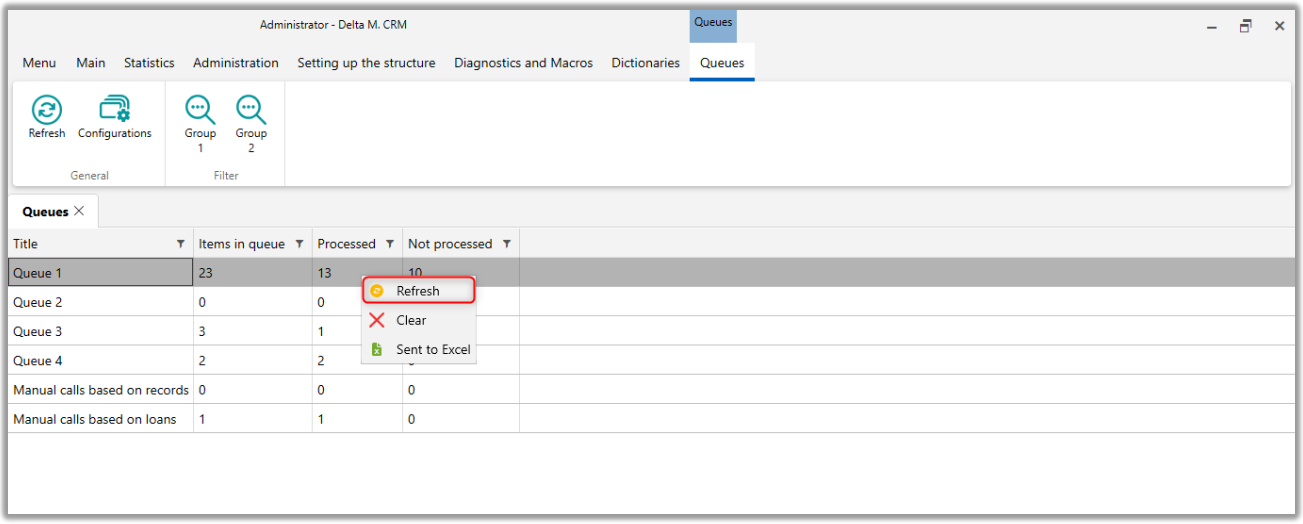
- [Auto repeats] — the card of the loan/customer will be queued again after processing, until the conditions that were set on the [Condition Out] tab are met.
- [Personal] — only those loans in the queue, for which the user is responsible, will be available to the user. (Provided that the [All group queue items] checkbox is not checked for this user's role). This setting is not available for the queue with the selected source [Customer].
- [On subordinate] — the user will be able to access only those loans in the queue for which the user is responsible or users who are subordinate to this user (more information about setting up subordinates in the section), if the [All group queue elements] checkbox is not selected for this user's role. This setting is not available for queue with client source.

- [Action is need] — if this checkbox is checked, a window with available items of the action tree opens, where the necessary actions are marked using checkboxes. Further, the [Save and exit] and [Save and continue] buttons are not available for the card opened in the queue until an action is added to the loan. If an action is added to the loan that has not been marked as required, the [Save & Exit] and [Save & Continue] buttons become active, but they do not have the [Processed Completely] button. If a suitable action has been added to the loan, the [Save and Exit] and [Save and Continue] buttons become active, and they have [Processed] and [Processed Completely] buttons.
- [A schedule of promises is needed] — When set to this setting, the [Save & Exit] and [Save & Continue] buttons will not be active in a loan that is open in the queue, until a promise graph is added to the loan. You can add a promise schedule manually, or you can add an action that has the [Promise Schedule] checkbox checked, as long as there is no active promise schedule in the loan. When setting this setting, please note that it is not possible to add actions with a promise schedule to a customer card.
- [On user or group] — a user can process loans for which other users from his group are responsible. A user group is a set of accounts that includes employees who hold a certain position or perform a certain job.

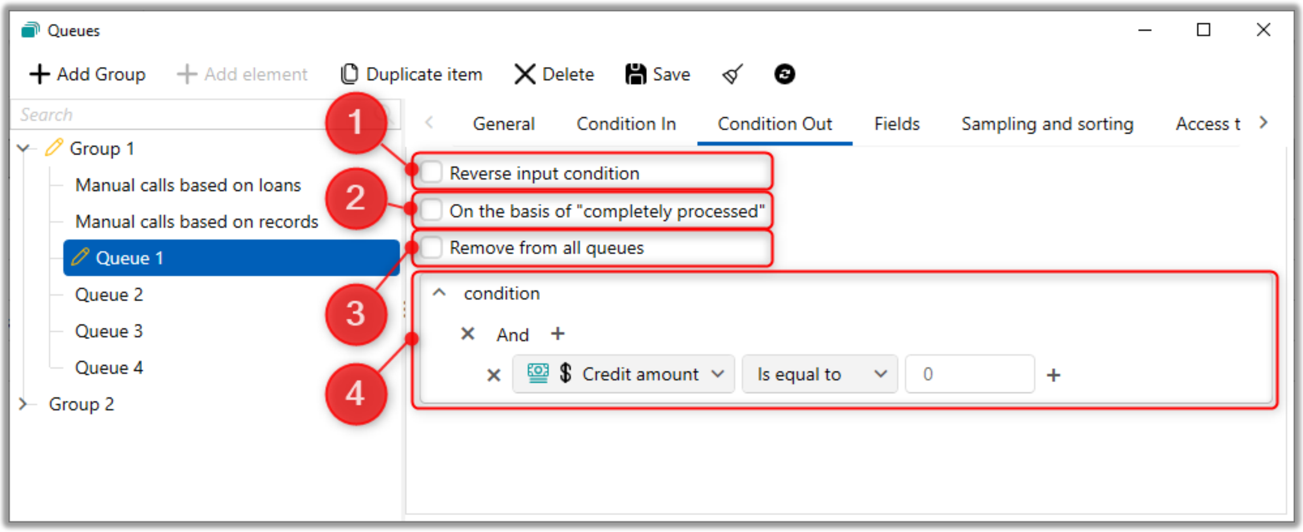
The [Condition In] tab is available only for queues of [Real Time] and [Night Recalculation] type. This tab is used to set up the condition for entry by a loan or client field. It is possible to set up conditions on several fields using "And", "Or" operators. If the set condition is met, the Loan/client is added to the queue.



If the input conditions for the queue with the selected [Real-time] recalculation type have been changed, the user should go to the list of queue groups, right-click on it and select [Update] (the button will be hidden if the user has no rights to edit the selected queue). After that the queue will be filled with items according to the set conditions.



The [Condition Out] tab configures the conditions for exiting the queue similar to the conditions for entering the queue.



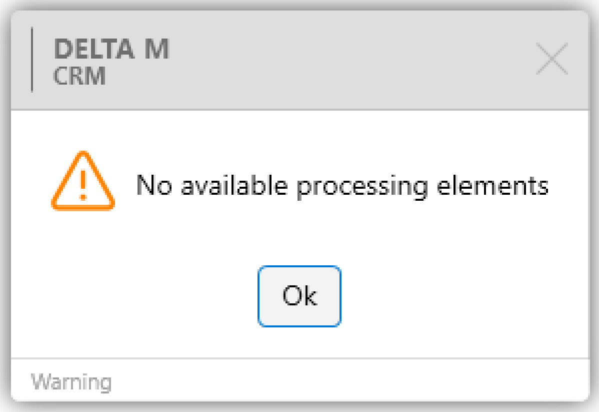
1. [Reverse input condition] — the Loan/client will leave the queue if the opposite condition from [Condition In] is met during processing. If at the same time the value of the field in the Loan/customer will not be changed to a field that does not match the set parameters on the [Condition In] tab, such Loan will be queued again.

2. [On the basis of "completely processed"] — the Loan/client will leave the queue, if the user has selected [Processed completely] after processing the Loan/client, after clicking on [Save and exit] or [Save and continue]. If the loan/customer does not have a field value changed to a field that does not match the [Condition In], otherwise the loan will be queued again.

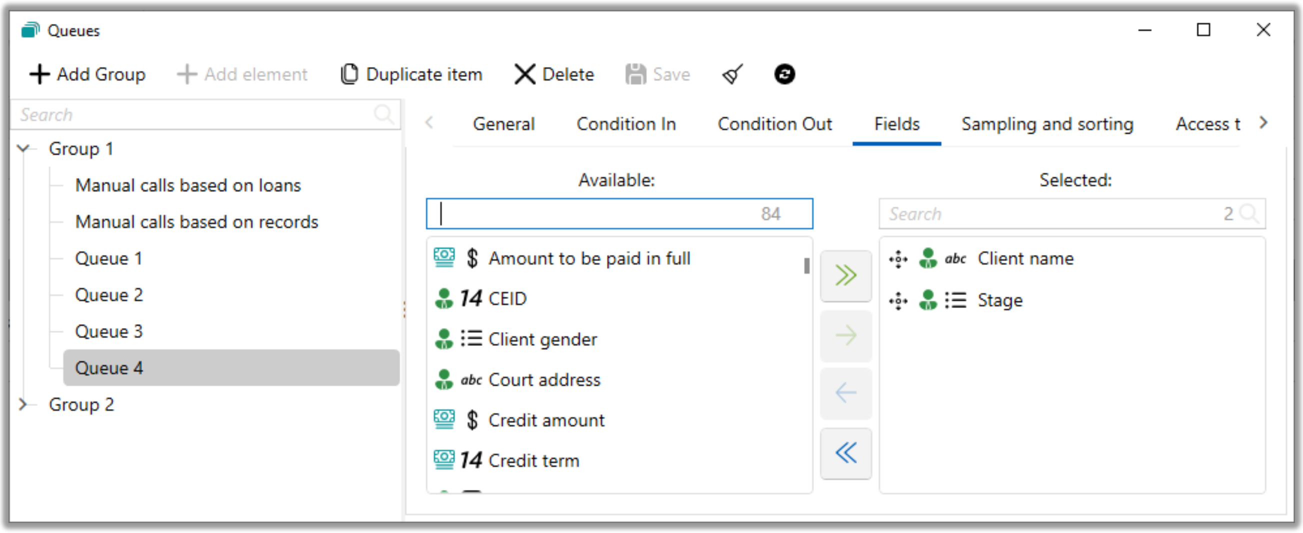
3. [Remove from all queues] — if the loan/client will be processed in this queue, and the condition for leaving this queue is met, such loan/client will be removed from this queue, as well as from all other queues in which it was in (provided that the loan/client processed by this queue is in one or more other queues in the unprocessed state).

4. [Condition] — setting of the condition for output by fields of the Loan or client (it is set similarly to [Condition for input]).

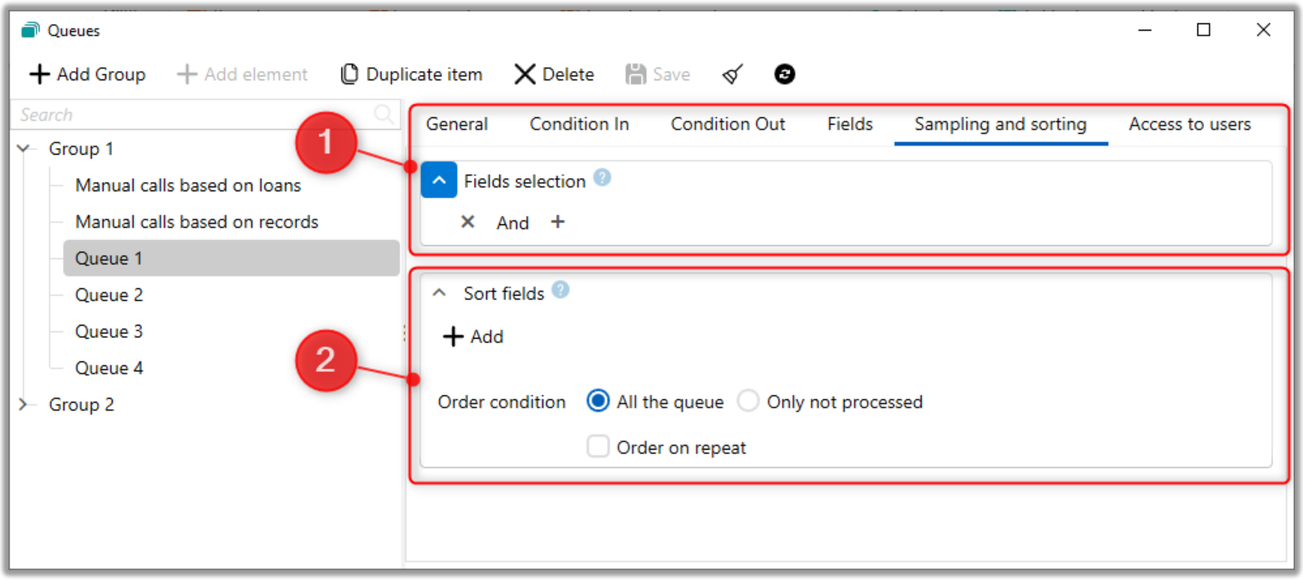
If all items in the queue have been processed, then a notification will be displayed to the user: [No items available for processing].



The [Fields] tab configures the fields that are displayed when working with the queue. In [Available] the fields of loans and clients are displayed. Fields moved to [Selected] will be displayed when opening the queue (list of loans in the queue).



On the [Sampling and sorting] tab, you can select the fields by which loans in the queue will be selected and sorted.



1. [Fields selection] — when forming the queue, filtering will be performed by selected fields in the specified order;
2. [Sort fields] — when forming the queue, taking into account the configured field selection, the queue will be sorted alphabetically or in reverse order for the specified fields. Also, it is necessary to set the [Sorting conditions] parameters (optional):

- [All the queue] — sort all loans in the queue loans table;
- [Only not processed] — sort only unprocessed loans in the table of queue loans;
- [Order on repeat] — sort loans in the table of queue loans after queue processing is finished.

On the [Access to users] tab, the [Manage Queue] and [Become Queued] checkboxes are configured for the selected groups (or individual users) respectively.

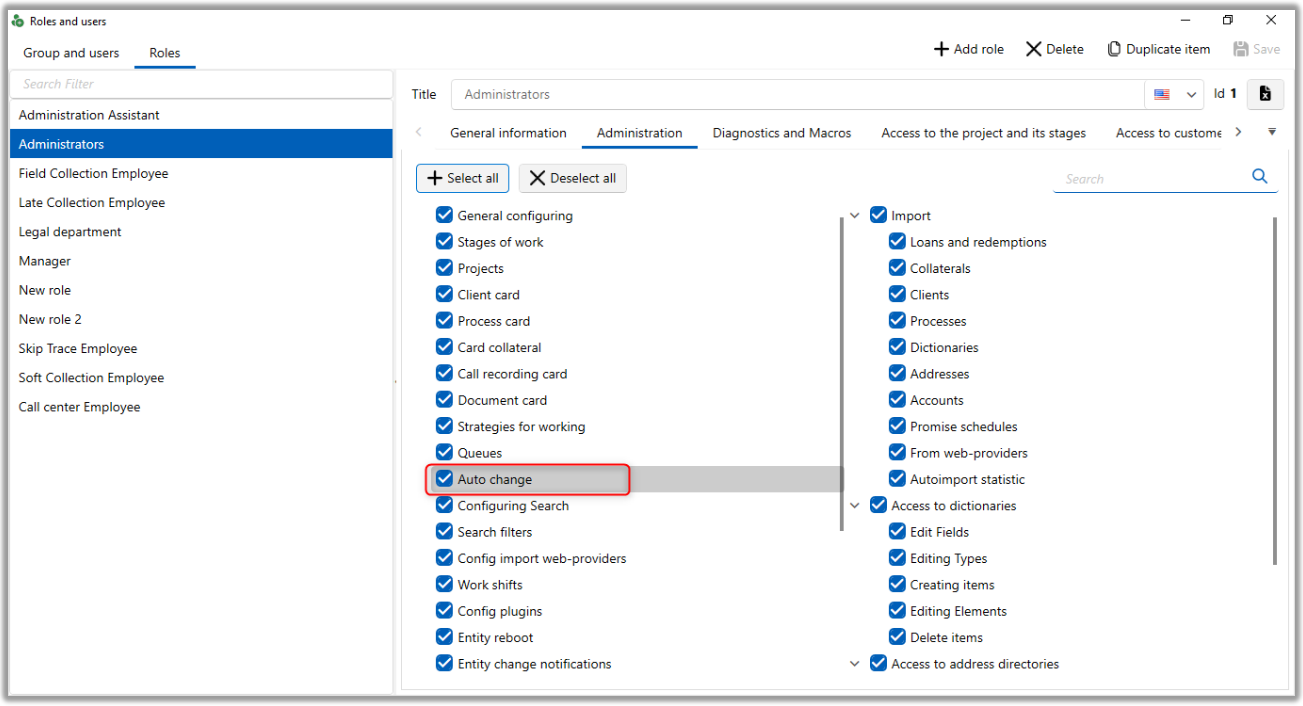
When the [Manage Queue] checkbox is checked, the [Become Queued] checkbox is automatically checked.

2.4.3.3 Auto change

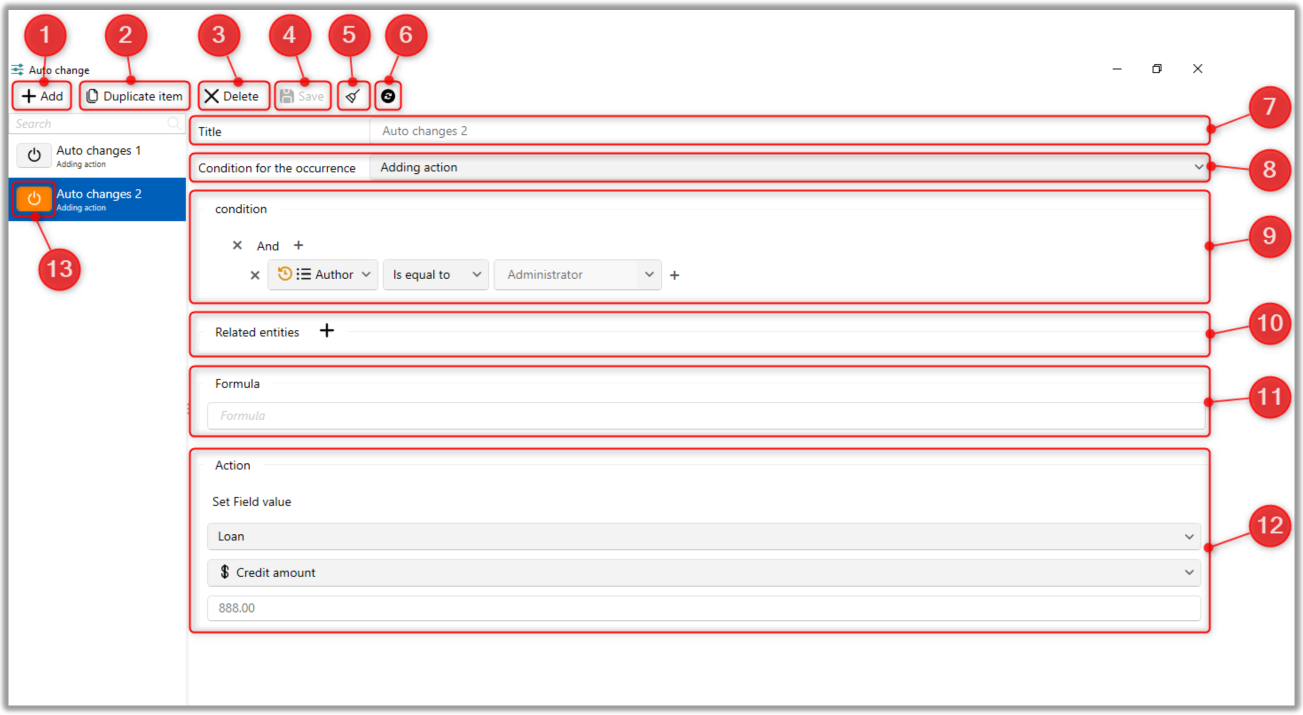
The functionality is intended for automated change of entity field values by an event in the system. Such event can be:

- Updating the [Loan] entity;
- Adding the [Loan] entity;
- Adding an action to the loan card.

The automatic change setting is only available to users who have the [Automatic Change] checkbox checked in the role setting on the [Administration] tab.



The following settings are available on the [Auto Change] screen:



1. [Add] — adding a new automatic change.
2. [Duplicate item] — duplicate the selected automatic change.
3. [Delete] — deletes the selected automatic change.
4. [Save] — saves the settings made.
5. [Clear selection] — deselects the selected item.
6. [Refresh data] — update the data in the automatic change settings window.
7. [Title] — sets the title for automatic change.
8. [Condition for the occurrence] — selection of occurrence conditions from the list of available conditions:

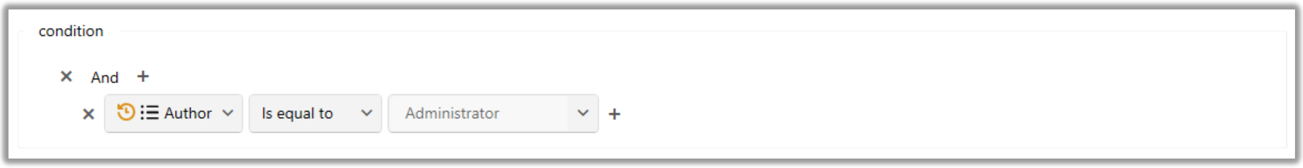
- [Add action] — when adding an action in the Loan card the system will check it for compliance with the specified conditions.
- [Add loans] — when adding a new Loan to the system, the system will check the value of the Loan field for compliance with the condition.
- [Update loans] — when updating information in a Loan, the system will check the value of the Loan field for compliance with the specified condition.

9. [Condition] — adding and customizing fields that will be used as conditions for automatic change. The list of available fields depends on the selected value in the [Occurrence condition] parameter.

- —For the [Update Loans] or [Add Loans] occurrence condition, the condition is set by the loan or customer field.
- —For the [Add Action] occurrence condition, the condition is set by the action field.

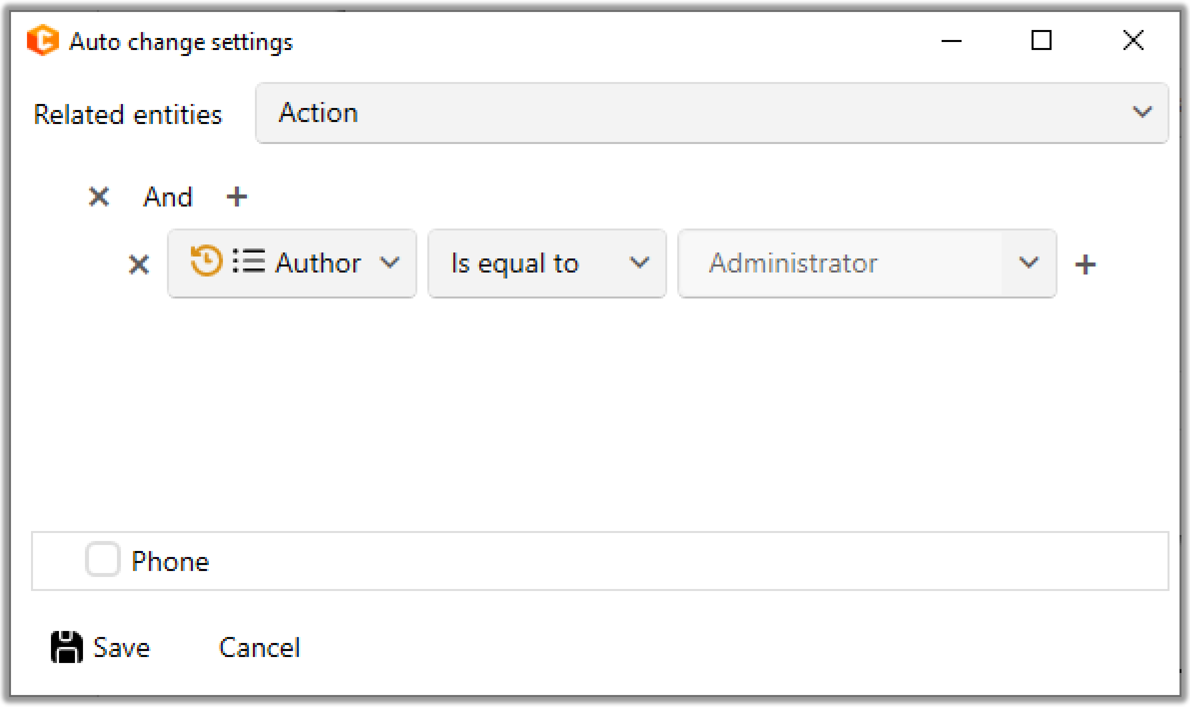
Several conditions can be configured simultaneously, logical operators are used for this purpose:

- [AND] — implies an exact match on a set of conditions;
- [Or] — implies a match on at least one condition.



To change a logical operator, click on it with the left mouse button.

10. [Linked Entities] — added conditions on a linked entity can be used in a formula or as an additional check. When used in a formula, the number of items matching the criteria is calculated. When used without a formula, the check is considered passed if there are no items or all of them match the specified criteria.



In this condition, only the [Action] entity is available, and conditions can be set only by action fields. It is possible to set up several conditions at the same time using "And", "Or" logical operators.

[Phone] — only actions in which the contact phone number is selected, if this parameter is active, are subject to the condition. This parameter includes restrictions on selection by the linked entity.

11. [Formula] — used to compare the filter result of one linked entity with the filter result of another linked entity, or with a specific value. It is configured in the format: "item1 > item2" or "item1 + item2 = 10". Calculation and comparison operators ([+], [—] , [*], [/], [>], [<], [= >], [=<], [<>]) are available in the formula.

12. [Action] — if the conditions configured in the previous items are met, the system sets the specified field value. To set the field it is necessary to select:

A. Entity selection:

- for [Add Loans] or [Update Loans]— Customer and Loan;
- for the occurrence condition [Add Action] — Customer, Loan and Phone.

B. Selecting an entity field:

- for entity [Client] — client fields;
- for entity [Loan] — fields of the loan;
- for entity [Phone] two parameters are available: [Phone Correctness] — if [Yes] is selected, a green check mark will be placed next to the required phone; [Phone Statuses] — selection of phone status, items of the common dictionary [Phone Statuses] are available.

C. Specifies the field value to be set when the automatic change is triggered.

13. Button to enable automatic change:

 when switched on (highlighted in blue) — AI will be triggered when the condition is met;

 when switched off (highlighted in gray) — AI will not be triggered (the condition will not be checked).

NOTES:

- If the Occurrence Condition is "Loan Update" — Automatic changes are triggered by manually updating the loan and by Strategy updating the loan;
- If the Occurrence Condition is "Add Action" — AIs are triggered by manual action addition, Strategy and Import.
- If there was a "Loan Update" event — AIs are processed by the system 3rd in the order — after Settlement Fields and Queues
- If there was an event "Add action" — AIs are processed by the system 2nd in the account — Calculation fields, AI, Strategy.

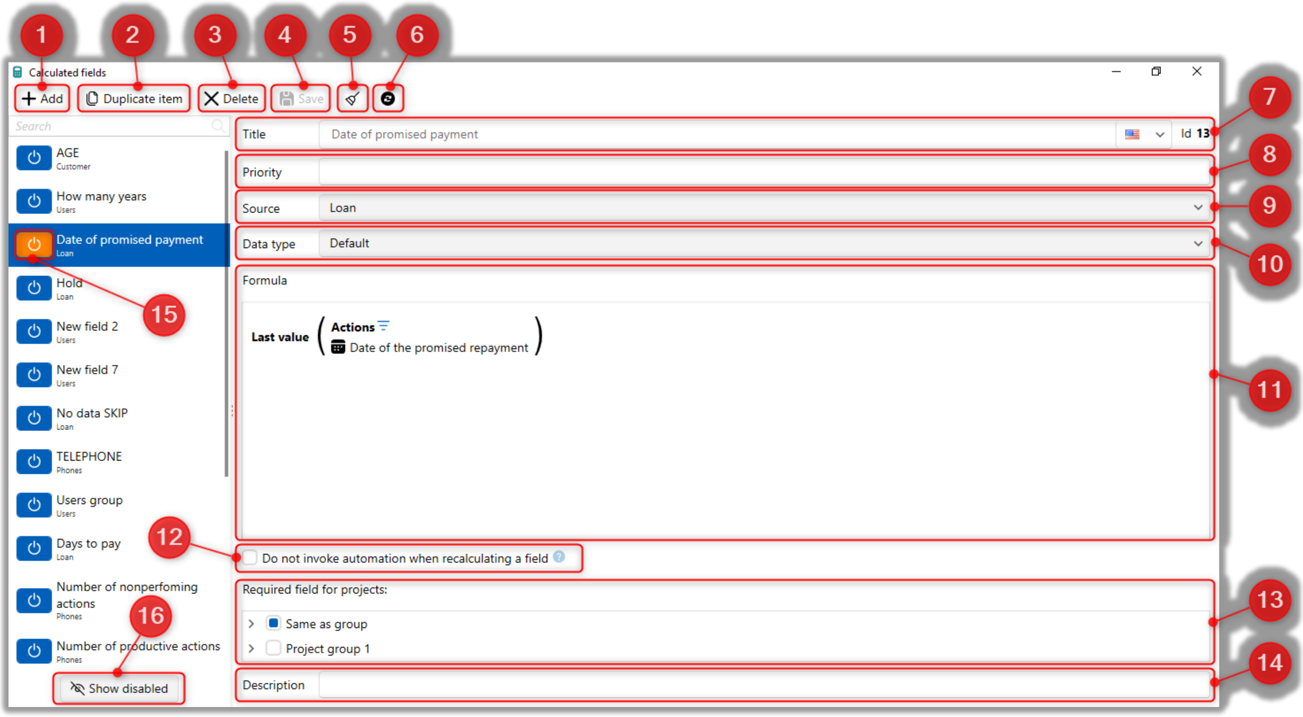
IMPORTANT: Automatic changes do not cause strategies to be worked out.

2.4.3.4 Calculated fields

Calculated fields (hereinafter referred to as CRs) are used to output a value that is calculated by a formula involving other fields of this entity or fields of other entities. RPs can be displayed in card, search, sms/e-mail templates, as well as in strategies, work scenarios, automatic changes and queues. RP recalculation at the moment of data change in used variables or entity fields, as well as every day at 00:00.

Only users who have the [Calculation Fields] setting in the [Administration] tab in the [Fields] section of the Role Setup can customize the calculated fields.

The following settings are present in the [Calculation fields] window:



1. [Add] — adding a new calculated field.
2. [Duplicate element] — duplicate the selected element
3. [Delete] — delete the selected calculated field.
4. [Save] — save the entered settings.
5. [Clear selection] — deselect the element.

6. [Refresh data] — update data in the calculation fields settings window.

7. [Name] — enter the name of the calculated field.

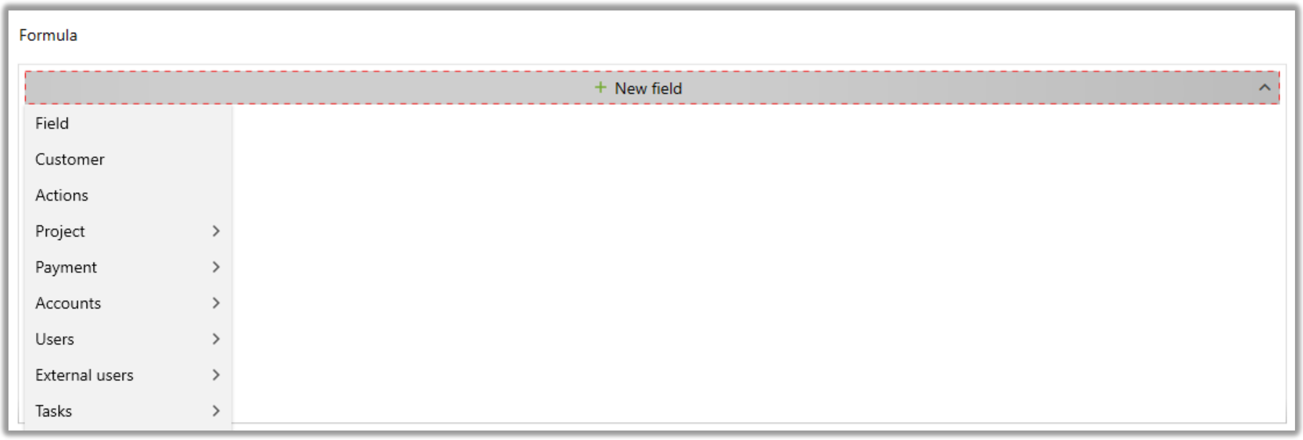
8. [Priority] — setting the order of data calculation in the added fields. This function can be used, for example, if several fields that process linked data are created in the system, when performing calculations, then they will calculate data strictly in the established order.

9. [Source] — source selection (the set of fields available for formula customization depends on the selected source):

- [Loan];
- [Client];
- [Users];
- [Phones].

10. [Data type] — selection of the type of displayed data in the calculation field results.

11. [Formula] — creation and setting of the calculation formula by calling the context menu in the [Formula] field.



Clicking on the [New Field] block opens a list of field types that are available for selection, which change depending on the selected source in [Source]:

- When [Loan] source is selected, all loan fields (in the database from the BaseFields table) with data type [Date], [Date/Time], [Fractional], [Integer], [Yes/No], and system fields [Actions], [Project], [User] are available for selection, [External User], [Tasks], [Amortization schedule], [Promise Schedule], [Addresses], [E-mail], [Links], and, system and user created fields [Repayments], [Linked Persons], [Process], [Process Actions], [Telephones]. Fields from [Other] are also available.

- When the [Customer] source is selected, all customer fields (in the database from the BaseFields table) with data type [Date], [Date/Time], [Fractional], [Integer], [Yes/No] are available for selection. Also, system fields [Actions], [Addresses], [E-mail], [References], as well as system and user-created process, process action, and phone fields. Also, fields from the [Other] section are available.

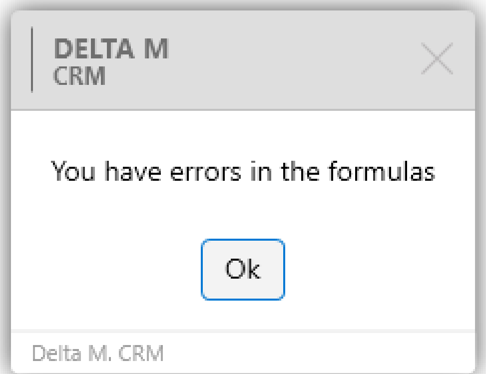
- When the [Users] source is selected, the system and user-created user, process action, system action, and promise schedule fields are available for selection. Also, fields from [Other] are available.

NOTE: the calculated fields of users are not displayed in the card, but in the [Main] menu, a maximum of three calculated fields are displayed at the same time. You can customize the displayed RPs with the [Users] source separately for each role on the [Calculated user fields] tab, where the RPs that have been [enabled] will be displayed in the [Available] block.

- When the [Phones] source is selected, system fields, custom phone fields and system action fields are available for selection. Also, fields from [Other] are available.

- When the [Collateral] source is selected, system and custom collateral fields are available for selection. Loan fields, action fields, system user fields, task fields, and collateral reservations are also available. Additional fields can be found under [Other].

If the user has created an incorrect formula for a calculation field, a corresponding notification will be displayed.



Calculation fields cannot be used within a formula other calculation fields.

12. [Do not invoke automation when recalculating a field] — strategies and queues will not be called if the field was recalculated when the date was changed or field settings were edited.

13. [Required field for projects] — this setting opens only for fields with source [Loan] and [Client]. This RP can be displayed in the Card View (and will be recalculated) only in those projects/groups of projects for which it is configured in this setting. Projects that do not have [Same as group] inheritance enabled will be displayed in a separate list within this block.

NOTE: by analogy, required fields for projects can also be selected within a project or project group (depending on inheritance), on the [[Customer Settlement Loans] tab (section [Required Fields]). The selected settlement fields will be displayed and recalculated for this project/project group.

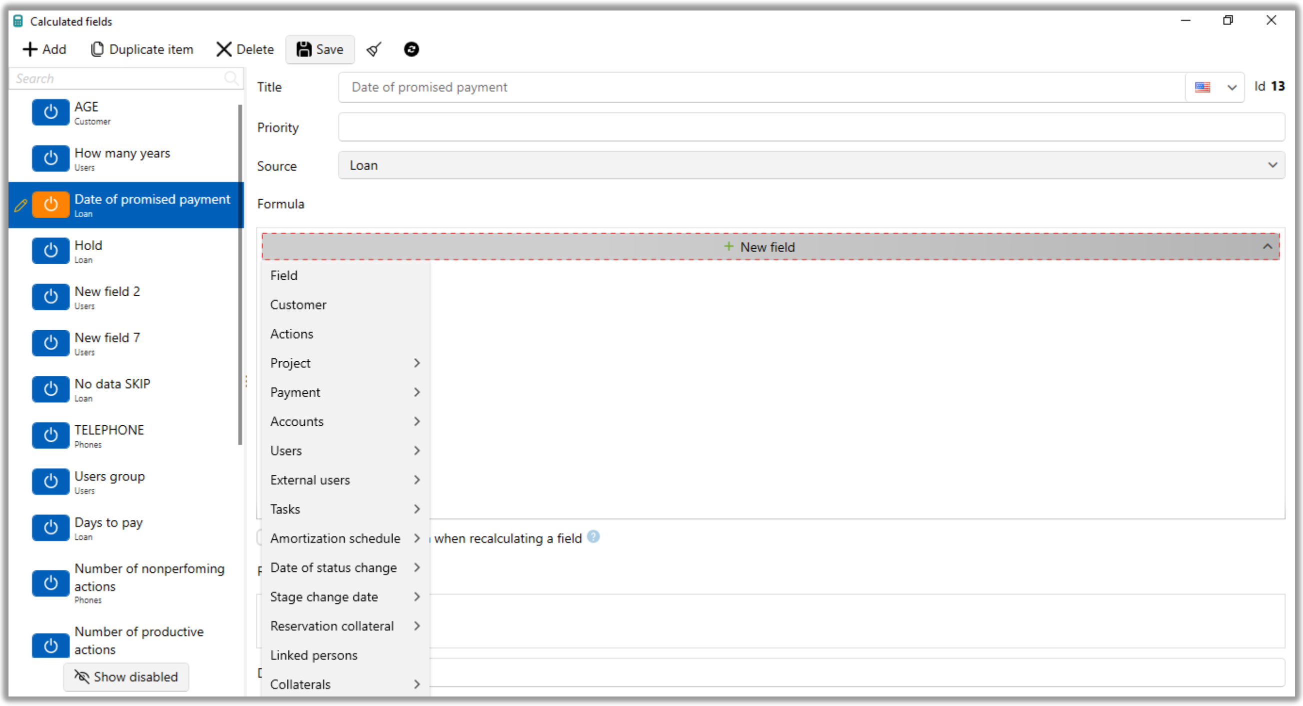
14. [Description] — input of description for the selected field.

15. Button for hiding the calculation field.

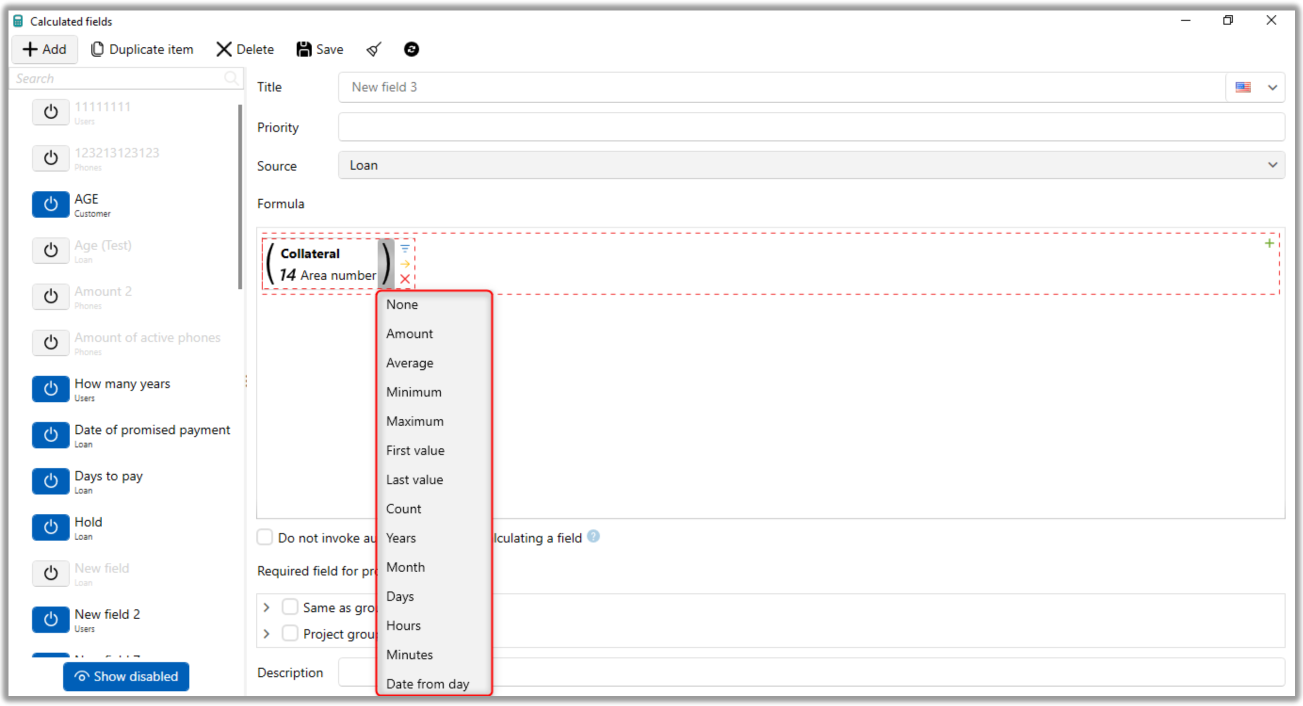
16. [Show disabled] — the button to enable or disable display of hidden calculated fields.

The logic of formula creation and operation is similar to the operation of formulas in mathematics. When creating a formula, the following settings are available in the calculation fields:

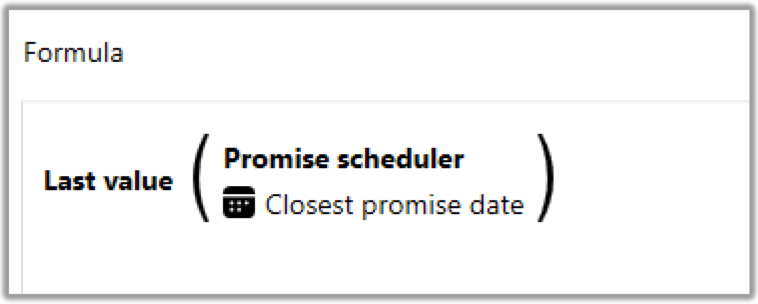
Adding an element to the formula (depending on the selected source).



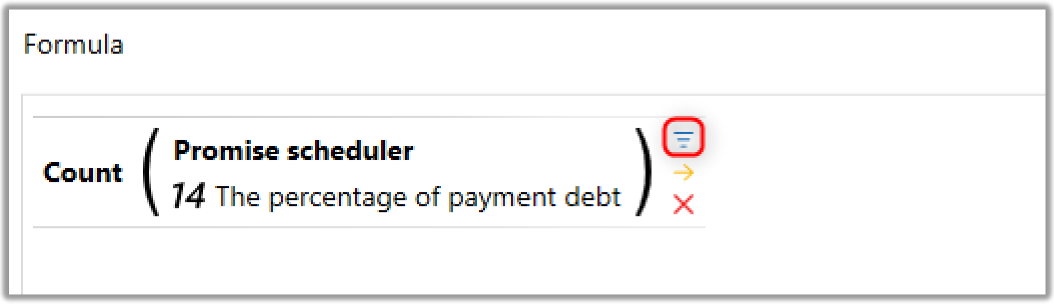
For the fields that are selected in the [Formula] block, you can add a calculation operator (by clicking on the left bracket in the item). Different calculations will be available for each element.



NOTE: A calculated field that is configured as [Last Value] from [Closest promise date] will only look for the future nearest date.



Also, for a customized formula you can add a variable constraint in the filter (fields with integer and fractional data type are available). Filters matching the meaning of the variable are available for selection.



Additional checkboxes are available in the filter settings window:

- [Ignore null values of the selected field] — if the value (one of the values) will be NULL, then the calculated fields will not take it into account.

IMPORTANT: if you perform math operations on fields that are NULL, the result will be a NULL value.

- [Replace empty values by zero] — replace empty values by zero (available only for the Quantity filter).

When working with calculated fields, it is important to know:

- If an entity does not have any customized fields (for example, no User field has been created), then when you call the context menu in the formula setup window, the [Users], [External Users] (for the [Loan] source) sections will not be listed.
- If the formula in the Calculation field is set incorrectly, then the indicator in the form of a "red star" will be displayed next to the formula, such RP will be impossible to save. As soon as the formula is set correctly, this indicator will disappear.
- Calculation fields are recalculated by the system first in the queue: RP, Queues, Automatic changes, Strategy.
- The type of task that is marked as a Skip-tracing task is not included in the calculation of calculated fields.
- Date—bound calculated fields — are recalculated only when the date changes (provided the server is running at that moment).
- When changing the Source of a calculated field — the previously configured formula is erased.
- When turning off an RP that was added to the Sms/E-mail Templates, the added RP is not hidden. When sending such a template, the RP value that was calculated before it was turned off (i.e. not actual) is displayed in the email/message. At the same time, the RP Enable/Disable is recorded in the Work Report — in this way you can track the time when the email/message was sent and whether the RP was enabled at that time (i.e. whether the RP was recalculated).
- When disabling PSD with the Loan/Customer source, which was configured for a certain project/role in the client card and selected in the fields, is removed from the Loan/Customer card, while its last recalculated value remains in the database.
- When disabling RPs with sources Users and Phones — are removed from the list of displayed RPs, while its last recalculated value remains in the database.

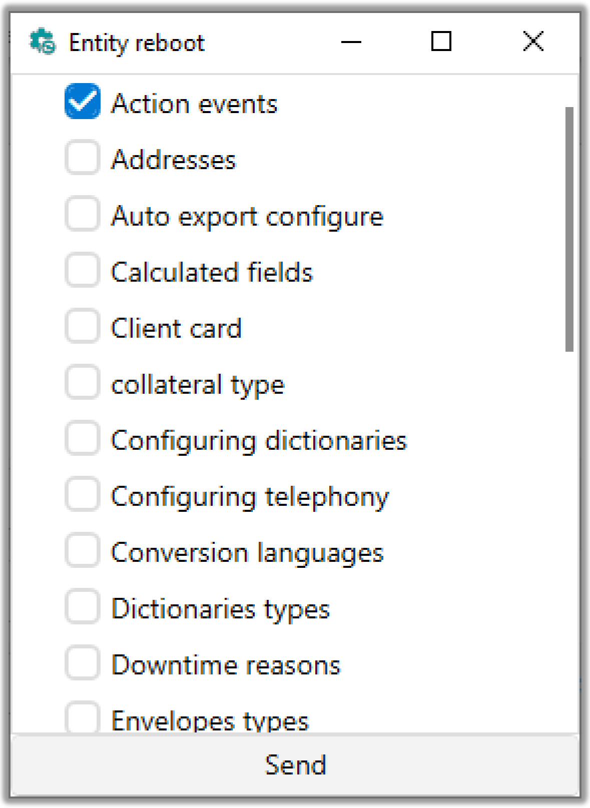
- For formulas created on the basis of fields with the type: Date and Time, it is possible to select the type of data representation (Date and Time, Date, Time) in the calculation field.

When working with calculated fields, the user can access the database, where there is a corresponding StatisticCalculateFields table containing the following fields:

- [Created] — date of the RP change;
- [AID] — author of the change;
- [TID] — type of event (46 - enabling RP, 47 - disabling RP);
- [Action] — RP id.

2.4.3.5 Entity reboot

The [Entity reboot] module allows you to reload required entities within CRM without reloading the entire system.

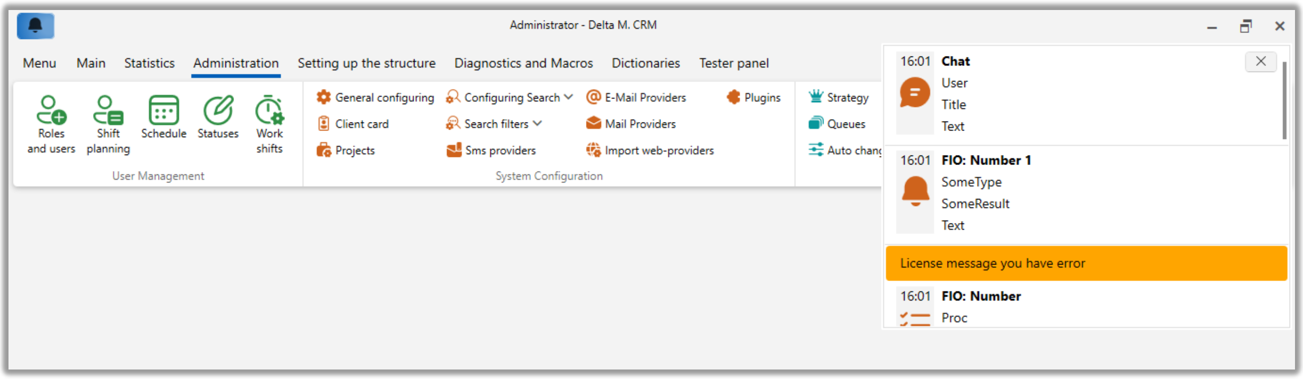


When working with this module, you must use the checkboxes to mark entities for reloading and click the [Submit] button.

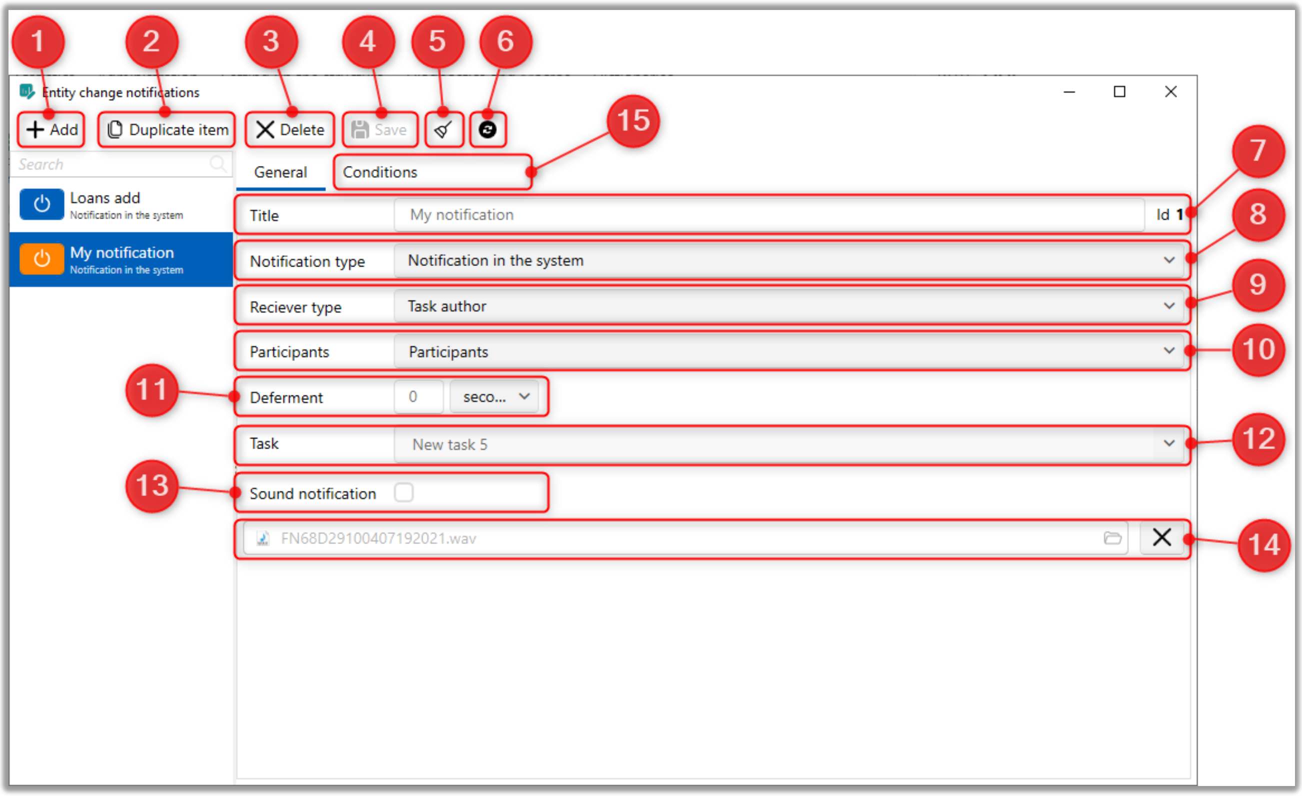
2.4.3.6 Entity change notifications

The [Entity change notifications] module allows to set up notifications for the user when an entity is changed or a field is added.

Notifications in the system are displayed in the upper right corner (similar to task assignment, etc.), and when you click on it you will be passed to the loan card. A separate notification is displayed for each updated entity and each item of settings.



The following options are available when customizing entity notifications:



1. [Add] — adding notification of entity change.
2. [Duplicate Item] — duplicate the selected notification.
3. [Delete] — delete the highlighted item.
4. [Save] — saves the settings you have made.
5. [Clear selection] — deselect the item.
6. [Refresh data] — update the data in the Entity Change Notification Settings window.
7. [Title] — enter the name of the notification.
8. [Notification Type] — select the notification type:

- [Notifications in the system];
- [E-mail].

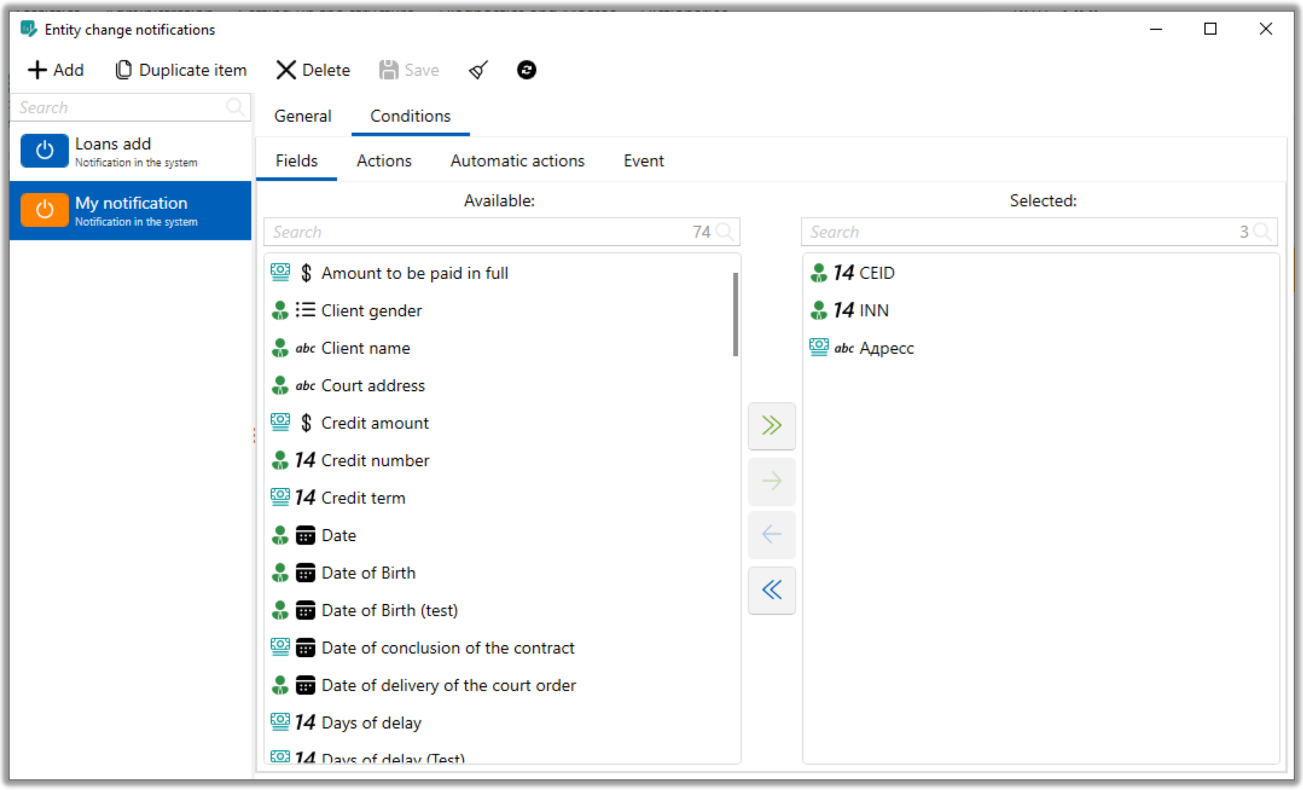
9. Select [Reciever Type]:

- Investigator;
- Task performer;
- Task Author;

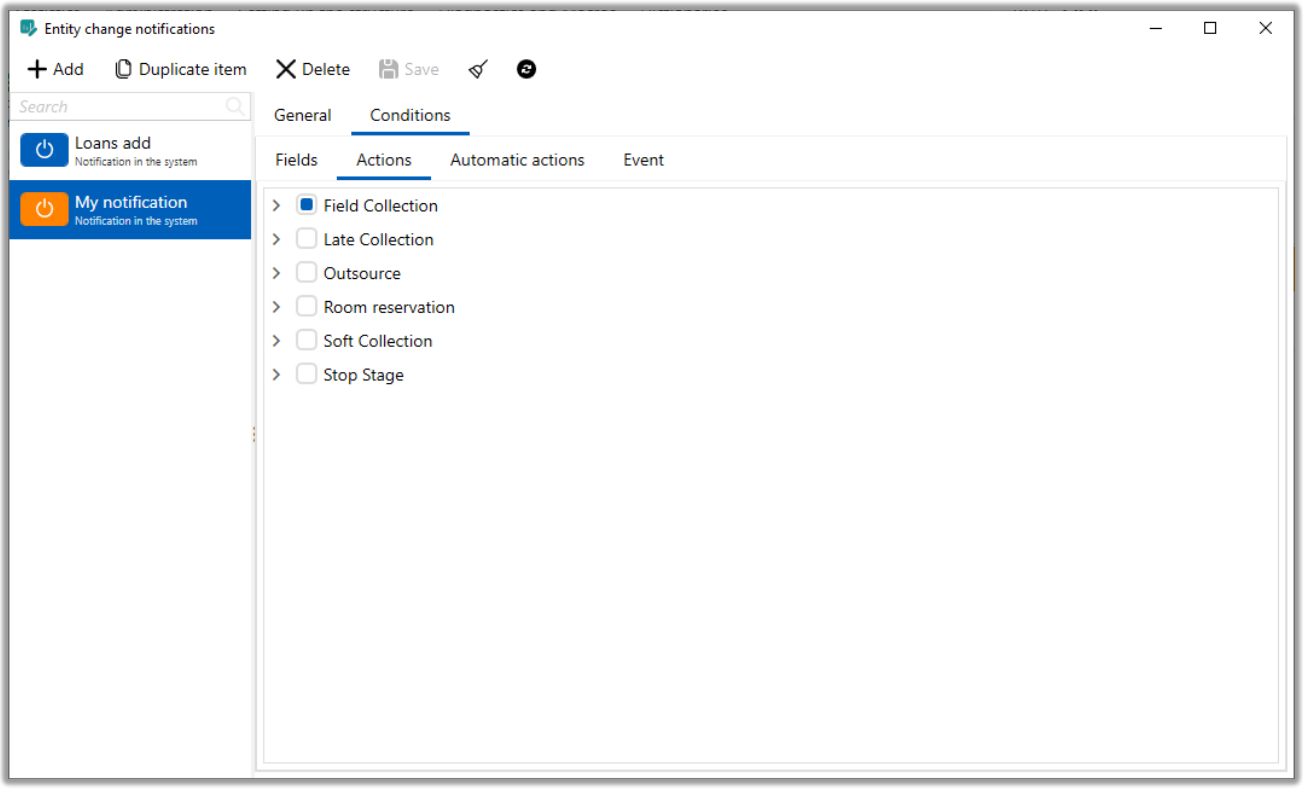
- Customer responsible;
- Previously responsible for the loan;
- Previously responsible for the client.

10. [Participants] — select participants to whom the notification will be sent (except for the direct recipient).
11. [Deferment] — set the delay time and select the time unit.
12. [Tasks] — select the type of task for notifications.
13. [Sound notification] — enable audible notification when you receive notifications.
14. Specify the file location for the sound notification.
15. In the [Conditions] block select items for which notifications will be carried out. The block contains four tabs:

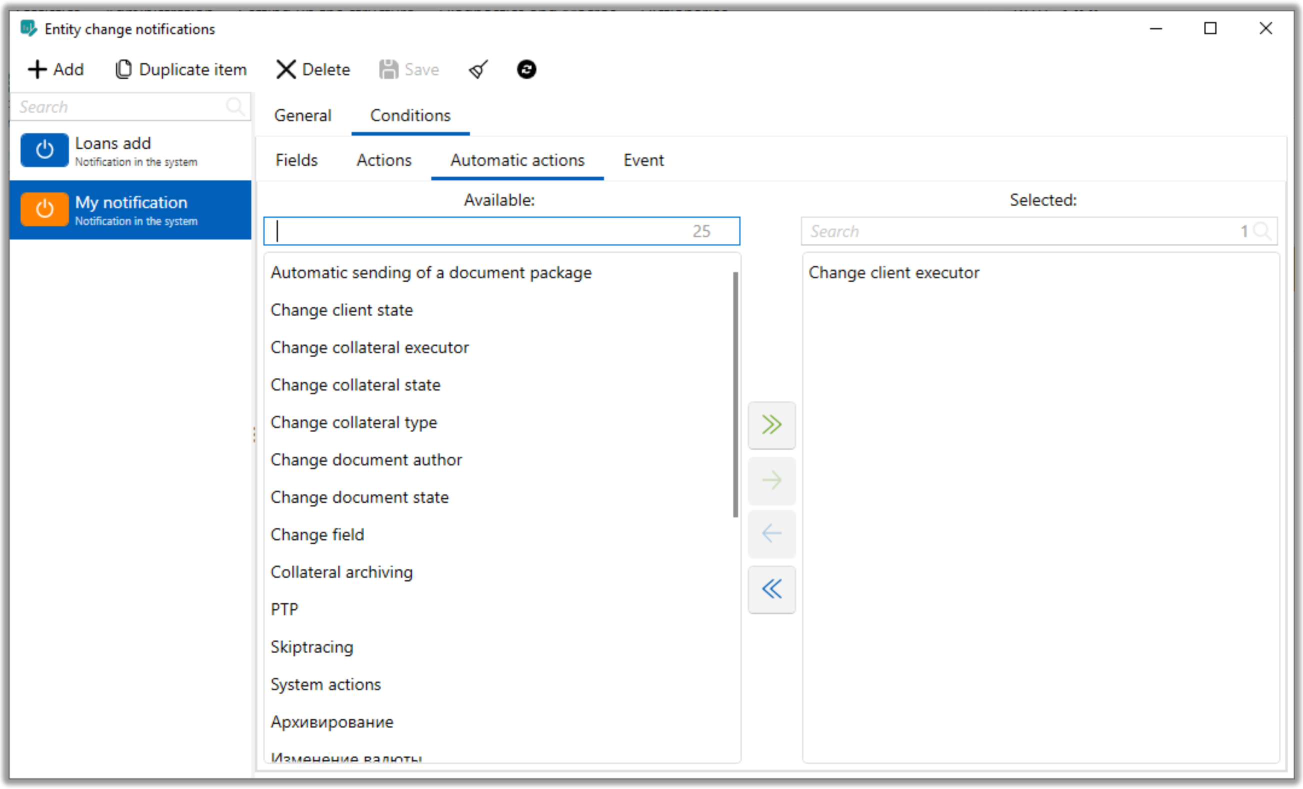
- In the [Fields] tab, moving from [Available] to [Selected] selects system fields for notifications that will respond to changes.



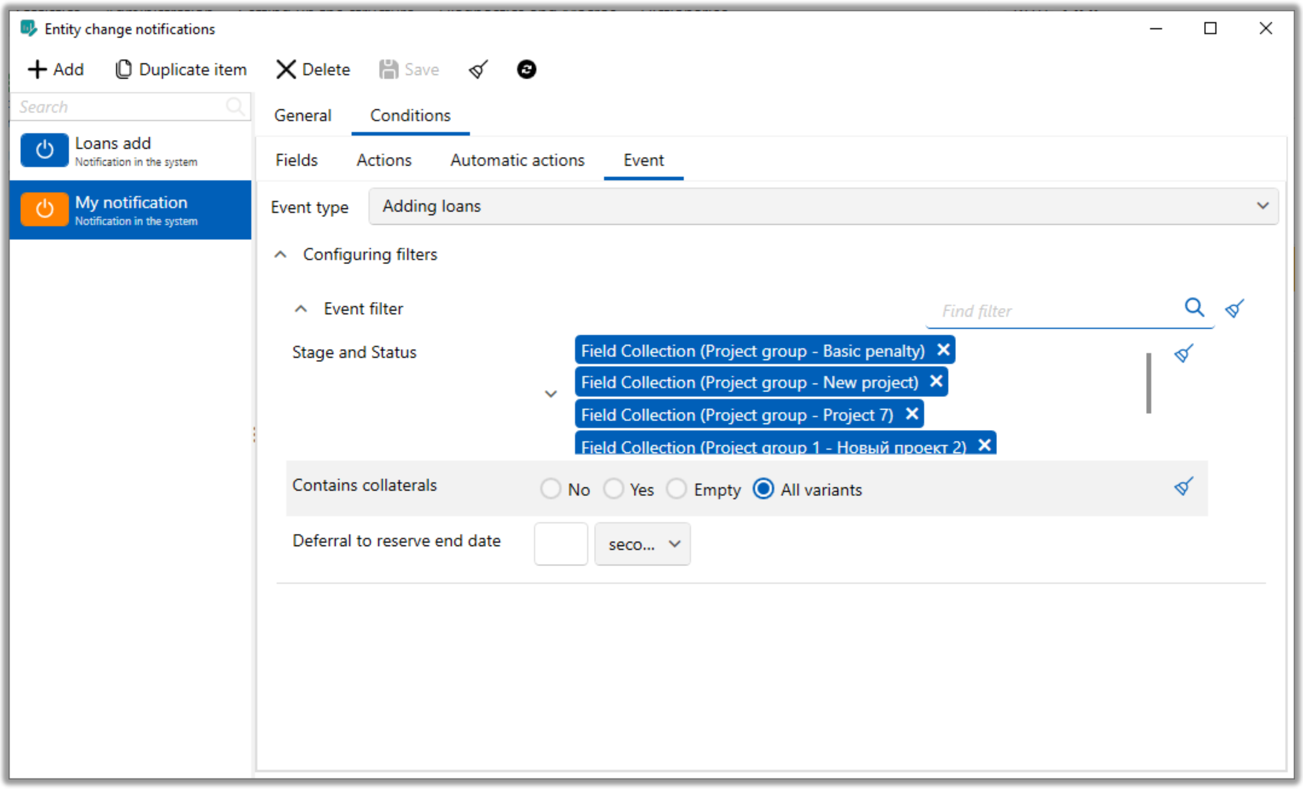
- On the [Actions] tab, select the actions that will send notifications to the user after they are applied.



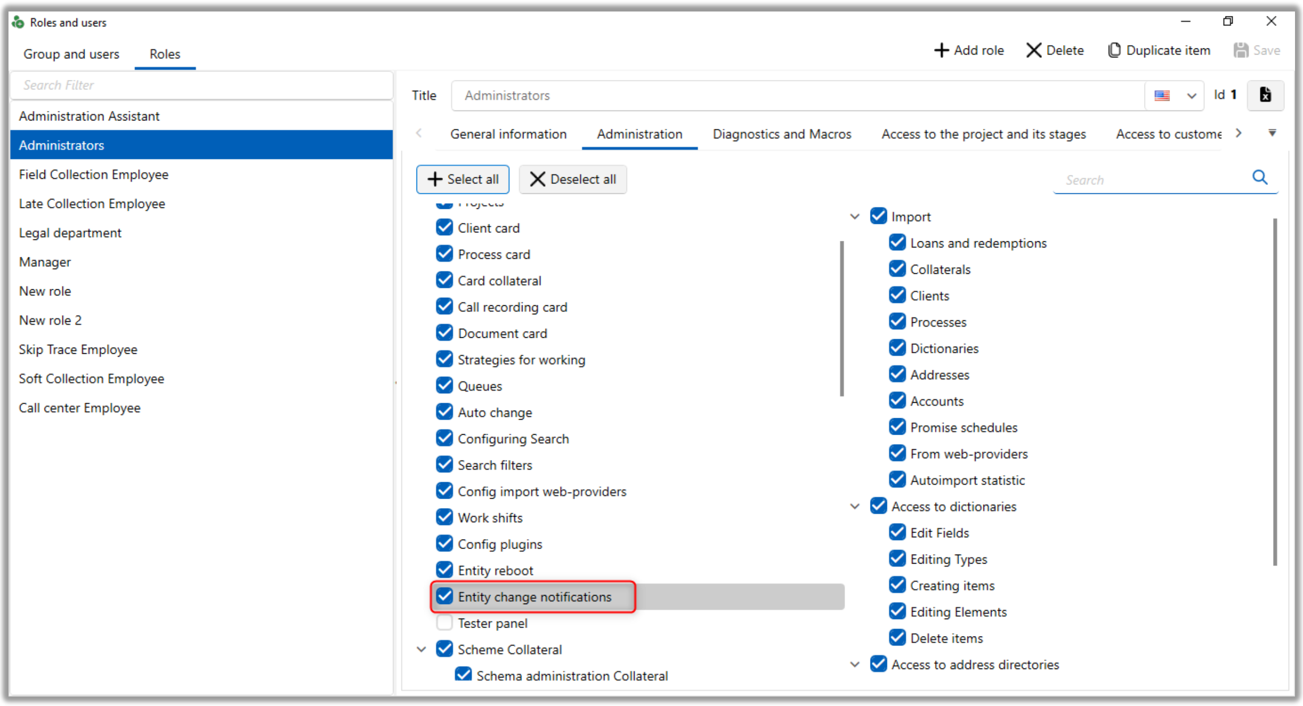
- On the [Automatic Actions] tab, select the automatic actions that will send notifications to the user when they are performed.



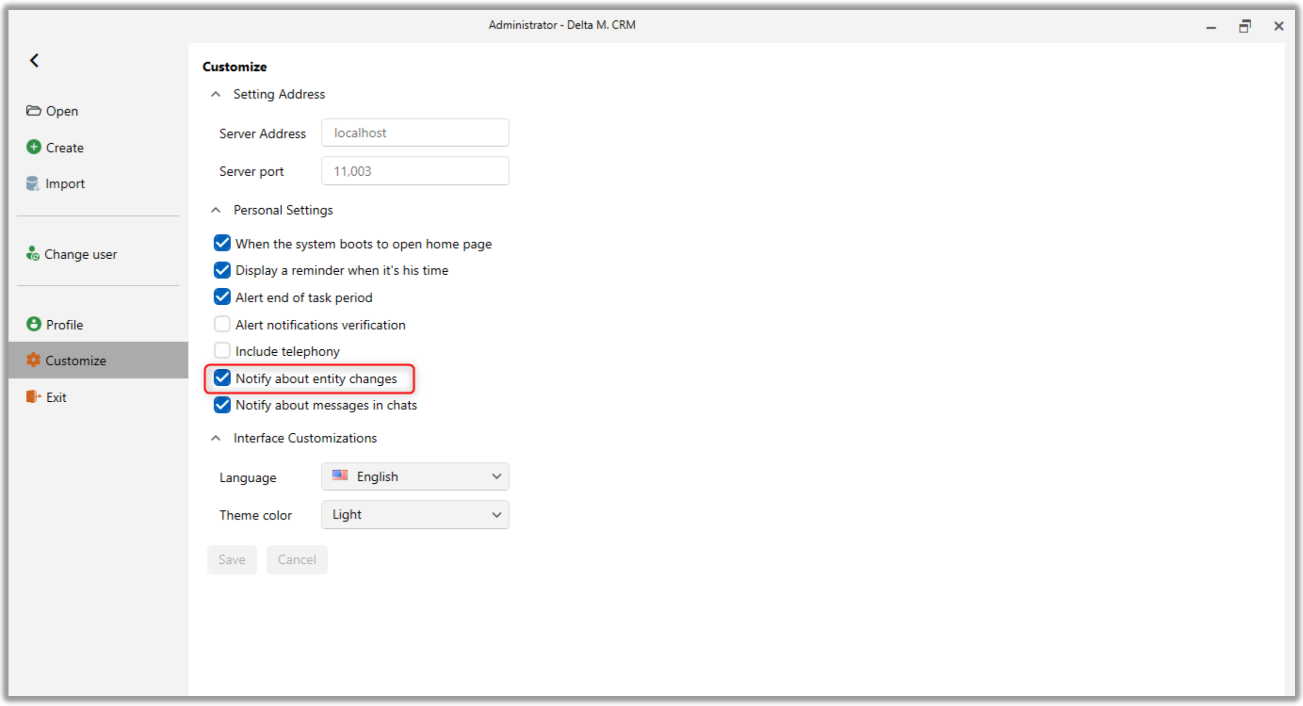
- In the [Events] tab it is possible to select the event type [Add Loans] and selecting the stage and status of the entity [Loan] the user will receive a notification about the creation of the corresponding loan with the appropriate stage and status that corresponds to the notification setting.



To access the [Entity Change Notifications] module, the appropriate administrative rights must be enabled in the user role (the [Entity Change Notifications] checkbox must be selected).



You can disable notifications for the current user (they are enabled by default) in the main menu by going to [Customize] and unchecking the [Notify of entity changes] checkbox.

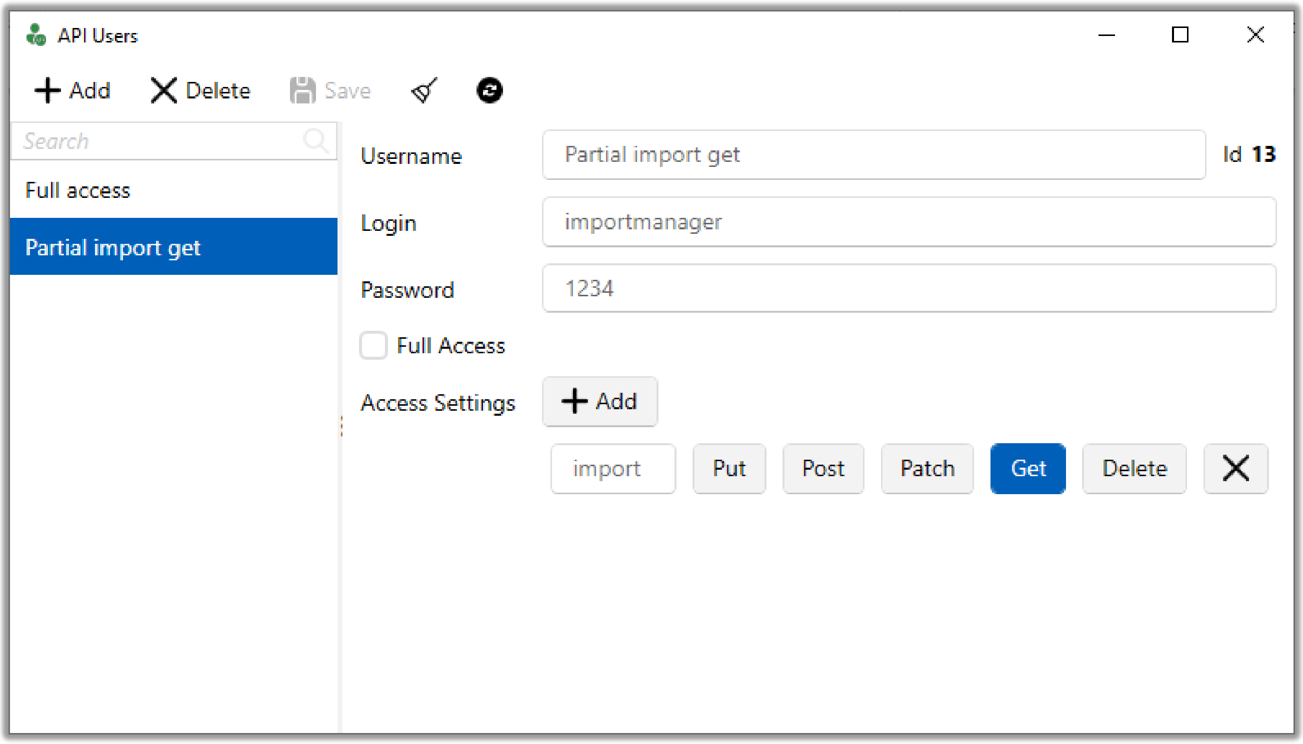


2.4.4 API

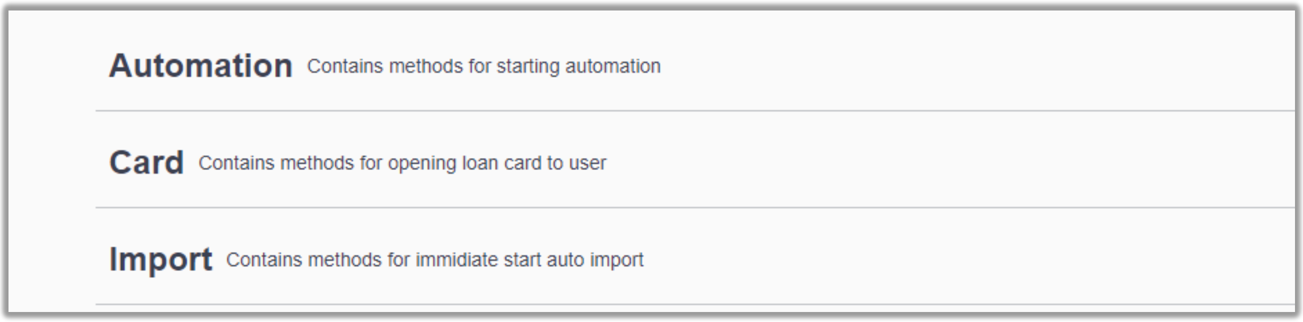
In this section, users and API points are created and configured.

2.4.4.1 API Users

[API Users] — module for creating users with access rights to work with API. In the opened window, click the [Add] button and add a user with the required permission level.

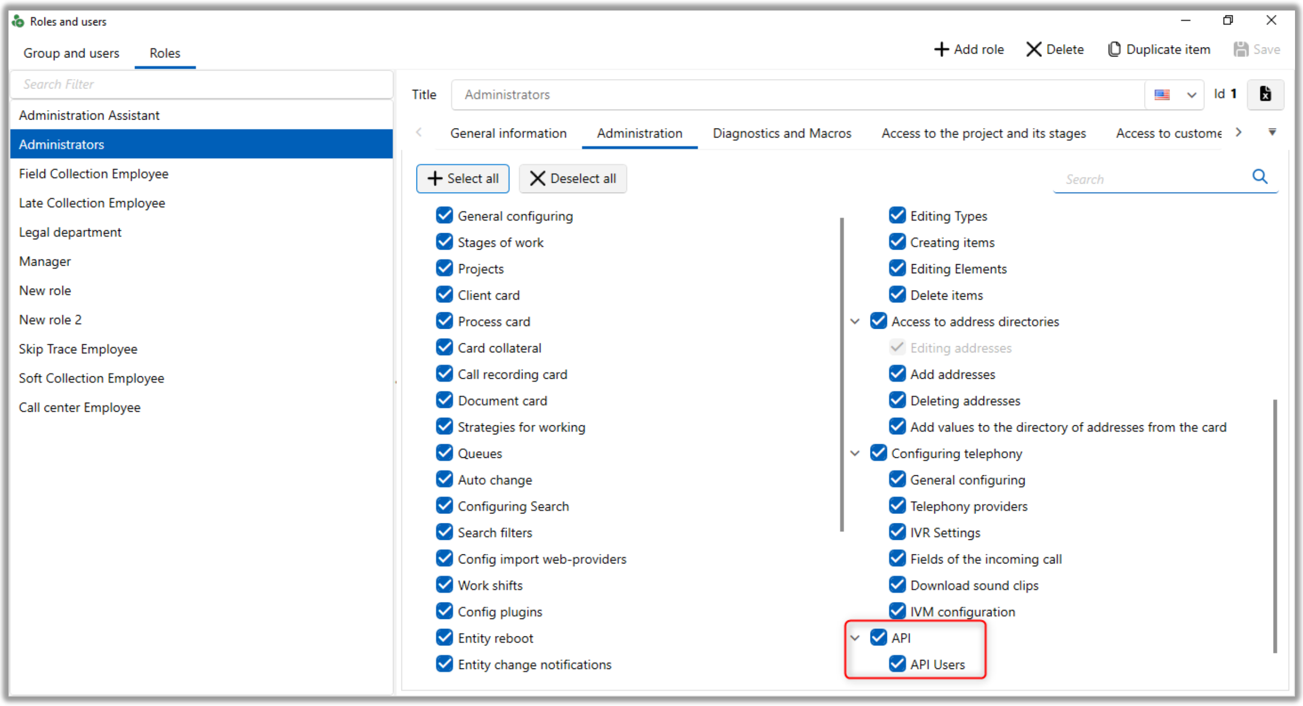


- [Username] — enter the name of the added API user.
- [Login] — create login for the user.
- [Password] — create a password for the user.
- [Full access] — the user will have access to all types of controllers.
- [Access Settings] — selection of API methods that can be used by this user.
- [Add] — add API methods in the context of individual modules, the required module is entered in the special field [Module].
- [Module] — specify the name of the controller to which the user will access. Only three controllers are available: Automation, Card, Import.

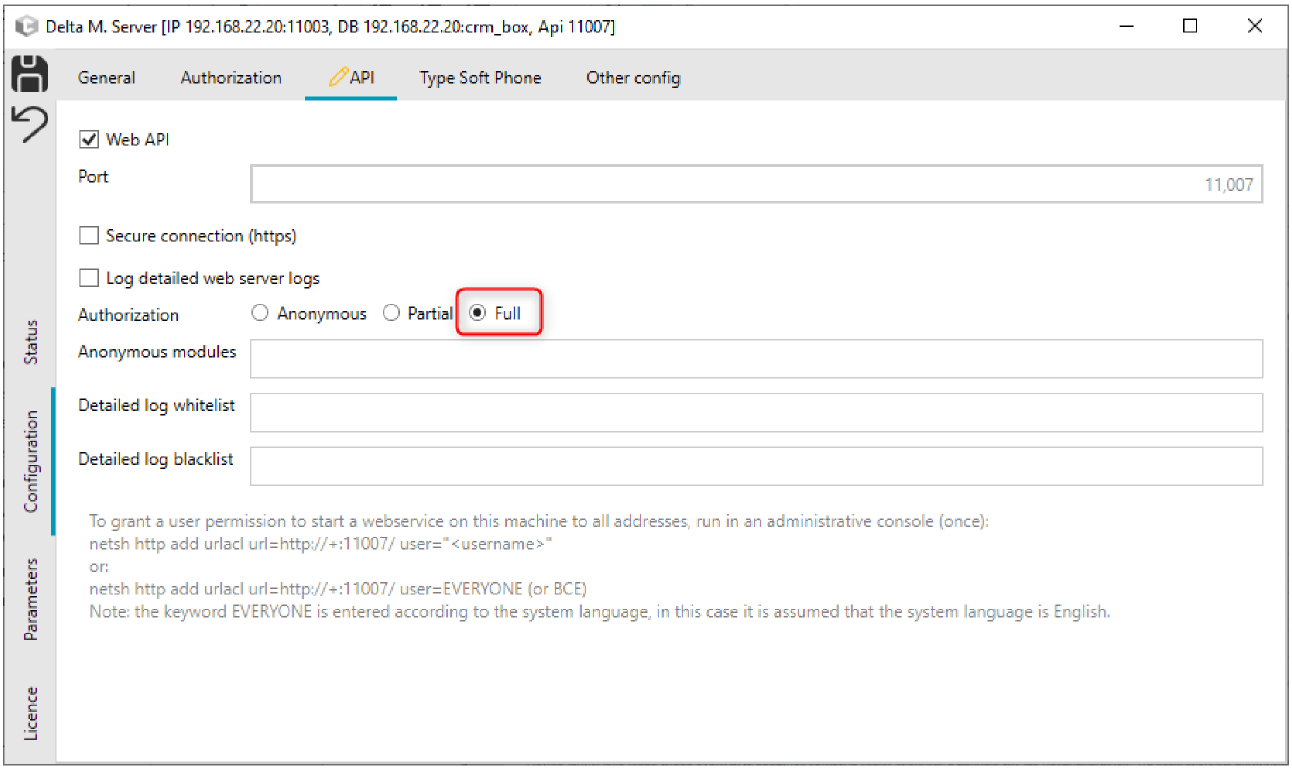


[Put], [Post], [Get], [Delete] — selection of request methods for API to which the user will have access within the installed module (if full access has not been set).

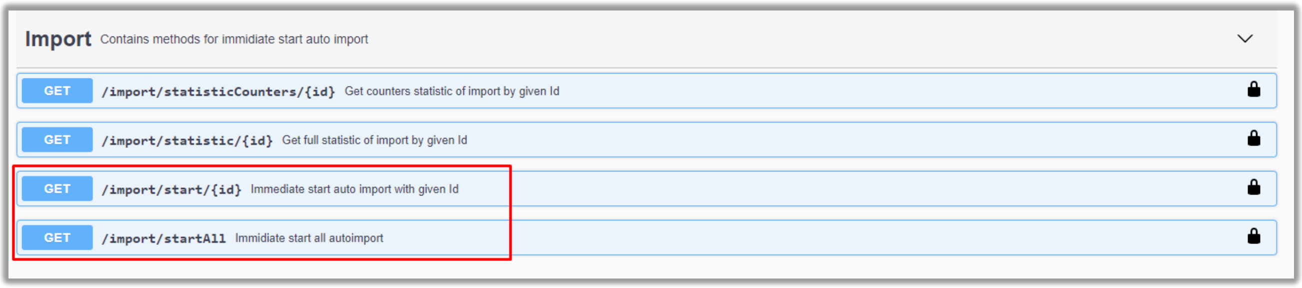
The selected users should have the rights to configure API users in the role settings.



Also, in the server configuration settings (WPF), in the API section, you must set the value to [Full].

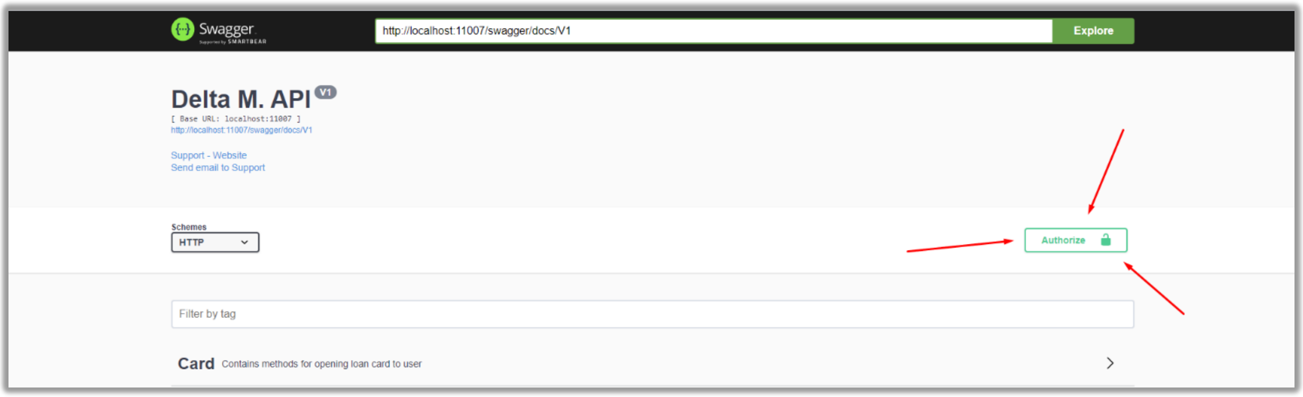


When set to [Partial], the user will only have access to the "standard" import:

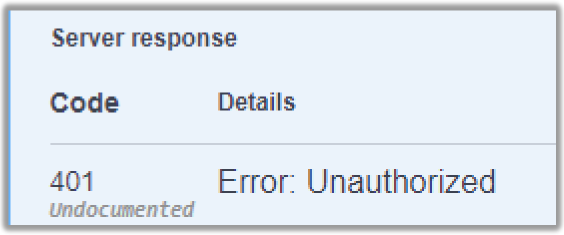


After making changes to the settings, the service must be restarted.

When opening http://localhost:11007/, the authorization option will be available and the user will be able to perform the import.



If authorization was not passed or was passed but the user does not have permission to use the methods, then a 401 error will be displayed in the response:



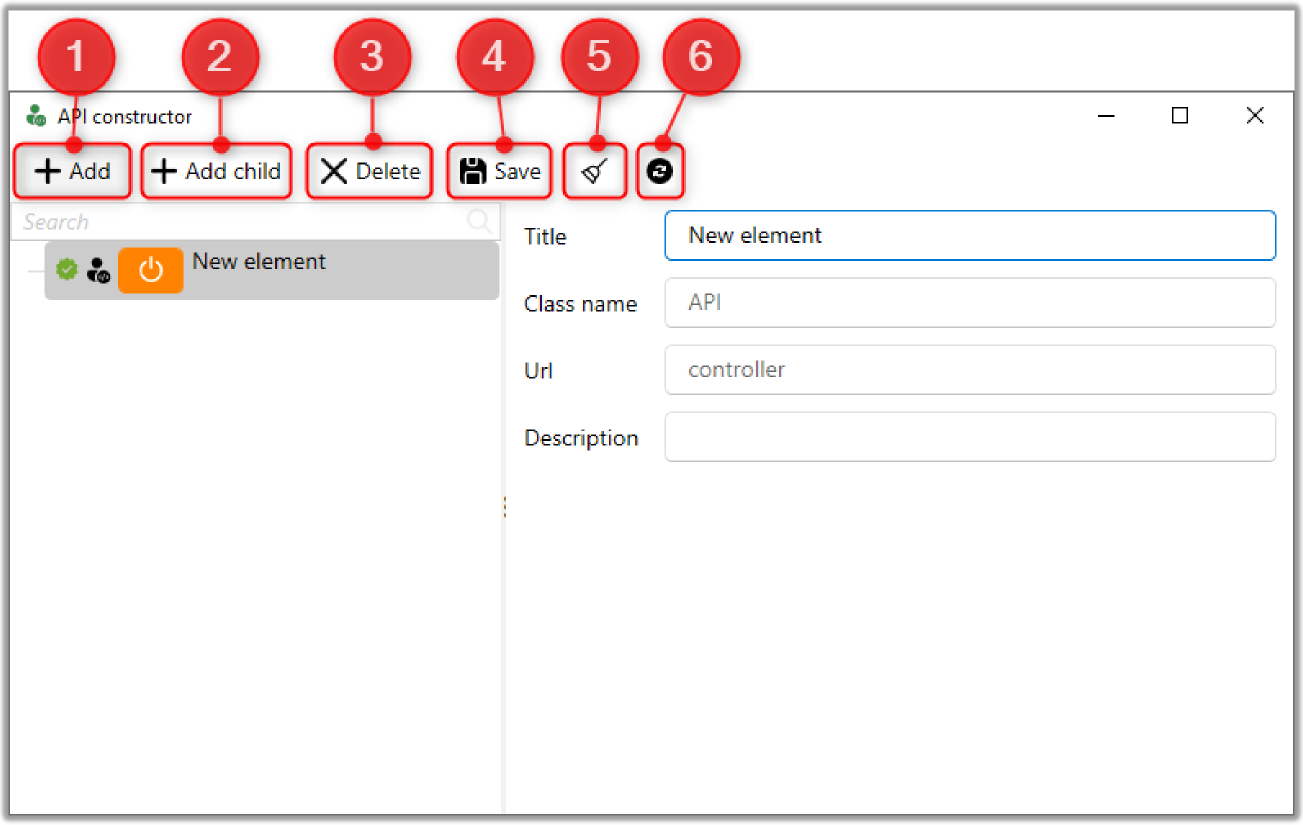
2.4.4.2 API constructor

[API constructor] allows users to create an API point by themselves, thanks to which it is possible to perform integration with other systems in a very short time. Also, already created API points can be modified at any time. It is assumed that a user starting to work with this module has an understanding of API methodology and interaction between systems when transferring data.

This module works with the following methods: POST, GET, PUT, DELETE. It is necessary to take into account that there are limitations of data import methods, which must coincide with the data import mechanics used by the CRM system by default, without additional logical conditions.

To work with this module, the [API constructor] checkbox must be checked in the user role settings (the [Administration] tab).

The following buttons are located in the API Builder window:



1. [Add] — creating an API controller, which is a section with a set of required API methods and points.

2. [Add child] — add a child API point for the selected controller.

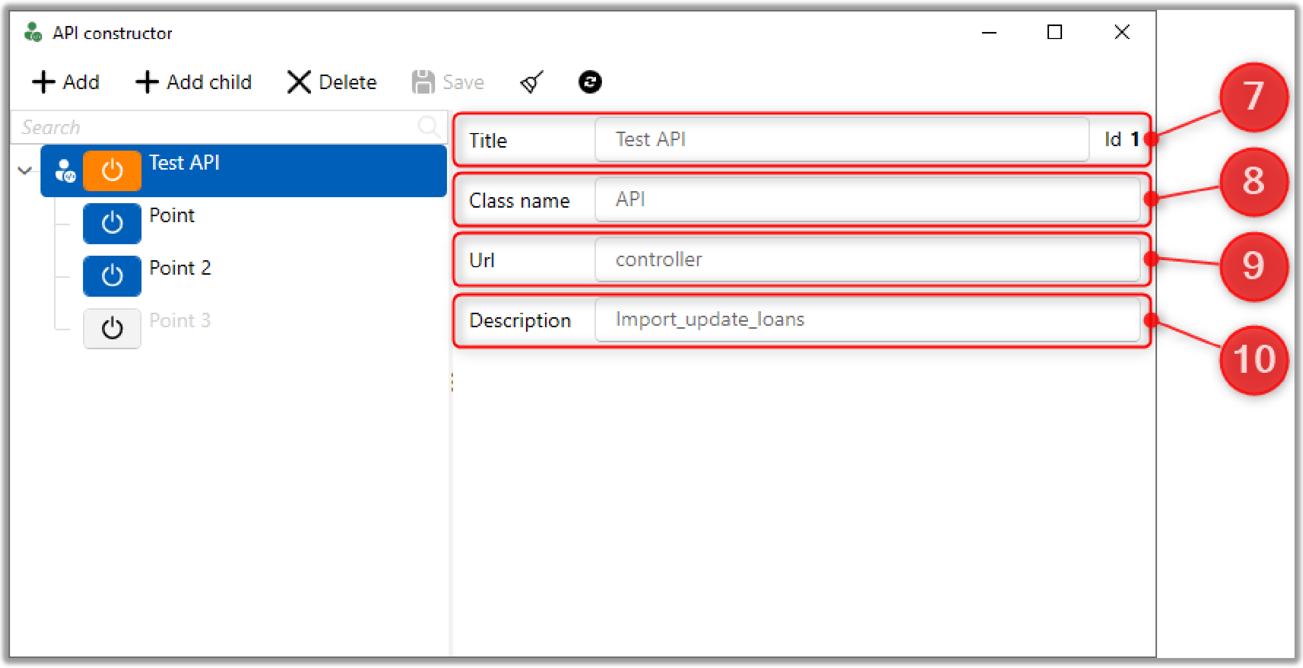
3. [Delete] — delete the selected element. When deleting a group of elements, all its children will be deleted.

4. [Save] — save and apply the changes made.

5. [Clear selection] — deselect the selected elements.

6. [Refresh data] — update data in the window of work with the API constructor.

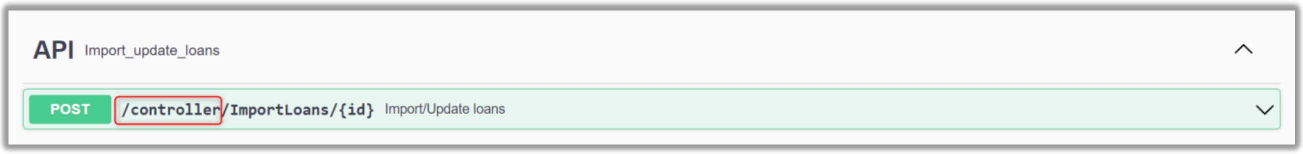
After clicking the [Add] button, an API controller is created, where its parameters are configured:



7. [Title] — enter the name of the API controller that will be displayed to the user in the CRM system. The field is mandatory.

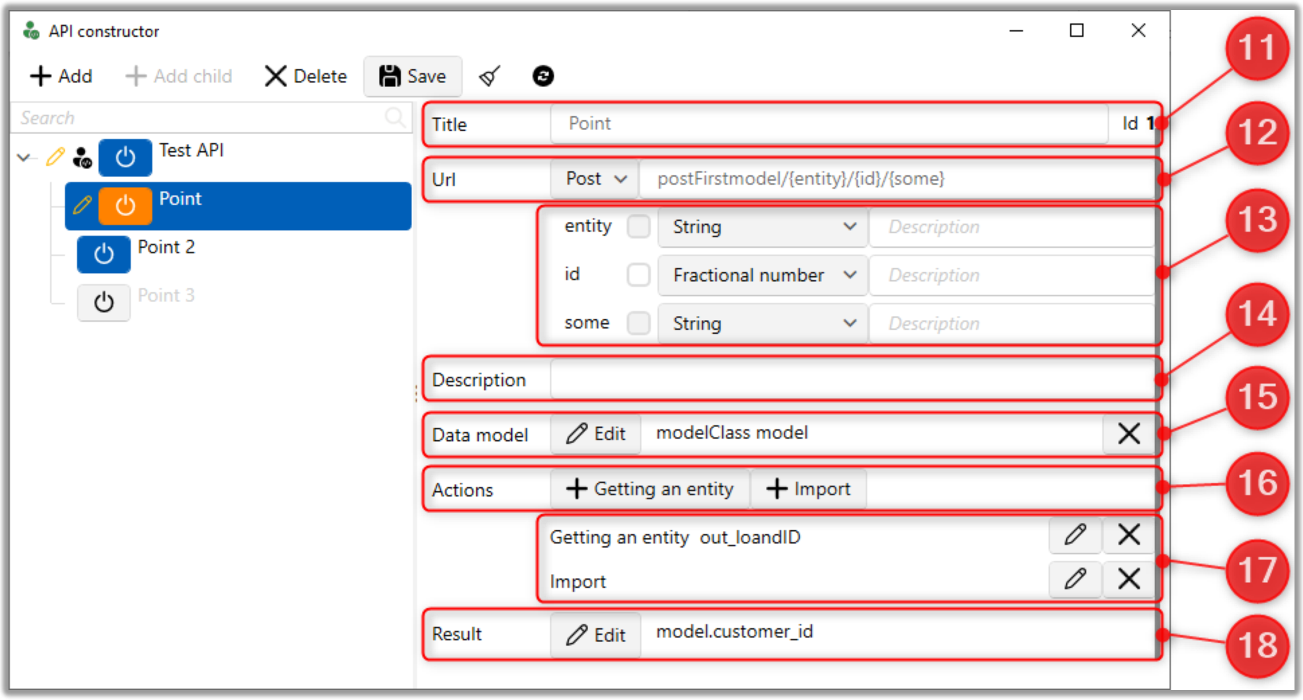
8. [Class name] — enter the name of the class (controller). This field is required.

9. [Url] — enter the value that will be automatically substituted into the request path when accessing the API point. The field is mandatory.



10. [Description] — input of the displayed class description. For example, this description can serve as a hint to the user about what this class does and what methods it represents.

After clicking the [Add child] button, an API endpoint is created for the controller that corresponds to the selected method. API endpoints have the following parameters:



11. [Title] — enter the name of the API child point.

12. [Url] — select the type of http-request and enter the address of the resource to which the request can be sent to access certain data or perform certain operations. The link specifies the path to the resource and request parameters to be passed to the server.

You can use variables in the link address, then they will be added below as a list with the possibility of their further customization.

This field is mandatory.

Four types of http request are available:

- [Post] — send data to the server.
- [Get] — receiving data from the server.
- [Put] — update data in the system.
- [Delete] — deleting data from the system. request to delete data in CRM by a third-party system.

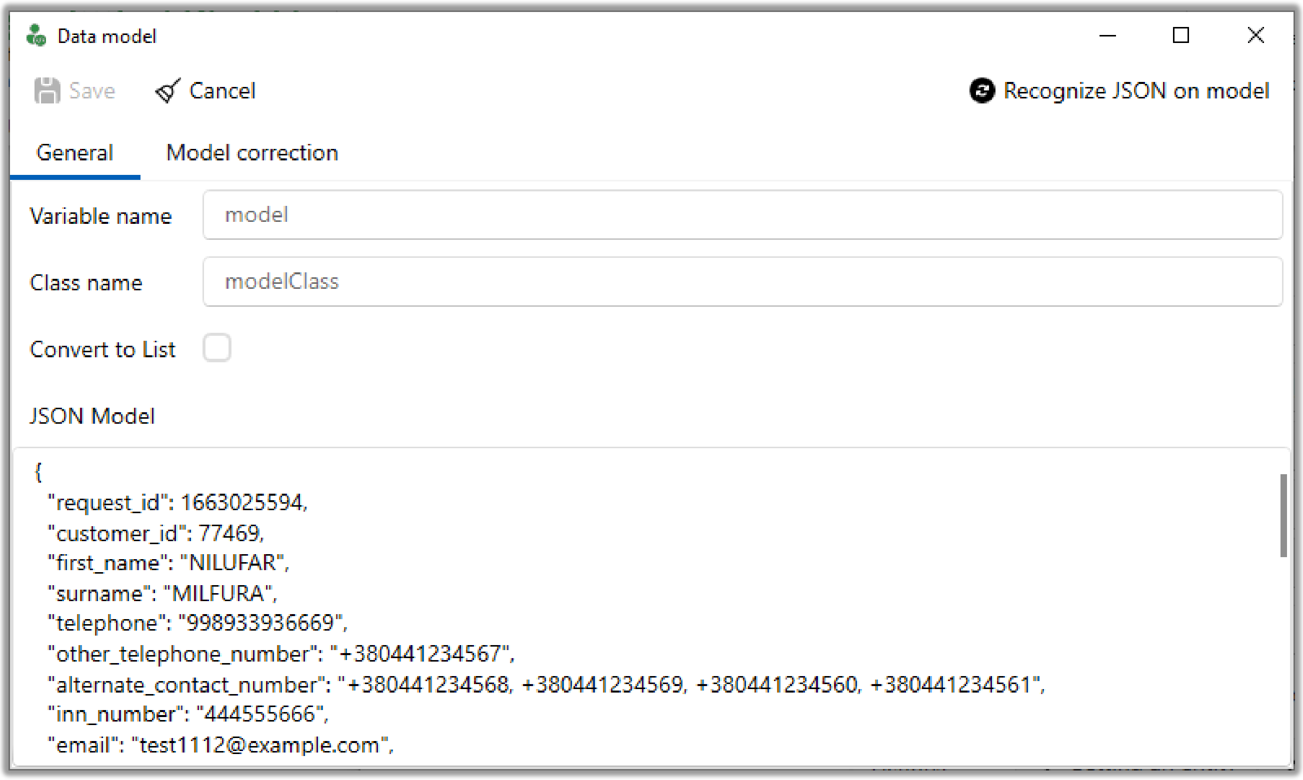
13. Automatically generated list of variables, if any were previously specified in the reference. The user can specify the type of the variable and enter a comment for it. The checkbox [May be Null] indicates that this variable may be empty.

14. [Description] — text description of the API point, which will be displayed as a comment. For example, this description can serve as a hint to the user about what this API point does and what parameters are passed to it. The field is not mandatory.

15. [Data model] — in this parameter you can customize the structure of transmitted data, which is represented in JSON format. Customization of the data model is possible only for POST and PUT methods. The data model is configured separately for each API point, as they may have different request parameters and different data models. Also, the set names for the class and variable are displayed here.

Clicking [Edit] opens a window with data model settings for the selected API point.

The following parameters are configured on the [General] tab:



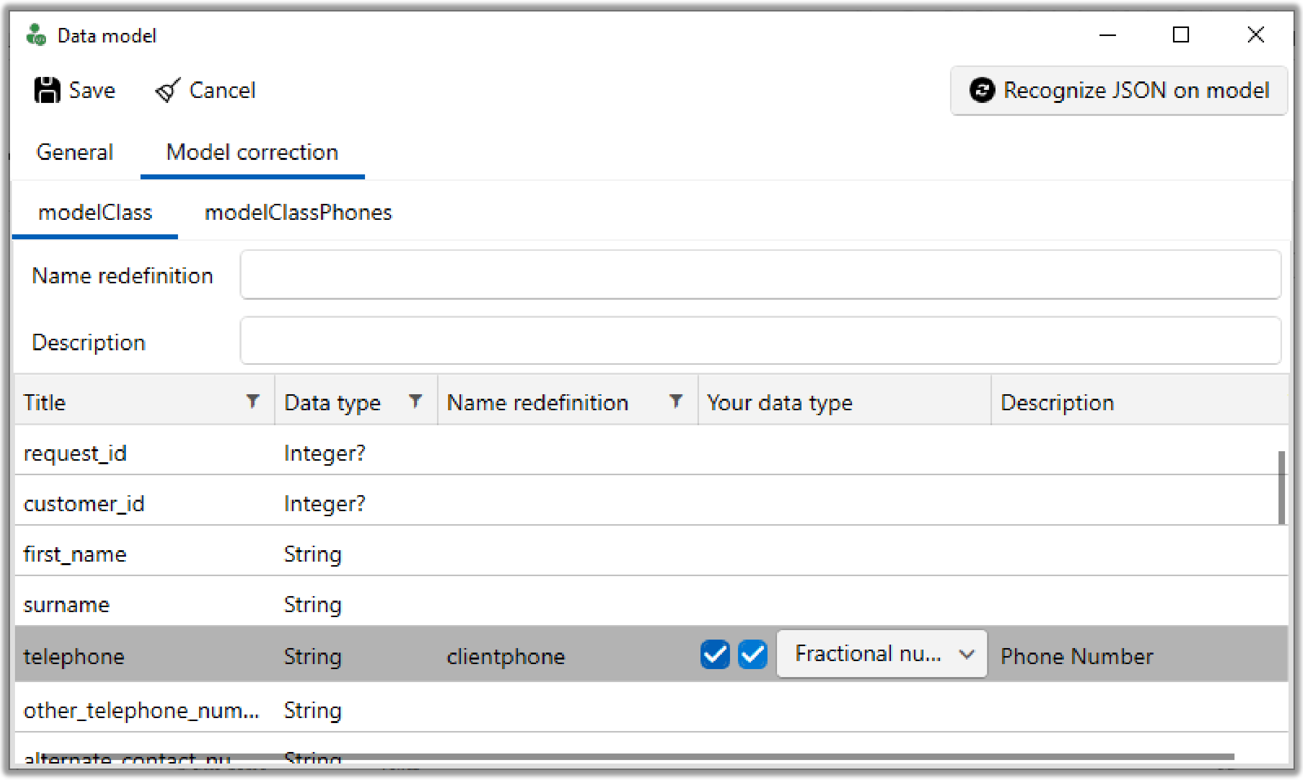
- [Variable name] — input of data model name. The name must be unique.
- [Class name] — input of class name for data model. The class name must be unique to avoid conflicts in the system when processing data. After saving the data model, it can be reused in other API points by entering the already created class name.

- [Convert to list] — if the entered data model is not represented in the form of an array (for example, several phone numbers, which are specified using commas), it can be converted to an array using this checkbox.
- [JSON model] — block for entering data structure in JSON format with fields that will be mapped (mapped) to CRM fields. After entering data into this block, you should press the [Recognize JSON on model] button. Example of JSON model for import:


```
{
  "request_id": 1663025594,
  "customer_id": 77469,
  "first_name": "NILUFAR",
  "surname": "MILFURA",
  "telephone": "998933936669",
  "other_telephone_number": "+380441234567",
  "alternate_contact_number": "+380441234568, +380441234569, +380441234560,
+380441234561",
  "inn_number": "444555666",
  "email": "test1112@example.com",
  "address": "3, Unversam ",
  "country": "UZ",
  "state": "\u0433. \u0422\u0430\u0448\u043a\u0435\u043d\u0442",
  "zipcode": "100053",
  "device_adress": "7a7h33g3gwe777",
  "customer_type": "Both",
  "language": "UZ",
  "last_time_signed_in": "2018—11—15 10:56:08",
  "account_creation_time": "2018—11—15 10:56:08",
  "date_of_birth": "1991—01—01",
  "is_blacklist": "Yes",
  "cardholder_name": "ERKINOVA MILUFA",
  "pid": "555444333",
  "available_wallet_balance": 0,
  "customer_score_cod": 0,
  "customer_score_zpi_pad": 0,
  "phones": [{
     "phoneNumber": "80123123123",
     "comment": "test",
   }]
}
```

On the [Model Adjustment] tab, the system displays the main body of the query and the recognized data sets as separate tabs. The system also automatically defines the fields and the type of data in them. The following parameters can be customized for each model:

- [Name override] — changes the name of the selected data model.
- [Description] — field for entering text comment to the selected data model.



The data are presented in the form of a table where:

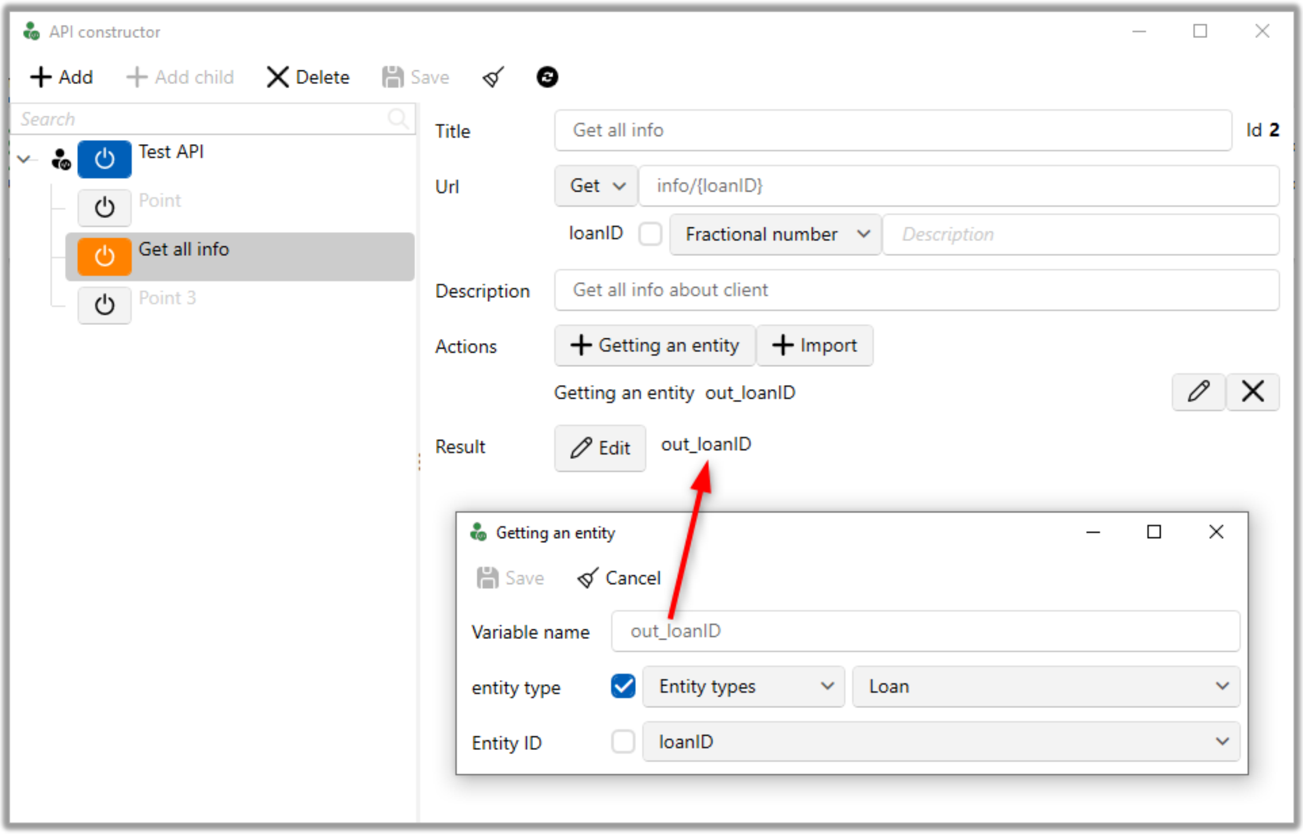
- [Name] — display the name of the field.
- [Data type] — data type that was defined by the system for this field. The "?" sign next to the data type name is intended to draw the user's attention to the correctness of the defined data type.
- [Name override] — change the name of the field in the data model.
- [Custom data type] — user can specify his own data type, if it was not defined by the system or was defined incorrectly. With the [List] checkbox it is

possible to set data conversion from field to array, similar to [Convert to list] checkbox. You can also set the [Can be NULL] checkbox, specifying that this value can be NULL (empty).

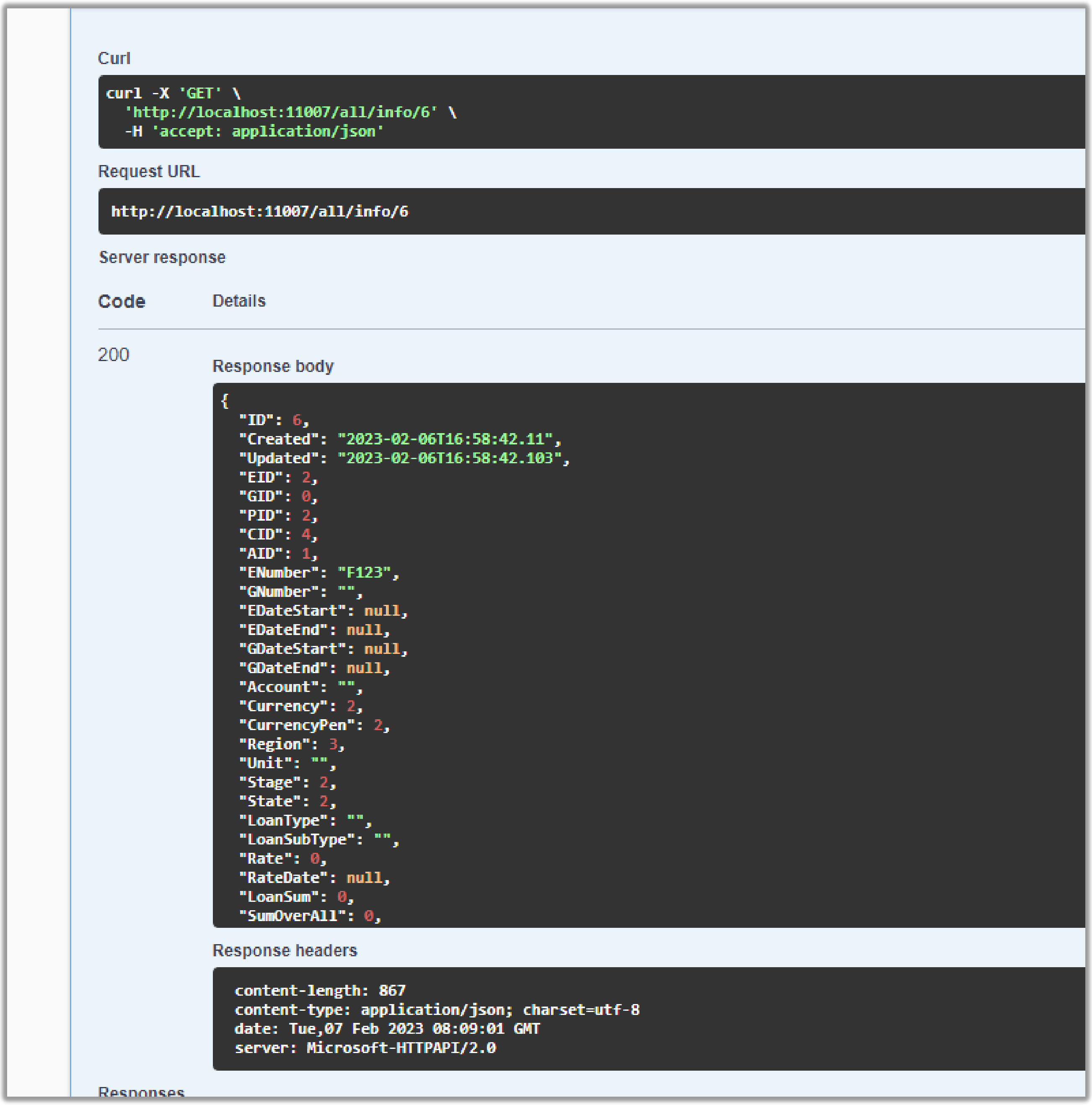
- [Description] — entering a description for the field.

16. [Actions] — list of available actions for data request, which will be executed by the system in the prescribed order.

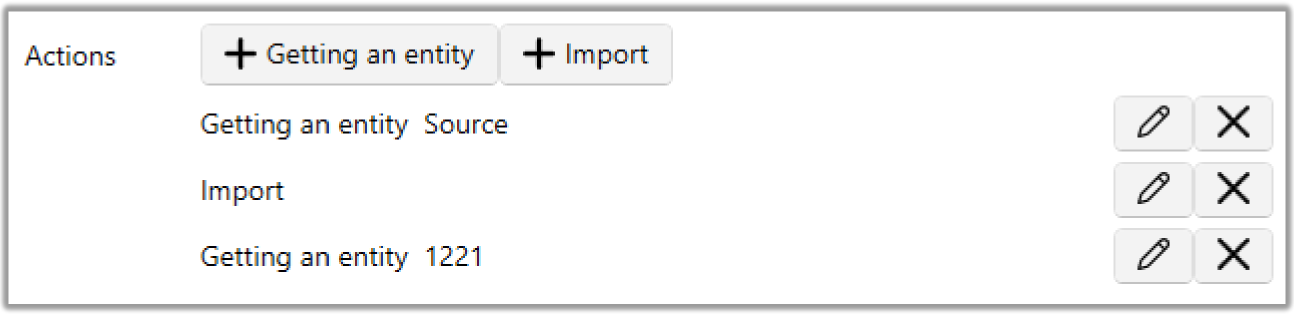
[Retrieve entity] — using this action you can retrieve the value of the selected entity from the system. This type of action is mainly used with GET method. For example, getting loan data via GET method from Delta M. CRM by a specific identifier (loan id).



How this example will be displayed in Swagger:

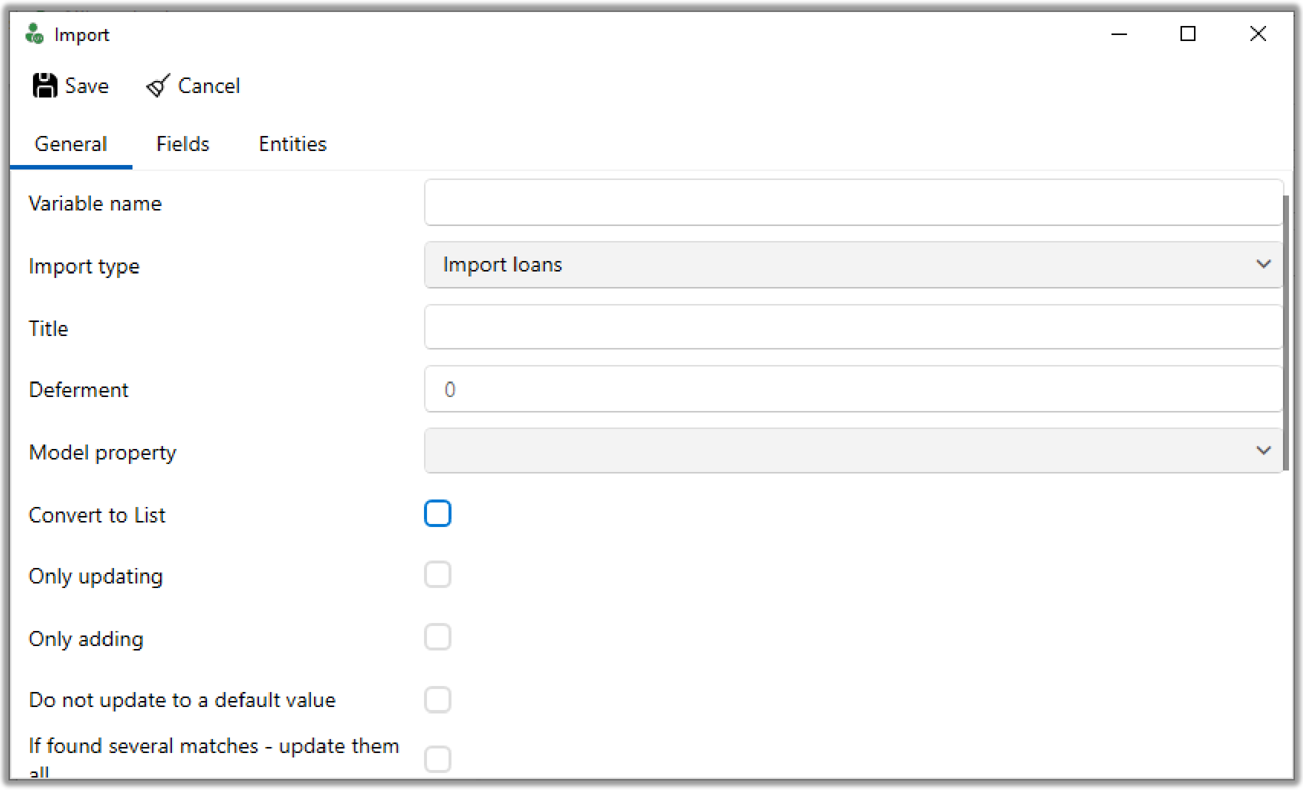


IMPORTANT: entity retrieval and import will occur in order, according to the placement in the [Actions] block.



[Import] — using this action you can customize the mechanism of importing this data, which is similar to importing in CRM.

The following import parameters are configured on the [General] tab:



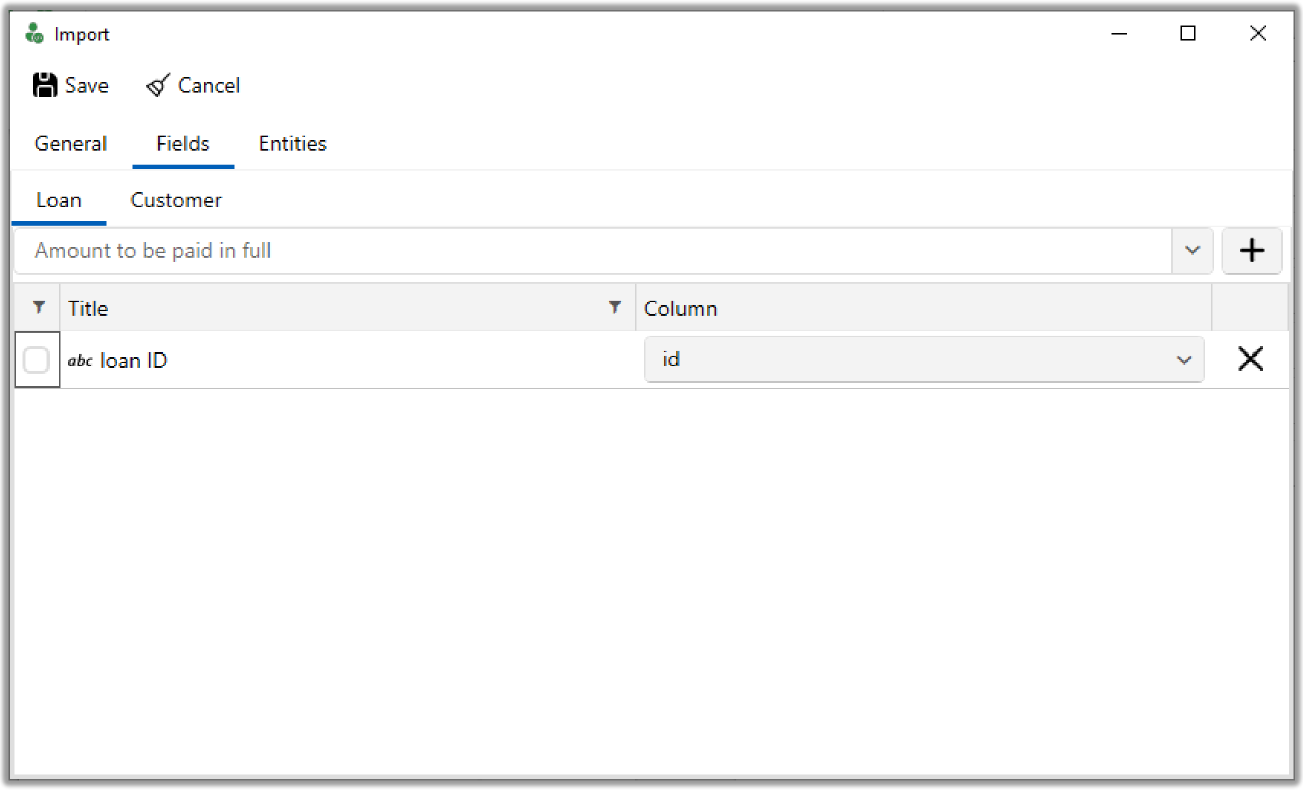
- [Variable name] — enter the name of a unique variable. Further it can be used for displaying in the import statistics.
- [Import type] — selection of import type.
- [Title] — enter the name that will be displayed in the import statistics for this API point.
- [Deferment] — specify the time interval in seconds for accumulation of data for this API point. After the set interval expires, the system will import all accumulated data. This parameter must be used in conjunction with the [Name] parameter. If no data has been received during the set delay interval, the system will

still import the data. This option can be useful if the data import should be performed with a certain regularity.

- [Model property] — selection of the model or its child, which will be used as a source of data for import. The data must necessarily be in the form of an array.
- [Convert to list] — converting the data model to a list (array). When this setting is enabled, if the submitted data model is not an array, the system will import it as an array consisting of one element.
- [Only updating] — update only for existing loans and clients in the system. All new records will not be imported.
- [Only adding] — add only new loans and clients to the system. Records are searched by key, all matches are excluded from the import. Within a single import cannot be set at the same time as [Only updating].
- [Do not update to a default value] — fields will not be updated and previously entered data will not be changed, if you attempt to pass an inappropriate data type or overwrite an existing value to NULL (empty or 0).
- [If found several matches — update them all] — update data for all items, including those that are duplicated in the system.
- [Project] — selection of the project for which the import of elements will be performed.
- [Stage] — selection of project stages.
- [Status] — selection of stage statuses.
- [Ignore other projects] — new loans will be added and existing ones will be updated only for selected projects (provided that the [Only updating] checkbox is not checked).
- [Ignore archived loans] — data will not be updated for loans that are in the archive.

- [Update customer relation] — if this checkbox is selected and customer and loan relations are set in the import settings, the system will change the loan relation to the new customer according to the imported data.
- [New loans to be assigned to "System"] — by default new loans are assigned to the user who performs the import, but if this option is checked, the imported loans will be assigned to the user [System] (this is a conditional user of the system with the administrator role).
- [Consider unloaded items closed] — if the loan data is not updated, the loan is automatically sent to the archive. All loans that are already in the archive, but they are updated, are removed from the archive and become active.
- [Do not update contact details] — existing contact details (their type, status and comments) will not be updated during import.
- [Delete Payments that are not in the download] — all Payments that are not in the import will be deleted from the system.

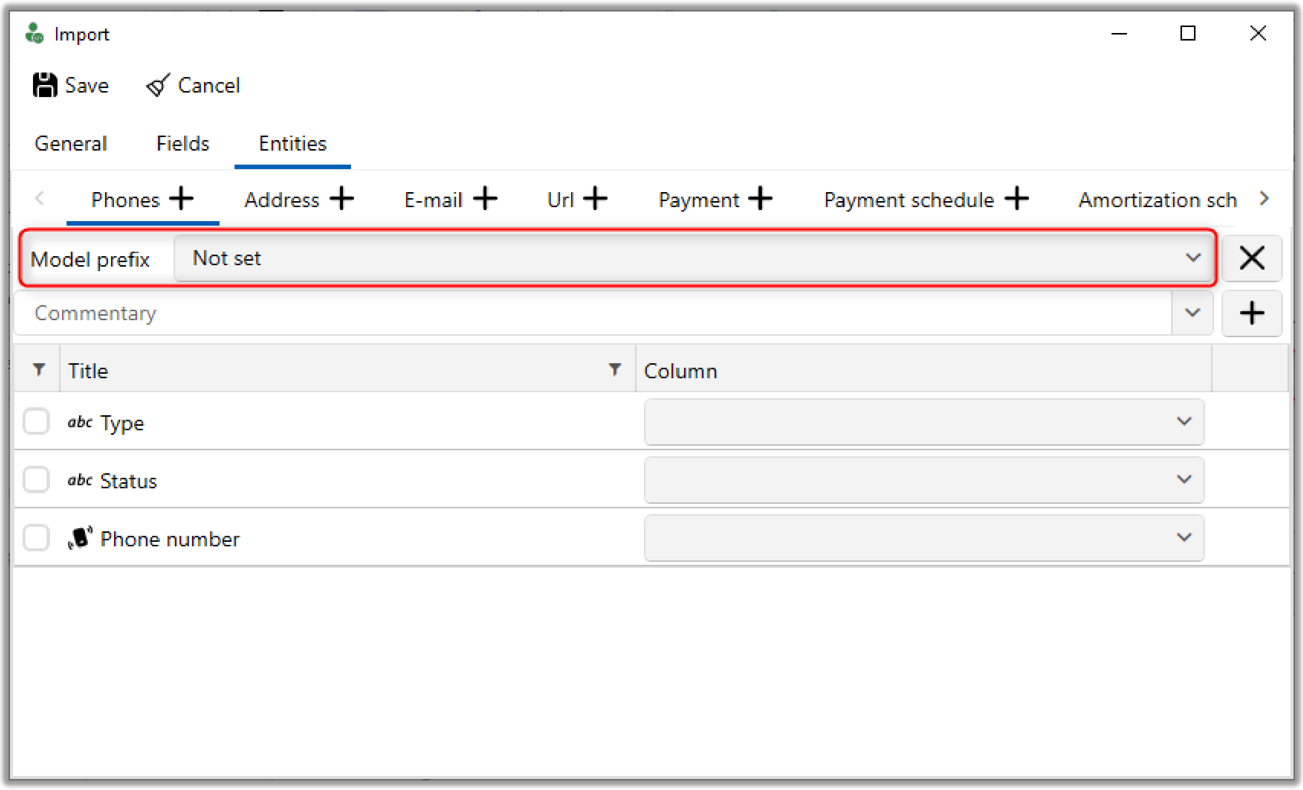
The [Fields] tab is used to customize the mapping of data model fields to the fields of the [Loans] or [Customers] entities that are created in the Delta M. CRM system. CRM. To add an imported field, select it from the drop-down list and click the [+] button. The added fields are presented as a table with the following columns:



- Selecting a key for import.
- [Name] — display the name of the field.
- [Column] — set matching (mapping) with model fields or manual data entry. Available fields depend on the selected model property on the [General] tab. To manually enter data into the field, check the [Is value model] checkbox, then select the data type and enter it manually.

To delete an added field, click the [X] button on the right side.

The [Entities] tab is used to customize entity import parameters depending on the selected import type on the [General] tab. The presented list of entities for each import type is similar to the usual import to the system via the [Data Import] module, which was discussed earlier in this manual. To create a new entity, you should press the [+] (Add) button on the tab. After adding an entity, you can select a prefix in the [Model Prefix] parameter, which is used if the data for these models are in the child arrays of the main model.



For example, consider the [Loan Import] import type. In our case, the "model" data model contains the "phones" array, which we can use for mapping in the phones import by selecting it as the model prefix for the [Phones] entity.

IMPORTANT: For contact data, [Type] and [Status] are specified as a code or name. It is unacceptable to use an identifier from the database.

17. List of previously created actions with the possibility to edit them.

18. [Result] — specifies the value that will be returned when calling this API point. It can be a variable value or a value set manually, for this you need to check the checkbox, then select the data type and enter the value to be transmitted. For example, when data is received for import into the system, we can pass the import status upon its completion, where you can specify whether the data was imported or not.

IMPORTANT: After creating or editing an API point, you must restart the CRM server and the DeltaM.Collection service for these API points to become available for use.

2.5 Setting up structure

This section provides the user with tools to customize the structure, dictionaries, telephony, and actions.

2.5.1 Configuring dictionares

Dictionaries are directories containing a list of values of a certain entity. There are many directories of different purposes in the system. There are two global types of dictionaries: system and user dictionaries.

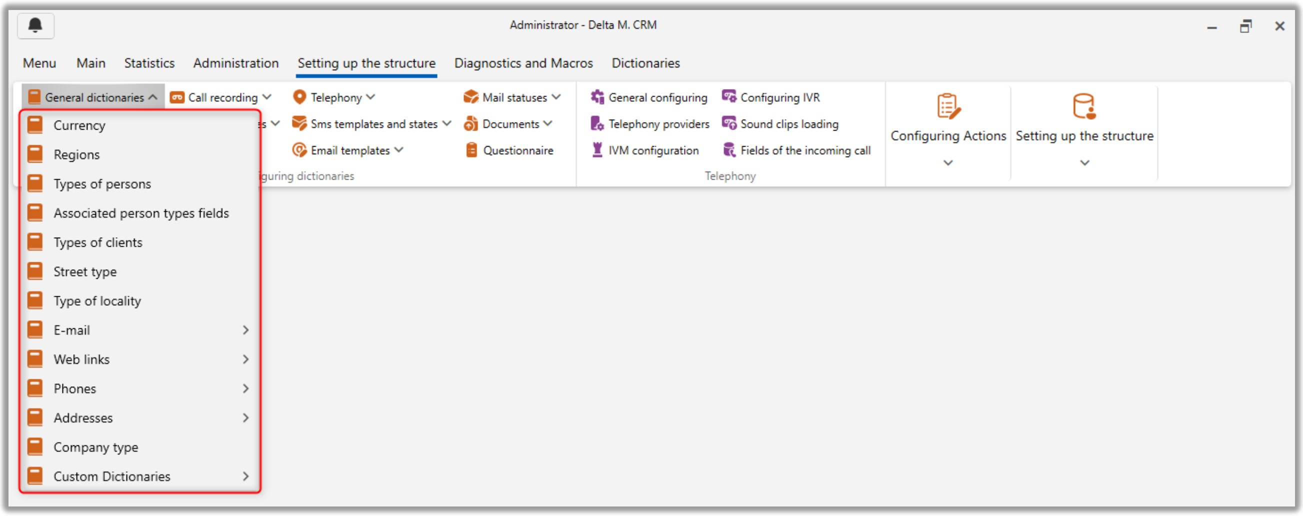
- [System dictionaries] — a set of dictionaries standard for the system, with the specified data type, without the possibility to delete or add them (but with the possibility to customize the values contained in them).
- [Custom dictionaries] — a set of dictionaries created by the system user, which are available for adding and deleting.

In turn, system and user dictionaries are divided into two groups: simple dictionaries and complex dictionaries.

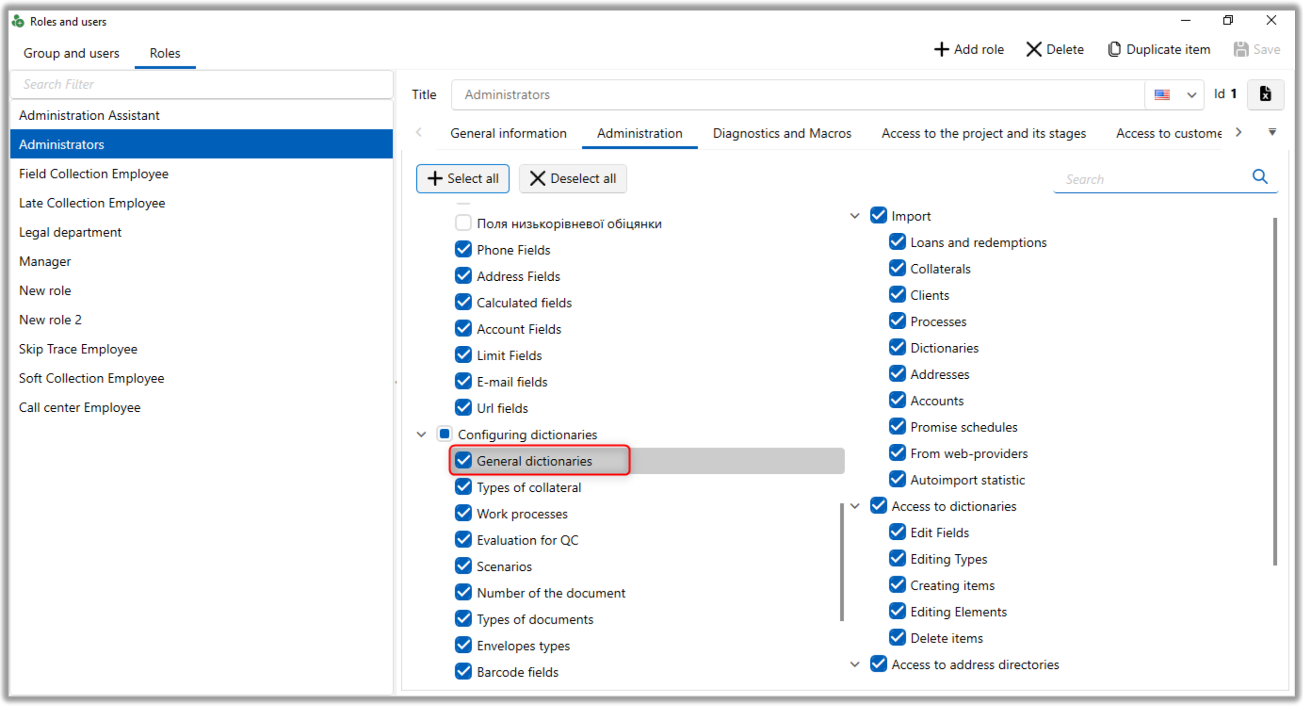
- [Simple directories] — a dataset in which each record consists of a single field.
- [Complex directories] — in which each record can consist of either a single field or multiple fields.

2.5.1.1 General dictionaries

After clicking the [General dictionaries] button, the user is presented with a list of simple system dictionaries (with types and statuses, if any), as well as user dictionaries.

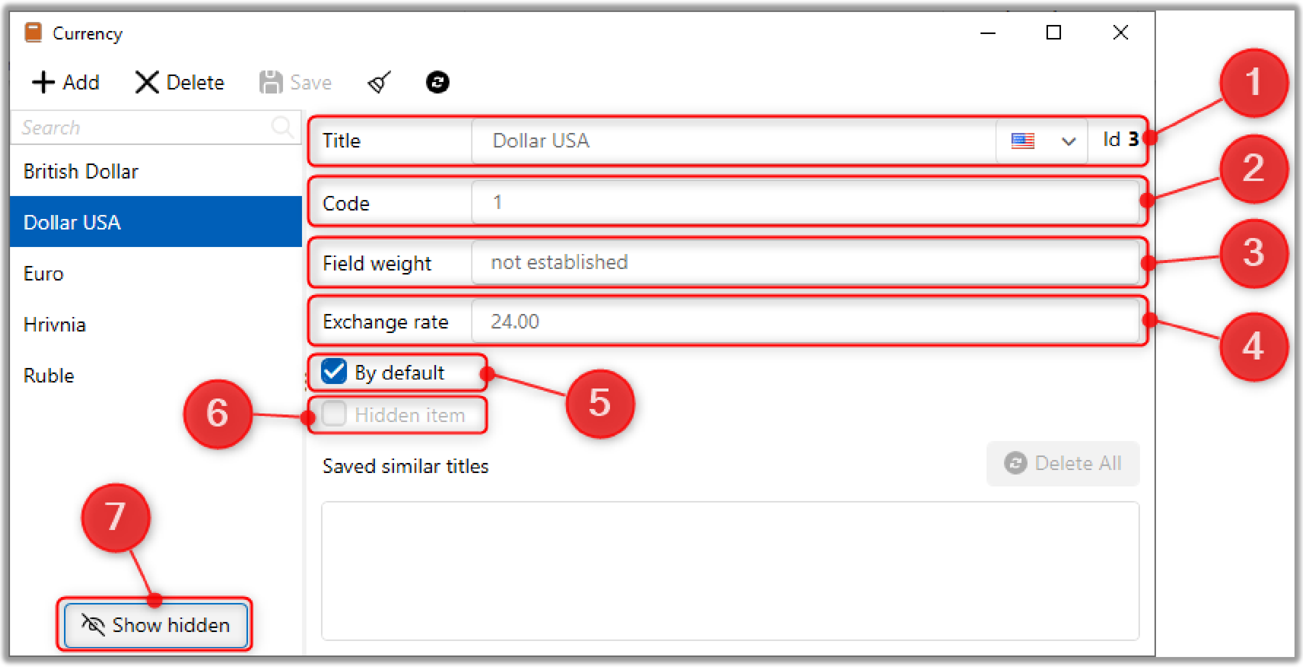


To access the system dictionaries setting, the [General dictionaries] checkbox must be selected in the current user role ([Administration] tab, [Dictionaries Setting] block).



2.5.1.1.1 Currency

The [Currency] system dictionary contains currency types that can be used, for example, to convert a customer's debt according to the exchange rate. This dictionary can be selected as a source for the loan field.



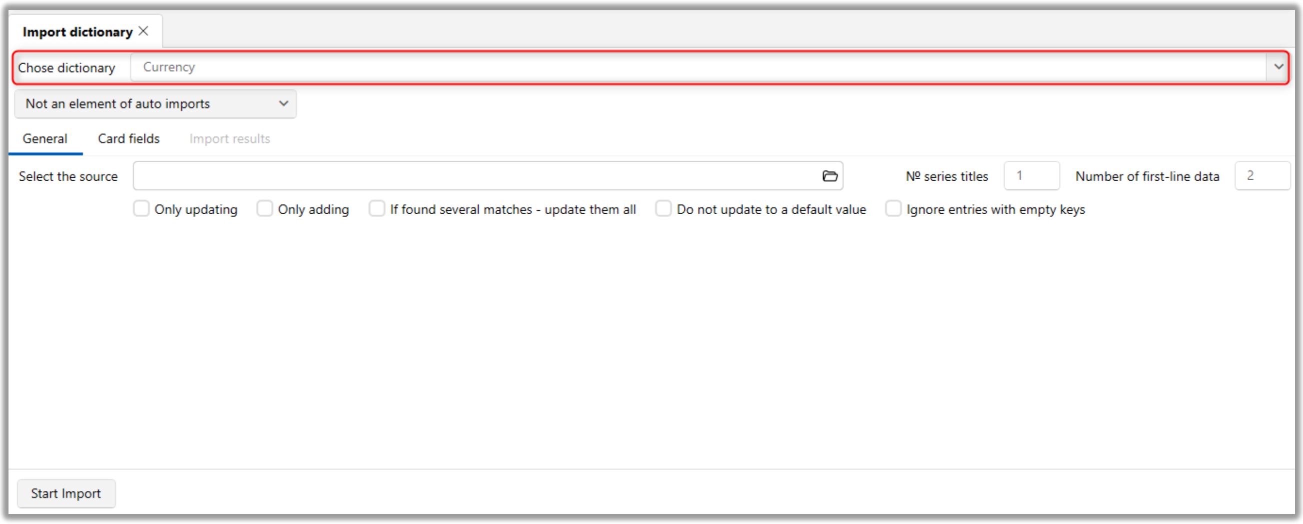
1. [Title] — enter a name for the added currency type. It is possible to specify a name in several languages at once, which will change accordingly when switching the system language. The system prohibits names with special characters, except for underscore. Also after saving the added type its id will be displayed.
2. [Code] — assigning a code to currency type (optional), which can be used when importing dictionaries.
3. [Field weight] — this setting is used for the fields of the questionnaire, which will be taken into account when calculating the evaluation of conversations record. The value of the field weight can be set from 0 to 100.
4. [Exchange data] — setting the exchange rate.

5. [By default] — this type of e-mail will be set by default when creating or importing new e-mail addresses of clients into the system.

6. [Hidden Item] is a function that allows you to hide the selected currency type without deleting it. When a type is hidden, it will not be available for creation and installation. To see hidden types, you must click the [Show Hidden] button in the currency types setup window.

7. [Show hidden] — display of items for which the [Hidden item] checkbox has been checked.

This system dictionary can be filled by importing (more information about importing dictionaries in section 2.2.5.6). To do this, set [Chose dictionary] to [Currency].

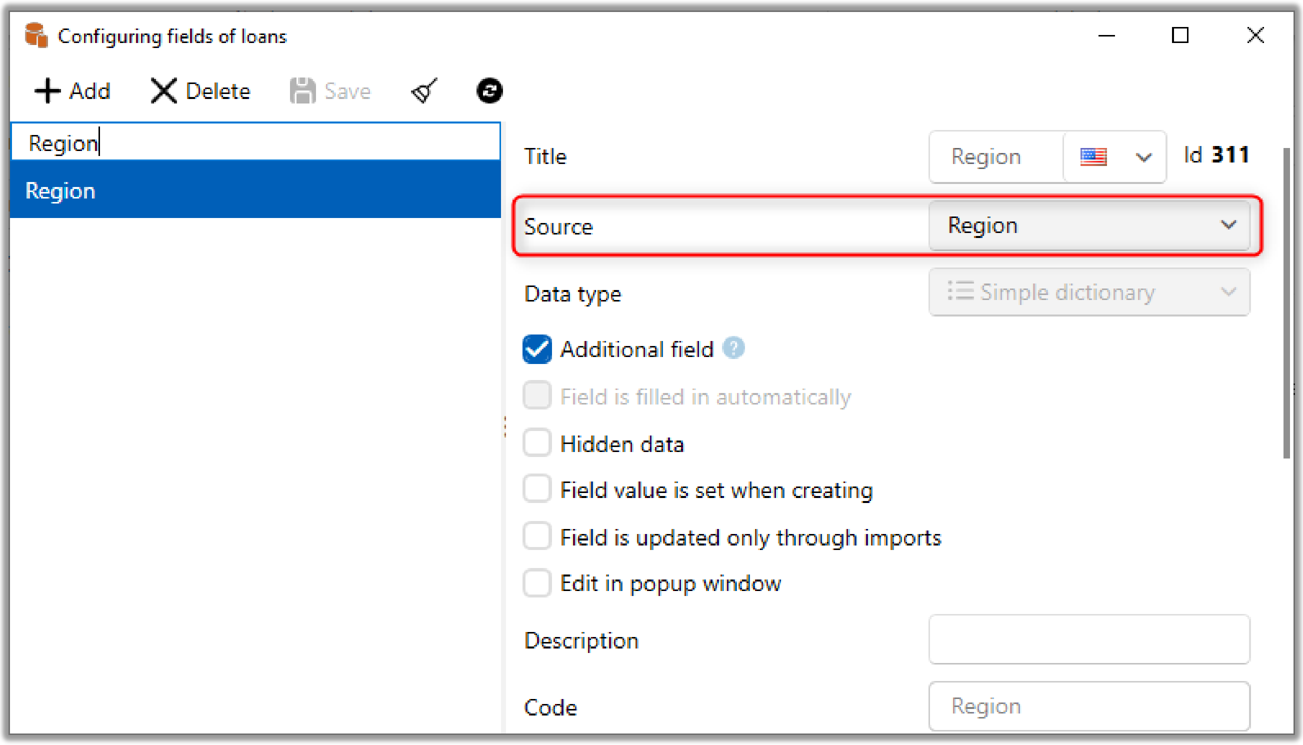


When deleting the created types and clicking the [Save] button, a window with the list of entities where this currency type is used and the number of cards in which it is used will be displayed, the system will also offer to replace the deleted type with one of the existing ones (including the values with the [Hidden item] checkbox checked).

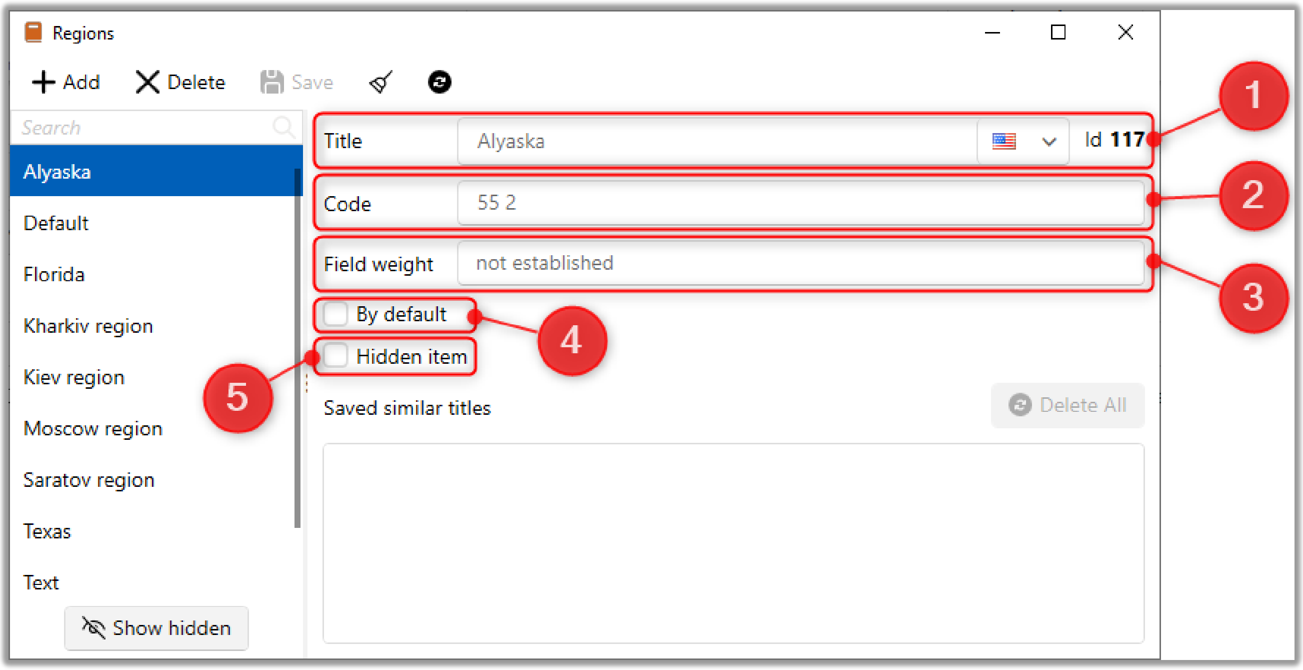
To apply the replacement of the deleted value with the selected type, click the [Save] button. If you click the [Cancel] button, the system will return the deleted type and no changes will be made.

2.5.1.1.2 Regions

The system dictionary [Regions] contains the loan regions entered by the user. Values from the [Regions] dictionary can be used in clients' loans, if a Loan field with the selected system source [Loan Region] is added there (more information about setting Loan fields in section 2.5.4.2). Also this dictionary can be used when distributing through the strategy loans to users, if the user has the corresponding region set in the profile on the [Clients by such region selected] tab (more details in section 2.4.1.1).



The following options are available in the Regions system dictionary settings window:



1. [Title] — enter a name for the added region. It is possible to specify a name in several languages at once, which will change accordingly when switching the system language. Also after saving the added type its id will be displayed.

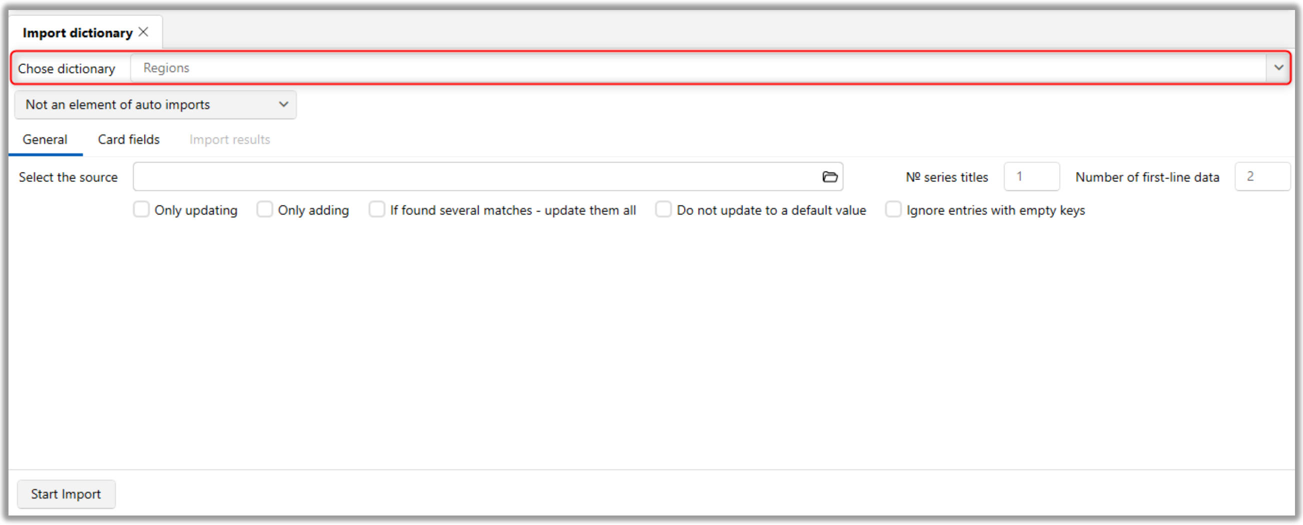
2. [Code] — assign a code to the added region (optional), which can be used when importing dictionaries.

3. [Field weight] — this setting is used for the fields of the questionnaire, which will be taken into account when calculating the evaluation of conversation recordings. The value of the field weight can be set from 0 to 100.

4. [By default] — this type of region will be set by default when creating or importing new e-mail addresses of clients into the system.

5. [Hidden item] — hides the selected region type without deleting it. Such type will not be available for creating and setting regions. To display hidden types in the region types setting window, click the [Show hidden] button.

This system dictionary can be filled by importing (more information about importing dictionaries in section 2.2.5.6). To do this, set [Chose dictionary] to [Regions].



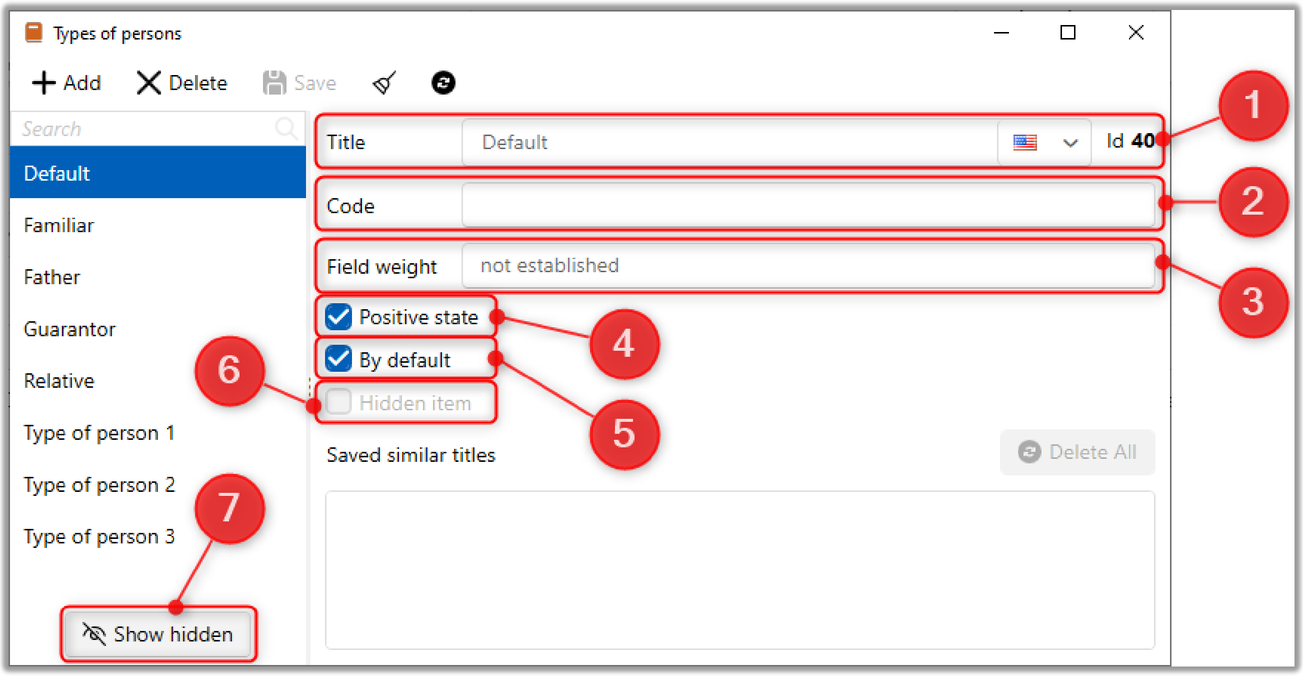
When deleting the created types and clicking the [Save] button, a window will be displayed with the list of entities where this region type is used and the number of cards in which it is used, the system will also offer to replace the deleted type with one of the existing ones (including the values with the checkbox [Hidden element] checked).

To apply the replacement of the deleted value with the selected type, click the [Save] button. If you click the [Cancel] button, the system will return the deleted type and no changes will be made.

2.5.1.1.3 Types of persons

The [Types of persons] system dictionary contains face types that can be used in the system when adding contacts or linked persons.

The following options are available in the face types customization window:

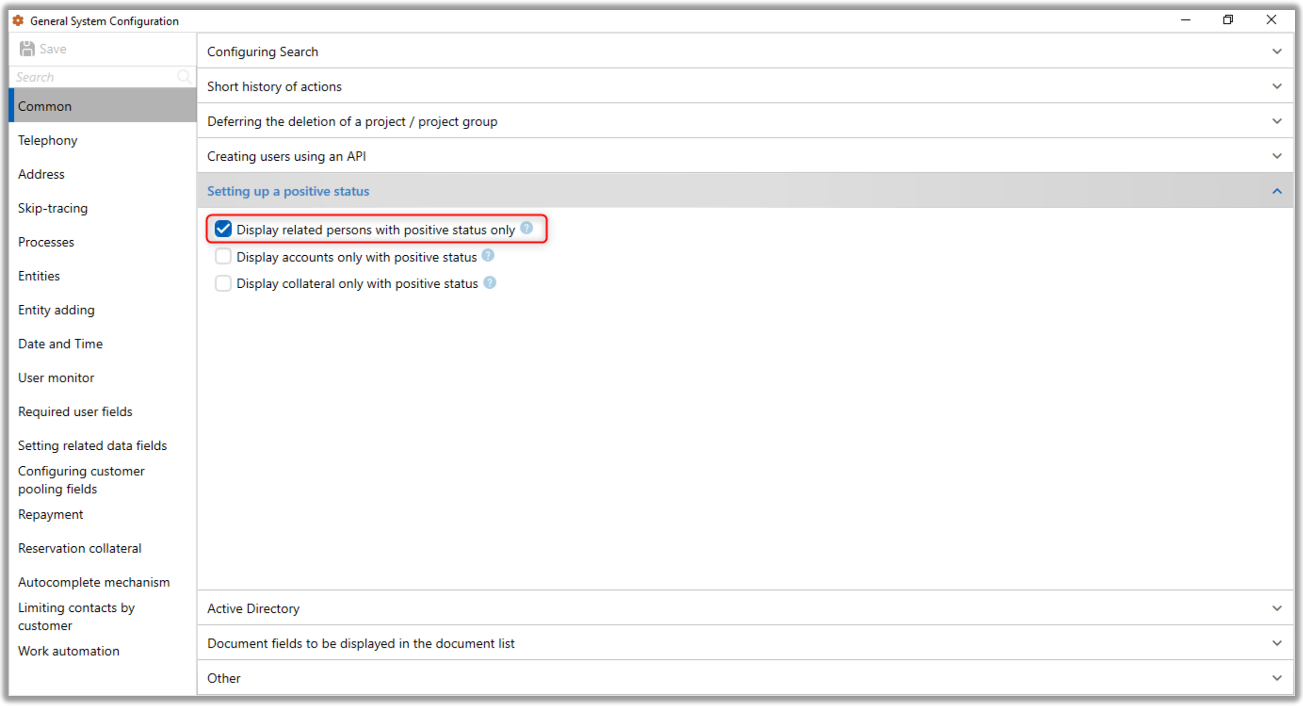


1. [Name] — enter name for added face type. It is possible to specify a name in several languages at once, which will change accordingly when switching the system language. Also after saving the added type its id will be displayed.

2. [Code] — assign a code to the face type (optional), which can be used when importing dictionaries.

3. [Field weight] — this setting is used for the fields of the questionnaire, which will be taken into account when calculating the evaluation of conversation recordings. The value of the field weight can be set from 0 to 100.

4. [Positive status] — the types of persons for which this setting is set will be considered positive (falling under certain criteria depending on the configured business logic). This setting is also taken into account when working with linked persons, if the [Display linked persons with positive status only] checkbox is selected in the general settings.

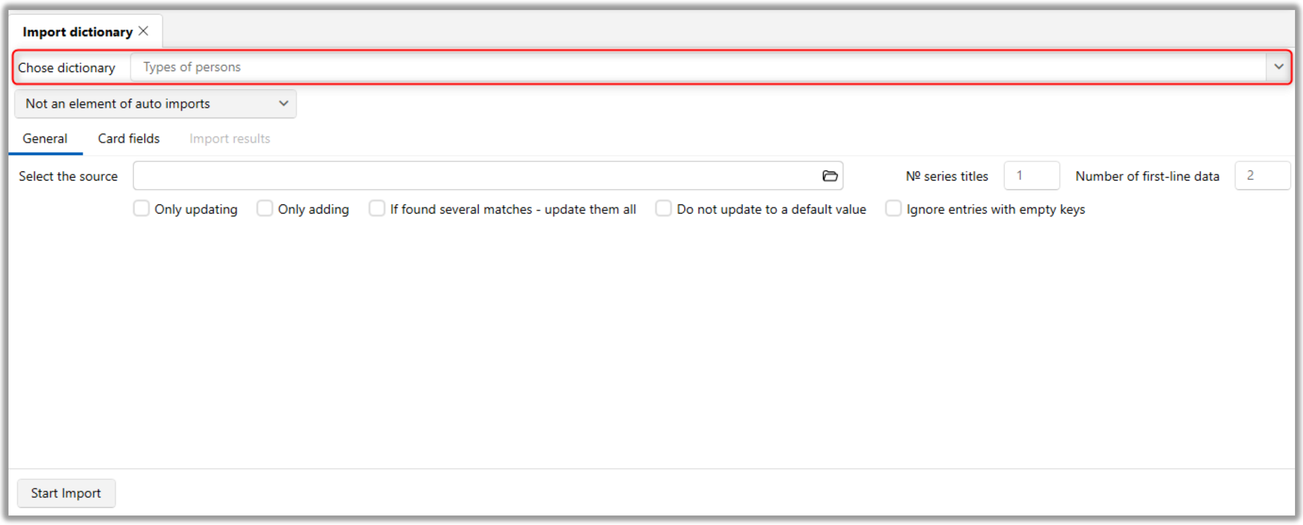


5. [By default] — this type will be set by default when creating or importing new customer mail face types into the system. This setting is only available when the [Positive Status] checkbox is checked.

6. [Hidden item] — hiding the selected type without deleting it. This type will not be available for creation and installation in entity cards. This checkbox becomes unavailable when the [By default] setting is checked. To display hidden types in the face types customization window, click the [Show hidden] button.

7. [Show hidden] — displaying of items for which the [Hidden item] checkbox has been set.

This system dictionary can be filled by importing (more information about importing dictionaries in section 2.2.5.6). To do this, set [Chose dictionary] to [Currencies].

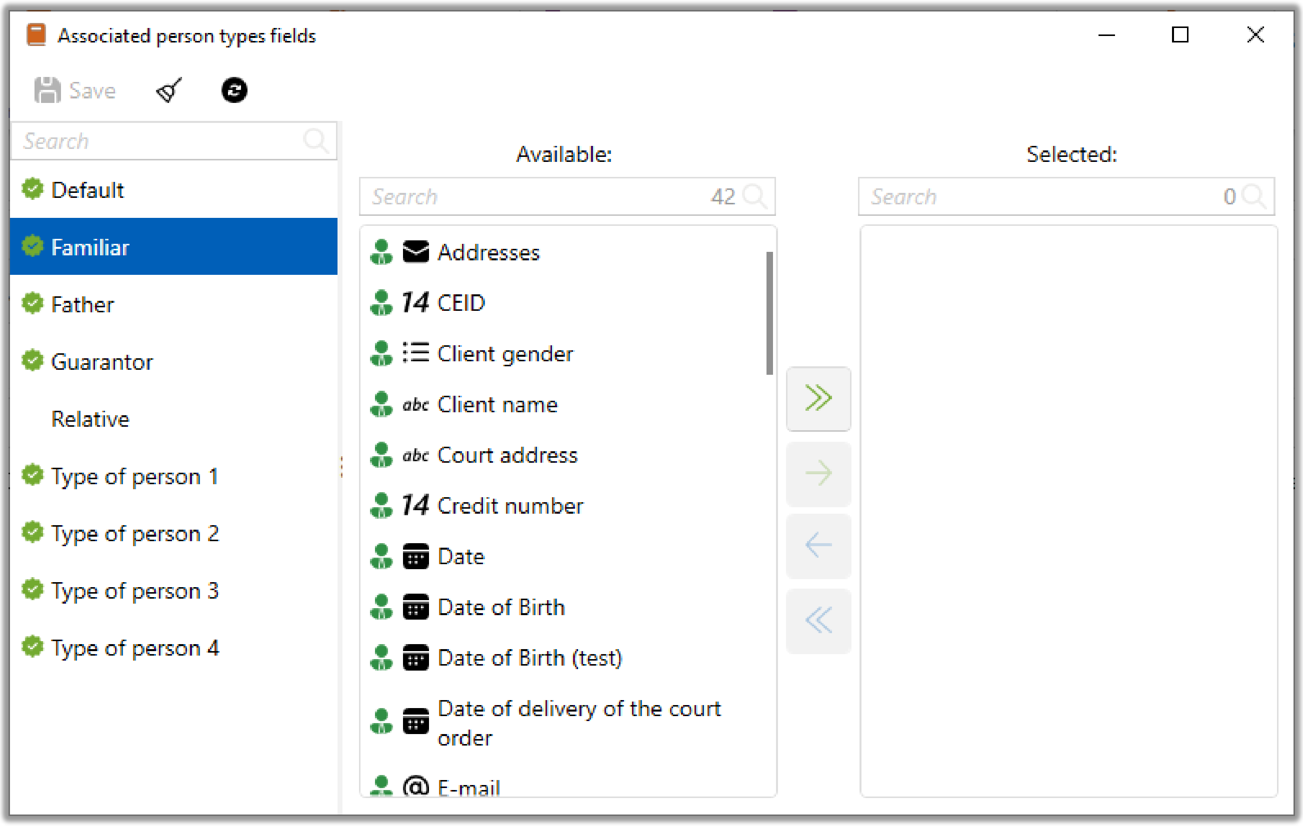


When deleting the created types and clicking the [Save] button, if the selected types are used somewhere in the system, the user will be shown a window with the list of entities where this type of persons is used and a counter of the number of their use, and the system will offer to replace the deleted type with one of the existing ones (including the values that have the [Hidden element] checkbox checked).

To apply the replacement of the deleted value with the selected type, click the [Save] button. If you click the [Cancel] button, the system will return the deleted type and no changes will be made.

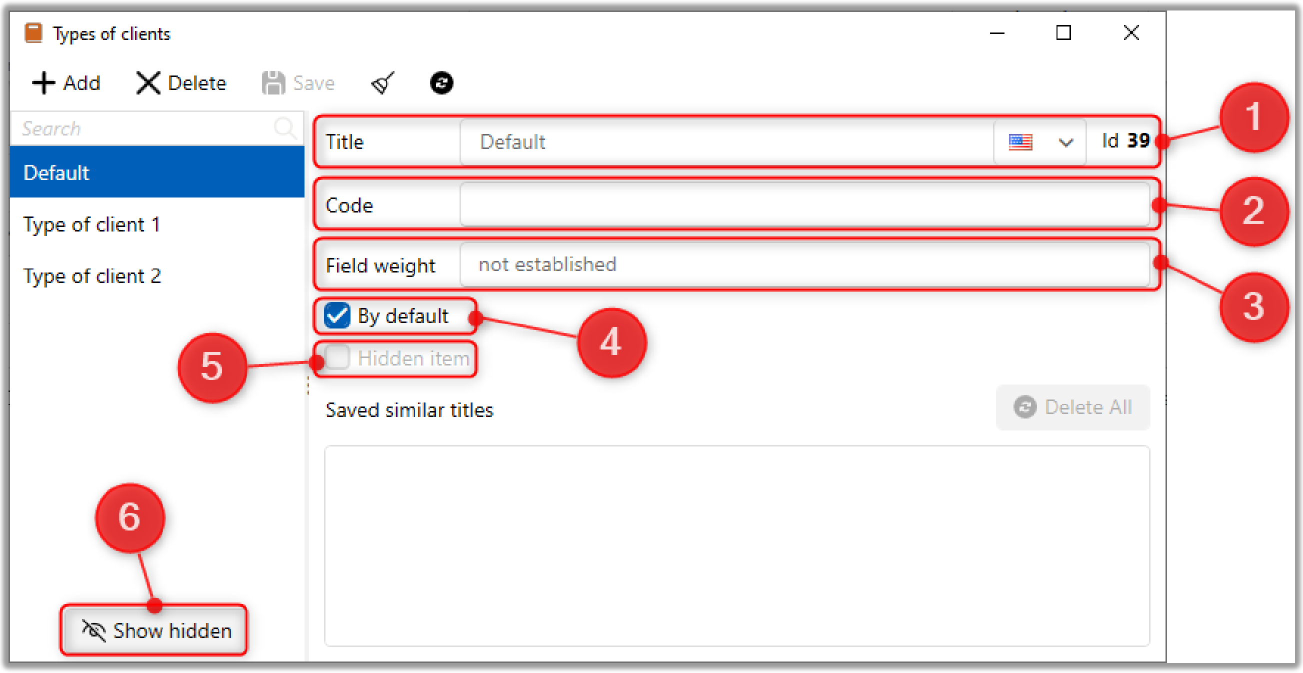
2.5.1.1.4 Associated person types fields

The system dictionary [Associated person types fields] displays the linked party types created in the system, for each of which you can customize an individual set of fields. The [Available] block displays all available fields of the linked person types, and the [Selected] block contains fields for the selected type. If there are no selected fields, the fields that are selected in the project or project group settings (depending on inheritance) will be set by default for that type.



2.5.1.1.5 Types of clients

The [Types of clients] system dictionary contains the customer types that will be available for selection in the system when creating or editing a customer card.



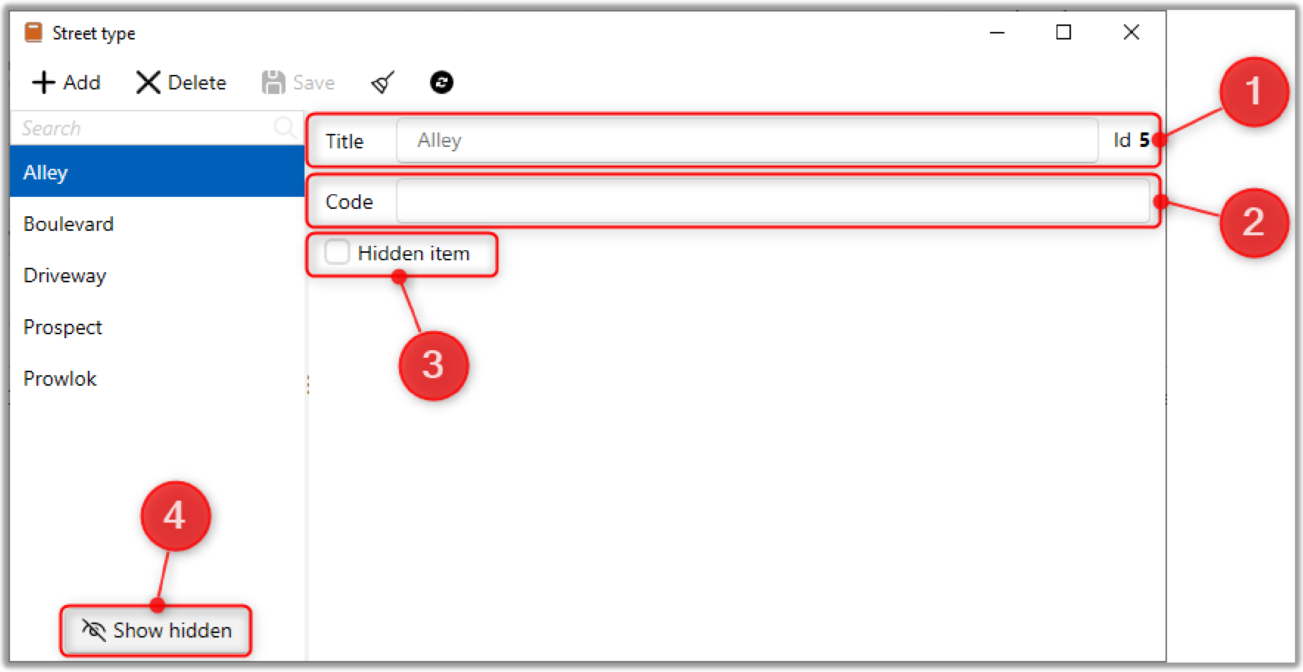
1. [Title] — enter the name for the added client type.
2. [Code] — enter the code for the selected type.
3. [Field weight] — enter the field weight.
4. [By default] — this item will be selected by default when creating entities with the possibility to select the client type.
5. [Hidden item] — this is a feature that allows you to hide the selected customer type without deleting it. When a type is hidden, it will not be available for clients to create and install. To see hidden types, you must click the [Show Hidden] button in the client type configuration window.
6. [Show hidden] — display hidden items.

When deleting the created types and clicking the [Save] button, a window will be displayed with the list of entities where this client type is used and the number of cards in which it is used, the system will also offer to replace the deleted type with one of the existing ones (including the values with the checkbox [Hidden element] checked).

To replace the deleted type with the selected type in [Replace Value With], click the [Save] button. If you click the [Cancel] button, the system will return the deleted type and no changes will be made.

2.5.1.1.6 Street type

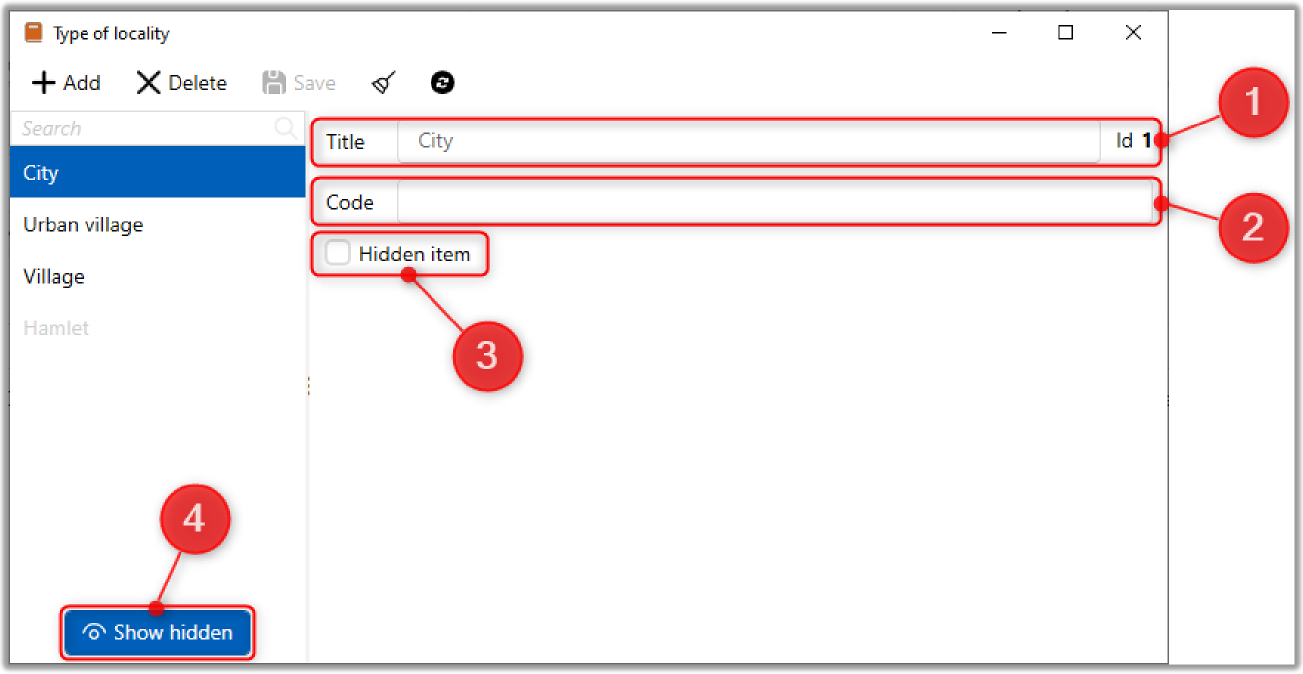
Values from the [Street type] system dictionary are used by the system when populating the street type in the customer address.



1. [Title] — enter the name of the street type.
2. [Code] — enter the code of the element.
3. [Hidden item] is a function that allows you to hide the selected street type without deleting it. When the street type is hidden, it will not be available for creation and installation. To see the hidden types, you need to click [Show hidden] button in the street type setting window.
4. [Show hidden] — display of elements with the checkbox [Hidden element] checked.

2.5.1.1.7 Type of locality

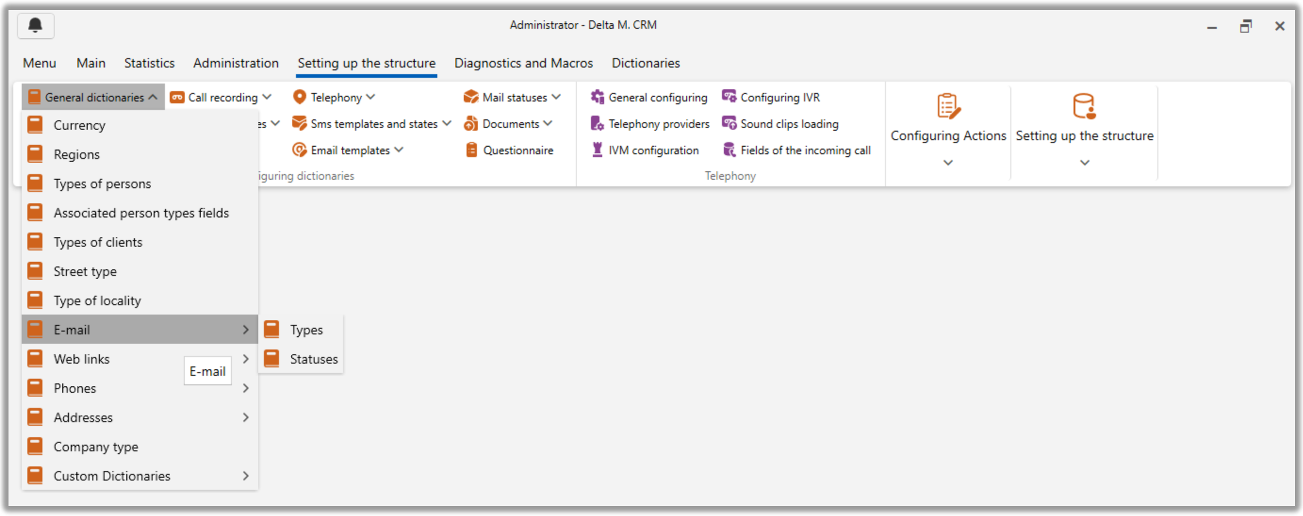
Values from the [Type of locality] system dictionary are used by the system when populating the settlement type in the customer address.



1. [Title] — enter the name of the settlement type.
2. [Code] — enter the code of the item.
3. [Hidden item] — hide the selected element.
4. [Show Hidden] — display items with the [Hidden Item] checkbox checked.

2.5.1.1.8 E-mail

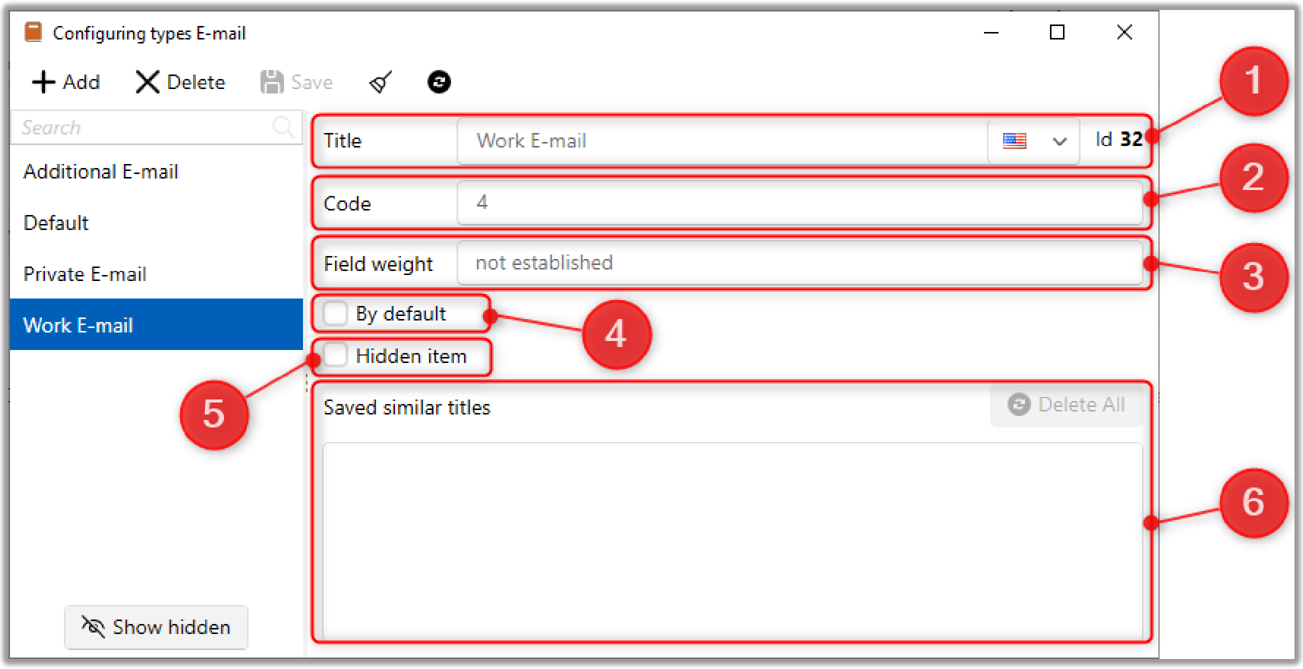
The [E-mail] system dictionary is used when entering customer e-mail data into the system, it is divided into two dictionaries: [Types] and [Statuses].



Where the types and status of customer email addresses in the Delta M. CRM.

2.5.1.1.8.1 E-mail Types

In the [E-mail Types] dictionary, you can add and customize the e-mail types that can be selected for customer e-mail addresses. E-mail address types can be used, for example, to divide e-mail addresses entered into the system by certain characteristics (work e-mail, personal, additional, etc.). The added statuses can also be used in strategies and sub-strategies, when building and customizing the business logic of sending e-mails. When working with e-mail types, the following parameters are available:



1. [Title] — enter name for added e-mail type. It is possible to specify a name in several languages at once, which will change accordingly when switching the system language. Also after saving the added type its id will be displayed.

2. [Code] — assign a code to the e-mail type (optional), which can be used when importing dictionaries.

3. [Field weight] — this setting is used for the fields of the questionnaire, which will be taken into account when calculating the evaluation of conversation recordings. The value of the field weight can be set from 0 to 100.

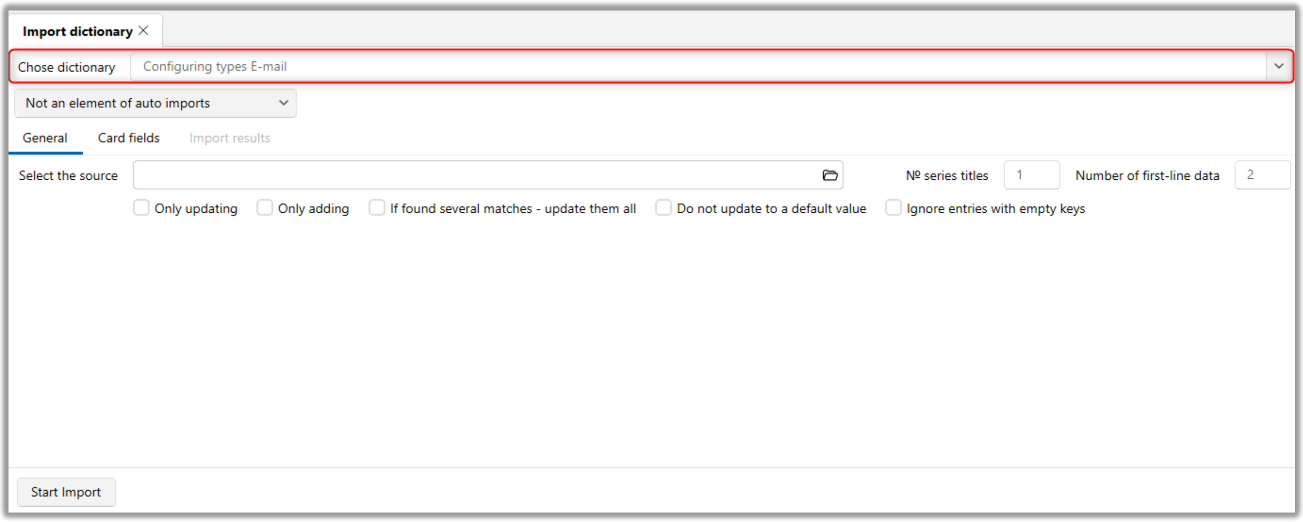
4. [By default] — this type of e-mail will be set by default when creating or importing new e-mail addresses of clients into the system.

5. [Hidden Item] is a function that allows you to hide the selected e-mail type without deleting it. When an e-mail type is hidden, it will not be available for creating and setting e-mail addresses. To see the hidden types, you should press the [Show hidden] button in the e-mail types setting window.

6. [Saved similar titles] — the system saves the names of fields from the import file, for which the correspondence with the selected field was set during data

import. Such matches will be automatically set during the next data imports into the system. The [Delete All] button deletes all items from the list.

This system dictionary can be filled by importing (more information about importing dictionaries in section 2.2.5.6). To do this, set [Select Dictionary] to [Customize E-mail Types].

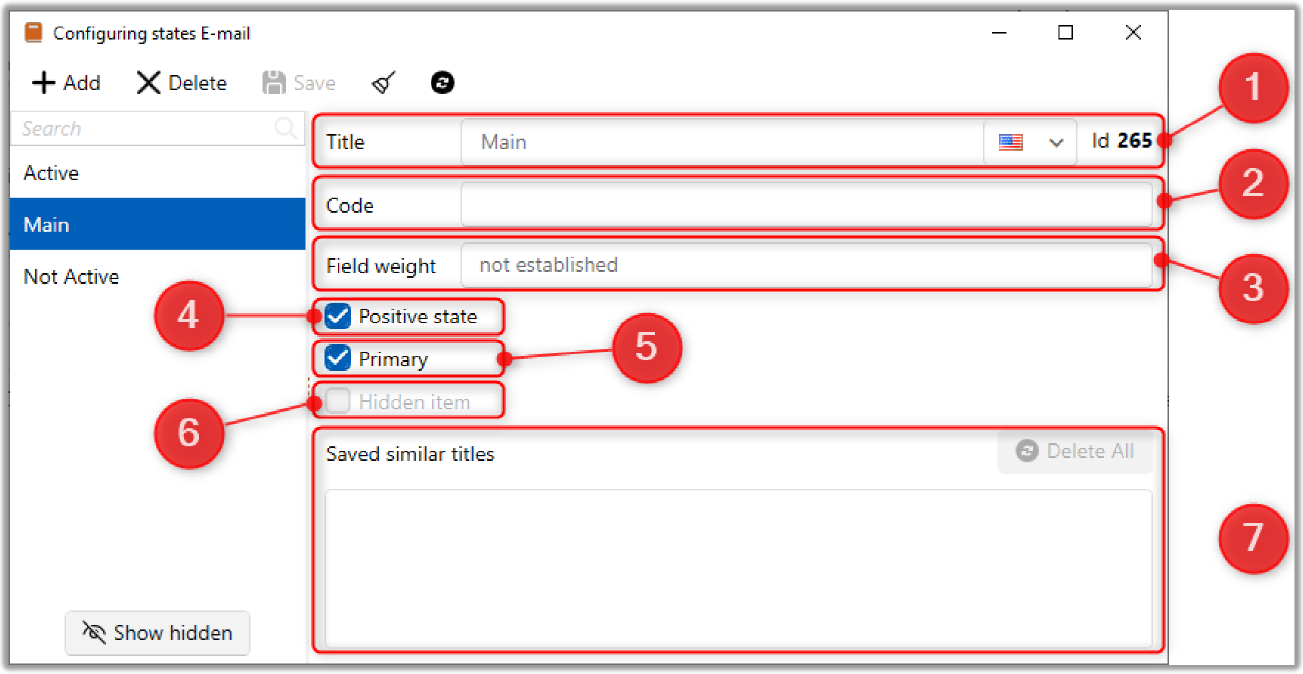


When deleting the created e-mail types and pressing the [Save] button, if the selected types are used somewhere in the system, the user will be shown a window with the list of entities where the deleted statuses are used and a counter of the number of their use. The system will also offer to replace the deleted statuses with one of the existing ones (including items with the [Hidden item] checkbox checked).

To replace the deleted types with the one set in [Replace value with], you must click the [Save] button. If you click the [Cancel] button, the system will return the deleted types and no changes will be made.

2.5.1.1.8.2 E-mail Statuses

In this dictionary you can add and customize e-mail statuses that can be used when working with e-mail clients. E-mail statuses can be used, for example, to indicate the relevance of added e-mail addresses. Also added statuses can be used in strategies and sub-strategies, when customizing business logic. The e-mail statuses settings include the following parameters:



1. [Title] — enter name for e-mail status.

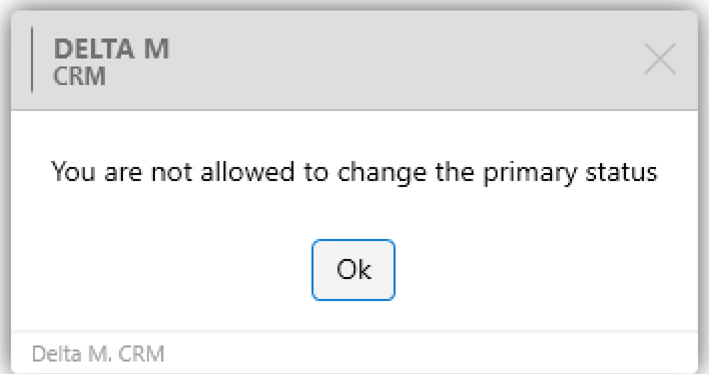
2. [Code] — assign a code to e-mail status (optional), which can be used when importing dictionaries.

3. [Field weight] — this setting is used for the fields of the questionnaire, which will be taken into account when calculating the evaluation of conversation recordings. The value of the field weight can be set from 0 to 100.

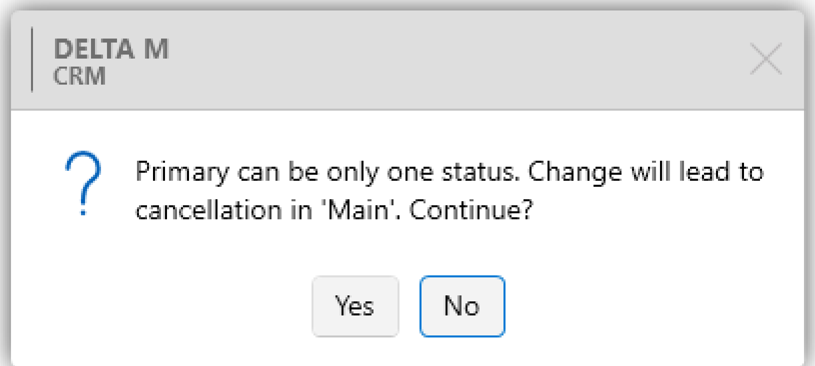
4. [Positive state] — e-mail statuses, for which this checkbox is set, will be considered as positive. This setting helps to guide users when sending e-mail messages to clients (which e-mail address is relevant), as well as to use it when setting up strategies and automatic e-mail newsletters. Only e-mail with positive status or system status [not set] are displayed in the entity card, the rest are hidden and available only in edit mode.

5. [Primary] — this parameter is used to make the selected status primary. The [Primary] status can be set only for one e-mail address in the entity card. Only

users with the [Work with [Primary] status] checkbox set in the role settings will be able to change this status in the entity cards, otherwise the [You are not allowed to change the primary status] notification will be displayed when you try to change it.



Please note that this setting can only be set for one status, since only one status can be the primary status. If the user tries to set another status as the primary status, the system will display a suggestion to change the primary status, while canceling the previously set status.

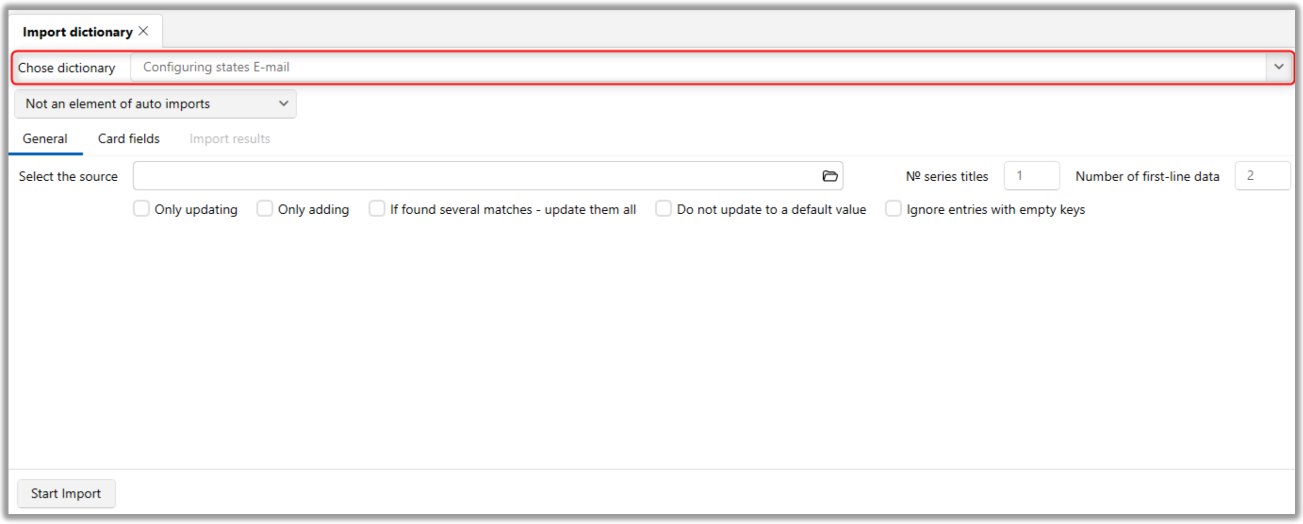


If you import an e-mail with the status [Primary] into a card that already has an e-mail with this status, the system will change the status of the previous e-mail to [Not set]. If several e-mails with this status are imported into the system, they will all be assigned the status [Not set].

6. [Hidden item] — hiding of added status without deleting it. Hidden statuses become unavailable for selection when working with e-mail addresses of clients. The e-mail status, for which the [Primary] checkbox is set, cannot be hidden. To display hidden statuses, click the [Show Hidden] button.

7. [Saved similar titles] — the system saves names of fields from the import file, for which a match with the selected field was set when performing data import. Such matches will be automatically set during the next data imports to the system. The [Delete All] button deletes all items from the list.

This system dictionary can be filled by importing dictionaries (see section 2.2.5.6 for details). To do this, set [Select Dictionary] to [E-mail Status Setting].

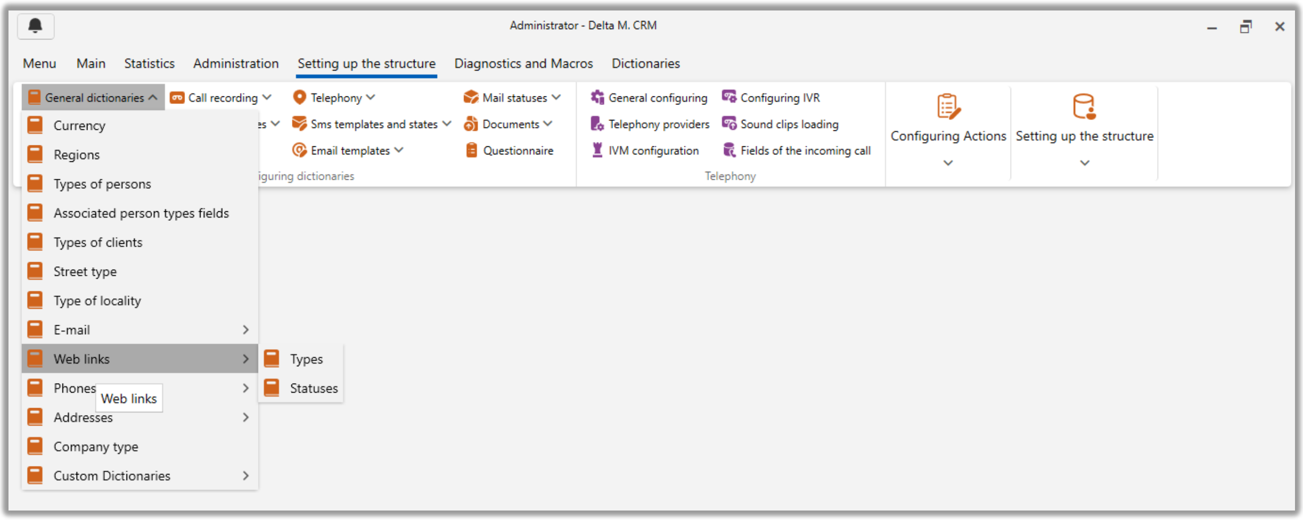


When deleting the created statuses and clicking the [Save] button, if the selected statuses are used somewhere in the system, a window will be displayed with a list of entities where the deleted statuses are used and a counter of the number of their use. The system will also offer to replace the deleted statuses with one of the existing ones (including items with the [Hidden item] checkbox checked).

To replace the deleted statuses with the one set in [Replace value with], you must click the [Save] button. If you click the [Cancel] button, the system will return the deleted statuses and no changes will be made.

2.5.1.1.9 Web Links

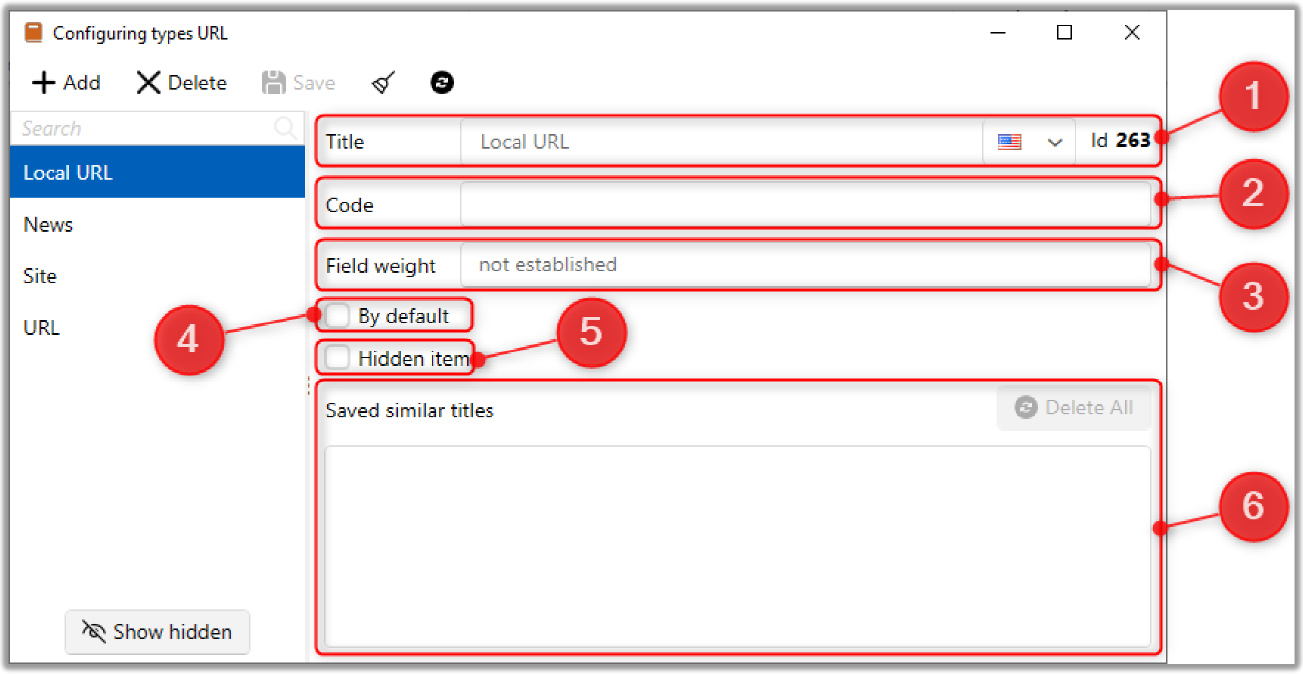
The [Web Links] system dictionary is used when entering data about clients that are on the WAN into the system, it is divided into two dictionaries: [Types] and [Statuses].



Where the types and statuses that customer web links can accept in the Delta M. CRM

2.5.1.1.9.1 Web Links Types

In the [Web Link Types] dictionary, you can add and customize the types that can be selected for customer web links. Web link types can be used, for example, to categorize the links entered into the system according to certain characteristics (social networks, customer sites, etc.). Also added statuses can be used in strategies and sub-strategies, when building and customizing the business logic of processing customer links. When working with web link types, the following parameters are available:



1. [Title] — enter a name for the added link type. It is possible to specify a name in several languages at once, which will change accordingly when switching the system language. Also after saving the added type its id will be displayed.

2. [Code] — assign a code to the web link type (optional), which can be used when importing dictionaries.

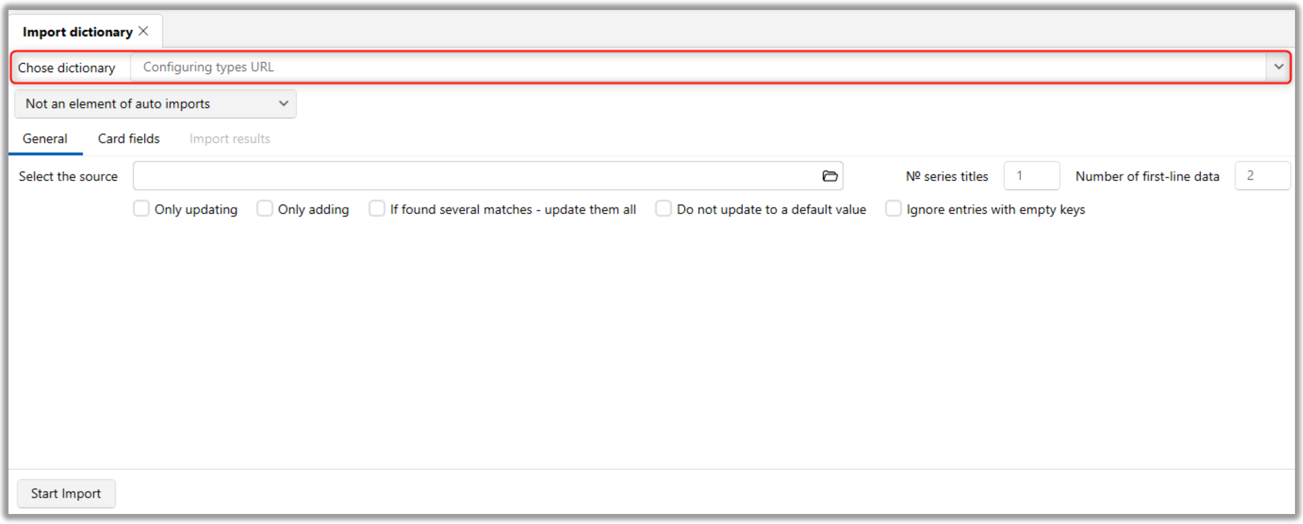
3. [Field weight] — this setting is used for the fields of the questionnaire, which will be taken into account when calculating the evaluation of conversation recordings. The value of the field weight can be set from 0 to 100.

4. [By default] — this type of web link will be set by default when creating or importing new client links into the system.

5. [Hidden item] — hiding the selected link type, without deleting it. This type will not be available for adding and setting web links. To display hidden types in the window of setting web link types you should press the [Show hidden] button.

6. [Saved similar titles] — the system saves the names of fields from the import file, for which a match was set with the selected field when performing data import. Such matches will be automatically set during the next data imports into the system. The [Delete All] button deletes all items from the list.

This dictionary can be filled via import of dictionaries (more details in section 2.2.5.6). To do this, set [Select Dictionary] to [Customize Reference Types].

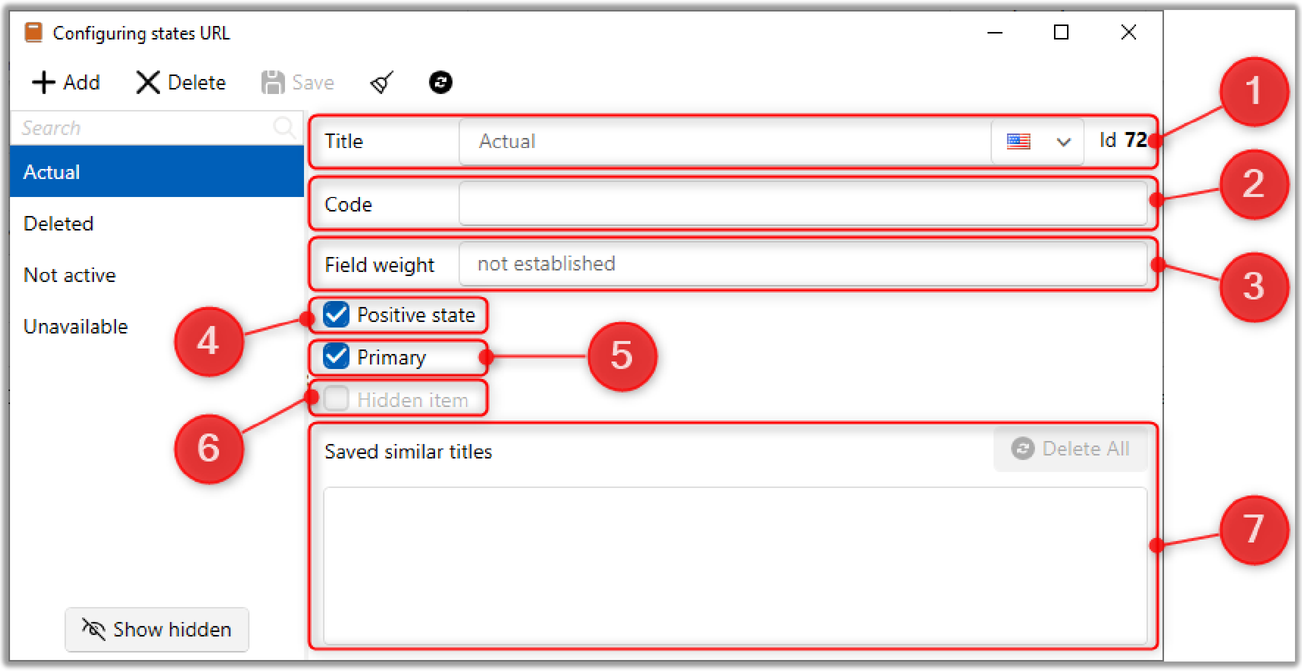


When deleting the created e-mail types and pressing the [Save] button, if the selected types are used somewhere in the system, the user will be shown a window with the list of entities where the deleted statuses are used and a counter of the number of their use. The system will also offer to replace the deleted statuses with one of the existing ones (including items with the [Hidden item] checkbox checked).

To replace the deleted type with the selected type in [Replace Value With], click the [Save] button. If you click the [Cancel] button, the system will return the deleted type and no changes will be made.

2.5.1.1.9.2 Web Links Statuses

In this dictionary you can add and customize web link statuses that can be used for added web links that are located on the global network. Web link statuses can be used, for example, to indicate the relevance of added web links.



1. [Title] — enter a name for the link status

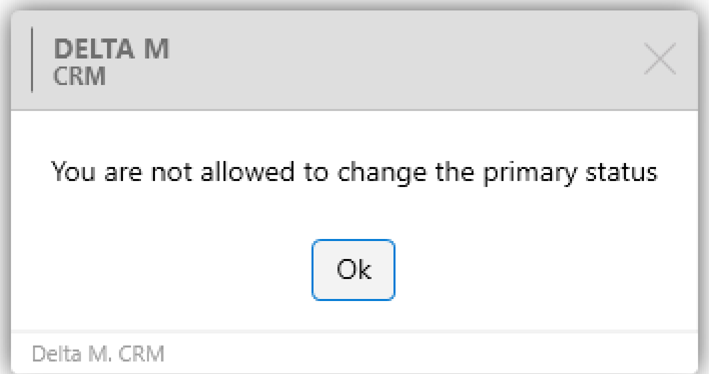
2. [Code] — assign a code to the web link status (optional), which can be used when importing dictionaries.

3. [Field weight] — this setting is used for the fields of the questionnaire, which will be taken into account when calculating the evaluation of conversation recordings. The value of the field weight can be set from 0 to 100.

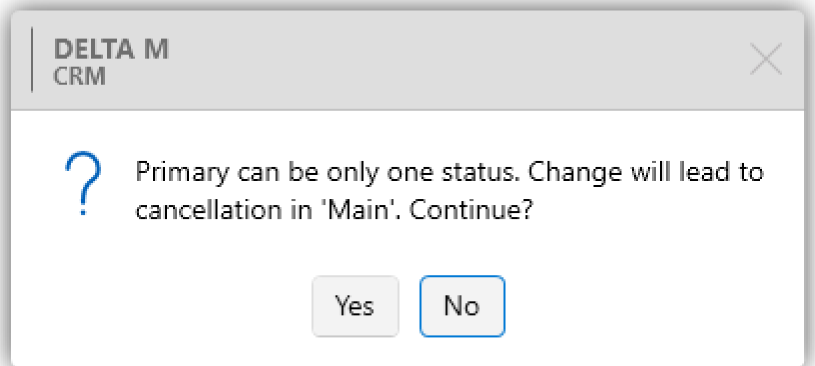
4. [Positive state] — the statuses of links, for which this checkbox is set, will be considered as positive. This setting helps to orient users when working with client links (which web links are relevant), as well as to use when setting up a strategy. Only web links with positive status or system status [not set] are displayed in the entity card, the rest are hidden and are available only in edit mode.

5. [Primary] — this option is used to make the selected status primary. The [Primary] status can be set for only one link in the entity card. Only users who have

the [Work with [Primary] status] checkbox set in the role settings will be able to change this status in entity cards, otherwise the [You are not allowed to change the primary status] notification will be displayed when you try to change it.



Please note that this setting can only be set for one status, since only one status can be the primary status. If the user tries to set another status as the primary status, the system will display a suggestion to change the primary status, while canceling the previously set status.

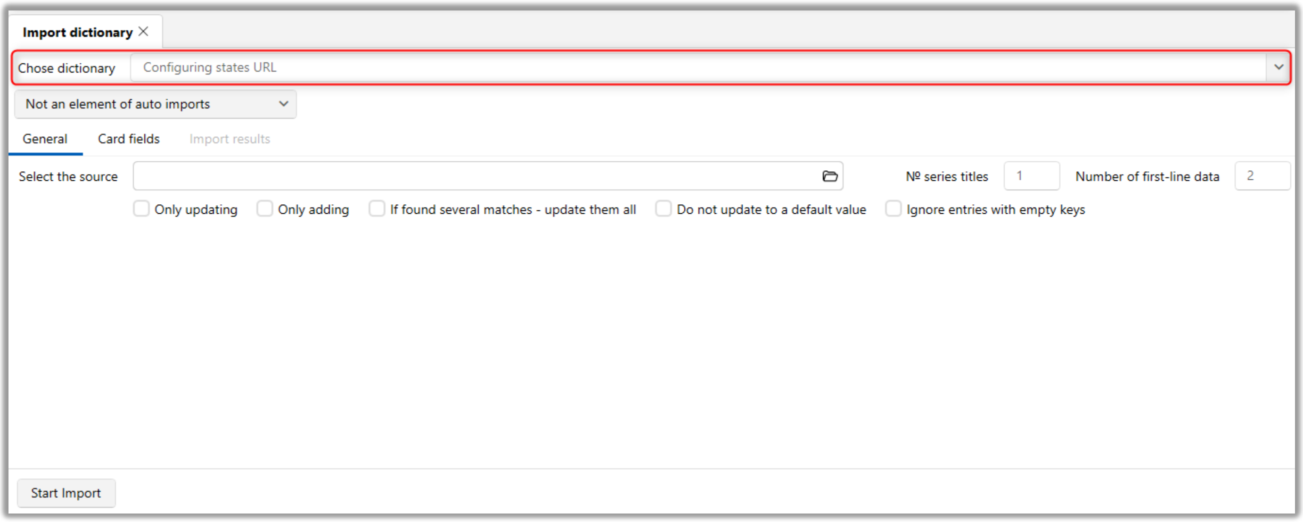


If you import a web link with the status [Primary] into a card that already has a web link with this status, the system will change the status of the previous web link to [Not Installed]. If multiple web links with this status are imported into the system, then they will all be set to [Not Installed].

6. [Hidden item] — hiding the added status without deleting it. Hidden statuses become unavailable for selection when working with clients' web links. The link status, for which the [Primary] checkbox is set, cannot be hidden. To display hidden statuses, click the [Show Hidden] button.

7. [Saved similar titles] — the system saves names of fields from the import file, for which a match with the selected field was set when performing data import. Such matches will be automatically set during the next data imports to the system. The [Delete All] button deletes all items from the list.

This dictionary can be filled via import of dictionaries (more details in section 2.2.5.6). To do this, set [Select Dictionary] to [Link Status Setting].

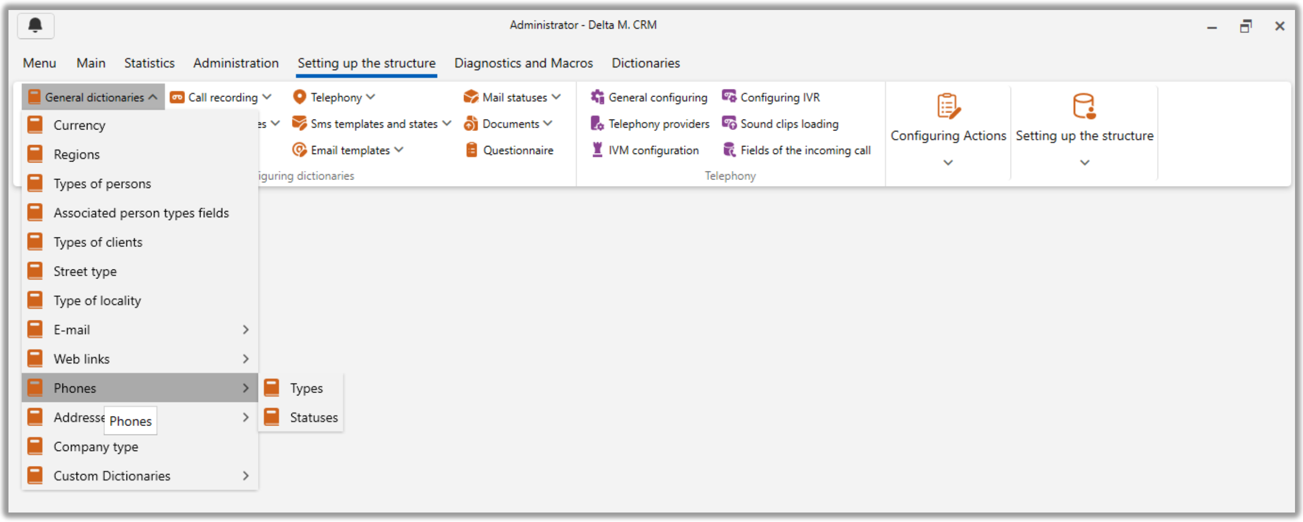


After deleting the created statuses and clicking the [Save] button, if the selected statuses are used somewhere in the system, a window with the list of entities where the deleted statuses are used and a counter of the number of their use will be displayed, the system will also offer to replace the deleted statuses with one of the existing ones (including items with the [Hidden item] checkbox checked).

To replace the deleted statuses with the one selected in [Replace Value With], you must click the [Save] button. If you click the [Cancel] button, the system will return the deleted status and no changes will be made.

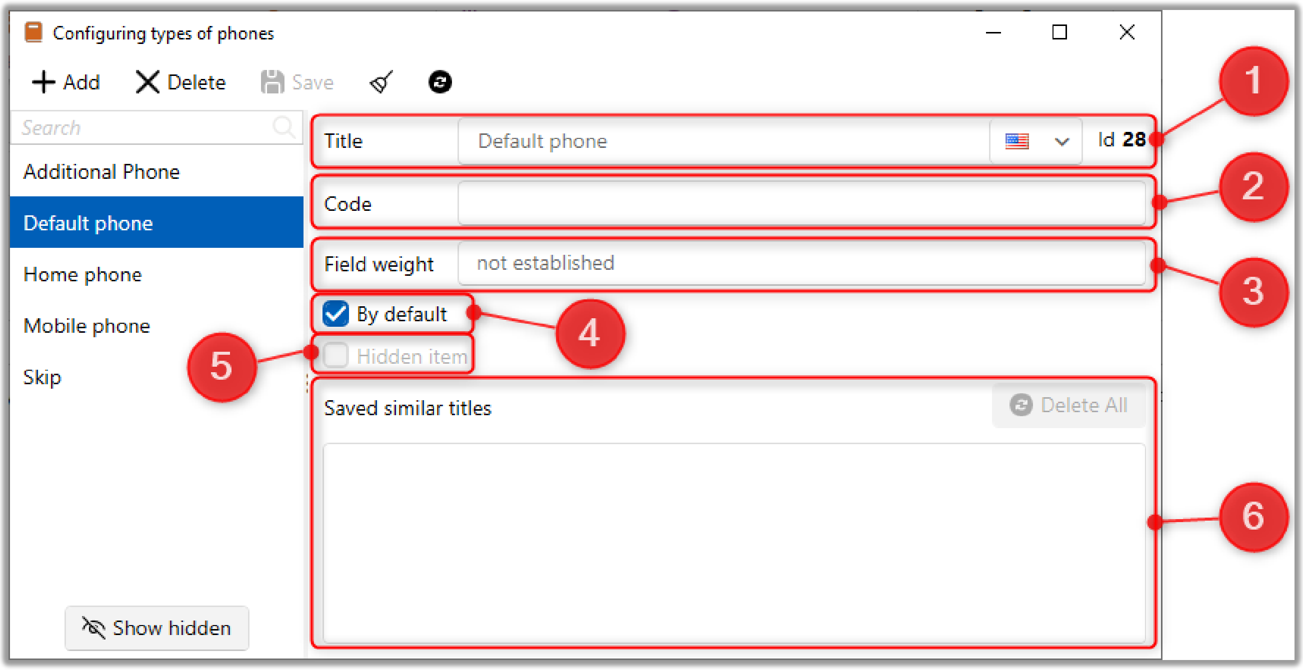
2.5.1.1.10 Phones

The [Phones] system dictionary is divided into two dictionaries [Phone Types] and [Phone Statuses], in which the types and statuses of phones in the Delta M. CRM.



2.5.1.1.10.1 Phone Types

In the [Phone Types] dictionary, you can add and configure the phone types that can be selected for customer phones. Phone types can be used, for example, to separate phone numbers entered into the system by certain characteristics (mobile, work, home, etc.). Also the added statuses can be used in strategies and sub-strategies, when building and customizing business logic for calling clients' phone numbers. When working with phone types, the following parameters are available:



1. [Title] — enter a name for the added phone type. It is possible to specify a name in several languages at once, which will change accordingly when switching the system language. Also after saving the added type its id will be displayed.

2. [Code] — assign a code to the phone type (optional), which can be used when importing dictionaries.

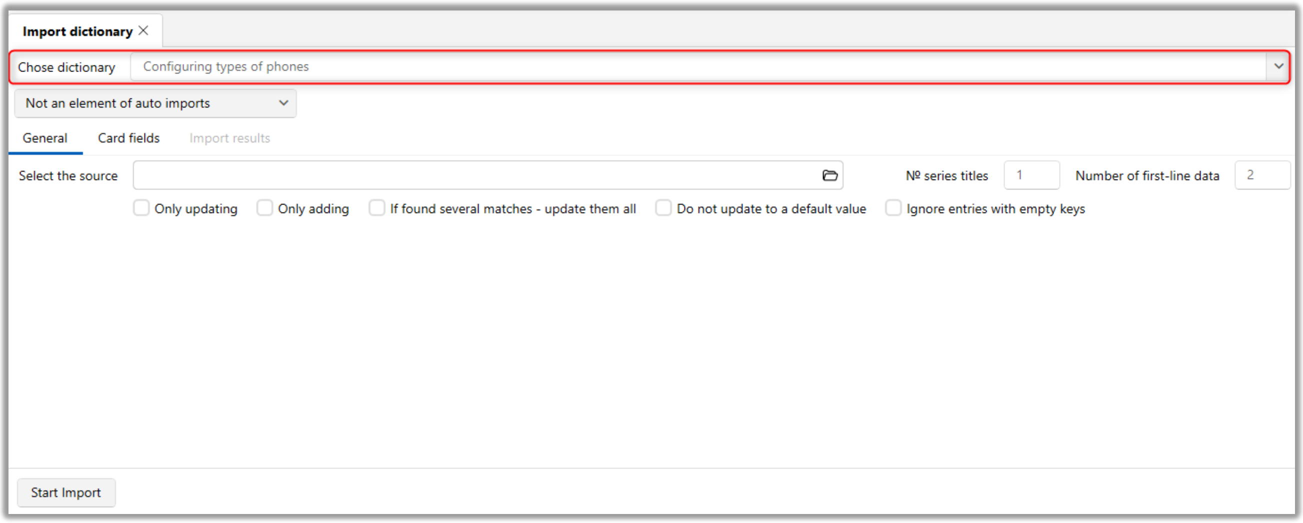
3. [Field weight] — this setting is used for the fields of the questionnaire, which will be taken into account when calculating the evaluation of call recordings. The value of the field weight can be set from 0 to 100.

4. [By default] — this phone type will be set by default when creating or importing new clients' phone numbers into the system.

5. [Hidden item] — hide the selected phone type without deleting it. Hidden types are not available for working with phones. To display hidden types in the phone types configuration window, you should press the [Show hidden] button.

6. [Saved similar titles] — the system saves the names of fields from the import file, for which a correspondence with the selected field was set when performing data import. Such matches will be automatically set during the next data imports into the system. The [Delete All] button deletes all items from the list.

This system dictionary can be filled by importing (more information about importing dictionaries in section 2.2.5.6). To do this, set [Select Dictionary] to [Phone Type Setting].

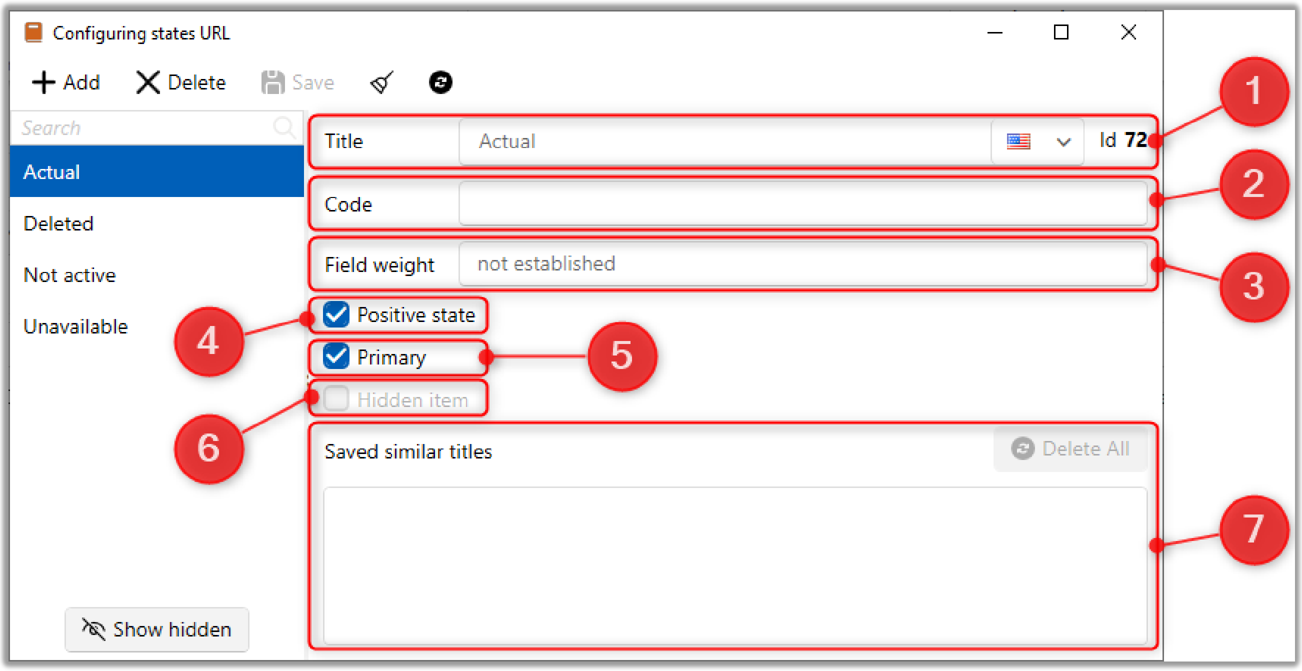


When deleting the created phone types and clicking the [Save] button, if the selected types are used somewhere in the system, the user will be shown a window with a list of entities where the deleted types are used and a counter of the number of their usage. The system will also offer to replace the deleted types with one of the existing ones (including items that have the [Hidden item] checkbox checked).

To replace the deleted types with the one set in [Replace value with], you must click the [Save] button. If you click the [Cancel] button, the system will return the deleted types and no changes will be made.

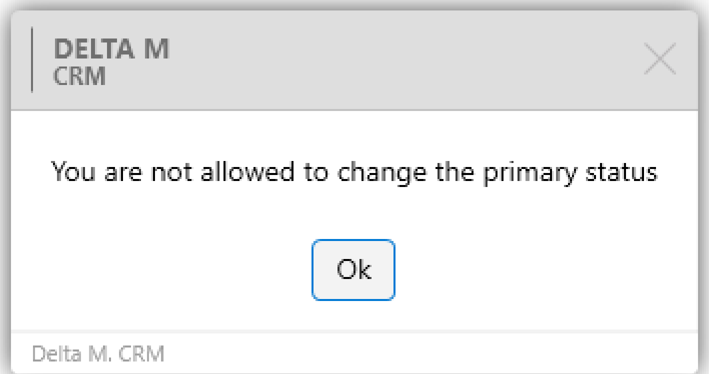
2.5.1.1.10.2 Phone statuses

In this dictionary you add and customize phone statuses that can be used when working with customer phone numbers. Phone statuses can be used, for example, to indicate the relevance of added phones. Also added statuses can be used in strategies and sub-strategies, when customizing business logic. The phone statuses settings include the following parameters:

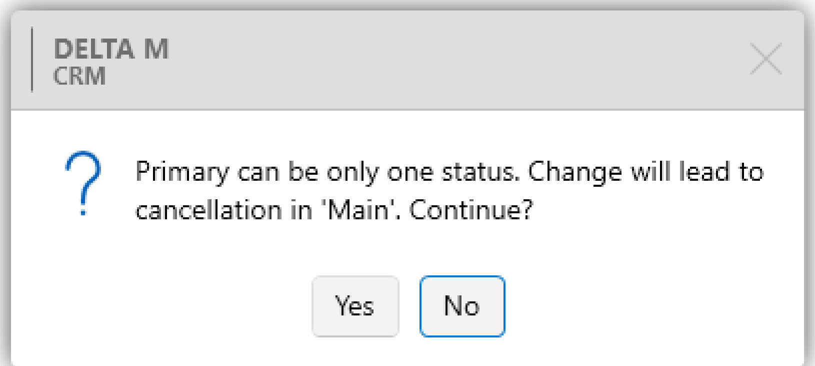


1. [Title] — enter the name for the status of the phones.
2. [Code] — assign a code to the phone status (optional), which can be used when importing dictionaries.
3. [Field weight] — this setting is used for the fields of the questionnaire, which will be taken into account when calculating the evaluation of call record. The value of the field weight can be set from 0 to 100.
4. [Positive state] — phone statuses with the selected status, for which this checkbox is set, will be considered as positive. This setting helps users to orient themselves when calling clients (what number is relevant for making a call), as well as to use it when setting up a strategy and sending phone numbers to callers. Only phones with positive status or system status [not set] are displayed in the entity card, the rest are hidden and available only in edit mode.
5. [Primary] — this option is used to make the selected status primary. Only users with the [Work with [Primary] status] checkbox set in the role settings will be

able to change this status in the entity cards, otherwise the [You do not have enough rights to change the Primary status] notification will be displayed when you try to switch it.



Please note that this setting can only be set for one status, since only one status can be the primary status. If the user tries to select another status as the primary status, the system will display a suggestion to change the primary status, while canceling the previously set status.



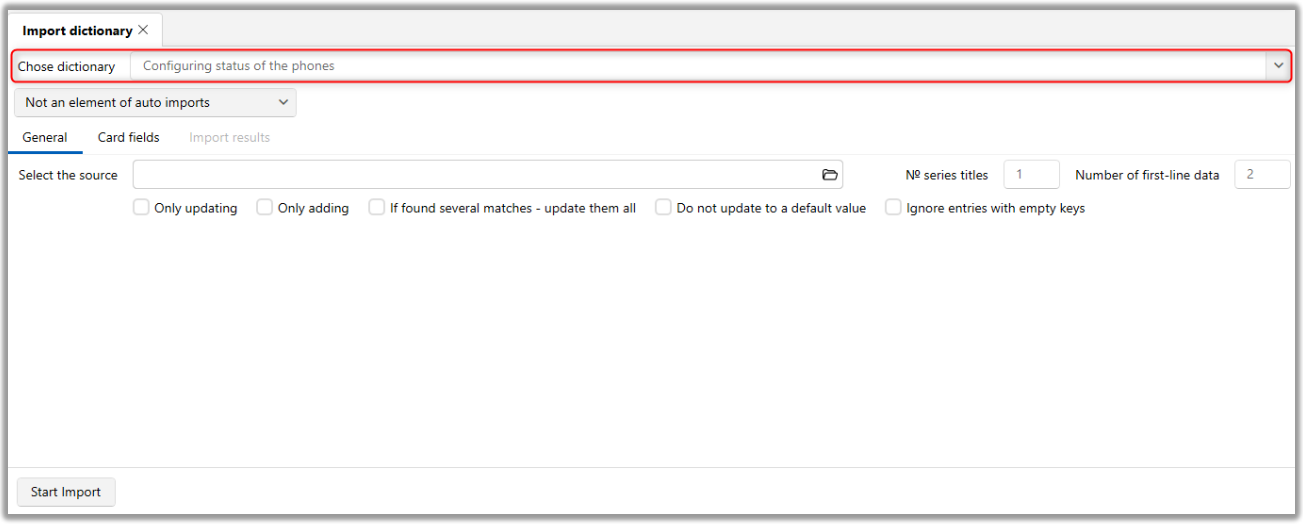
The [Primary] status can be set only for one phone number in the entity card.

When importing phone numbers with [Primary] status into a card that already has a web link with this status, the system will change the status of the previous one to [Not set]. If several phone numbers with this status are imported into the system, then they will all be assigned the [Not set] status.

6. [Hidden item] — hiding of added status without deleting it. Hidden statuses become unavailable for selection when working with phone numbers. The phone status, for which the [Primary] checkbox is set, cannot be hidden. To display hidden statuses, you must click the [Show Hidden] button.

7. [Saved similar titles] — the system saves names of fields from the import file, for which a match with the selected field was set when performing data import. Such matches will be automatically set during the next data imports to the system. The [Delete All] button deletes all items from the list.

This system dictionary can be filled by importing dictionaries (see section 2.2.5.6 for details). To do this, set [Select Dictionary] to [Configuring status of the phones].

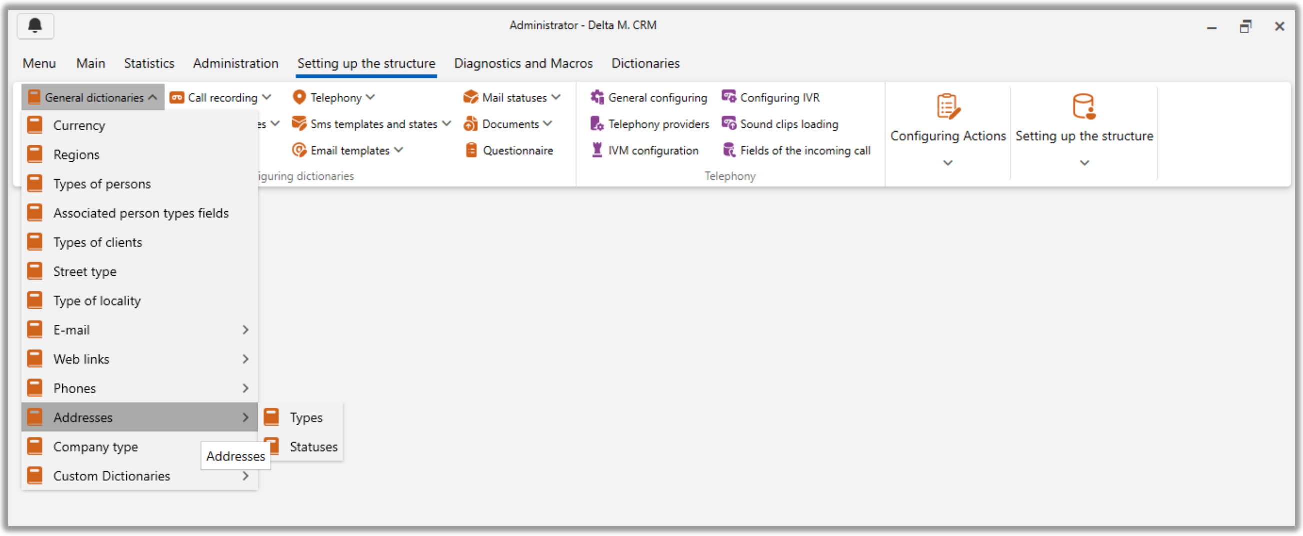


When deleting the created statuses and clicking the [Save] button, if the selected statuses are used somewhere in the system, a window will be displayed with a list of entities where the deleted statuses are used and a counter of the number of their use. The system will also offer to replace the deleted statuses with one of the existing ones (including items with the [Hidden item] checkbox checked).

To replace the deleted statuses with the one set in [Replace Value With], you must click the [Save] button. If you click the [Cancel] button, the system will return the deleted status and no changes will be made.

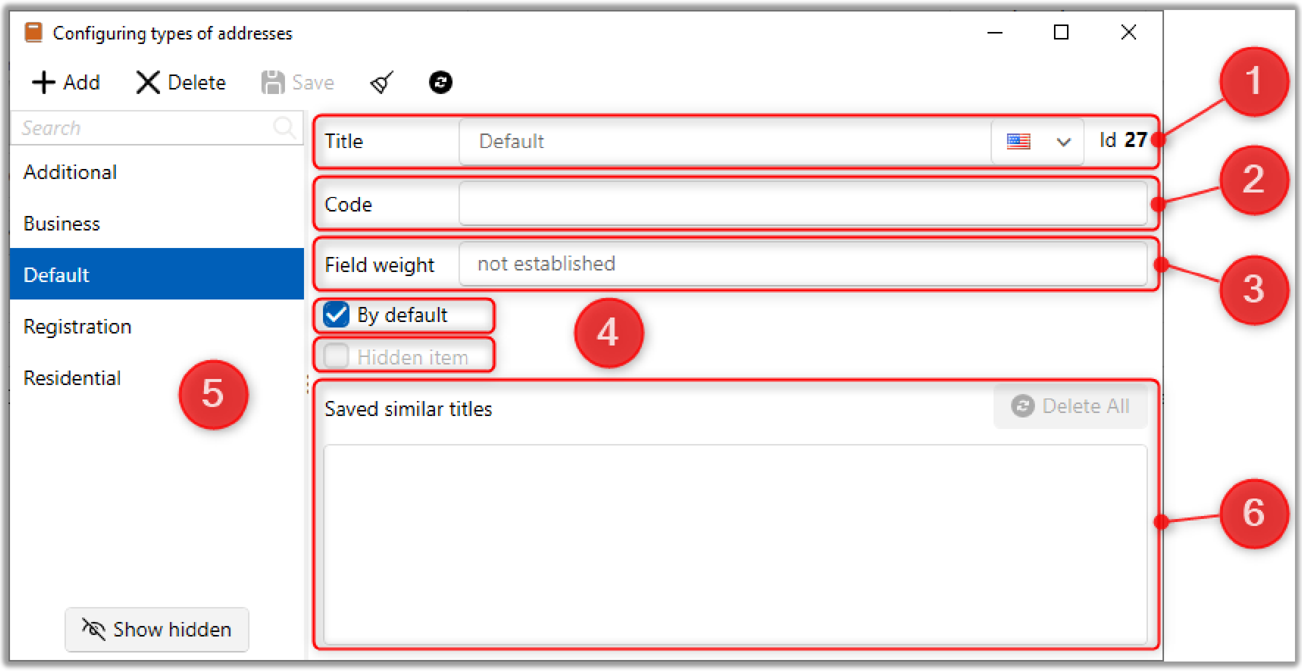
2.5.1.1.11 Addresses

The [Addresses] system dictionary is divided into two dictionaries: [Address Types] and [Address Statuses]. Where address types and statuses are configured accordingly, which are used when working with customer addresses in the Delta M. CRM.



2.5.1.1.11.1 Address Types

In the [Address Types] dictionary, you can add and customize the e-mail types that can be selected for customer e-mail addresses. E-mail address types can be used, for example, to separate e-mail addresses entered into the system by certain characteristics (work e-mail, personal, additional, etc.). The added statuses can also be used in strategies and sub-strategies, when building and customizing the business logic of sending e-mails. When working with e-mail types, the following parameters are available:



1. [Title] — enter name for added e-mail type. It is possible to specify a name in several languages at once, which will change accordingly when switching the system language. Also after saving the added type its id will be displayed.

2. [Code] — assign a code to the e-mail type (optional), which can be used when importing dictionaries.

3. [Field weight] — this setting is used for the fields of the questionnaire, which will be taken into account when calculating the evaluation of conversation recordings. The value of the field weight can be set from 0 to 100.

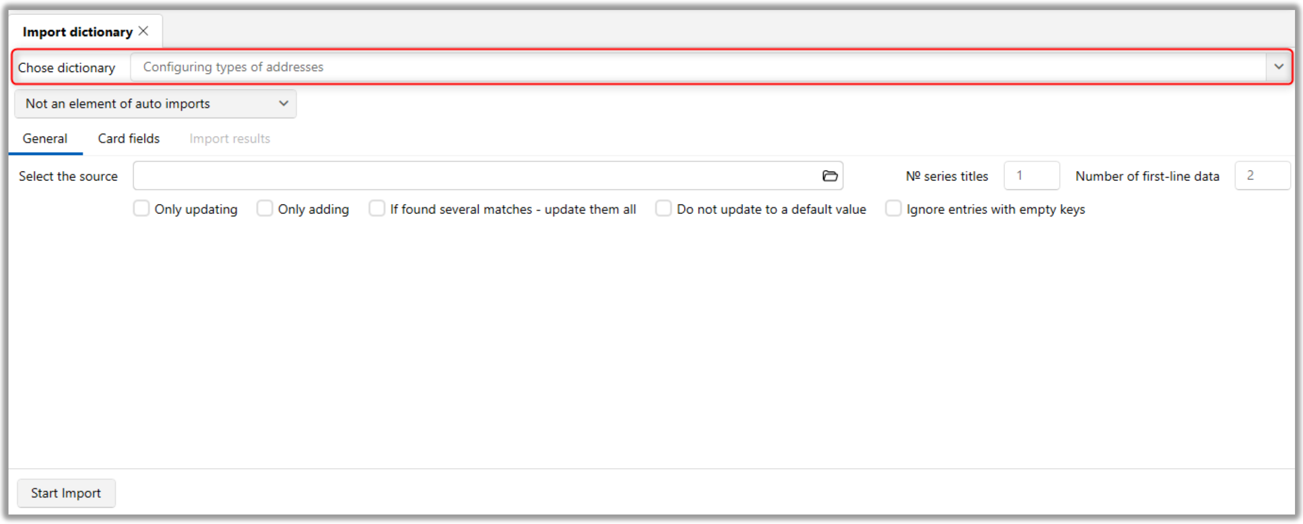
4. [By default] — this type of e-mail will be set by default when creating or importing new e-mail addresses of clients into the system.

5. [Hidden Item]—This is a feature that allows you to hide the selected address type without deleting it. When a type is hidden, it will not be available for

creating and setting addresses. To see the hidden types, you must click the [Show Hidden] button in the address type setup window.

6. [Saved similar titles] — the system saves the names of fields from the import file, for which the correspondence with the selected field was set when performing data import. Such matches will be automatically set during the next data imports into the system. The [Delete All] button deletes all items from the list.

This system dictionary can be filled by importing (more information about importing dictionaries in section 2.2.5.6). To do this, set [Select Dictionary] to [Customize E-mail Types].

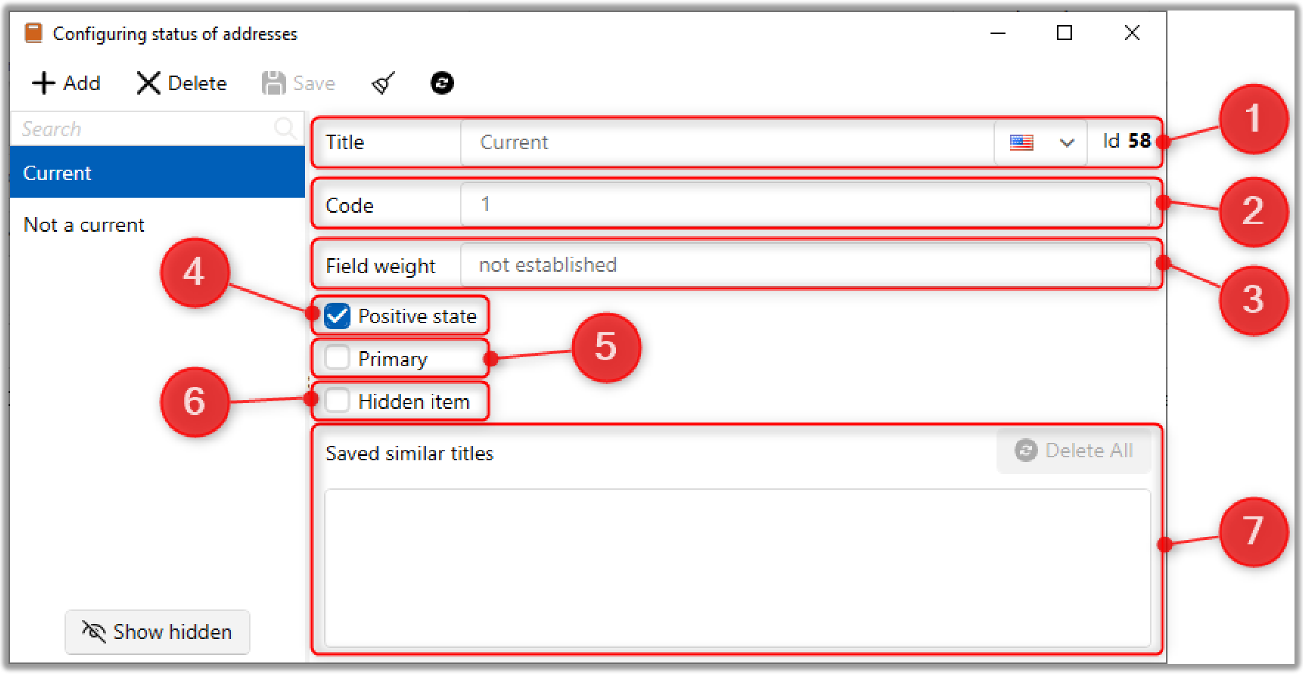


When deleting the created e-mail types and pressing the [Save] button, if the selected types are used somewhere in the system, the user will be shown a window with the list of entities where the deleted statuses are used and a counter of the number of their use. The system will also offer to replace the deleted statuses with one of the existing ones (including items with the [Hidden item] checkbox checked).

To replace the deleted types with the one set in [Replace value with], you must click the [Save] button. If you click the [Cancel] button, the system will return the deleted types and no changes will be made.

2.5.1.1.11.2 Address statuses

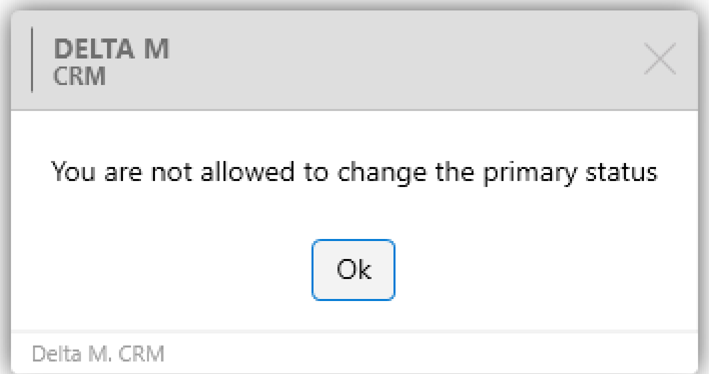
In this dictionary you add and customize address statuses that can be used when working with customer addresses. Address statuses can be used, for example, to indicate the relevance of added addresses. Also added statuses can be used in strategies and sub-strategies, when customizing business logic. The address statuses settings include the following parameters:



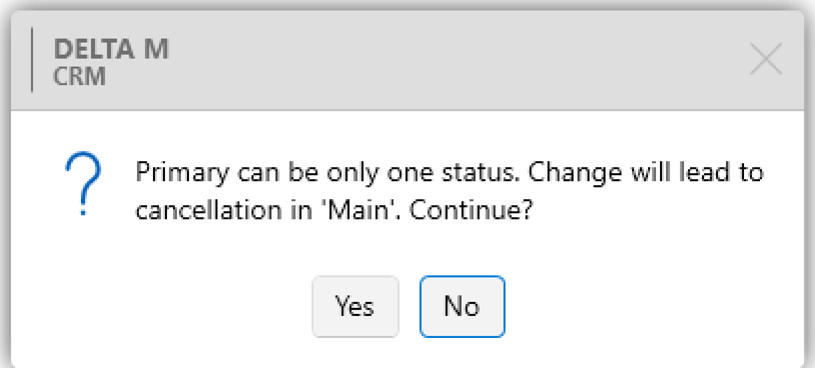
1. [Title] — enter a name for the address status.
2. [Code] — assign a code to the address status (optional), which can be used when importing dictionaries.
3. [Field weight] — this setting is used for the questionnaire fields that will be taken into account when calculating the score of conversation record. The value of the field weight can be set from 0 to 100.

4. [Positive Status] — the statuses of addresses for which this checkbox is selected will be considered positive. This setting helps users to orient themselves when working with clients (which address is relevant), as well as to use it when setting up the strategy and working with Skip-tracing. Only addresses with positive status or system status [not set] are displayed in the object card, the others are hidden and available only in edit mode.

5. [Primary] — this parameter is used to make the selected status primary. The [Primary] status can only be set for one address in the entity card. Only users with the [Work with [Primary] status] checkbox selected in the role settings will be able to change this status in the entity card, otherwise the [You are not allowed to change the primary status] notification will be displayed when you try to change it.



Please note that this setting can only be set for one status, since only one status can be the primary status. If the user tries to select another status as the primary status, the system will display a suggestion to change the primary status, while canceling the previously set status.

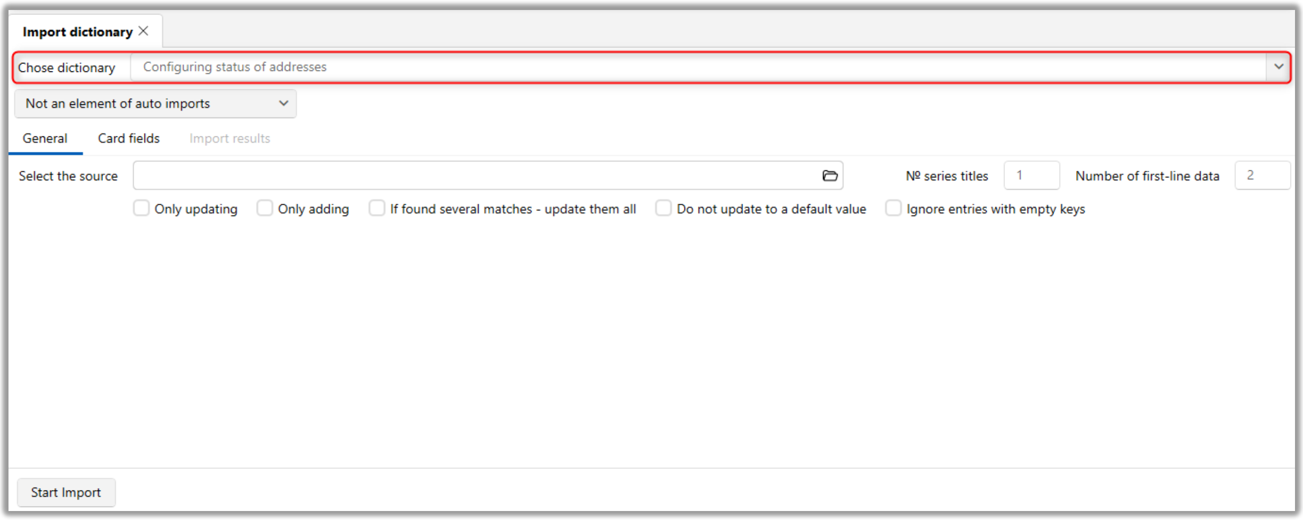


When importing addresses with [Primary] status into a card that already has an address with this status, the system will change the status of the previous one to [Not installed]. If several addresses with this status are imported into the system, then all of them will be assigned the status [Not set].

6. [Hidden item] — hiding of added status without deleting it. Hidden statuses become unavailable for selection when working with client addresses. The status of the address, for which the [Primary] checkbox is set, cannot be hidden. To display hidden statuses, click the [Show Hidden] button.

7. [Saved similar titles] — the system saves names of fields from the import file, for which a match with the selected field was set when performing data import. Such matches will be automatically set during the next data imports to the system. The [Delete All] button deletes all items from the list.

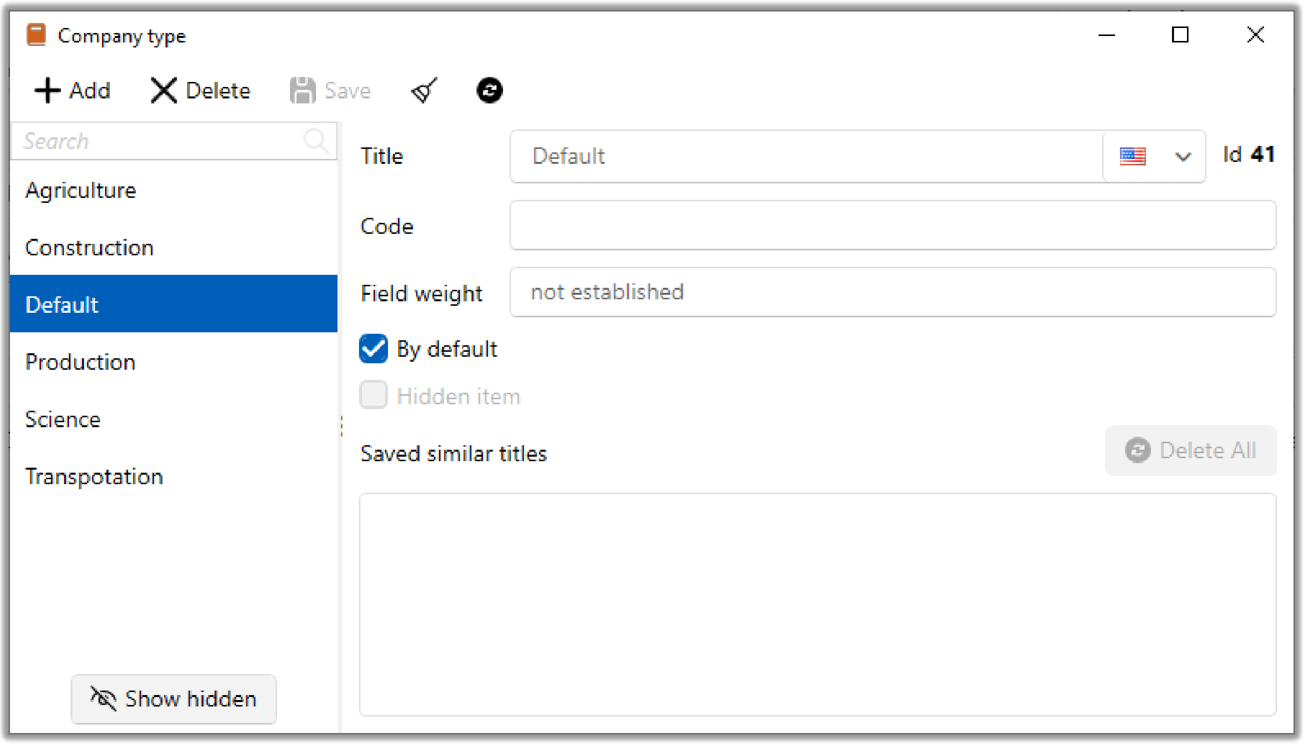
This system dictionary can be filled by importing dictionaries (see section 2.2.5.6 for details). To do this, set [Select Dictionary] to [Address Status Setting].



When deleting the created statuses and clicking the [Save] button, if the selected statuses are used somewhere in the system, a window will be displayed with a list of entities where the deleted statuses are used and a counter of the number of their use. The system will also offer to replace the deleted statuses with one of the existing ones (including items with the [Hidden item] checkbox checked). To replace the deleted statuses with the one set in [Replace value with], you must click the [Save] button. If you click the [Cancel] button, the system will return the deleted statuses and no changes will be made.

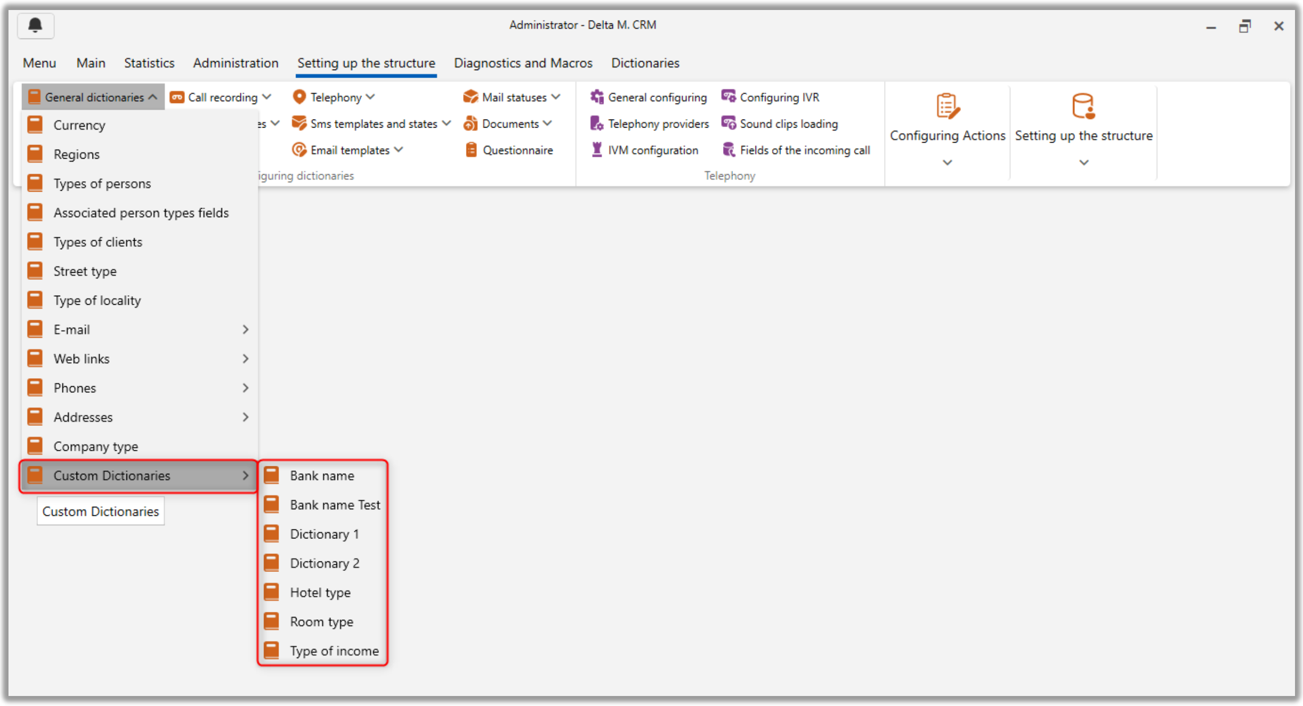
2.5.1.1.12 Company type

The system dictionary [Company type] is available for selection as the source of the customer field. This dictionary can be used, for example, when working with legal entities.

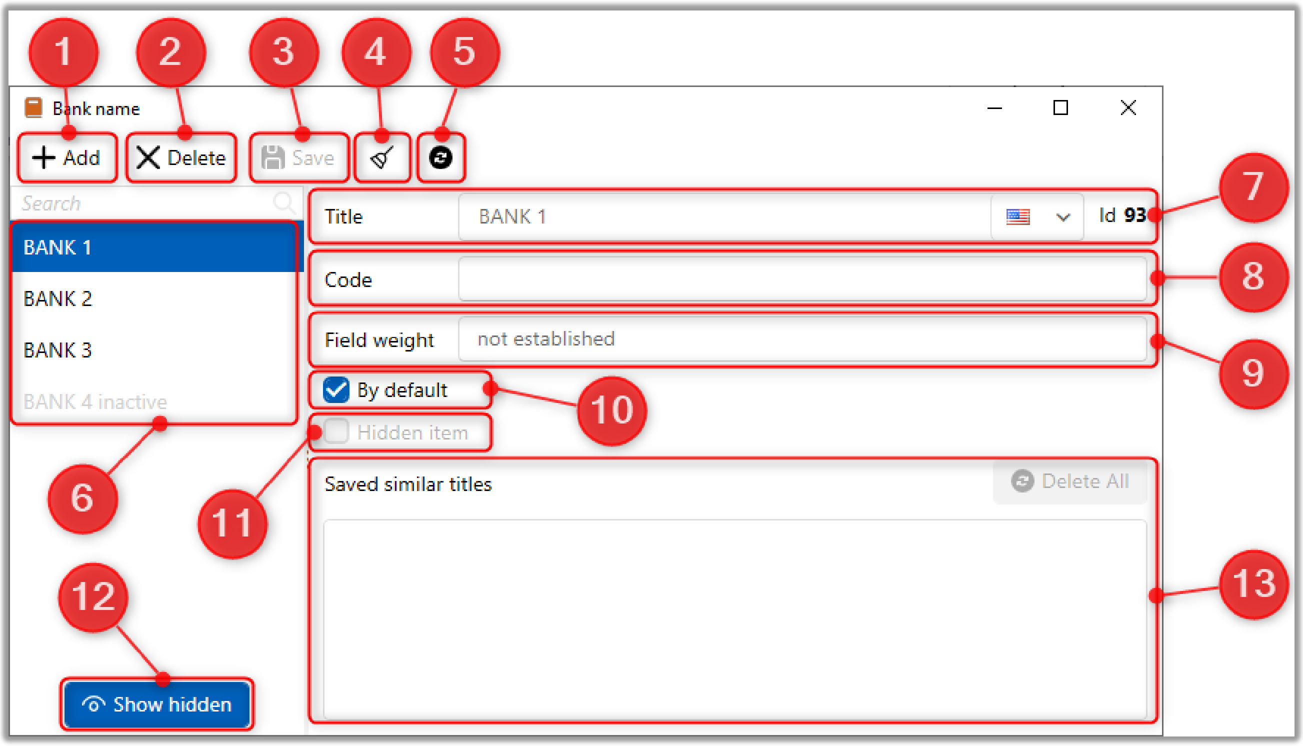


2.5.1.1.13 Custom Dictionaries

The [Custom Dictionaries] section displays all simple dictionaries that have been added to the system by users (see section 2.7.1.2 for more information on creating custom dictionaries). Simple custom dictionaries can serve as sources for entity fields.



The following functions and options are available in the opened window of the selected custom simple dictionary:

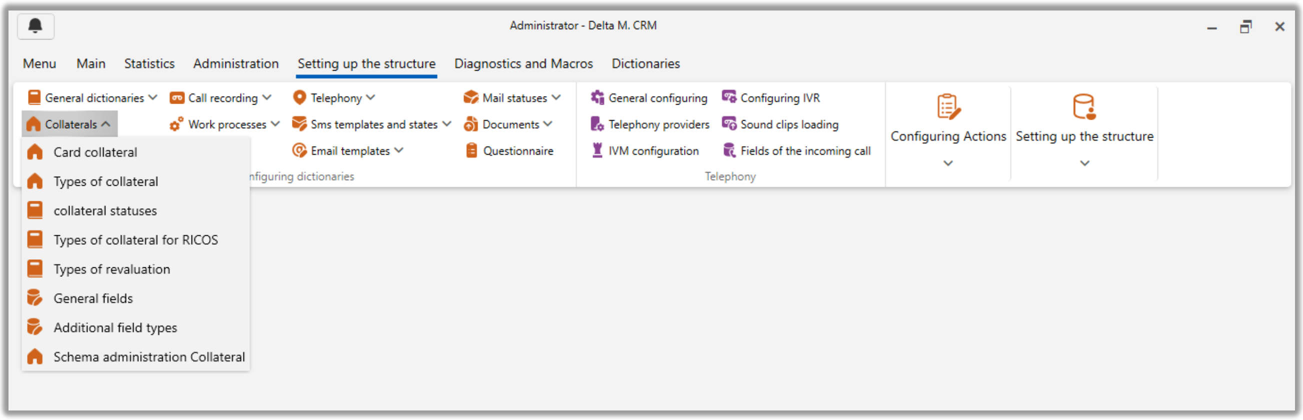


1. [Add] — add new items to the dictionary.

2. [Delete] — delete the selected items.
3. [Save] — save the changes made.
4. [Clear selection] — deselect the selected items.
5. [Refresh data] — update data in the selected dictionary window.
6. List of added items.
7. [Title] — input of the name with possibility to set it for each language in the system, display id of the selected item.
8. [Code] — input the code of the element.
9. [Field weight] — setting the field weight.
10. [By default] — this element will be selected by default.
11. [Hidden item] — hide the selected element.
12. [Show Hidden] — display hidden items.
13. [Saved similar titles] — the system saves the names of fields from the import file, for which the correspondence with the selected field was set during data import. Such matches will be automatically set during the next data imports to the system. The [Delete All] button deletes all items from the list.

2.5.1.2 Collaterals

The collateral in the Delta M. CRM system is the property owned by the client. It can be movable and immovable property, other tangible assets.

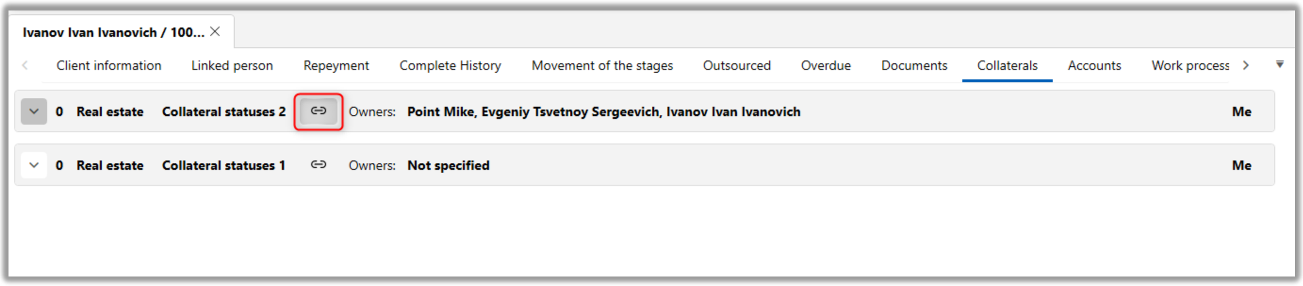


2.5.1.2.1 Card collateral

In the [Card collateral] window, you can customize the card view for the [Collateral] entity.

You can switch to the entity (collateral, property) card:

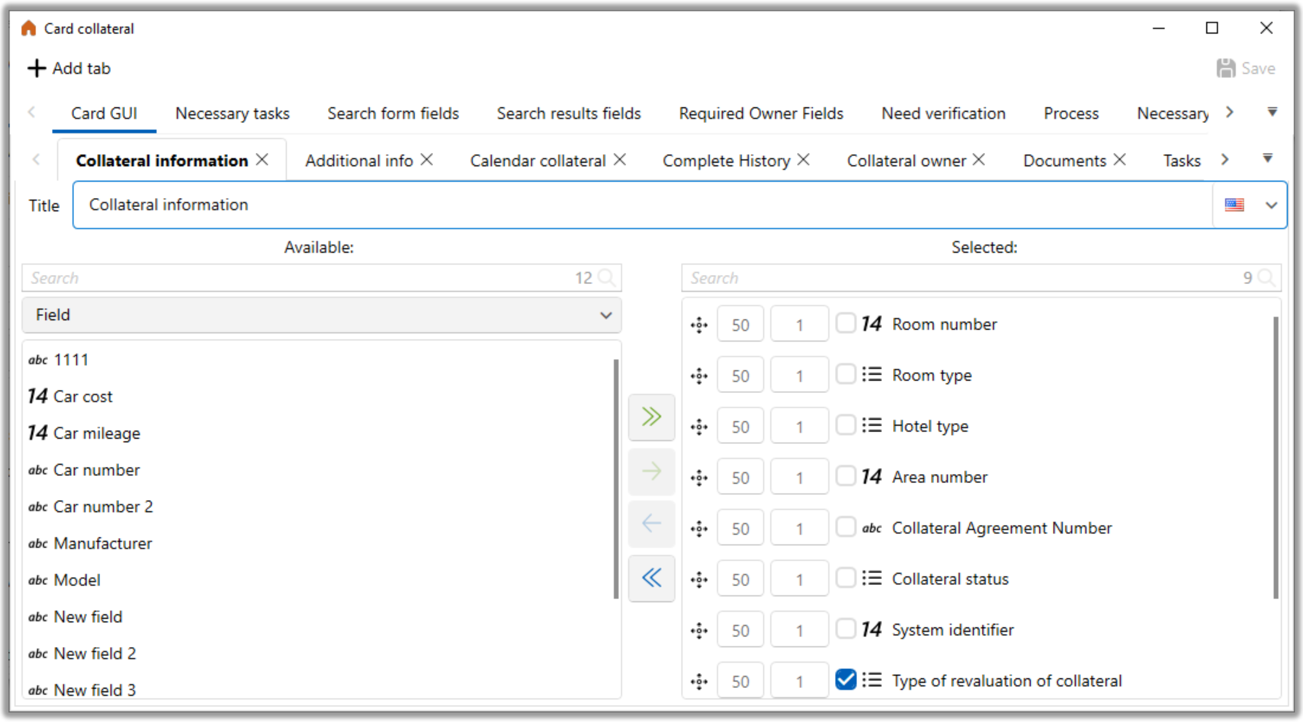
- from entity (collateral, property) search results;
- from the loan card (to which the entity is added) on the tab with a special insert [Collateral], by clicking on the [Open] buttons:



Settings are available for the entity (collateral, property) card, which are grouped by tabs.

On the **[Card GUI]** tab it is possible to add a card view that will be used for all users and roles in the system.

Tabs are added to the card view and a name is set for each added tab, as well as fields moved to [Selected] from [Available] where they are displayed:

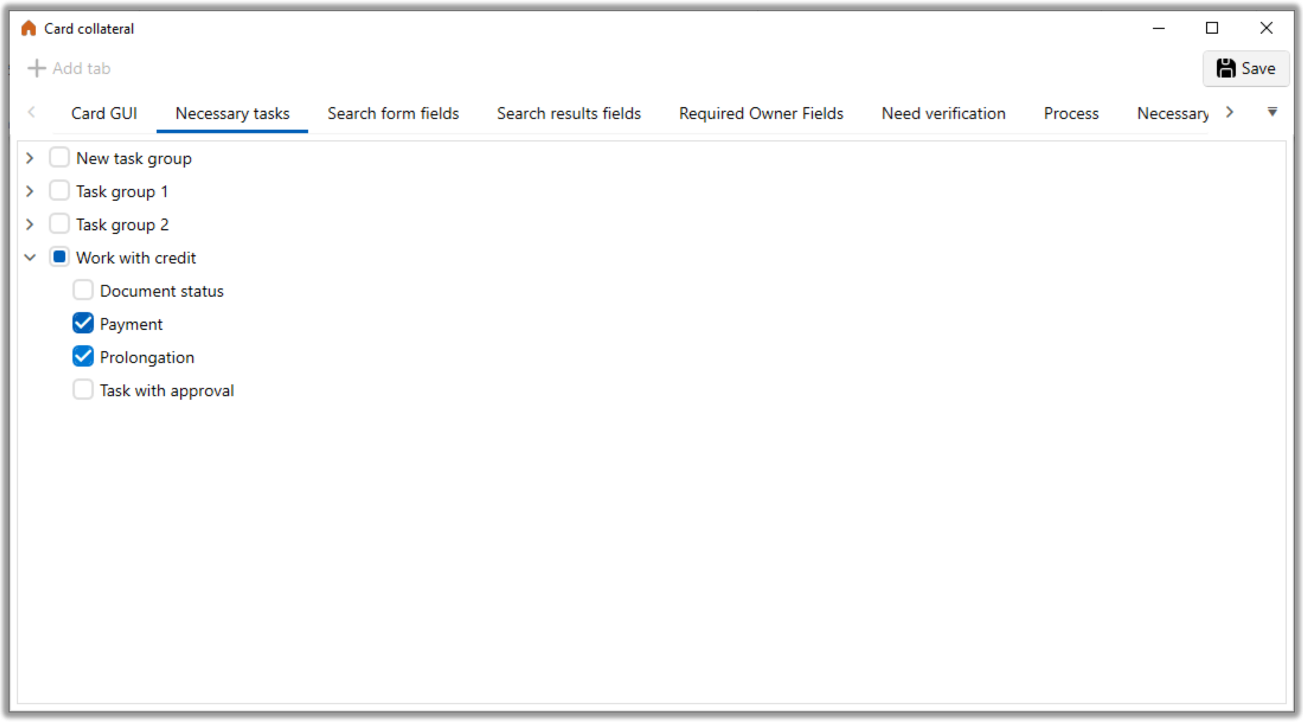


- [Entity Fields] — selection of entity (collateral) fields that are created under main fields (details in section 2.5.1.2.6) and additional type fields (details in section 2.5.1.2.7);
- [Special inserts] — list of available special inserts to be added to the selected tab. A special insert can be used only once in a card. The following special inserts are available: [Entity (collateral, property) owner], [Movement by stages], [Documents], [Tasks], [Collateral calendar], [Collateral reservation queue], [Complete History], [Work processes], [Linked data], [Collateral schema].

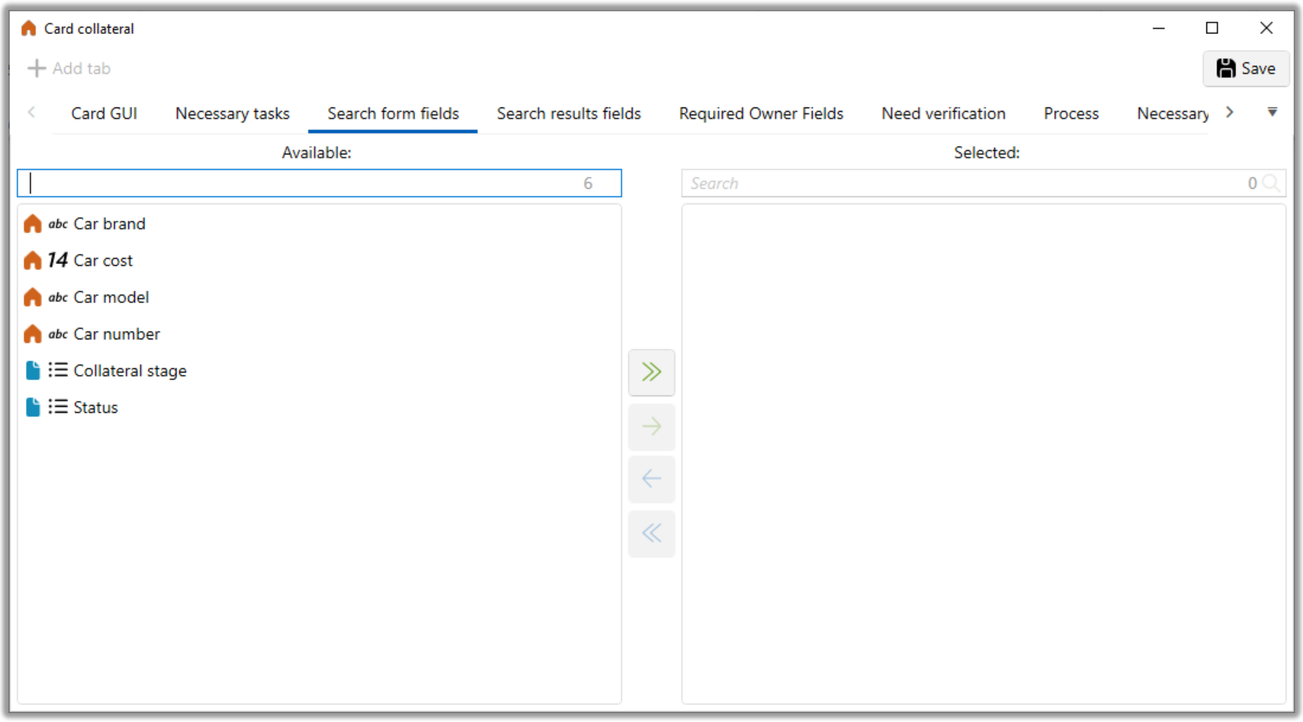
If the [Entity Owner] tab is not added, the [Add Owner] button will not be available. The [Add Owner] button will not be available.

In each added tab, fields that have been moved to Selected have the option to customize the width of each field (in %), the height (in rows or in %), and the sequence. According to these settings, the fields will be displayed in the entity card.

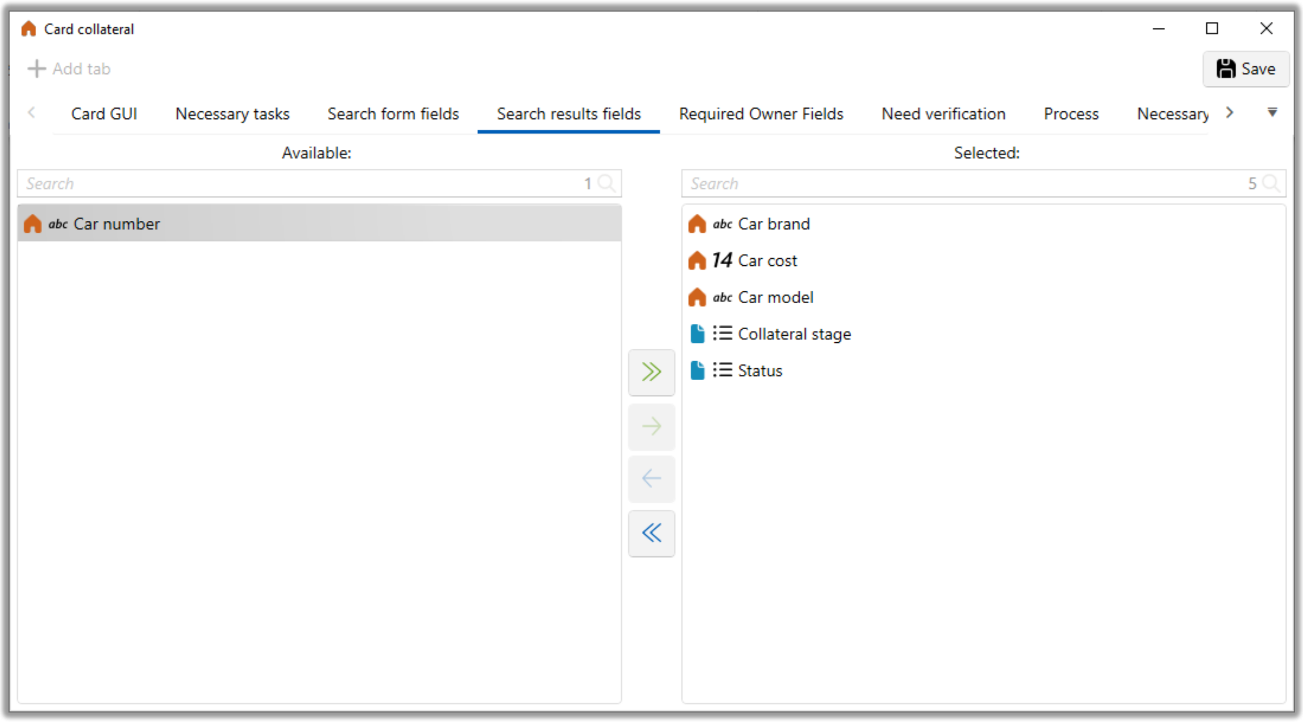
The **[Necessary tasks]** tab is used to customize the list of tasks that will be available for viewing and assigning from the loan card. If there are no marked tasks, all types of tasks will be available for selection.



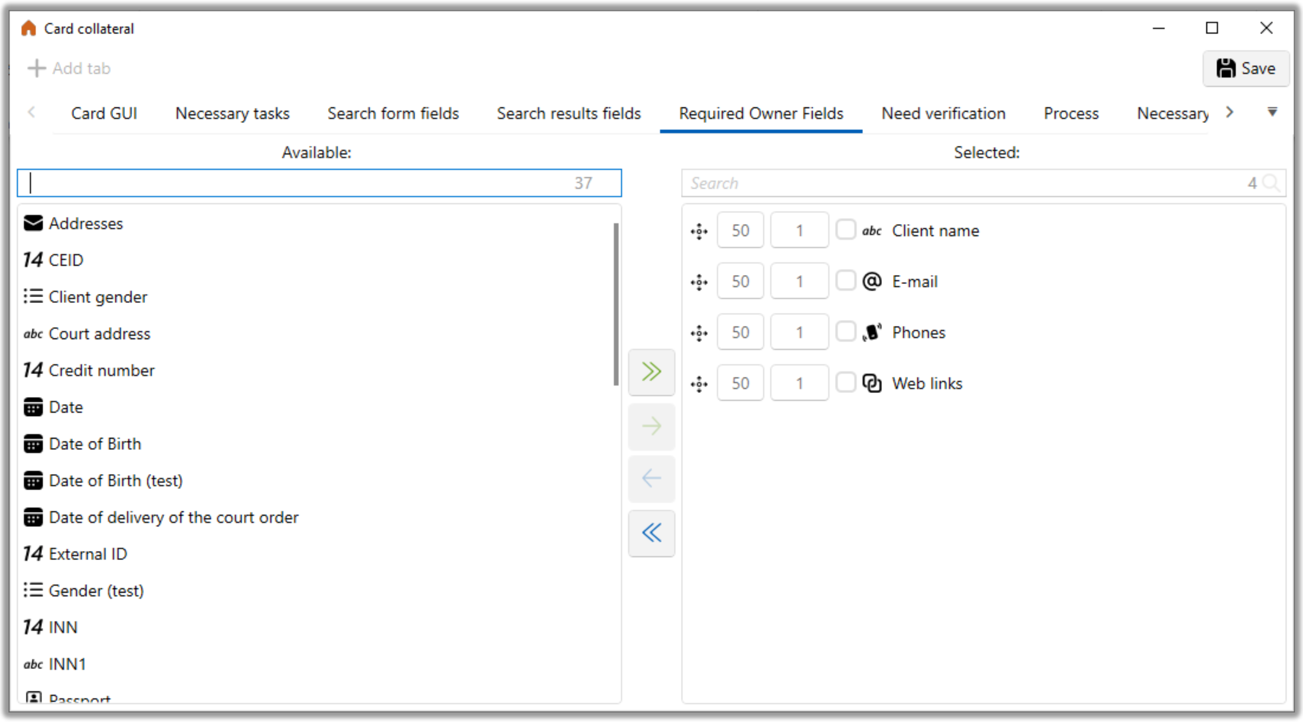
On the **[Search Form Fields]** tab, the list of available fields displays all fields created in the [Setting up the structure] — [Configuring dictionaries] — [Entity (collateral, property)] — [Entity Fields] menu. The selected fields will be displayed in the entity search form.



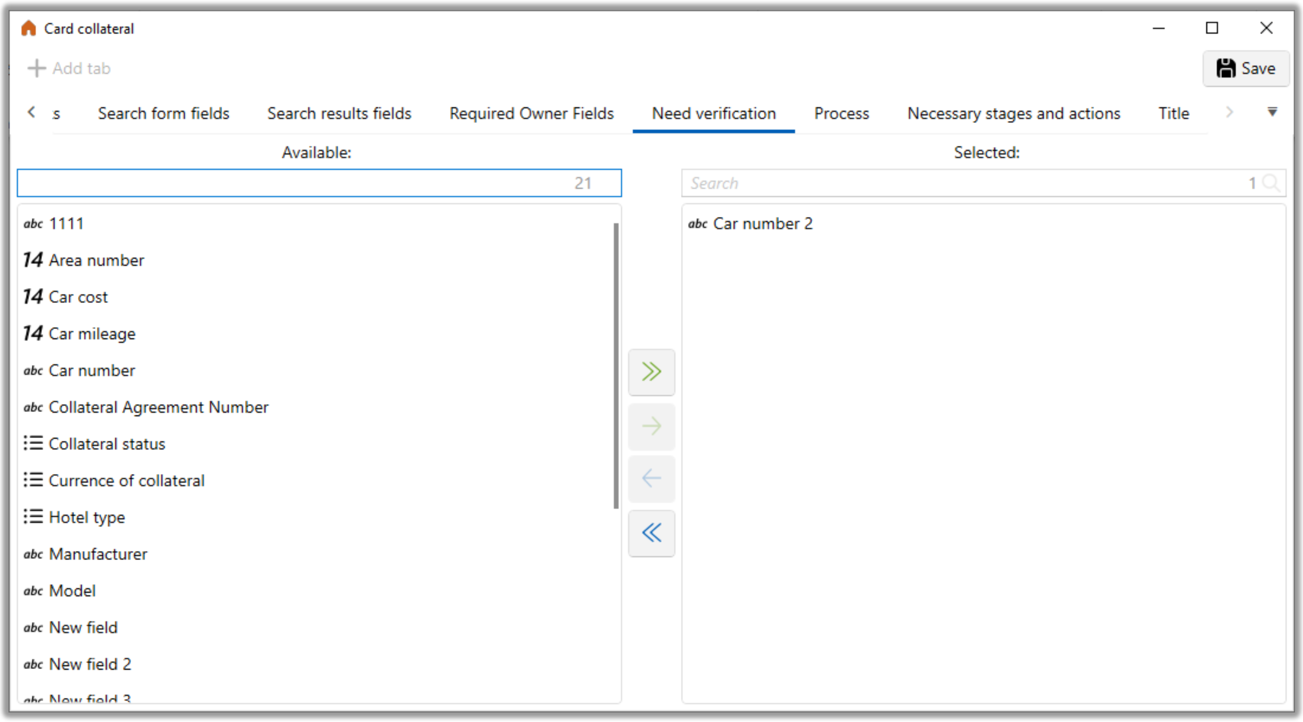
On the **[Search result fields]** tab, all fields created in the [Entity customization] — [Configuring dictionaries] — [Entity (collateral, property)] — [Entity fields] menu are displayed in the list of available fields. The selected fields will be displayed in the entity search result form.



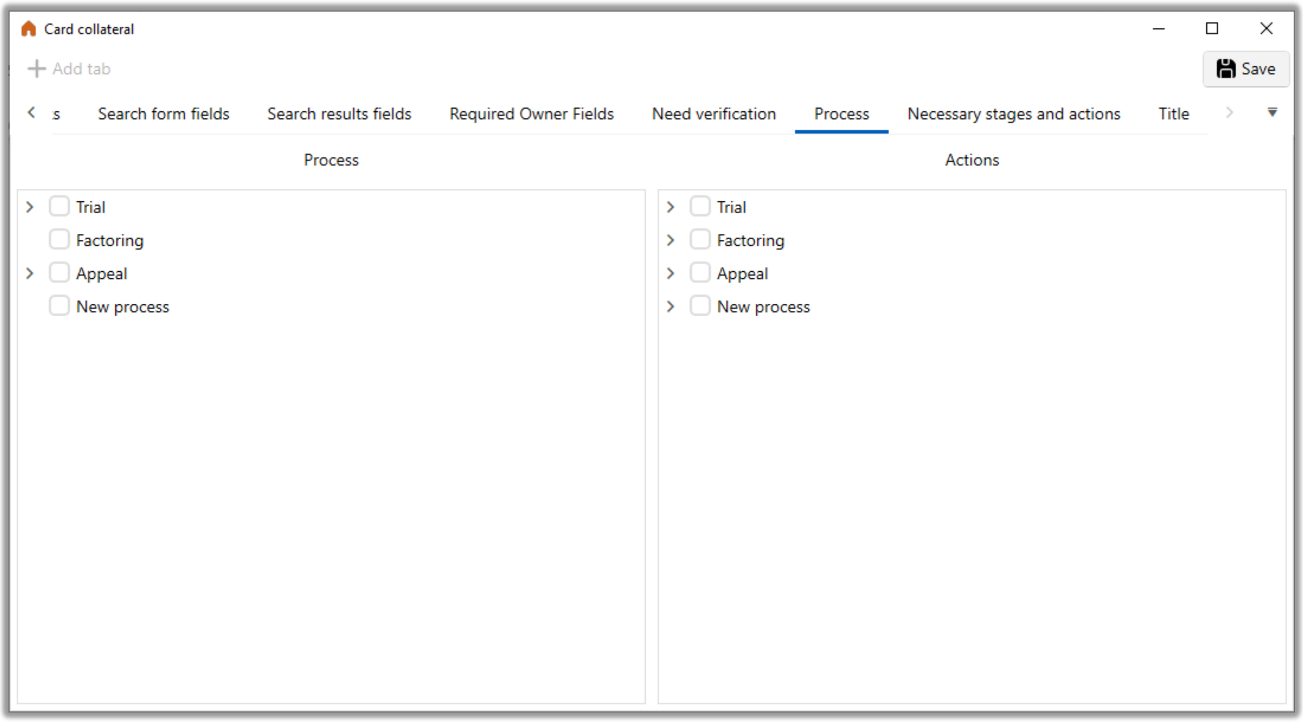
On the **[Required Owner Fields]** tab, the fields created in Entity Customization — Entity Customization — Customer Fields are displayed in the Available Fields list. The selected fields will be displayed on the tab where the [Entity Owner] special box is placed (collateral, assets.



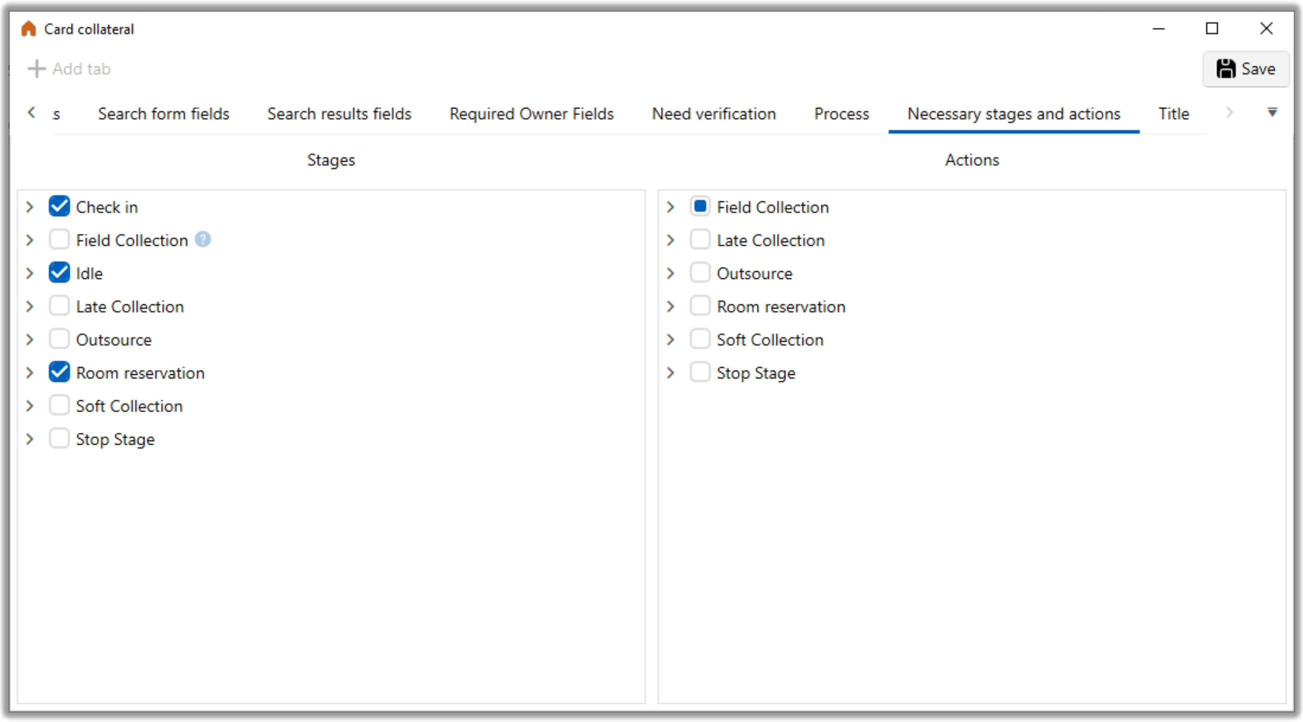
On the **[Need verification]** tab, the list of available fields shows all fields created in the [Setting up the structure] — [Configuring dictionaries] — [Entity (collateral, property)] — [Fields] and [Additional entity fields] menus. You must select the fields that will be expected to be verified if their value is changed (in the [Main] — [Verification of changes] menu). Verification works only if the fields are selected in [Setting up the structure] — [Need verification] tab, and if the [Need verification] checkbox is checked in the role settings on the [Access to projects and its milestones] tab.



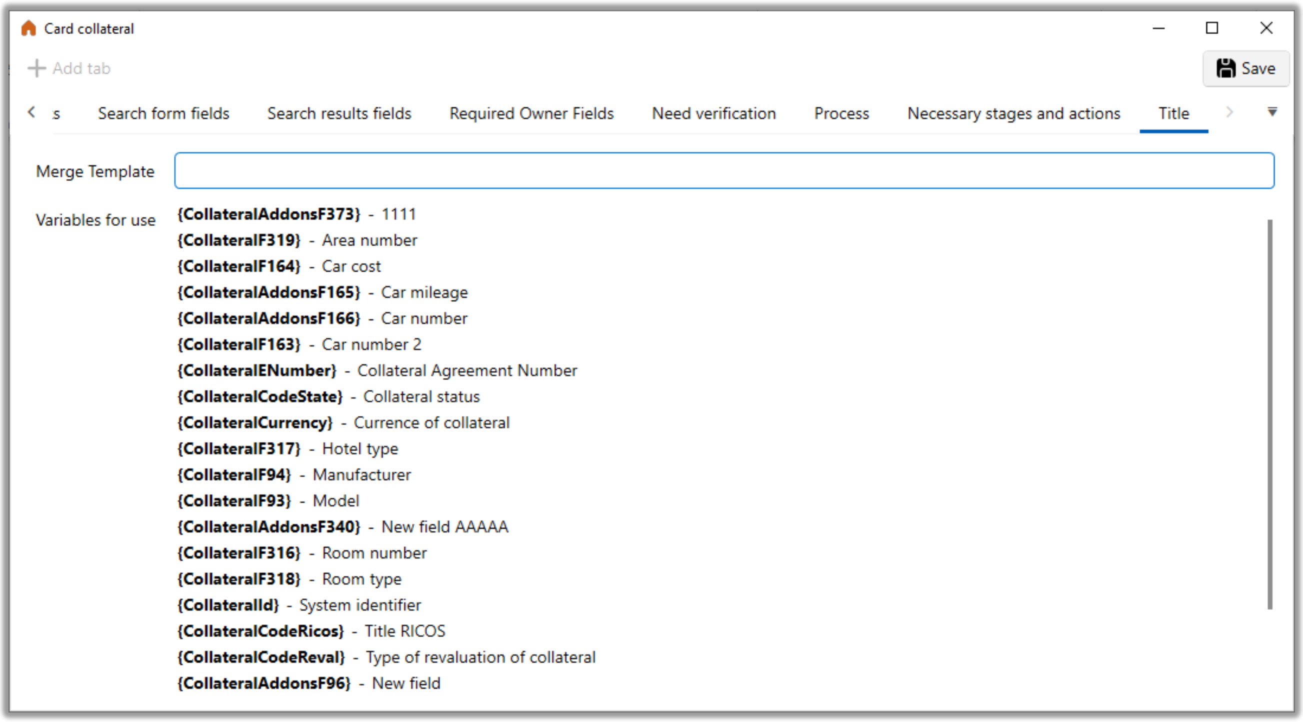
The **[Process]** section customizes the list of available processes and process actions.



On the [**Required stages and actions]** tab, the tree of stages and statuses is displayed on the left, and the tree of actions is displayed on the right (only those stages and respectively nested actions of these stages are displayed for which Action Types and their results have been created in the [Setting up the structure] — [Configuring Actions] menu). In the future, the selected stages and actions in the stages will be available for selection in the entity card.



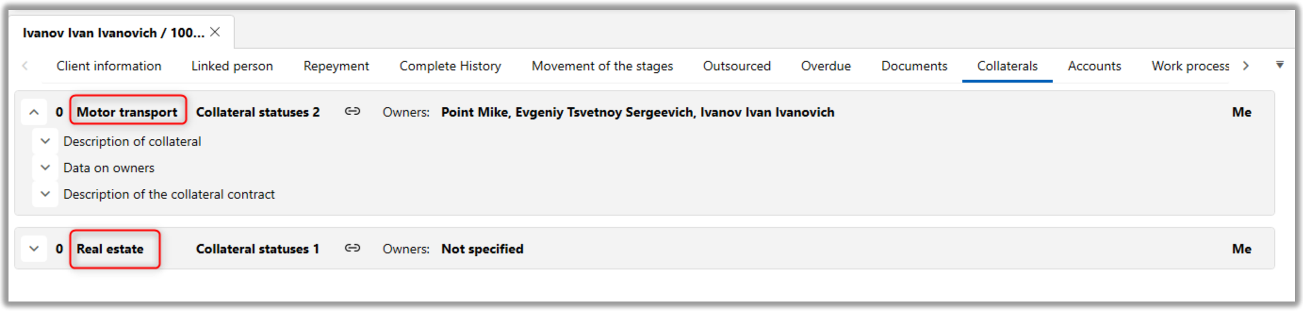
The **[Title]** tab is used to customize the displayed title in the header of the Collateral card. The name must be set in the [Merge Template] field using the provided variables.



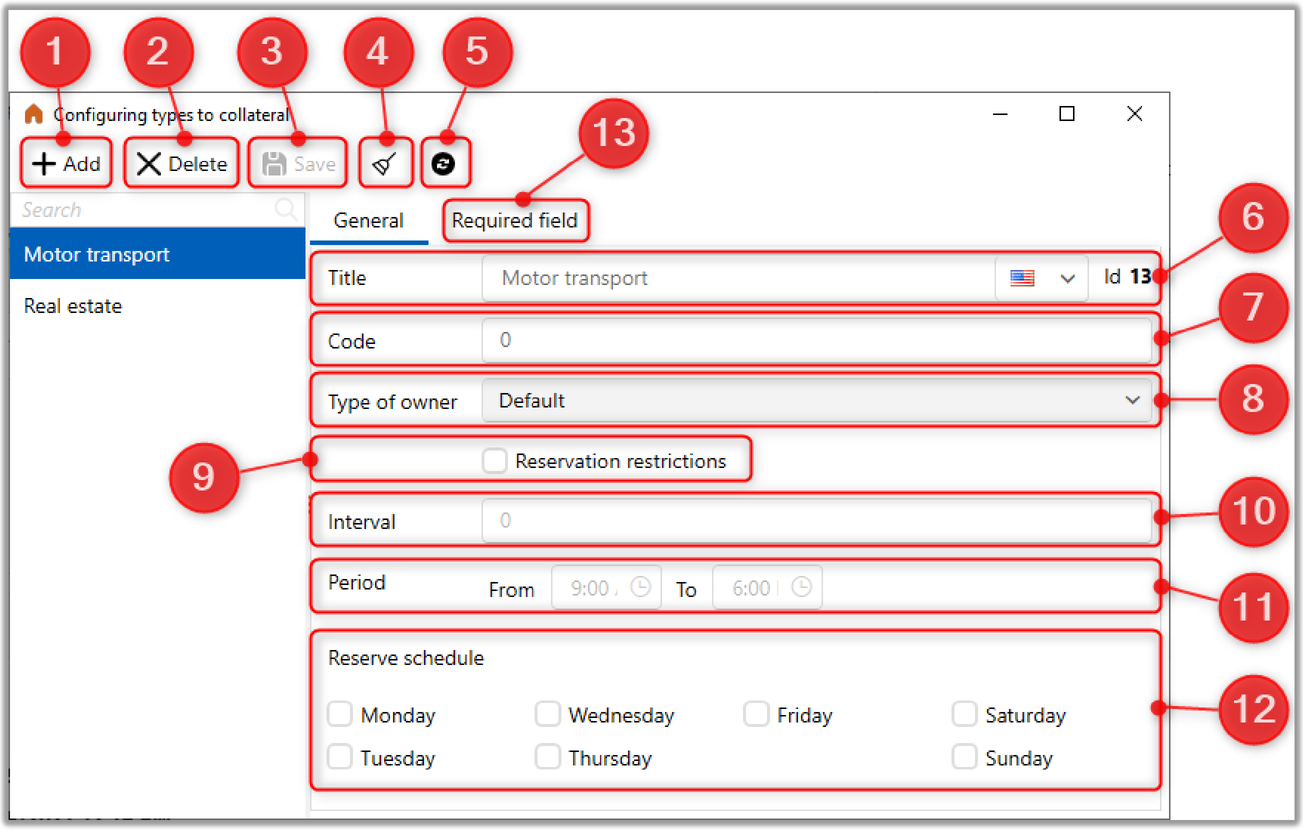
2.5.1.2.2 Types of collateral

Collateral types are formed by certain attributes using the created collateral fields, it can be: real estate, vehicles, etc.

Customized types will be available when adding new collateral in entity cards (block [Collateral Description] in the special insert [Collateral]).



The following settings and functions are available on the [Customizing Collateral Types] screen:

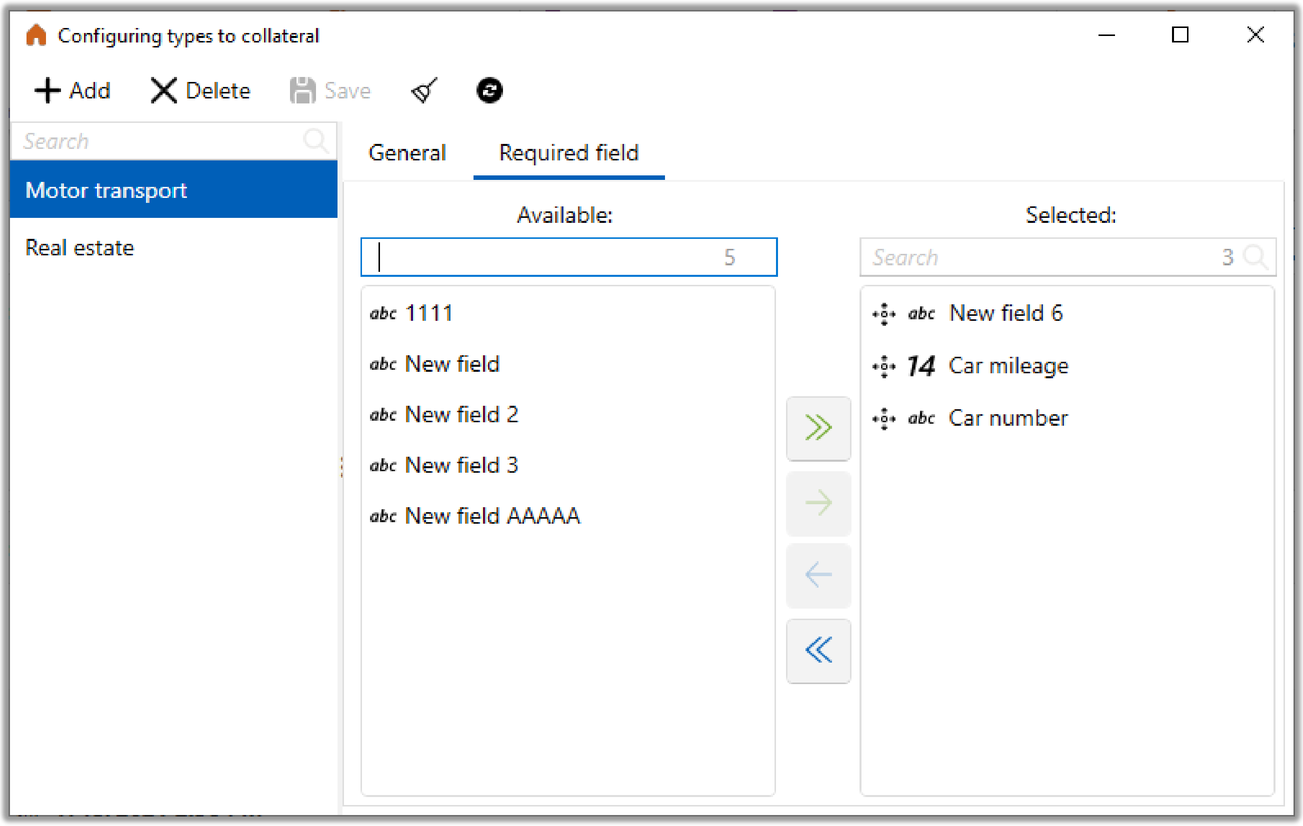


1. [Add] — adding a new type of Collateraling.
2. [Delete] — delete the selected collateral type.
3. [Save] — saves the settings you have made.
4. [Clear selection] — deselect the selected item.
5. [Refresh data] — update the data in the window of security types settings.
6. [Title] — enter a name for the collateral.
7. [Code] — enter the code for the collateral type.
8. [Type of owner] — select owner type from the drop-down list (person types are configured in the system dictionary [Person types], see Section 2.5.1.1 for details).
9. [Reservation restrictions] — enable reservation restriction setting.
10. [Interval] — specify the interval for the Collateraling reserve slot in time. This parameter is specified in seconds.

11. [Period] — specify from what hour and till what hour the Collateraling will be available.

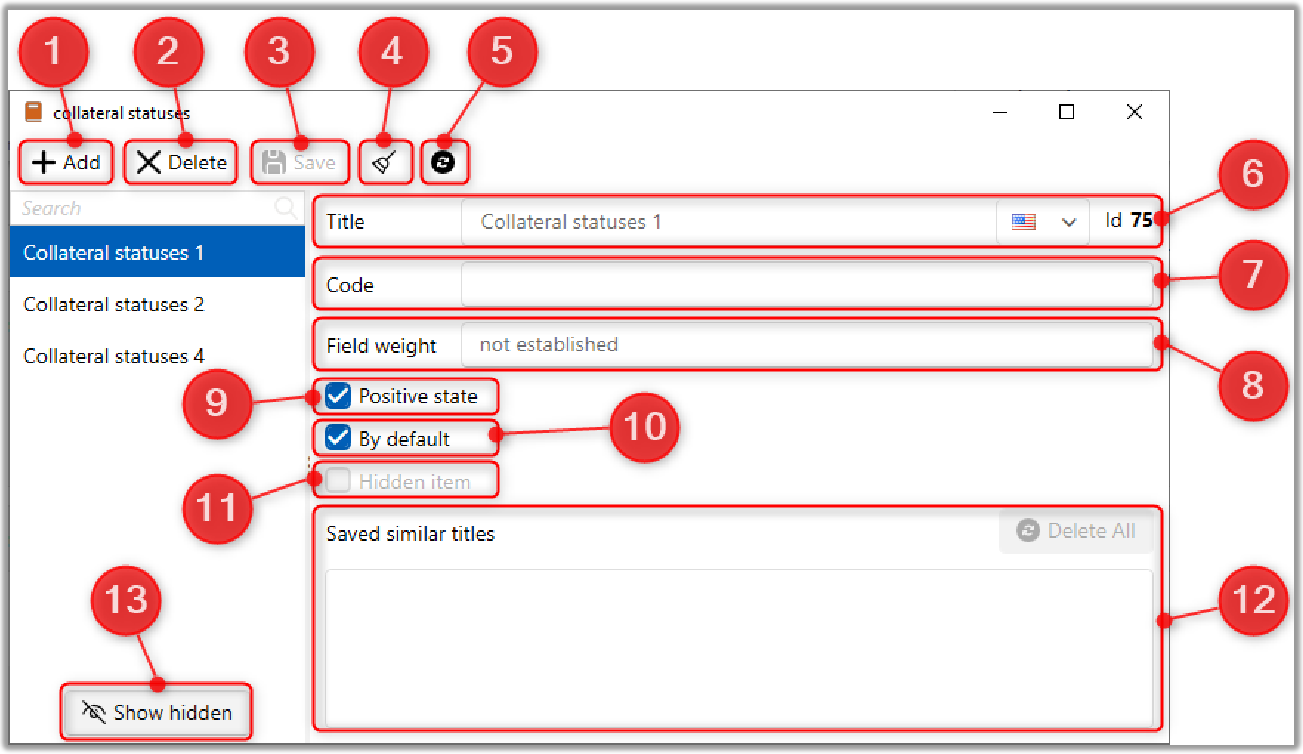
12. [Reserve schedule] — on which days the Collateraling will be available.

13. On the [Required fields] tab you can customize the list of required fields for the selected collateral type by moving them from [Available] to [Selected]. The list of available fields for each collateral type is customized in [Additional fields of types].



2.5.1.2.3 Collateral statuses

The [Collateral statuses] screen is used to add, delete, and customize collateral statuses.



1. [Add] — add new collateral status.
2. [Delete] — button to delete the selected status.
3. [Save] — save the changes made.
4. [Clear selection] — to deselect the selected item.
5. [Refresh data] — update the data in the window for setting the collateral statuses.
6. [Title] — enter the name of the new collateral status.
7. [Code] — enter the status code (if necessary).
8. [Field weight] — this setting is used for the fields of the questionnaire, which will be taken into account when calculating the evaluation of conversation record. Field weight is available for setting for fields of integer type, simple dictionary (of each variable) and fields of logical type. The field weight value can be set from 0 to 100.
9. [Positive status] — set this status as positive.
10. [By default] — the selected status is set by default (when adding a new Collateral).

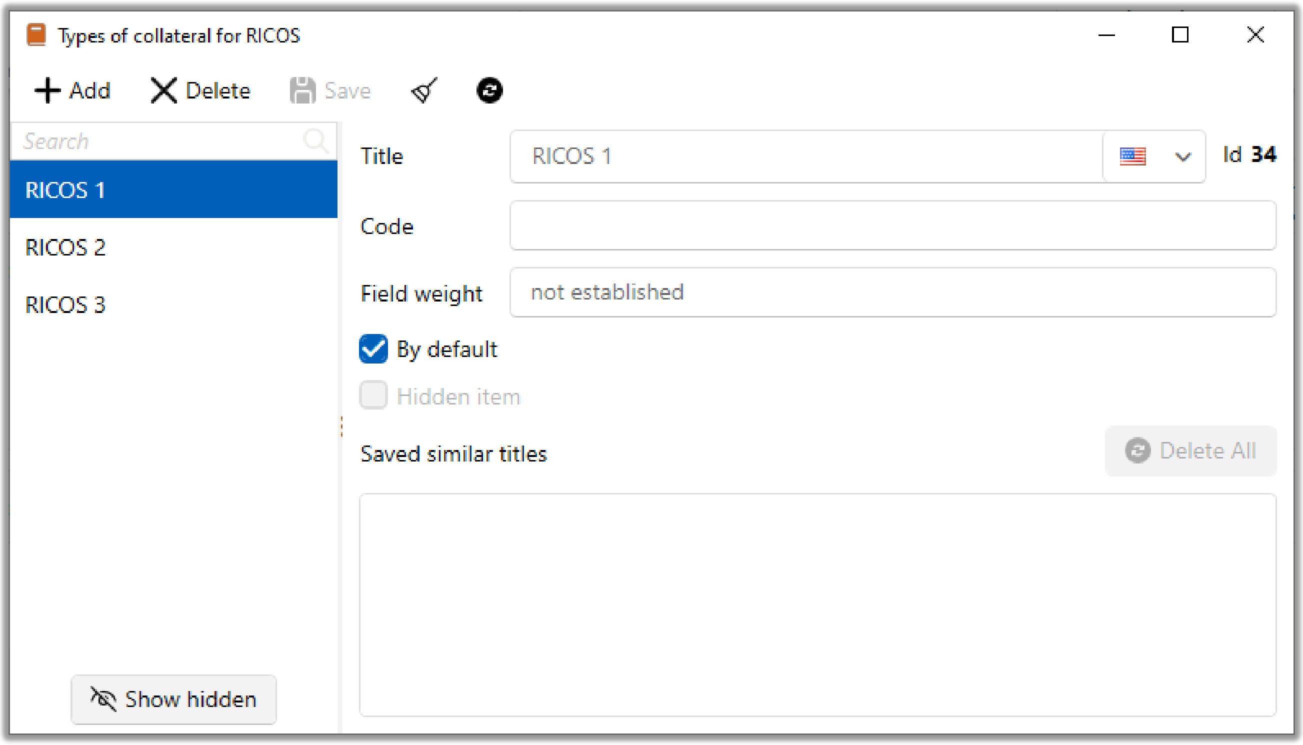
11. [Hidden item] — hides the selected status (without deleting it and restoring it if necessary).

12. [Saved similar titles] — the system saves the names of fields from the import file, for which a match was set with the selected field when performing data import. Such matches will be automatically set during the next data imports into the system. The [Delete All] button deletes all items from the list.

13. [Show hidden] — enable/disable display of hidden statuses (for which the [Hidden item] checkbox is checked).

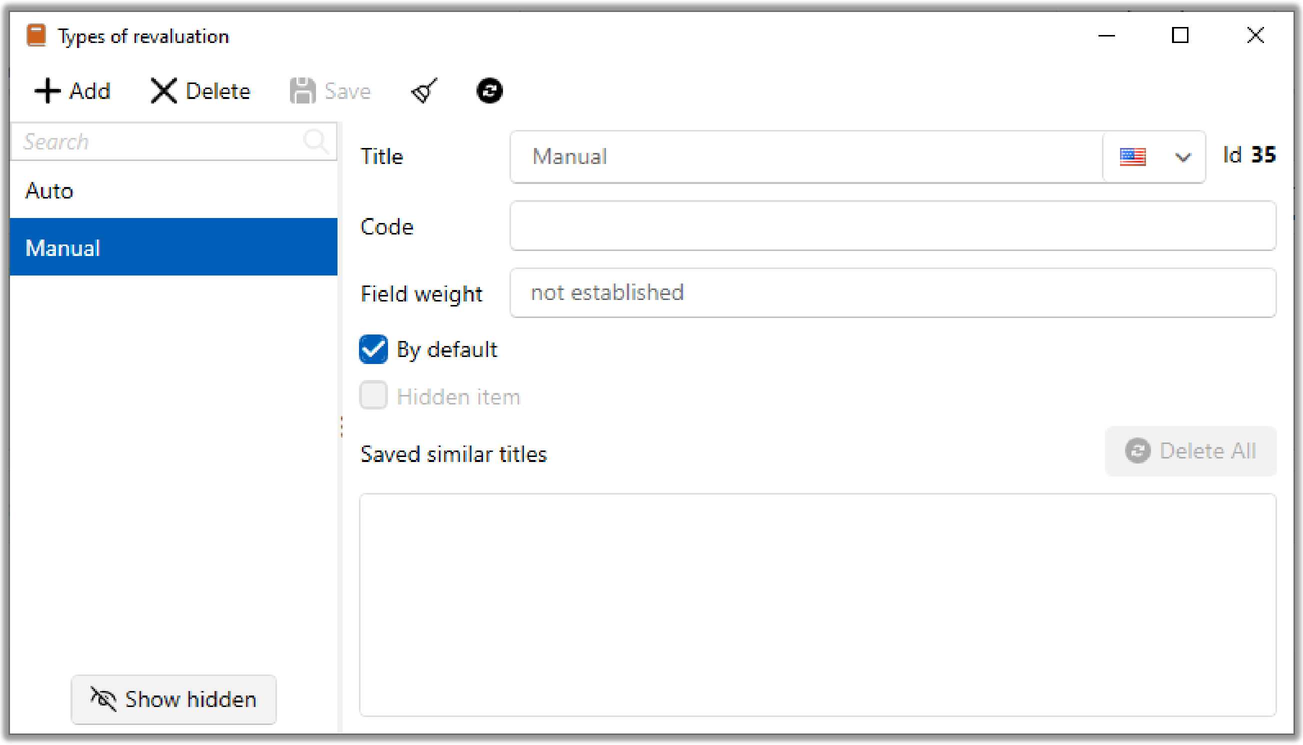
2.5.1.2.4 Types of collateral for RICOS

The simple system dictionary [RICOS collateral types] contains the RICOS collateral types that can be used when working with the collateral. To use this dictionary, the system source [RICOS Name] must be selected in the collateral field.

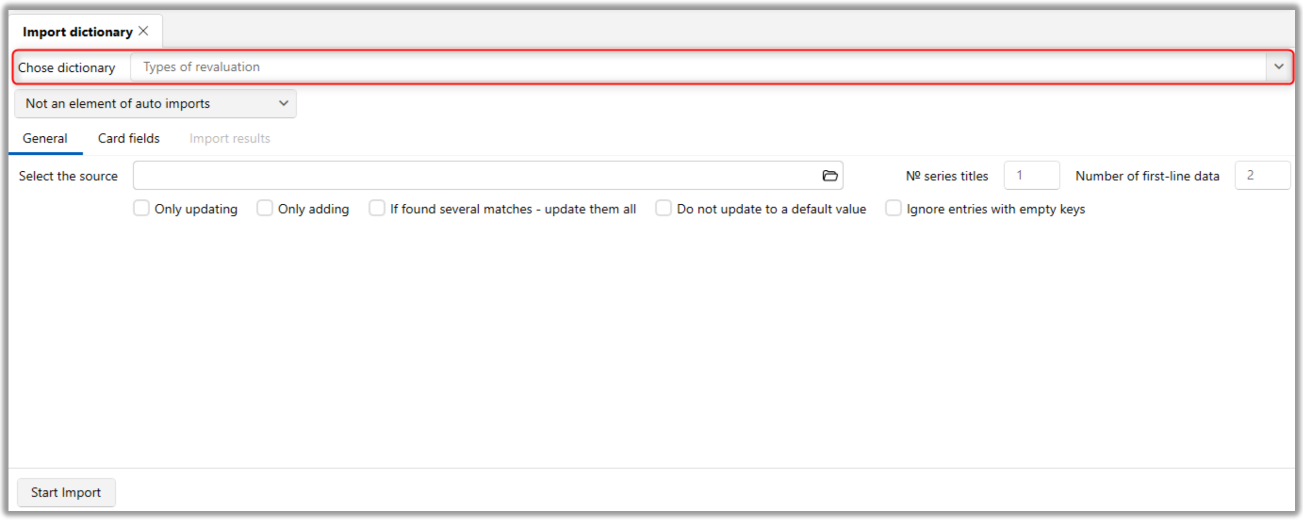


2.5.1.2.5 Types of revaluation

The [Types of revaluation] simple system dictionary contains the revaluation types that can be used when working with collateral. This dictionary can be selected as a source for the field ([Collateral Revaluation Type]).

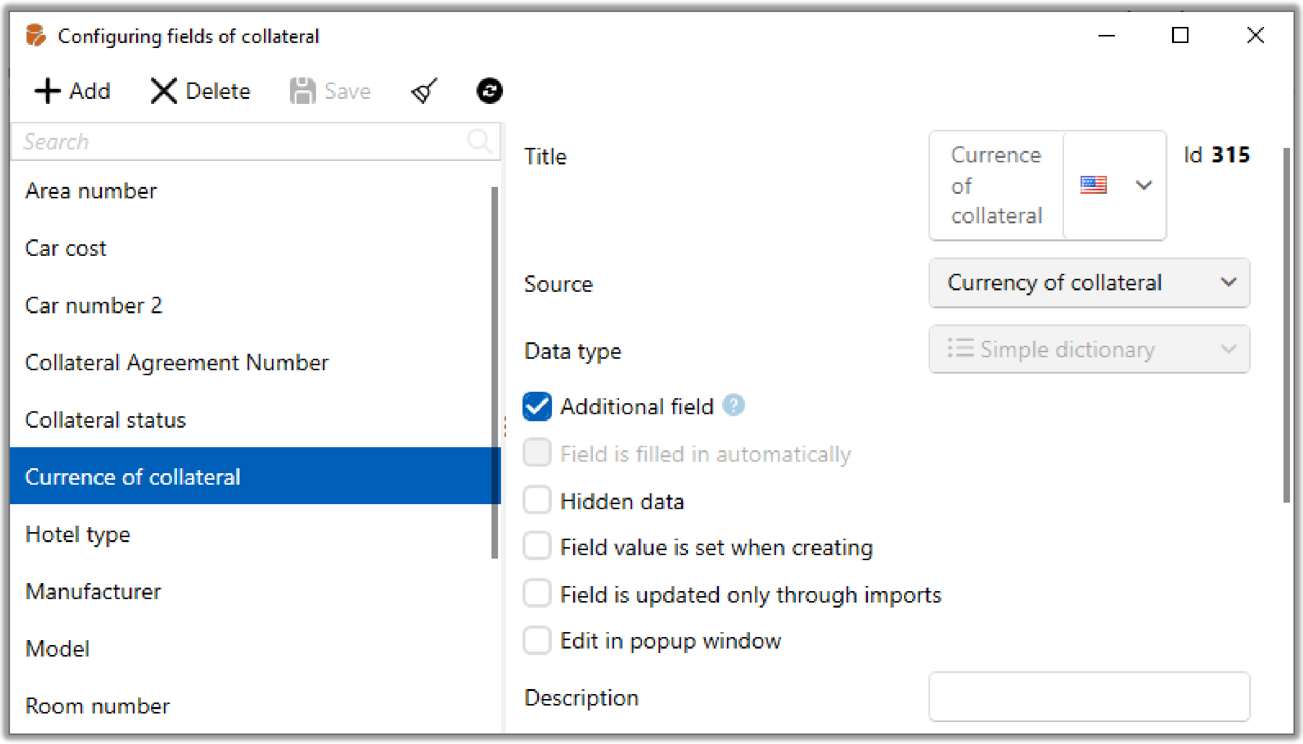


This system dictionary can be filled by importing (more information about importing dictionaries in section 2.2.5.6). To do this, set [Types of revaluation] in [Select dictionary] when importing dictionaries.



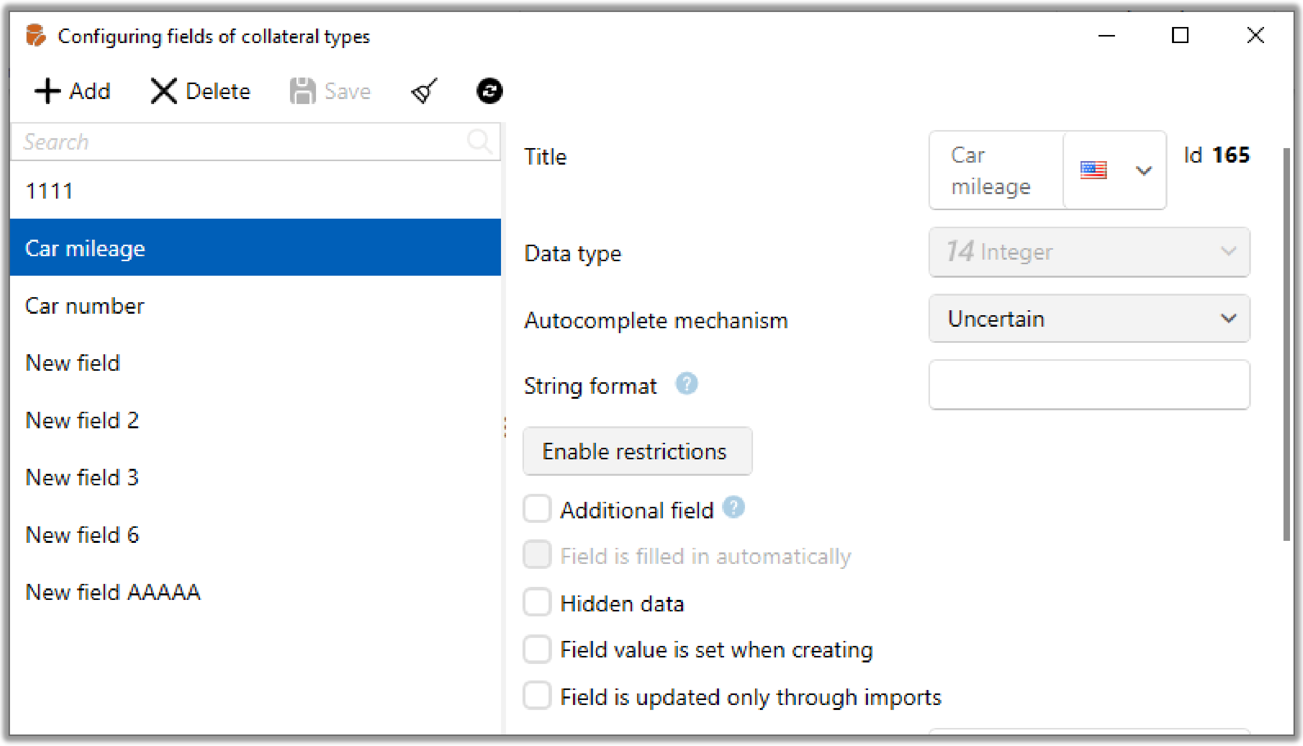
2.5.1.2.6 General fields

In the [General fields] window, collateral fields are added, deleted and customized. Collateral fields can be either system-sourced or custom fields with customizable data types.



2.5.1.2.7 Additional field types

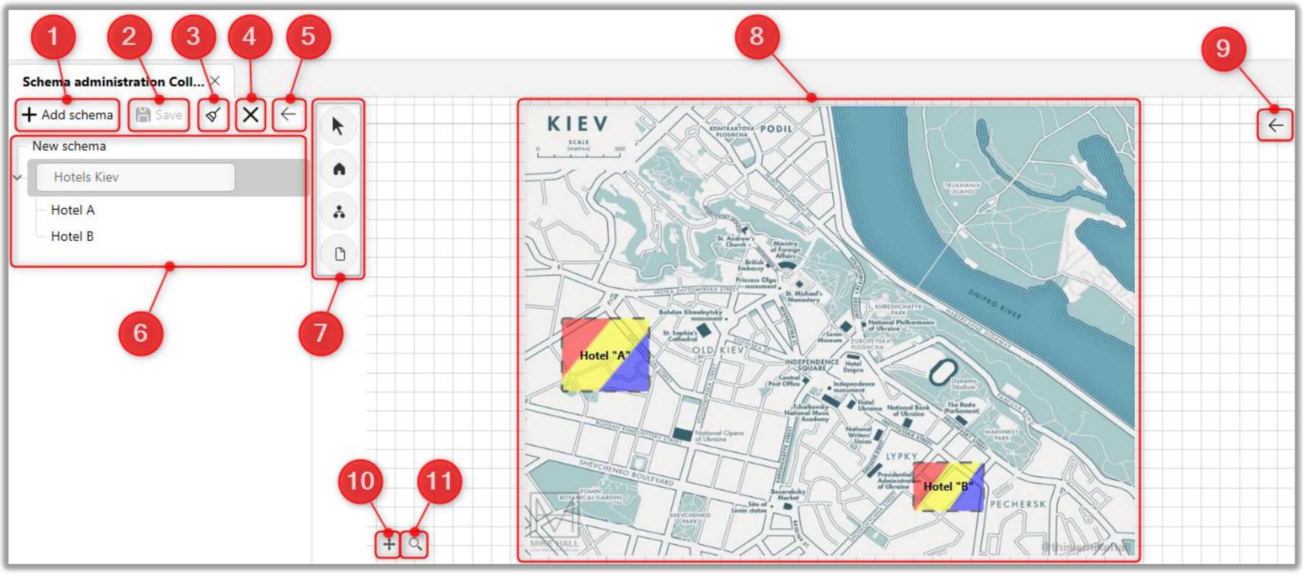
The [Configuring fields of collateral types] screen adds, deletes, and customizes collateral fields by type.



2.5.1.2.8 Schema administration Collateral

In the [Schema administration Collateral] window, you can customize the layout of resource and collateral schemes according to the needs of the business logic. Resources can be assets, goods, etc. For example: you can place hotels on the city map (the city map will be loaded as a background image), which will be represented as resource schemes, and inside them place hotel rooms, which will act as collateral, where depending on their status will be correspondingly changed color (room occupied, free, reserved, etc.).

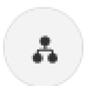
The following parameters are available in the [Schema administration Collateral] window:

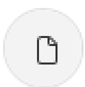


1. [Add schema] — add a new resource scheme.
2. [Save] — saves the settings you have made.
3. [Clear selection] — deselect the selected item.
4. [Delete] — delete the selected item.
5. Collapse/expand the menu bar and the resource schemes navigation.
6. List of created resource schemes with the ability to switch between them.
7. Control panel with function keys:

 — button to switch to mouse cursor control;

 — button to add a resource block (select the required area);

 — button to add a resource schema;

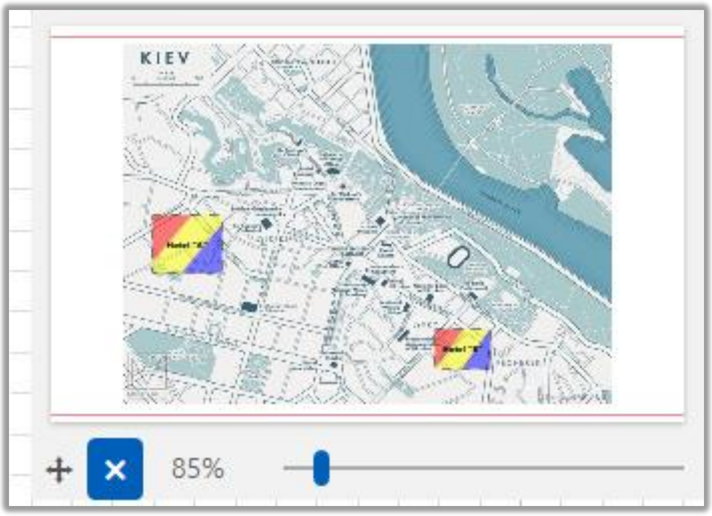
 — button for setting the background image (loading the image from the user's PC).

8. Loaded image with resource schemas (or resource blocks) placed on it, to visualize the resource schema.

9. Use this button to minimize or maximize the advanced settings panel.

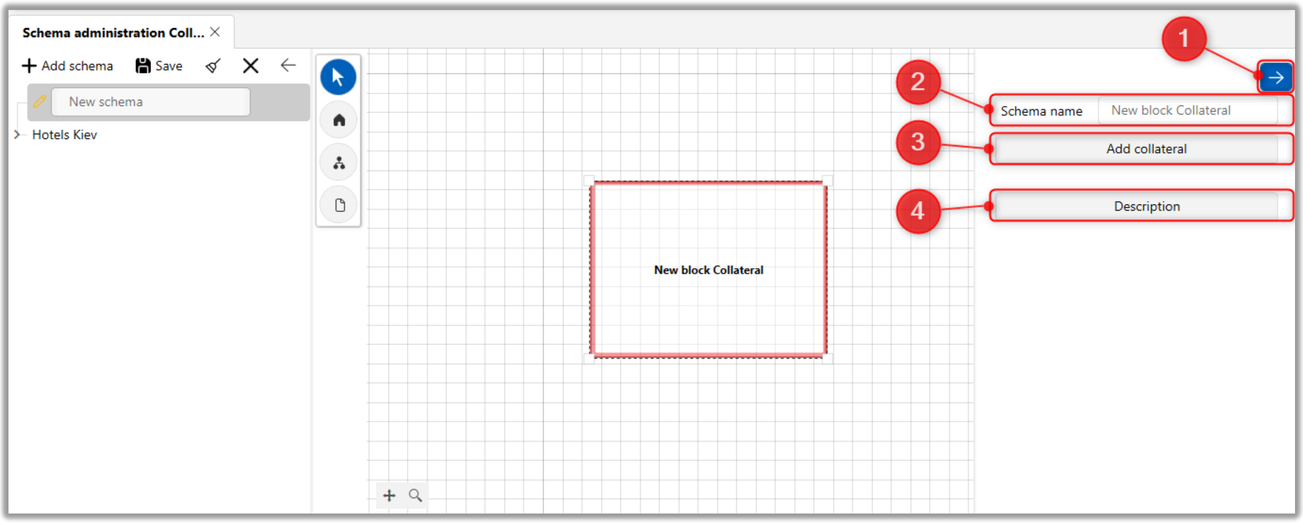
10. Button for automatic alignment of the scheme to the center of the window.

11. Button to change the scale of the displayed scheme using a slider or percentage.



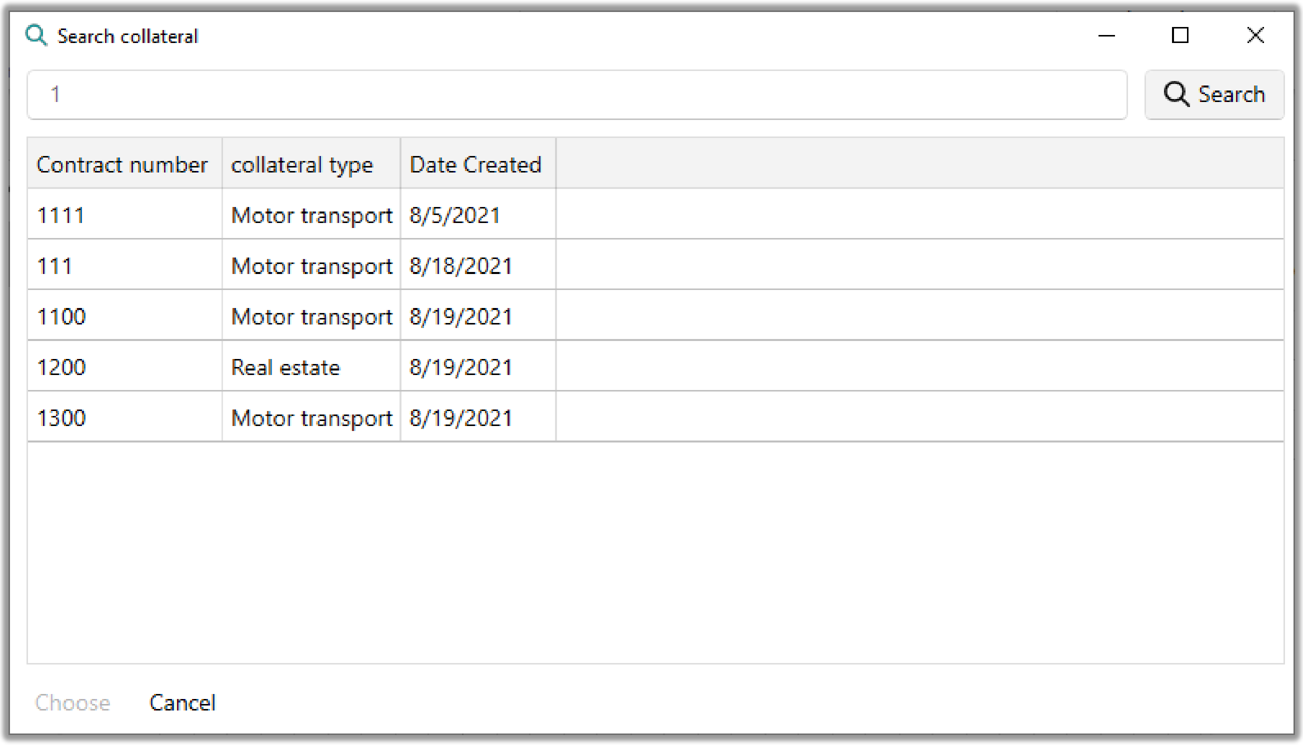
To delete the created blocks and resource schemes it is necessary to select the required element and press the [Delete] key on the keyboard.

After adding a Collateral the user can access the following parameters of its configuration:

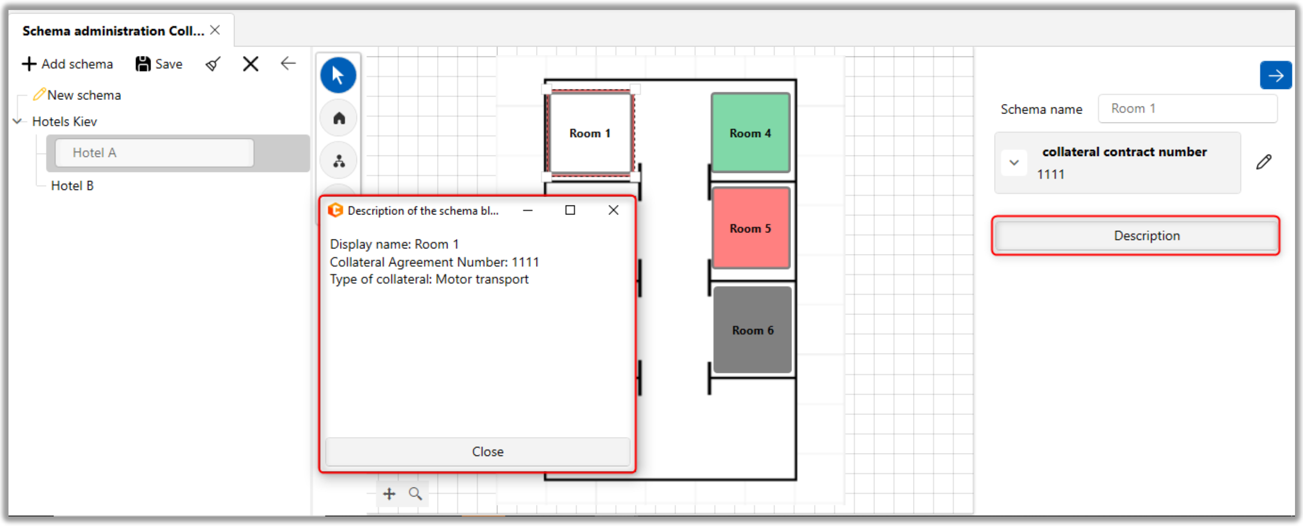


1. [Schema Name] — enter a name for the created resource schema.

2. [Add collateral] — button to add collateral to the created block of resource, the user will be opened the collateral search window.



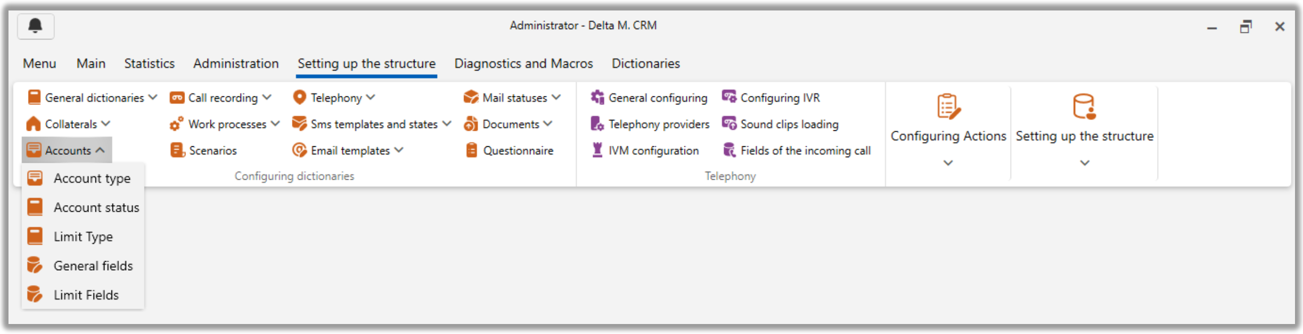
3. [Description] — button to display information on the selected resource block.



2.5.1.3 Accounts

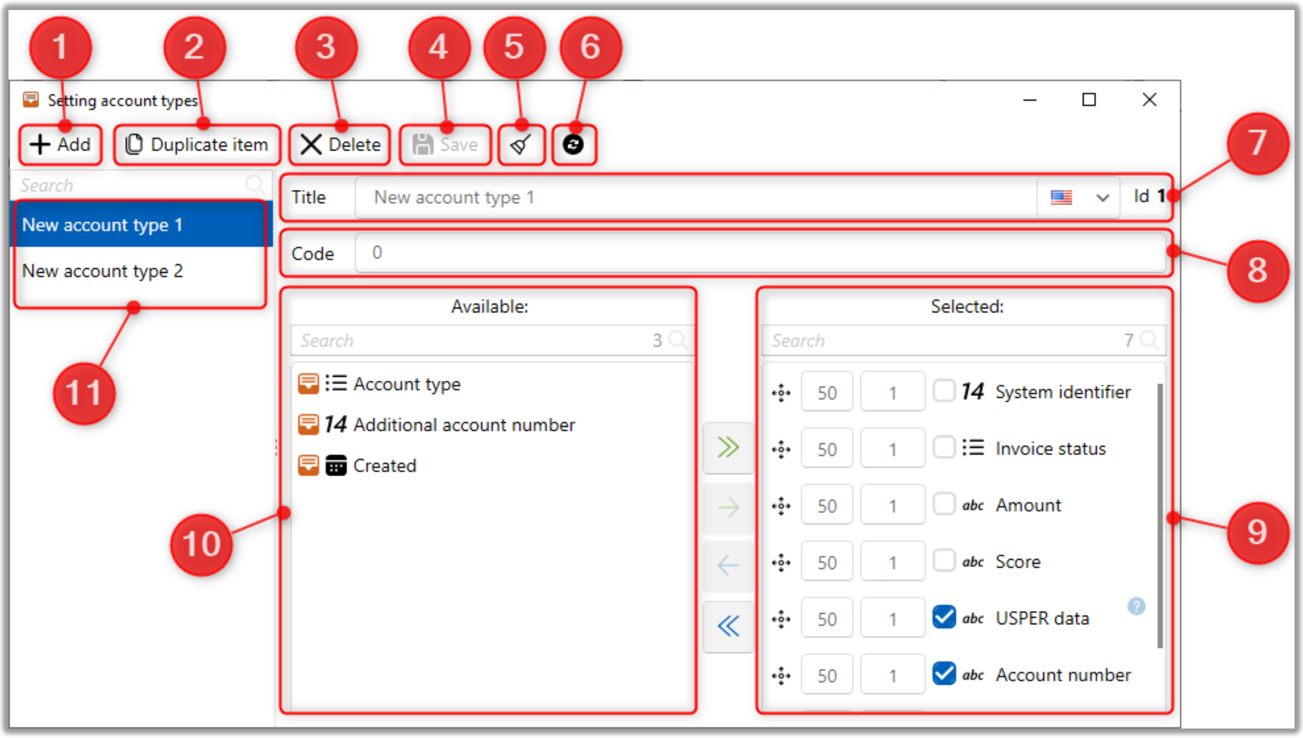
Entity [Accounts] is a separate element of entity [Loans] with a specified set of fields, which allows to create the main [Loan] when adding accounts to it (a special insert [Accounts] must be added in the loan card view).

For example: the general contract is displayed in the system as [Loan], and the additional agreement to it as [Accounts].



2.5.1.3.1 Accounts type

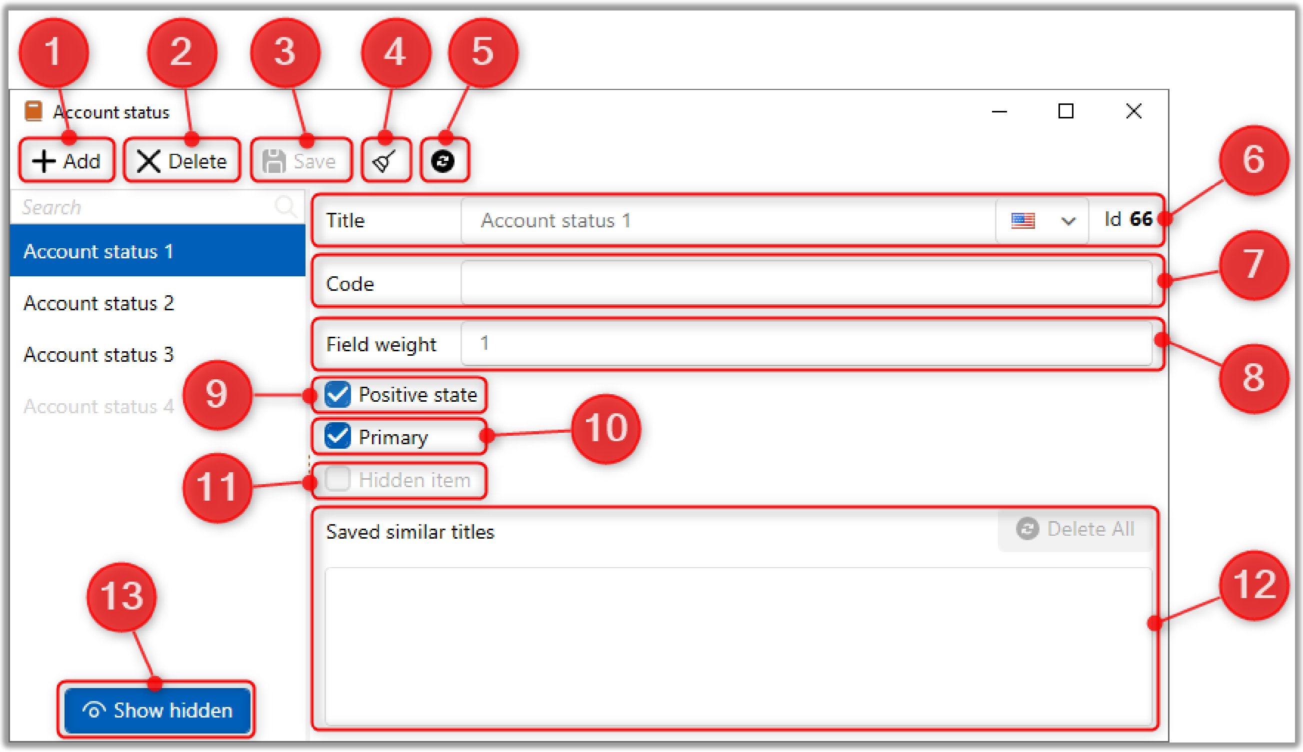
This module is used to add and customize account types in the system.



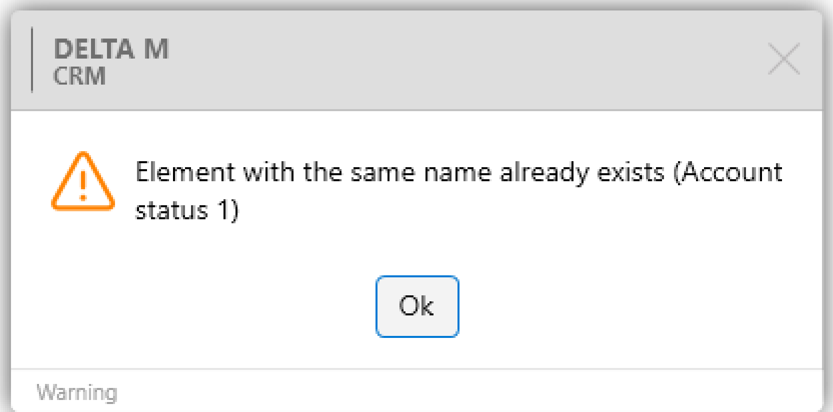
1. [Add] — creation of new account type in the system.
2. [Duplicate item] — duplication of selected account type.
3. [Delete] — deletion of the selected account type.
4. [Save] — saves the settings made.
5. [Clear selection] — deselect the selected account type.
6. [Refresh data] — update the data in the account type settings window.
7. [Title] — enter or change the name of the added account type.
8. [Code] — enter the code for the account type (optional).
9. [Available] — list of main account fields created in the system (for details see section 2.5.1.3.4).
10. [Selected] — list of main fields that have been selected for the selected account type.
11. List of account types created in the system.

2.5.1.3.2 Account status

A module that allows you to add account statuses in the system.



1. [Add] — add new account status to the system.
2. [Delete] — deleting the selected status type.
3. [Save] — saves the settings made.
4. [Clear selection] — deselect the selected item.
5. [Refresh data] — update the data in the Account Status Setup window.
6. [Title] — name of the created account status with possibility to edit it, as well as its [Id] assigned by the system ([Id] is assigned only after saving the created status). The name for each status must be unique, if this condition is not met, a warning message will be displayed to the user.



7. [Code] — entering the code for account status (optional).

8. [Field weight] — setting of field weight (optional). This setting is used for fields of the questionnaire, after setting the field weight its value will be taken into account when calculating the evaluation of conversation record. The field weight is available for setting for fields of integer type, simple dictionary (for each variable) and fields of logical type. The field weight value can be set from 0 to 100.

9. [Positive status] — accounts with the selected status, for which this checkbox is set, will have a positive status (it is used in case of configured work with positive statuses in the system, more details in the section 2.4.2.1.1.5).

10. [Primary] — this parameter is used to make the selected status primary. The [Primary] status can be set only for one account in the entity card. This status can be changed in entity cards only for those users who have the [Work with [Primary] status] checkbox set in the role settings, otherwise the [You do not have enough rights to change the Primary status] notification will be displayed when you try to switch it. It can be used in the system, for example, if it is necessary to carry out loans of clients only through accounts with a certain status.

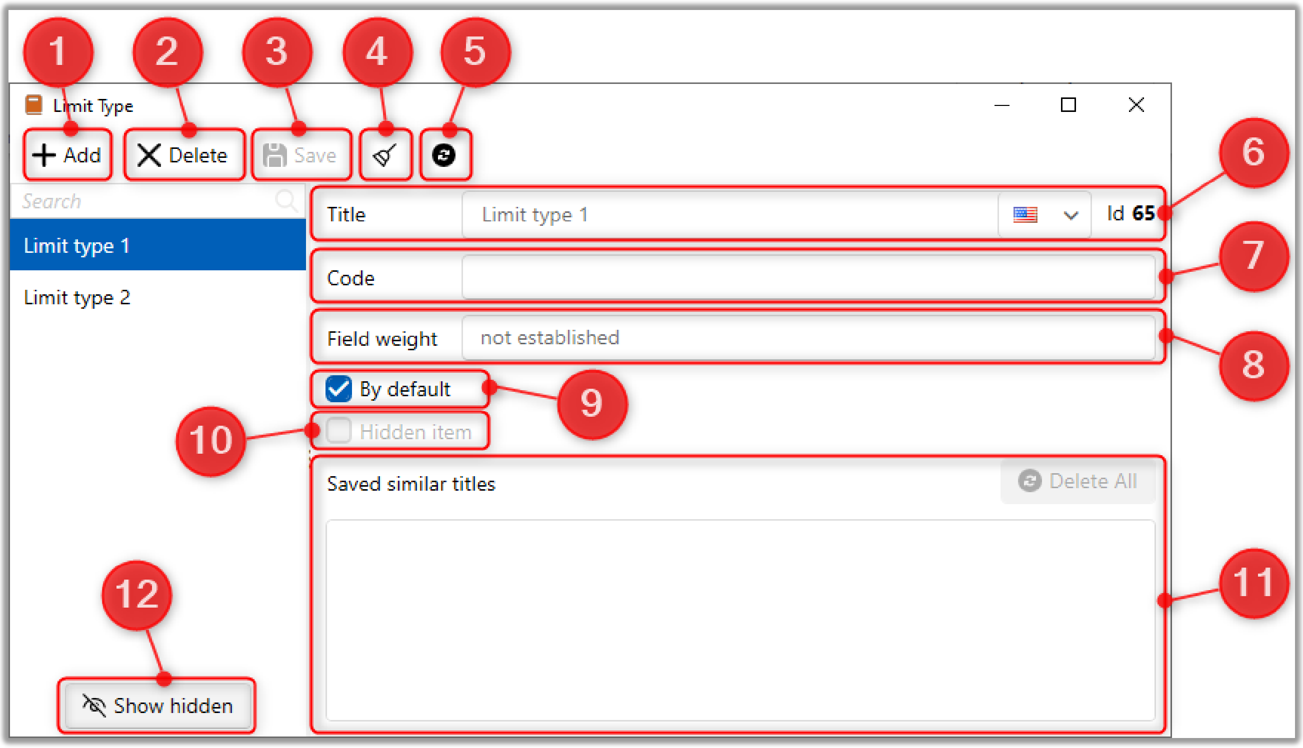
11. [Hidden item] — hiding the status without deleting it, with the possibility to restore it if necessary. The status of the account for which the [Primary] checkbox is set cannot be hidden.

12. [Saved similar titles] — the system saves names of fields from the import file, for which a match with the selected field was set when performing data import. Such matches will be automatically set during the next data imports to the system. The [Delete All] button deletes all items from the list.

13. [Show hidden] — enable display of hidden statuses (in our example it is [Account Status 4]).

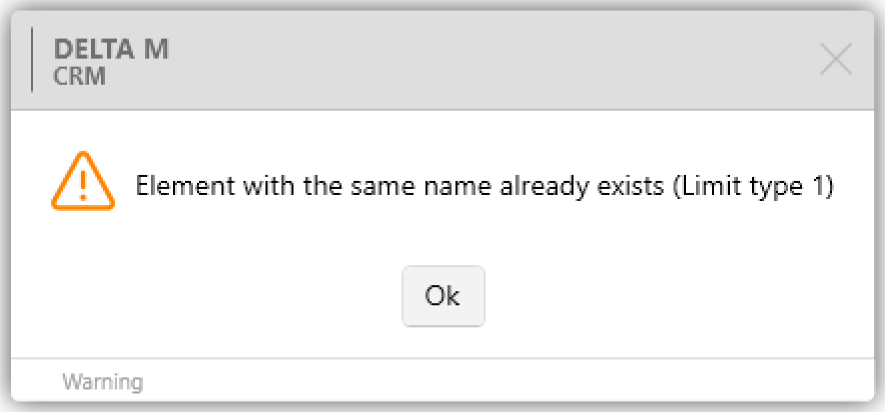
2.5.1.3.3 Limit Type

This module is used to add types of limits for accounts.



1. [Add] — adding a new type of limits.
2. [Delete] — delete the selected limit type.
3. [Save] — saves the settings made for the limit types.
4. [Clear selection] — deselect the selected item.
5. [Update] — update the data in the Account Status Settings window.

6. [Title] — name of the created account status with possibility to edit it, as well as its [Id] assigned by the system ([Id] is assigned only after saving the created status). The name for each status must be unique, if this condition is not met, a warning message will be displayed to the user.



7. [Code] — entering the code for the limit type (optional).

8. [Field weight] — setting the field weight (optional). This setting is used for the fields of the questionnaire, after setting the field weight its value will be taken into account when calculating the evaluation of call recordings. Field weight is available for setting for fields with the type integer, simple dictionary (for each variable) and fields of logical type. The field weight value can be set from 0 to 100.

9. [Select by default] — the limit type, for which this checkbox is selected, will be set by default by the system when adding a new limit for the account.

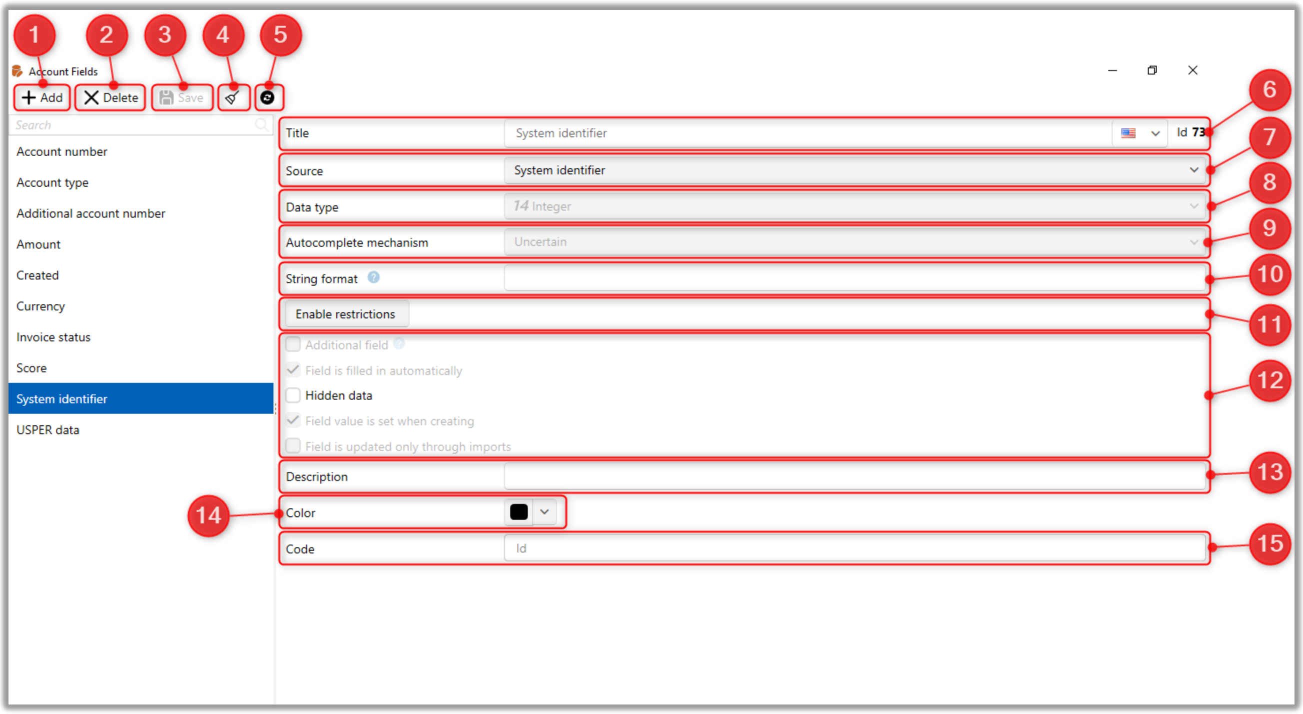
10. [Hidden item] — hiding of the limit type, without deleting it, with the possibility to restore it if necessary. The limit type for which the [Select by default] checkbox is set cannot be hidden.

11. [Saved similar titles] — the system saves the names of fields from the import file, for which a match with the selected field was set when performing data import. Such matches will be automatically set during the next data imports into the system. The [Delete All] button deletes all items from the list.

12. [Show hidden] — enable the display of hidden statuses (in our example it is [Limit type 3]).

2.5.1.3.4 General fields

This module adds and customizes the account fields used when working with accounts.



1. [Add] — add a new accounts field.
2. [Delete] — delete the selected field.
3. [Save] — apply the changes made.
4. [Clear selection] — deselect the selected field.
5. [Refresh data] — update the data in the Accounts field settings window.
6. [Name] — display the name of the field with the possibility of editing.
7. [Source] — select the data source, it can be either system or user (new field).

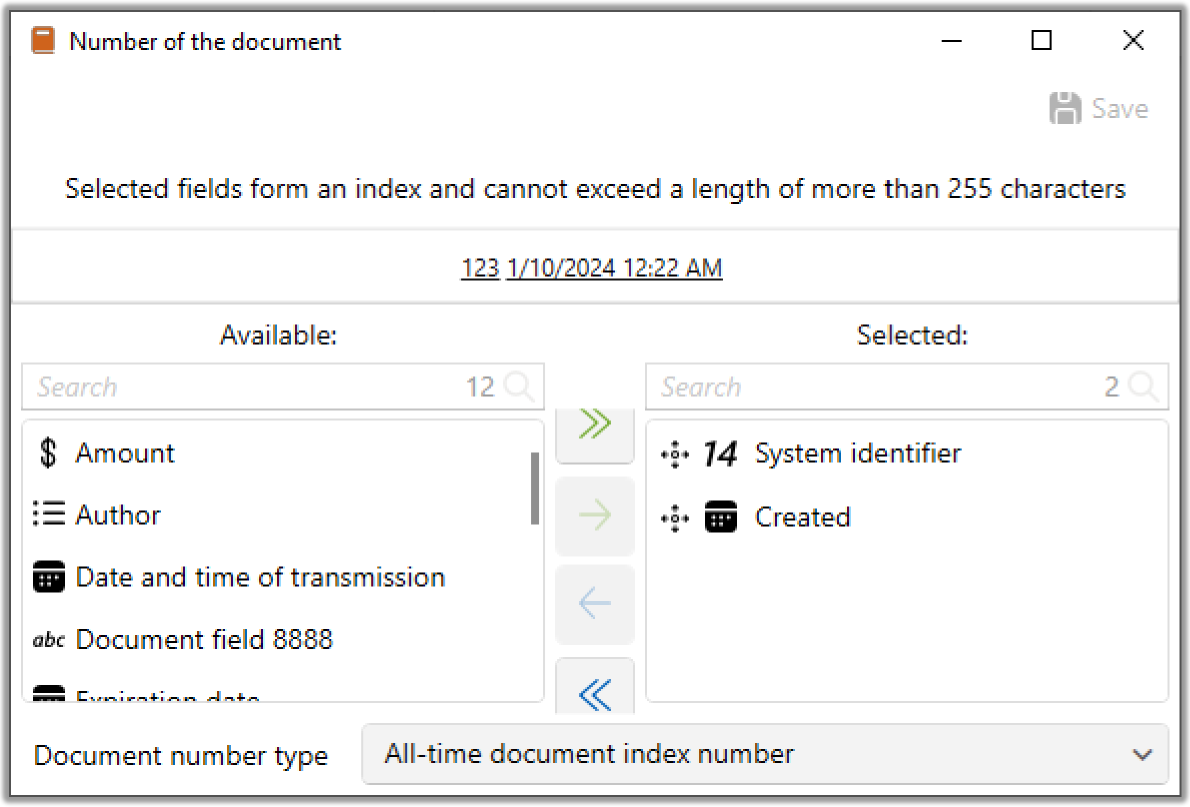
8. [Data type] — set the data type, if the source is selected [New field] (data type for system data sources is filled in automatically and is not available for editing):

- [Text] — text data format (set by default). For fields with this data type the maximum field size is available in the [Maximum size] parameter;
- [Integer] — number without decimal places;
- [Fractional number] — number with decimal places. It is possible to set the number of fractional digits (optional);
- [Date] — data in date format;
- [Passport] — data format supporting both numeric value and text value;
- [Yes/No] — boolean data type accepting two values [Yes] and [No], selectable;
- [List of values] — list of values to select from a drop-down list;
- [Simple Dictionary] — list of values to select from a drop-down list, to create such a list it is necessary to select a dictionary from the list;
- [Complex Dictionary] — list of values to be selected from the drop-down list, to create such a list it is necessary to select a dictionary from the list;
- [Time] — data in time format (hh:mm by default);
- [USRIP data] (Unified State Register of Individual Entrepreneurs) — text field for entering data of the unified state register of individual entrepreneurs;
- [Date and time] — data in date plus time format.

NOTE: For fields with data type [Time], [Date], [Date and Time], it is possible to configure an additional parameter, namely to specify the range available to the user from and to.

9. [Autofill mechanism] — activation of automatic filling, three modes are available:

- [Undefined] — autocomplete mechanism disabled.
- [Actual date and time] — when a card is created by the user, a value with the current date and time is written to the selected field (available only for fields with data type: date, time, date and time, text).
- [Document sequence number] — this type of autocomplete is used only in document fields (more details on setting the document sequence number in section 2.5.1.11.5), setting the value according to the made setting for this document field.



10. [String format] — this parameter is used to get a string representation of the input data (how it will be displayed in the field). It is analogous to the syntax of the .ToString() method in C#. For example: if you specify the value [D5] in the parameter, then when you enter the value [123] into this field, the system will convert

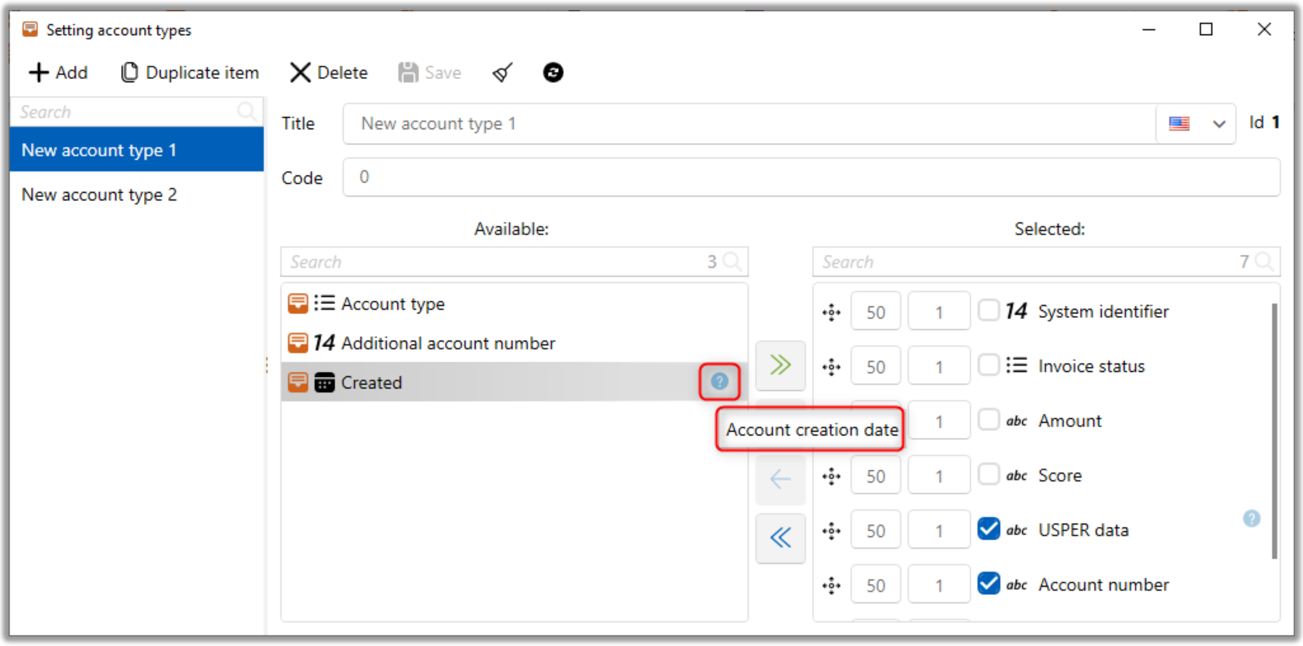
it to [00123]; if you specify the value [ddMMyyyyy] in the parameter, then when you enter the value [01.08.2021] into this field, the system will convert it to [01082021].

11. [Enable/Disable restrictions] — enable or disable restrictions for the selected data type.

12. [Additional parameters] — mark with checkboxes the necessary functions:

- [Additional field] — the setting indicates that the field can be modified if [Full field editing] and [Edit additional fields] are set for the role;
- [Field is filled in automatically] — setting of automatic filling of the field;
- [Hidden data] — data from this field will be hidden and displayed as symbols [*]. To view the information contained in the field you should click on it;
- [Field value is set when creating] — the value entered by the user at account creation cannot be changed after saving the card;
- [Field is updated only through imports] — field value is set and updated only through import.
- [Save history of field changes] — the user will be able to view the history of field changes with the help of special insert [Complete History] (section [Change field]).
- [Show only for such persons] — enable displaying of this field only in cards of loans or clients with the corresponding client type set. In cards of other types of clients this field will be hidden. Client types are created in the system dictionary [Client types] and set in the client card, then all loans of this client automatically get the same type.

13. [Description] — enter the description text that will be displayed to users when hovering over the tooltip (tooltip in the form of a question mark) for this field in the account types customization.



14. [Color] – the value of this field will be highlighted in the selected color in the entity card.

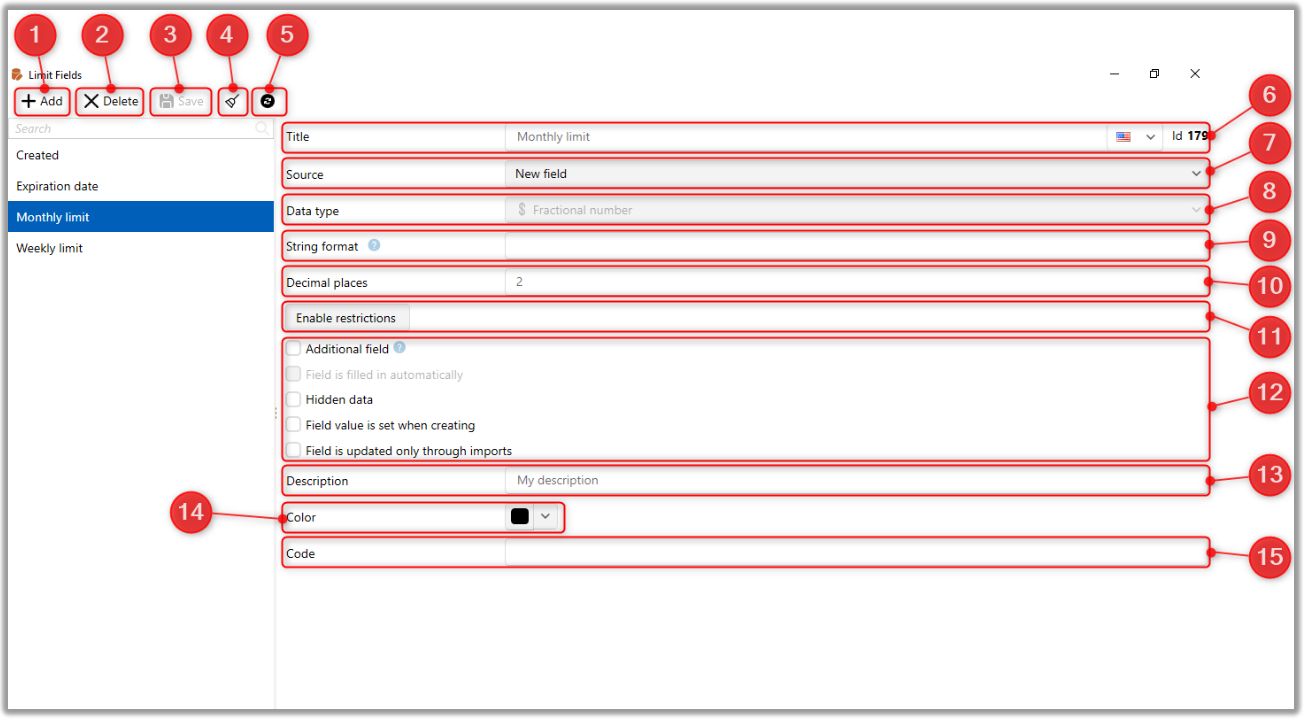
15. [Code] – field code.

After making all the necessary settings, click [Save].

2.5.1.3.5 Limit Fields

[Limits] is an element of [Accounts] that allows you to create a set of specific limits to accounts.

For example: [Limit] for cash withdrawal from ATM is displayed in the system as [Limit] to card account.



1. [Add] — add a new field of limits.
2. [Delete] — delete the selected field.
3. [Save] — apply the settings and changes made.
4. [Clear selection] — deselect the selected field.
5. [Refresh data] — update the data in the window of limit fields creation.
6. [Name] — display the name of the field with the possibility of editing it.
7. [Source] — select the data source, it can be either system or user (new field). 8.
8. [Data type] — set the data type for the selected source [New field] (data type for system data sources is filled in automatically and is not available for editing):

- [Text] — text data format (set by default). For fields with this data type the maximum field size can be set in the [Maximum size] parameter. Also for fields with text data format the [Autofill mechanism] parameter is available, which enables automatic filling of the field depending on the selected mode: undefined, actual date and time, document sequence number.
- [Integer number] — number without decimal places;
- [Fractional number] — number with decimal places;

- [Date] — data in date format;
- [Passport] — data format supporting both numeric value and text value;
- [Yes/No] — Boolean data type accepting two values [Yes] and [No], selectable;
- [List of values] — list of values to select from a drop-down list;
- [Simple Dictionary] — list of values to select from a drop-down list, to create such a list it is necessary to select a dictionary from the list;
- [Complex Dictionary] — list of values to be selected from the drop-down list, to create such a list it is necessary to select a dictionary from the list;
- [Time] — data in time format (hh:mm by default);
- [USRIP data] (Unified State Register of Individual Entrepreneurs) — text field for entering data of the unified state register of individual entrepreneurs;

[Date and time] — data in date plus time format.

NOTE: For fields with data type [Time], [Date], [Date and Time], it is possible to configure an additional parameter, namely to specify the range available to the user from and to.

9. [String format] — this parameter is used to get a string representation of the input data (how it will be displayed in the field). It is analogous to the syntax of the .ToString() method in C#. For example: if you specify the value [D5] in the parameter, then when you enter the value [123] into this field, the system converts it to [00123]; if you specify the value [ddMMyyyyy] in the parameter, then when you enter the value [01.08.2021] into this field, the system converts it to [01082021].

10. [Number of fractional digits] — set the number of characters after the decimal point;

11. [Enable/Disable Restrictions] — enable or disable restrictions for the selected data type.

12. Check the required functions with the help of checkboxes:

- [Additional field] — the setting indicates that the field can be modified if [Full field editing] and [Edit additional fields] are set for the role;
- [Field is filled automatically] — setting of automatic filling of the field;
- [Hidden data] — data from this field will be hidden and displayed as symbols [*]. To view the information contained in the field you should click on it;
- [Field value is set at creation] — set the value at creation;
- [Field is updated only through import] — field value is set and updated only through import.

13. [Description] — enter the description text that will be displayed to users when hovering over the tooltip (tooltip in the form of a question mark) for this field.

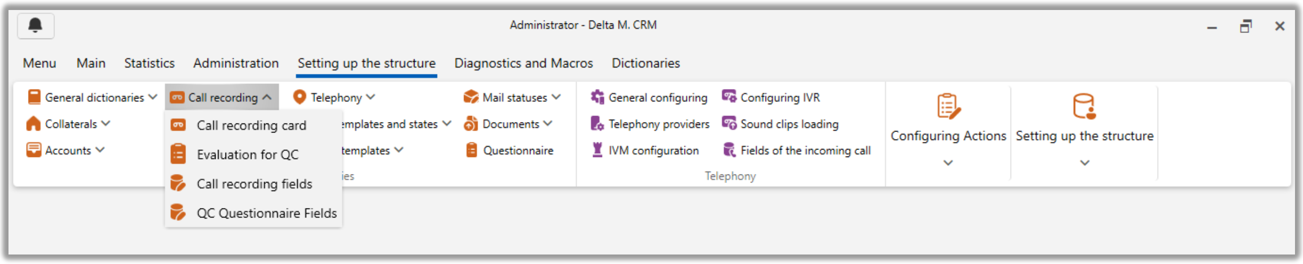
14. [Color] – the value of this field will be highlighted in the selected color in the entity card.

15. [Code] – field code.

After making all the necessary settings, click [Save].

2.5.1.4 Call recording

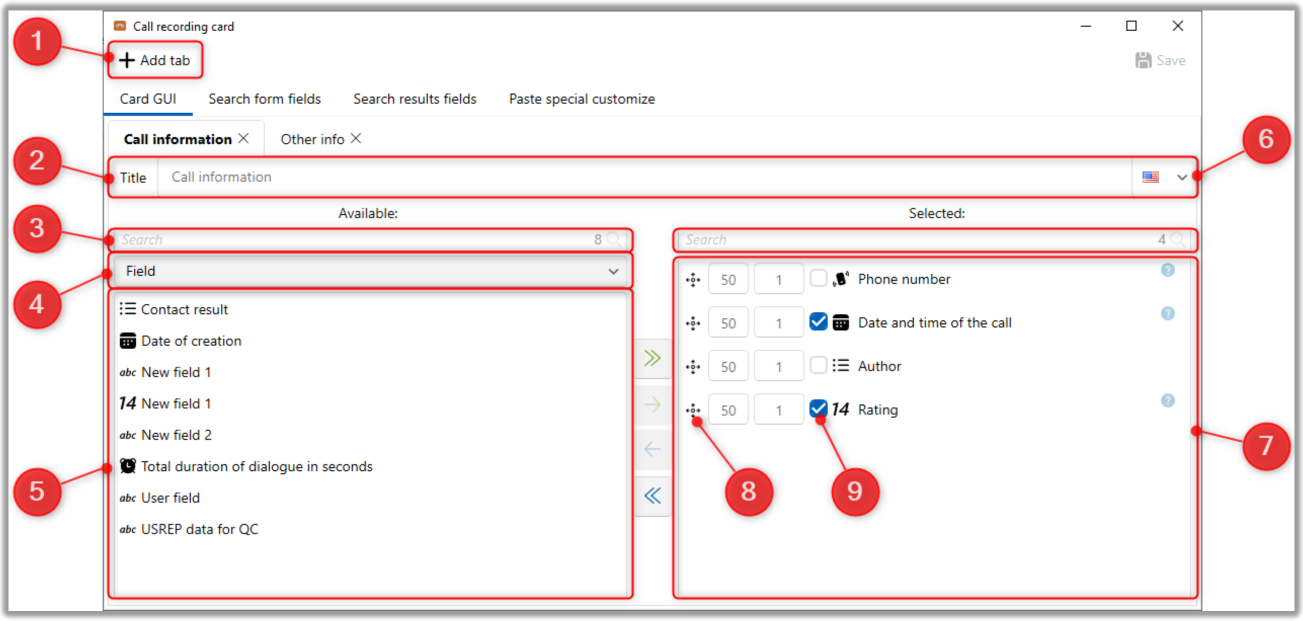
Within the framework of the system the functionality of call record card is realized, which contains information on the record of conversation between the client and the operator, as well as the audio file itself, with the possibility of evaluating the record of conversation and evaluating the work of operators in the system.



2.5.1.4.1 Call recording card

This window is used to customize the view and operation of the conversation record card.

The [Card View] section customizes the view and displayed fields for the call record card. The following settings are available in this section:



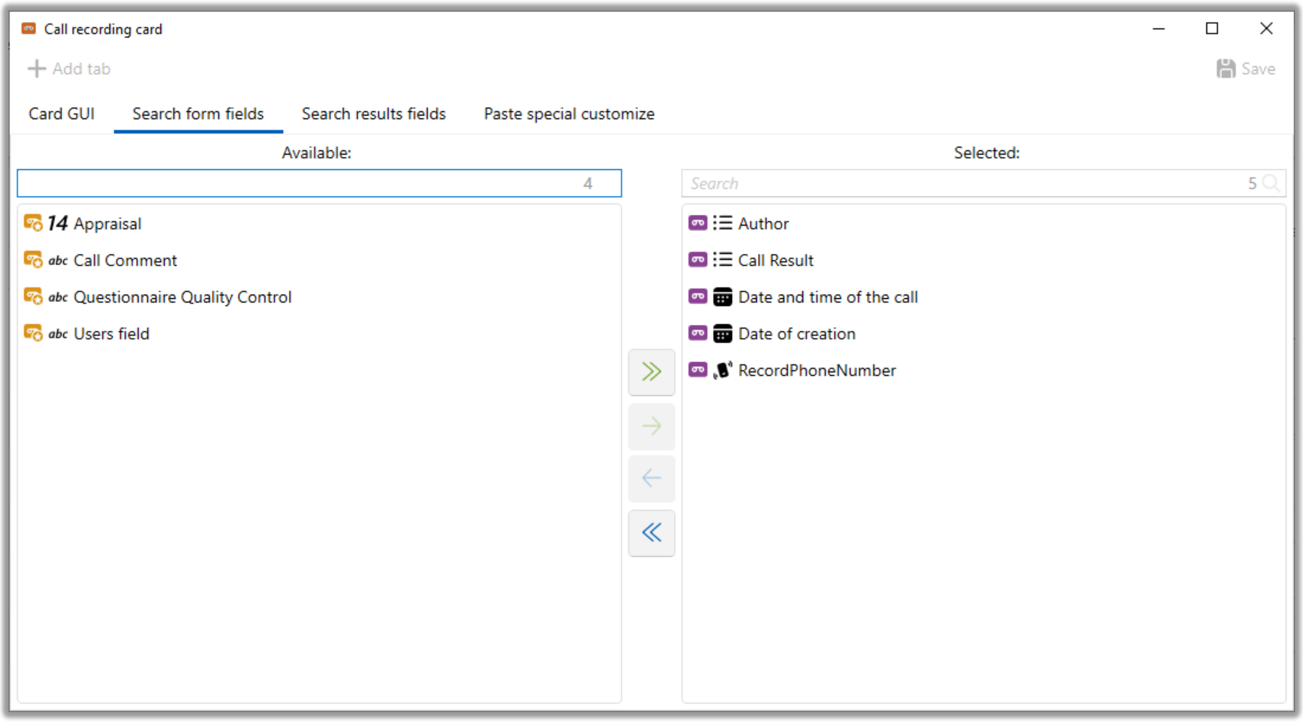
1. [Add tab] — add a new tab for the conversation record card view.
2. [Title] — name of the created tab with the possibility to edit it.
3. Quick search by available fields. 3.
4. Selecting a field type.
5. List of available fields.
6. Quick search through the selected fields.

7. List of selected fields.

8. Icon, by pressing the right mouse button on it and moving it up and down you can customize the order of fields displaying in the call record card.

9. A separating line will be displayed after the field for which this checkbox is set (it is used for visual clarity when customizing the card view).

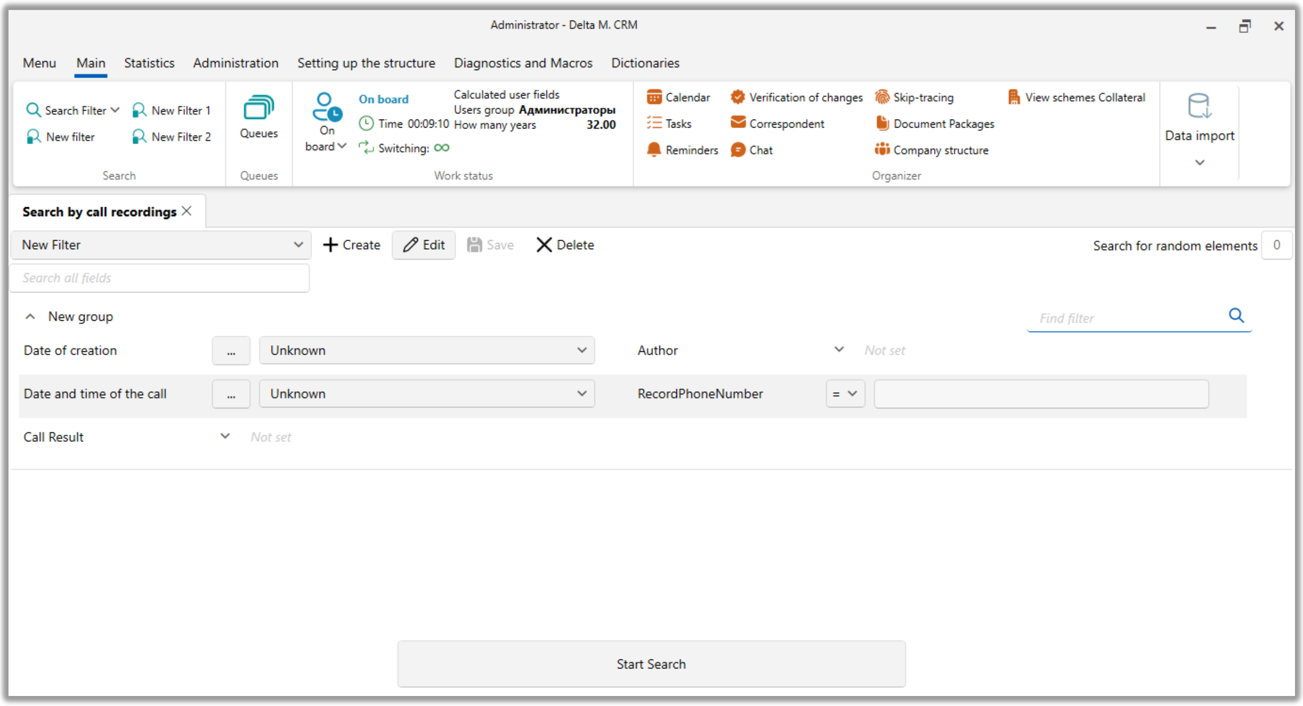
In the [Search form fields] section, you customize the search fields for call records that will be available when searching by call records (in the [Main] menu, [Search] block, [Search by Call Recordings] item).



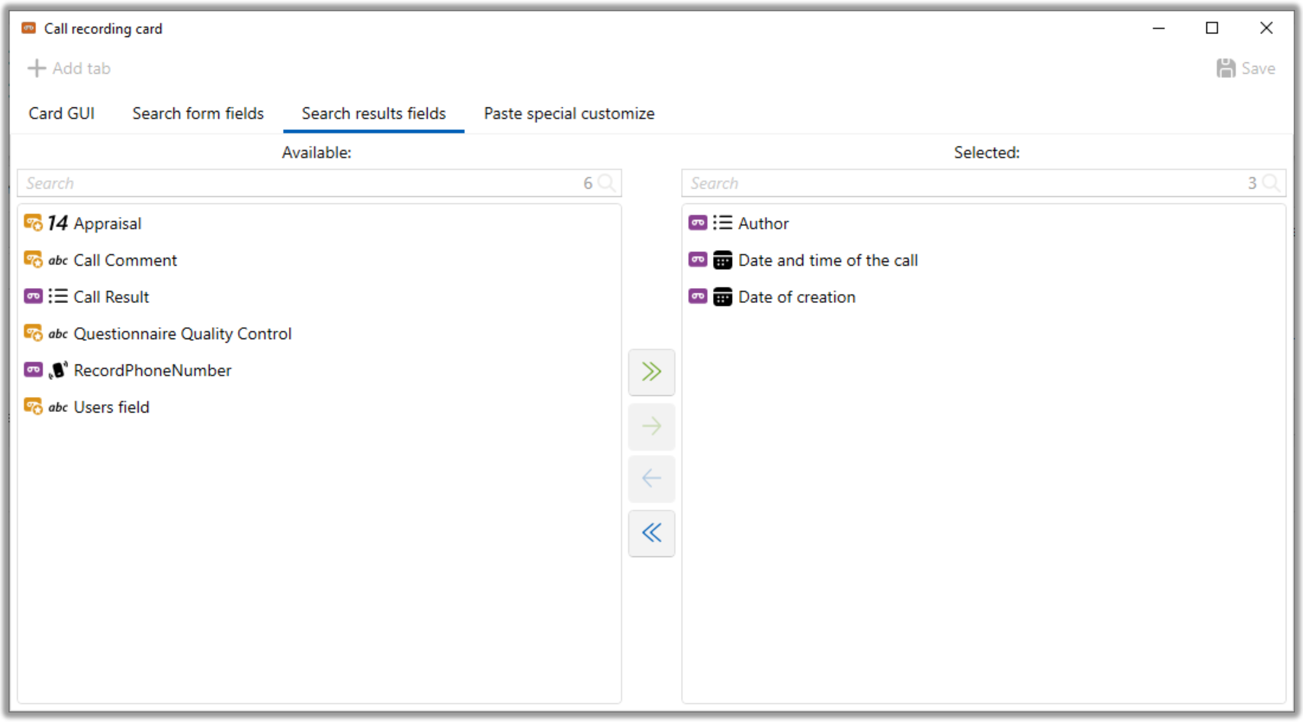
The [Available] block displays the call record fields and QC questionnaire fields that were added in the call record search (see section 2.4.2.4.4 for details). The fields have two types of icons:

- — call log field;
- — QC questionnaire field.

The [Selected] box displays call record fields and QC questionnaire fields that will be available in the call record search filter (for more information, see section 2.2.1).



In [Search result fields], you can customize the fields that will be displayed in the results after you search the call recordings.



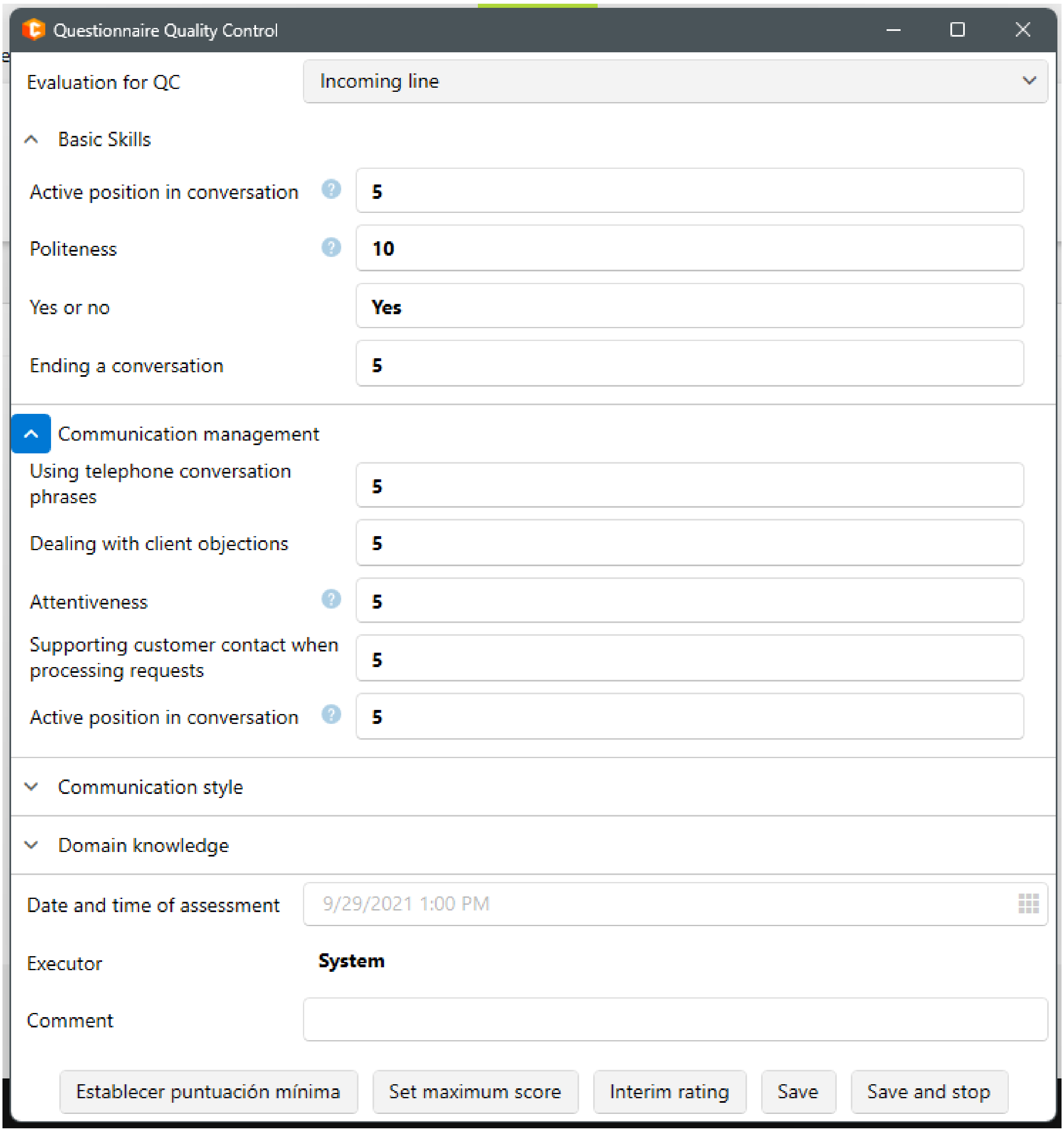
The [Available] box displays the call record fields and QC questionnaire fields that were added in the call record search (for more information, see the section 2.4.2.4.4).

The [Selected] box displays the call record fields and QC questionnaire fields that will be displayed in the call record search results (for more information, see section 2.2.1).

The order in which fields are displayed in the search results is defined in the [Administration] menu, [System Configuration] block, [Configuring search] module, [Search Call recordings] section, [Sort Fields] tab (for more details, see the 2.4.2.4.4).

2.5.1.4.2 Evaluation for QC

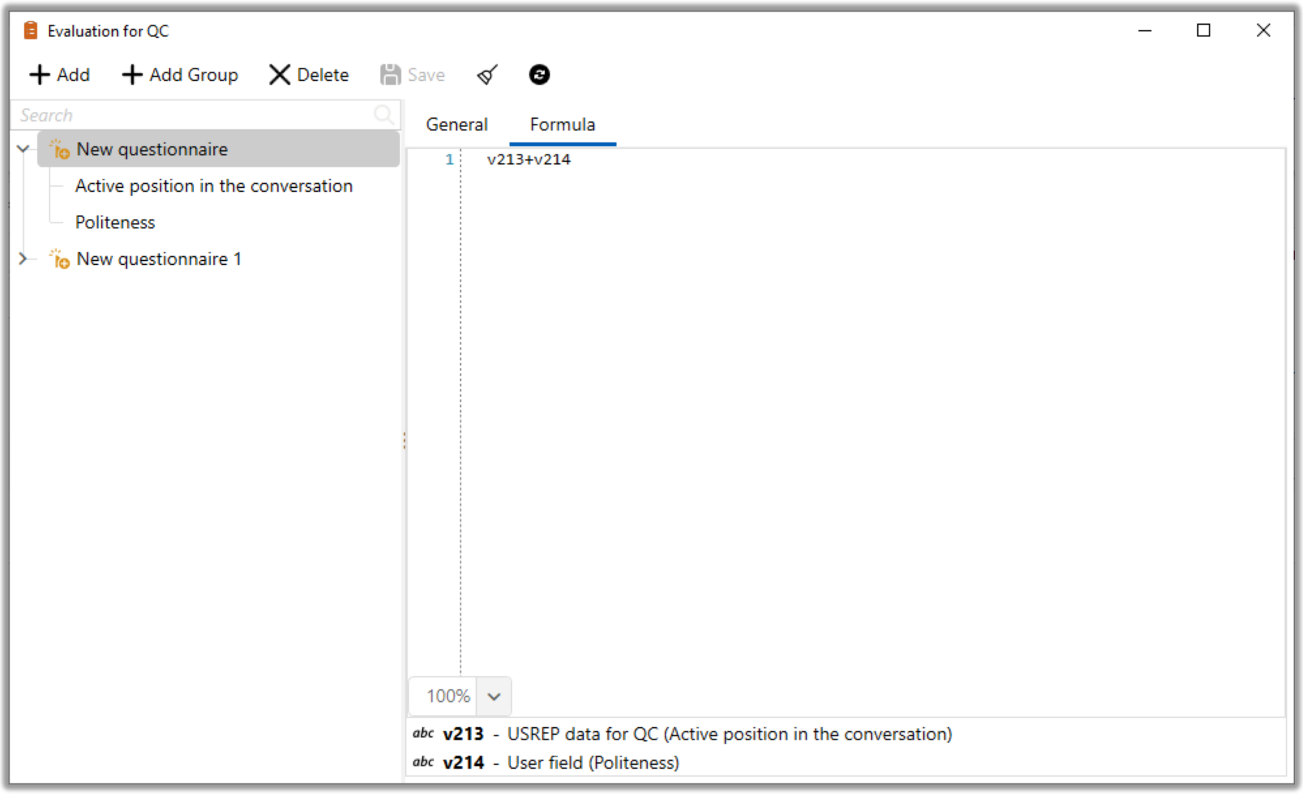
QC (Quality Control) questionnaires are a checklist for evaluating the quality of users' communication with customers in a conversation record card, which allows you to control the level of customer service.



The ability to customize the QC questionnaire is only available to users who have the [QC Questionnaires] checkbox checked in the role settings on the [Administration] tab. The required fields for the QC questionnaire are available in the main menu on the [Setting up the structure] tab, [Configuring dictionaries] block, [QC Questionnaires] module, item [QC Questionnaire Fields] (see section 2.5.1.4.4 for details), for this the user must have the checkbox [QC Questionnaire Fields] checked in the role settings on the [Administration] tab.

For the questionnaire fields the possibility of setting the field weight (which will be taken into account when calculating the call record score) has been added. Field weight is available for setting for fields with type integer, simple dictionary (for each variable) and fields of logical type. The field weight value can be set from 0 to 100.

When adding fields to the QC questionnaire it is possible to set the checkbox [Do not include in the final evaluation], in which case the weights of the selected fields will not be summarized in the total evaluation of the conversation record. After adding the required fields, they will be displayed in the questionnaire as variables, for example:



In the [Formula] field it is necessary to enter the sum formula for the selected fields. The total score of the record can be from 0 to 255.

In the [Evaluation for QC] window all questionnaires that were created in the structure settings are available for selection.

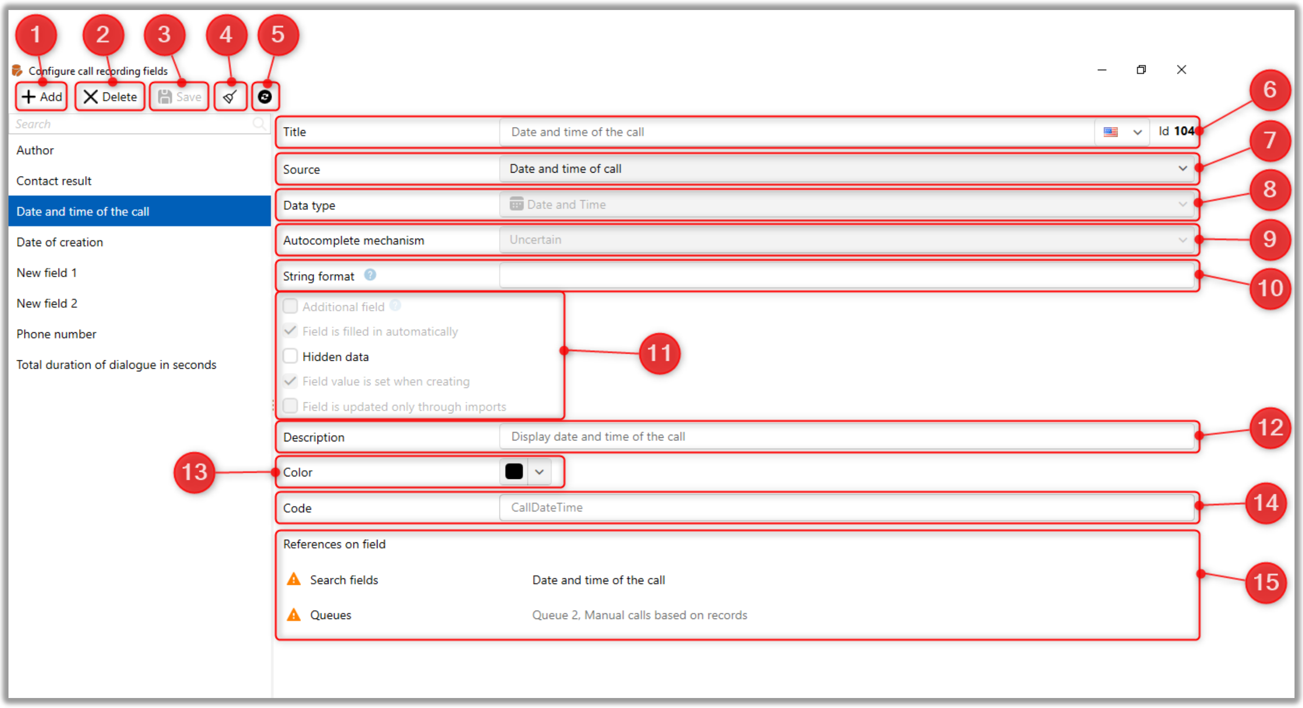
You can fill these fields with any values (depending on the field type (the weight of the logical type field will be considered when selecting the True value)), the weight of these fields will be taken into account for the total score.

[Save] — after filling out the questionnaire and pressing this button, the user will still be able to edit this assessment.

[Save and Exit] — after filling out the questionnaire and clicking this button, this assessment will become uneditable.

2.5.1.4.3 Call recording fields

Use this tool to create fields for the conversation record card.



1. [Add] — add a new field of conversation records.
2. [Delete] — delete the selected field.
3. [Save] — save your settings and changes.
4. [Clear selection] — deselect the selected field.
5. [Refresh data] — update the data in the call record settings window.

6. [Title] — name of the field with the possibility of editing.

7. [Source] — select the data source, which can be either system or user (new field).

8. [Data type] — set the data type, with the selected source [New field] (data type for system data sources is filled in automatically and is not available for editing):

- [Text] — text data format (set by default). For fields with this data type the maximum field size can be set in the [Maximum size] parameter. Also for fields with text data format the [Autofill mechanism] parameter is available, which enables automatic filling of the field depending on the selected mode: undefined, actual date and time, document sequence number.
- [Integer number] — number without decimal places;
- [Fractional number] — number with decimal places;
- [Date] — data in date format;
- [Passport] — data format supporting both numeric value and text value;
- [Yes/No] — Boolean data type accepting two values [Yes] and [No], selectable;
- [List of values] — list of values to select from a drop-down list;
- [Simple Dictionary] — list of values to select from a drop-down list, to create such a list it is necessary to select a dictionary from the list;
- [Complex Dictionary] — list of values to be selected from the drop-down list, to create such a list it is necessary to select a dictionary from the list;
- [Time] — data in time format (hh:mm by default);
- [USRIP data] (Unified State Register of Individual Entrepreneurs) — text field for entering data of the unified state register of individual entrepreneurs;

[Date and Time] — data in date plus time format.

NOTE: For fields with data type [Time], [Date], [Date and Time] there is a possibility to configure an additional parameter, namely to specify the range available to the user in the parameters [From] and [To].

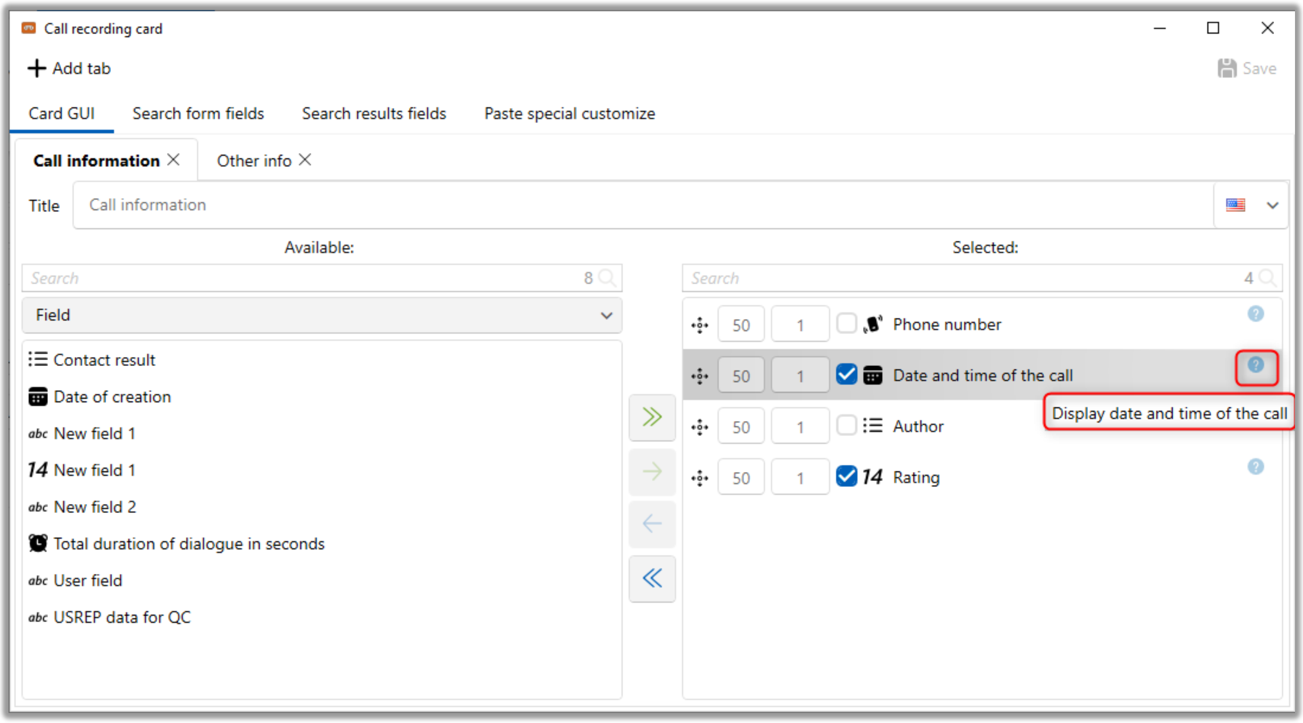
9. [Autofill mechanism] — enabling automatic filling of the field depending on the selected mode: undefined, actual date and time, document sequence number. This parameter is not available when the system source for the field is selected.

10. [String format] — this parameter is used to get the string representation of the input data (the way they will be displayed in the field). It is analogous to the syntax of the .ToString() method in C#. For example: if you specify the value [D5] in the parameter, then when you enter the value [123] into this field, the system converts it to [00123]; if you specify the value [ddMMyyyyy] in the parameter, then when you enter the value [01.08.2021] into this field, the system converts it to [01082021].

11. Using checkboxes you can set additional parameters for fields of call records:

- [Additional field]— the setting indicates that the field can be modified if [Full field editing] and [Additional field editing] are set for the role;
- [Field is automatically filled] — setting of automatic filling of the field;
- [Hidden data] — data from this field will be hidden and displayed as symbols [*]. To view the information contained in the field you should click on it;
- [Field value is set at creation] — set the value at creation;
- [Field is updated only through import] — field value is set and updated only through import.

12. [Description] — enter the description text that will be displayed to users when hovering over the tooltip (tooltip in the form of a question mark) for this field.



13. [Color] – the value of this field will be highlighted in the selected color in the entity card.

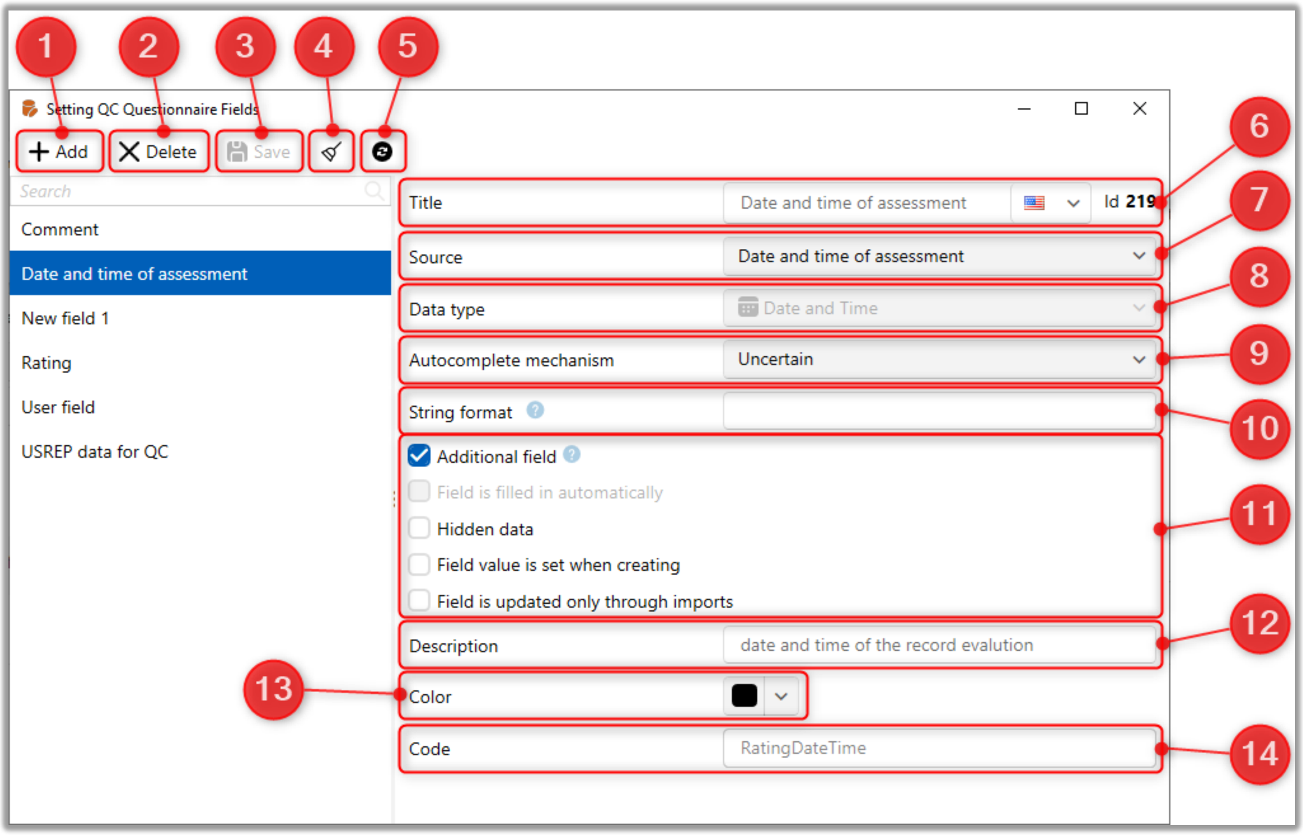
14. [Code] – field code.

15. [Field references] — this block displays the list of modules that use this field in their work. The field will not be available for deletion if it is used somewhere. By canceling the use of the field by these modules, it becomes available for deletion.

NOTE: the field with the selected source [Total Dialog Duration in seconds] displays the call duration in hours and minutes format (hh\:mm) by default, and if the call duration does not exceed one minute, then [00:00:00] will be displayed in this field. To display seconds, you must additionally specify the seconds display in [String Format] by specifying hh\:mm\:ss (the result will be 00:00:00).

2.5.1.4.4 QC Questionnaire Fields

In the [QC Questionnaire Fields] window, the Quality Control questionnaire fields are created.



1. [Add] — add a new field of conversation records.
2. [Delete] — delete the selected field.
3. [Save] — save your settings and changes.
4. [Clear selection] — deselect the selected field.
5. [Refresh data] — update the data in the call record settings window.
6. [Name] — name of the field with the possibility of editing.
7. [Source] — select the data source, which can be either system or user (new field).

8. [Data type] — set the data type, with the selected source [New field] (data type for system data sources is filled in automatically and is not available for editing):

- [Text] — text data format (set by default). For fields with this data type the maximum field size can be set in the [Maximum size] parameter. Also for fields with text data format the [Autofill mechanism] parameter is available, which enables automatic filling of the field depending on the selected mode: undefined, actual date and time, document sequence number.
- [Integer number] — number without decimal places;
- [Fractional number] — number with decimal places;
- [Date] — data in date format;
- [Passport] — data format supporting both numeric value and text value;
- [Yes/No] — Boolean data type accepting two values [Yes] and [No], selectable;
- [List of values] — list of values to select from a drop-down list;
- [Simple Dictionary] — list of values to select from a drop-down list, to create such a list it is necessary to select a dictionary from the list;
- [Complex Dictionary] — list of values to be selected from the drop-down list, to create such a list it is necessary to select a dictionary from the list;
- [Time] — data in time format (hh:mm by default);
- [USRIP data] (Unified State Register of Individual Entrepreneurs) — text field for entering data of the unified state register of individual entrepreneurs;

[Date and Time] — data in date plus time format.

NOTE: For fields with data type [Time], [Date], [Date and Time] there is a possibility to configure an additional parameter, namely to specify the range available to the user in the parameters [From] and [To].

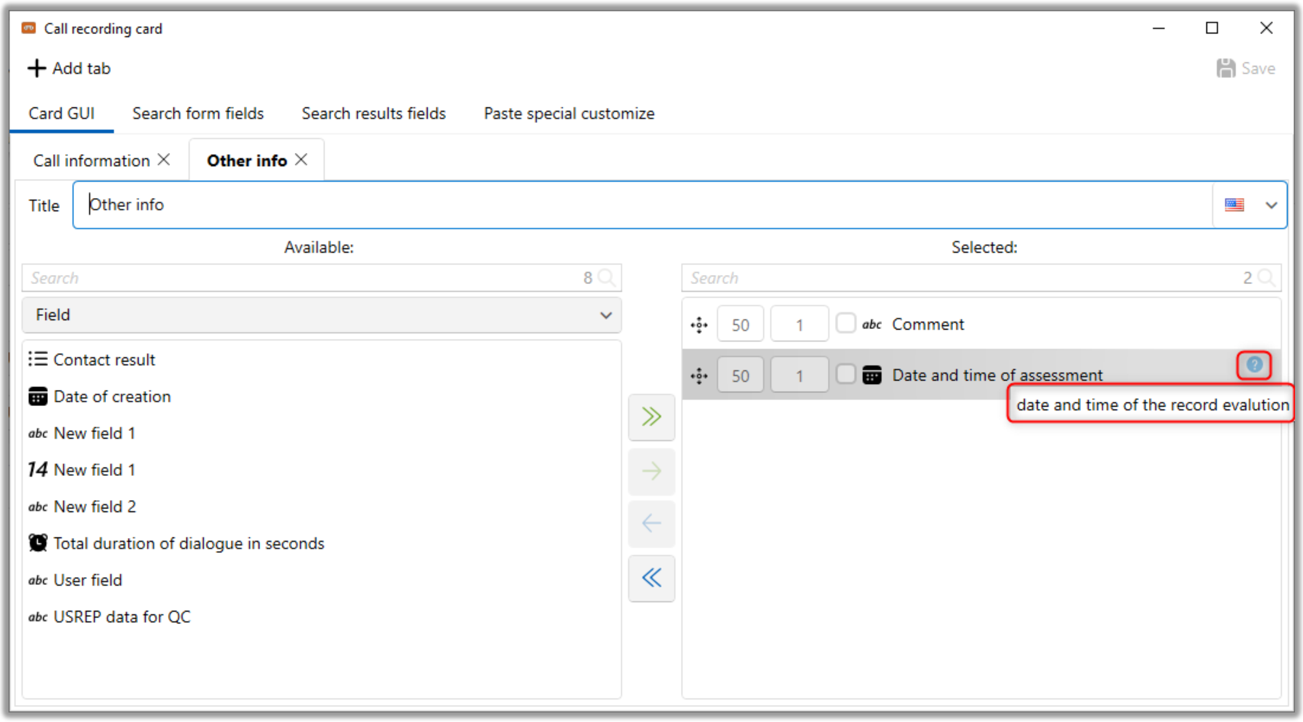
9. [Autofill mechanism] — enabling automatic filling of the field depending on the selected mode: undefined, actual date and time, document sequence number. This parameter is not available when the system source for the field is selected.

10. [String format] — this parameter is used to get the string representation of the input data (the way they will be displayed in the field). It is analogous to the syntax of the .ToString() method in C#. For example: if you specify the value [D5] in the parameter, then when you enter the value [123] into this field, the system converts it to [00123]; if you specify the value [ddMMyyyyy] in the parameter, then when you enter the value [01.08.2021] into this field, the system converts it to [01082021].

11. Using checkboxes you can set additional parameters for fields of call records:

- [Additional field] — the setting indicates that the field can be modified if [Full field editing] and [Edit additional fields] are set for the role;
- [Field is filled automatically] — setting of automatic filling of the field;
- [Hidden data] — data from this field will be hidden and displayed as symbols [*]. To view the information contained in the field you should click on it;
- [Field value is set at creation] — set the value at creation;
- [Field is updated only through import] — field value is set and updated only through import.

12. [Description] — enter the description text that will be displayed to users when hovering over the tooltip (tooltip in the form of a question mark) for this field.



13. [Color] – the value of this field will be highlighted in the selected color in the entity card.

14. [Code] – field code.

2.5.1.5 Work processes

[Work process] is a sequential change of states of an object (client, collateral) in the course of work, stages of process development, as well as a certain set of sequential actions that are aimed at achieving the final result. (Example: legal process).

The [Work Processes] module is used in most cases to maintain legal processes on objects.

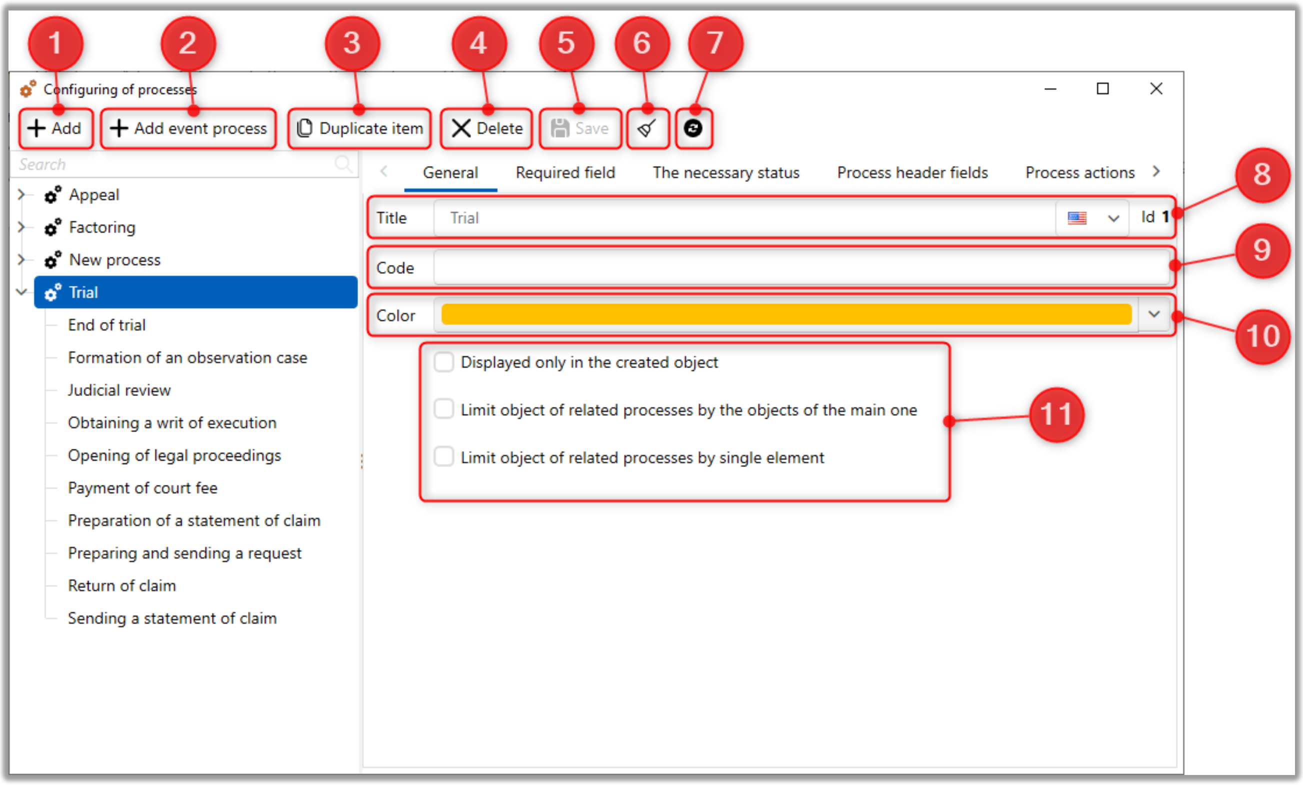
Objects are defined as:

- Loan. The process will only be displayed in this loan.
- Client. The process is displayed in the client's card and in all loans of this client.

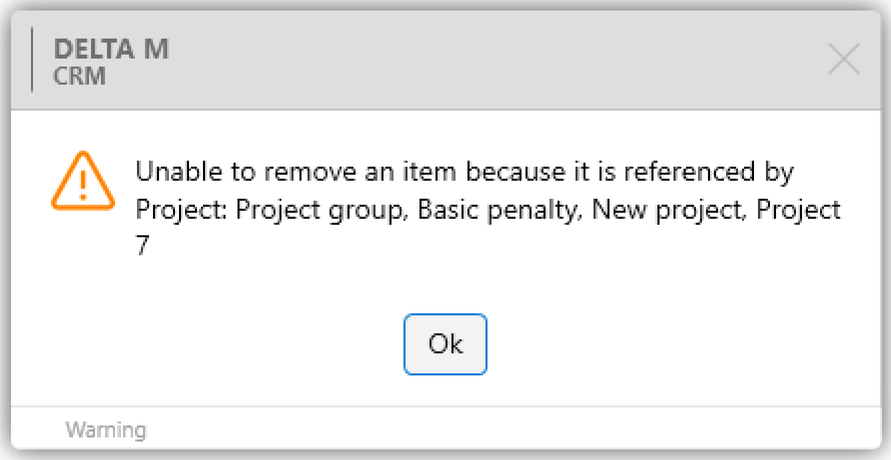
- Collateral. The process is displayed in all loans where this collateral is present.
- Collateral owner. The process is visible in all loans where this collateral is present (the owner is bound to a specific collateral, not to a loan).

2.5.1.5.1 Process type

After clicking the [Process type] button, the [Configuring of processes] window opens for the user to configure and add processes and process actions.



1. [Add] — create a new process.
2. [Add Process Action] — create a new action for the selected process.
3. [Duplicate element] — duplicate the selected element.
4. [Delete] — delete the selected element. In the dialog box that opens, confirm the deletion. Items that are used in projects cannot be deleted and the user will be notified accordingly.



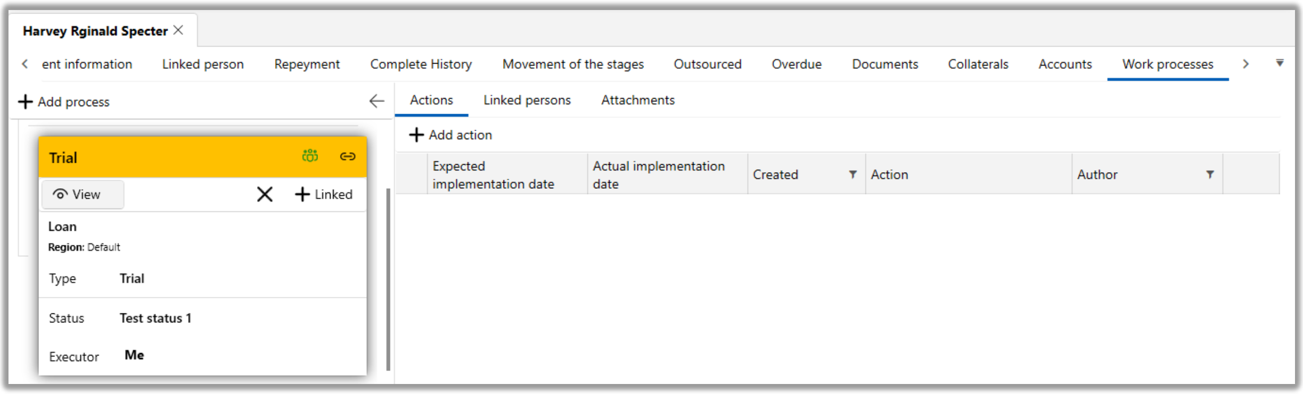
5. [Save] — save the made settings and changes.

6. [Clear selection] — deselect the selected item.

7. [Refresh data] — update data in the project settings window.

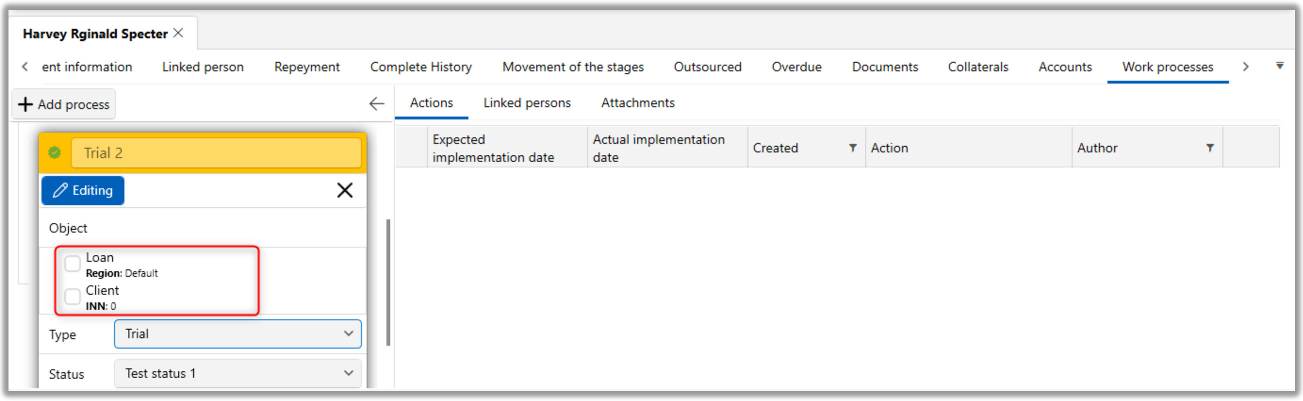
8. [Title] — input field for the name of the created process with possibility to set its translation for other languages. Id of the element will be displayed after saving it.

9. [Color] — selection of color for the process. This color will be used to display titles of this process type in the tab with special insert [Work processes]. Also this color will be used in the process flow diagram. For this function to work, the [Color the title of the process in the color of the type] parameter must be enabled it the general system settings.

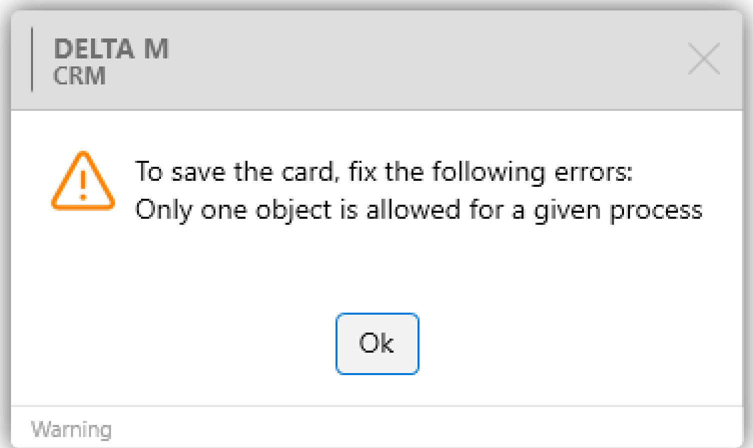


10. Additional settings:

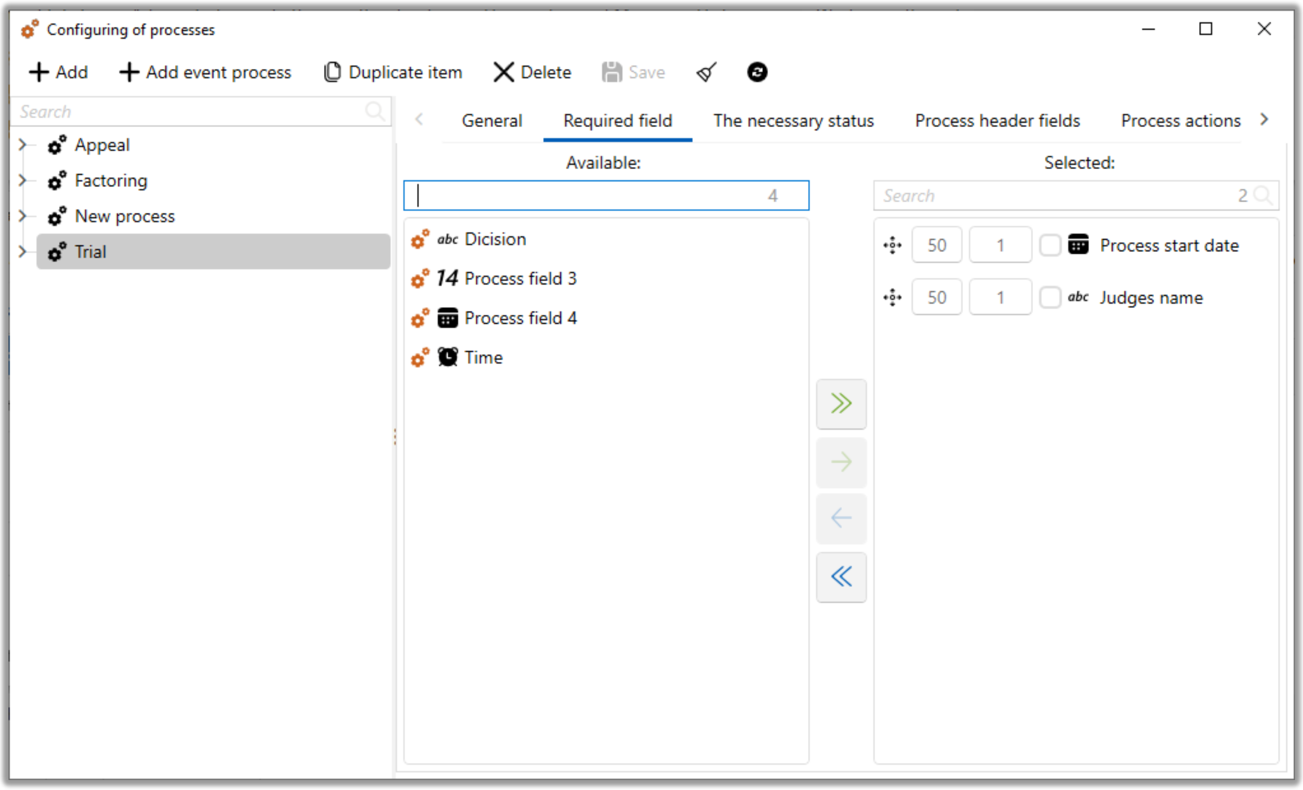
- [Display only in created object] — such process will be displayed only in the object card where it was created, and will not be available in the cards of linked loans for one client. For example, if a process with the selected object [Client] has been created in the loan card, then when this checkbox is checked, this process will not be displayed in the client card itself.
- [Restriction of linked processes object to objects of the main process] — selection of objects for created linked processes will be restricted to objects of the main process.



- [Limit object of linked processes to one element] — it will be impossible to select more than one object for linked processes. If the user selects more than one object in the linked process, the corresponding warning will be displayed to the user, and such linked process will be impossible to save.



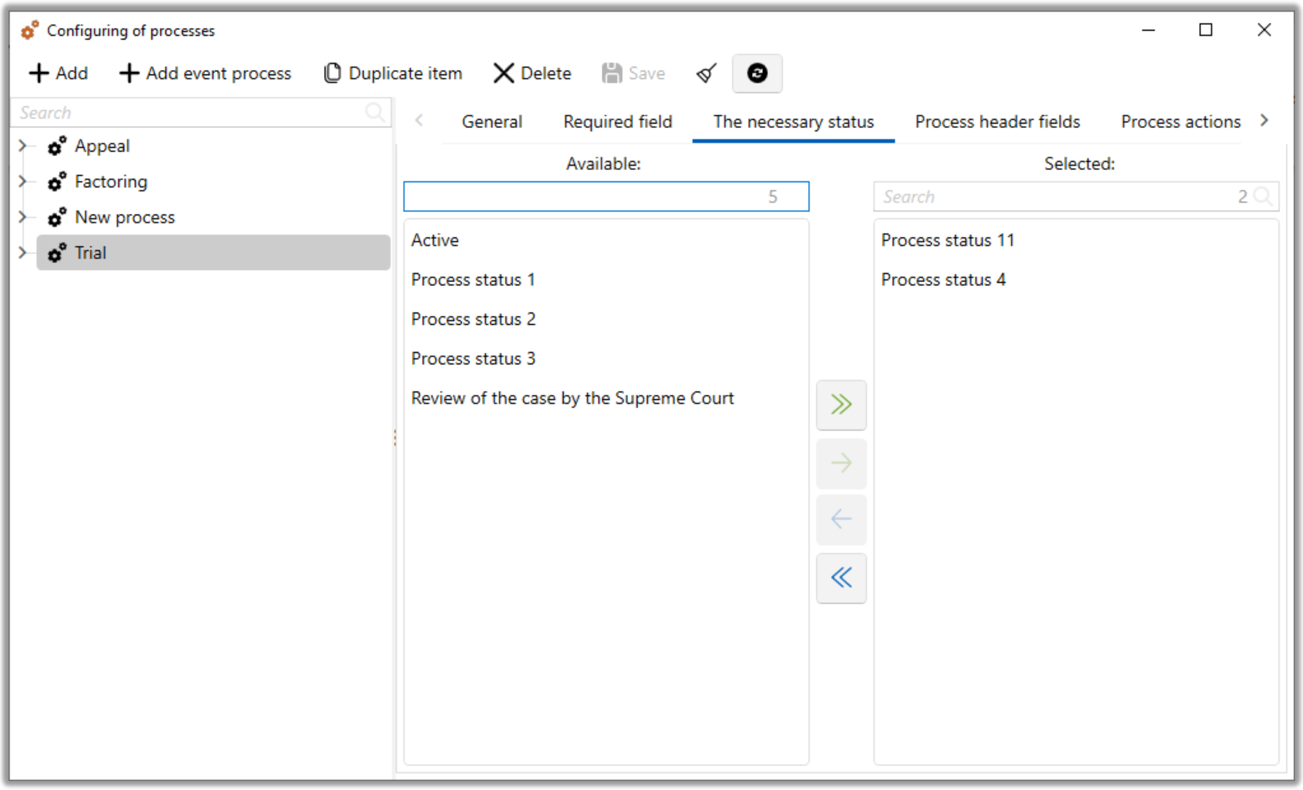
The **[Required Fields]** tab adds and removes fields for the selected process by moving them between the [Available] and [Selected] boxes that will be displayed for the selected process.



- The [Available] block contains all created process fields that can be added for the selected process.

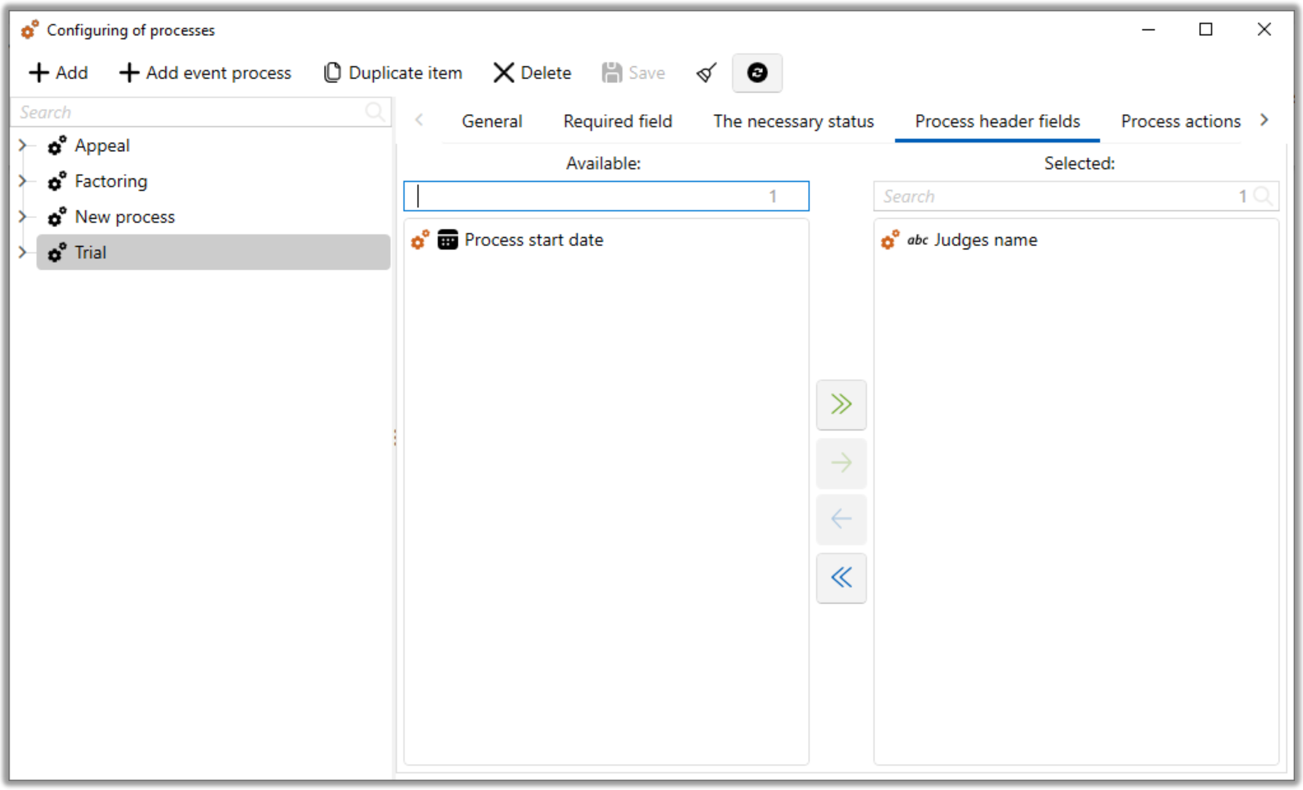
- The [Selected] block contains fields that must be filled in by the user when creating this process.

The **[Required Statuses]** tab adds and removes statuses for the selected process by moving them between the [Available] and [Selected] blocks.

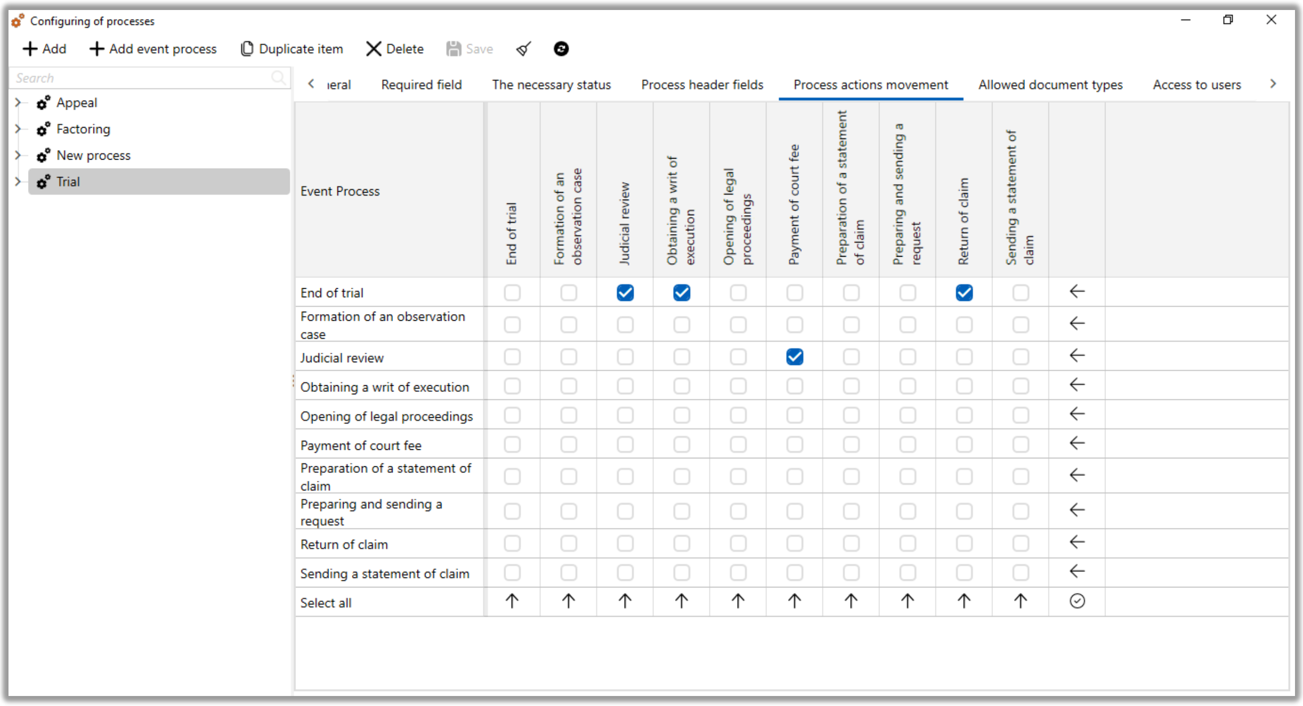


- The [Available] block contains all the process statuses created in the system (for more information on creating and customizing process statuses, see section 2.5.1.5.3).
- The [Selected] block contains the selected statuses for this project, which will be available to users when creating or editing the current process.

On the **[Process Title Fields]** tab, only the fields that have been selected on the [Required Fields] tab will be available.



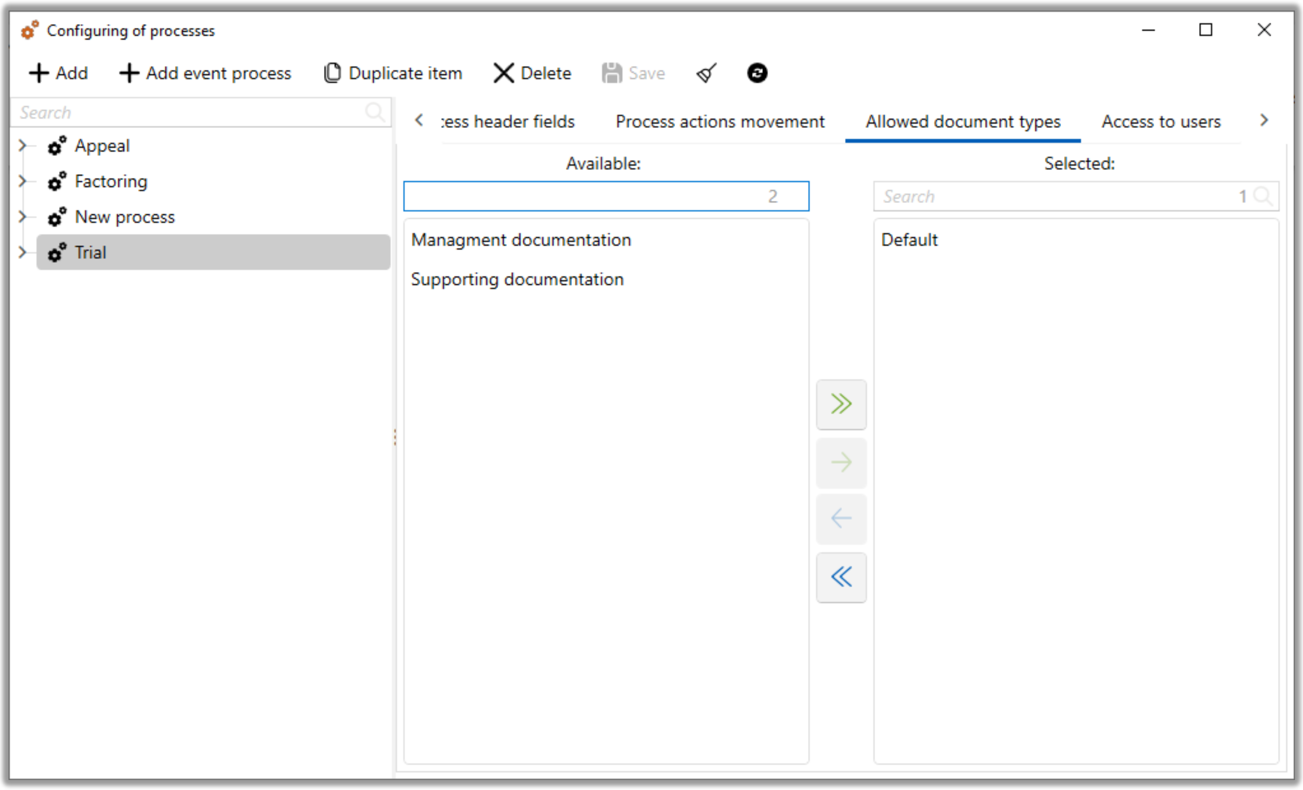
The **[Process Action Motion]** tab is used to customize the process motion matrix.



The configuration of this matrix is similar to the action matrix. The matrix is configured within the selected process, it indicates which child actions of the process can be added for each action. All child actions must have the same status added as the selected action in the [Status Only] tab. Example:

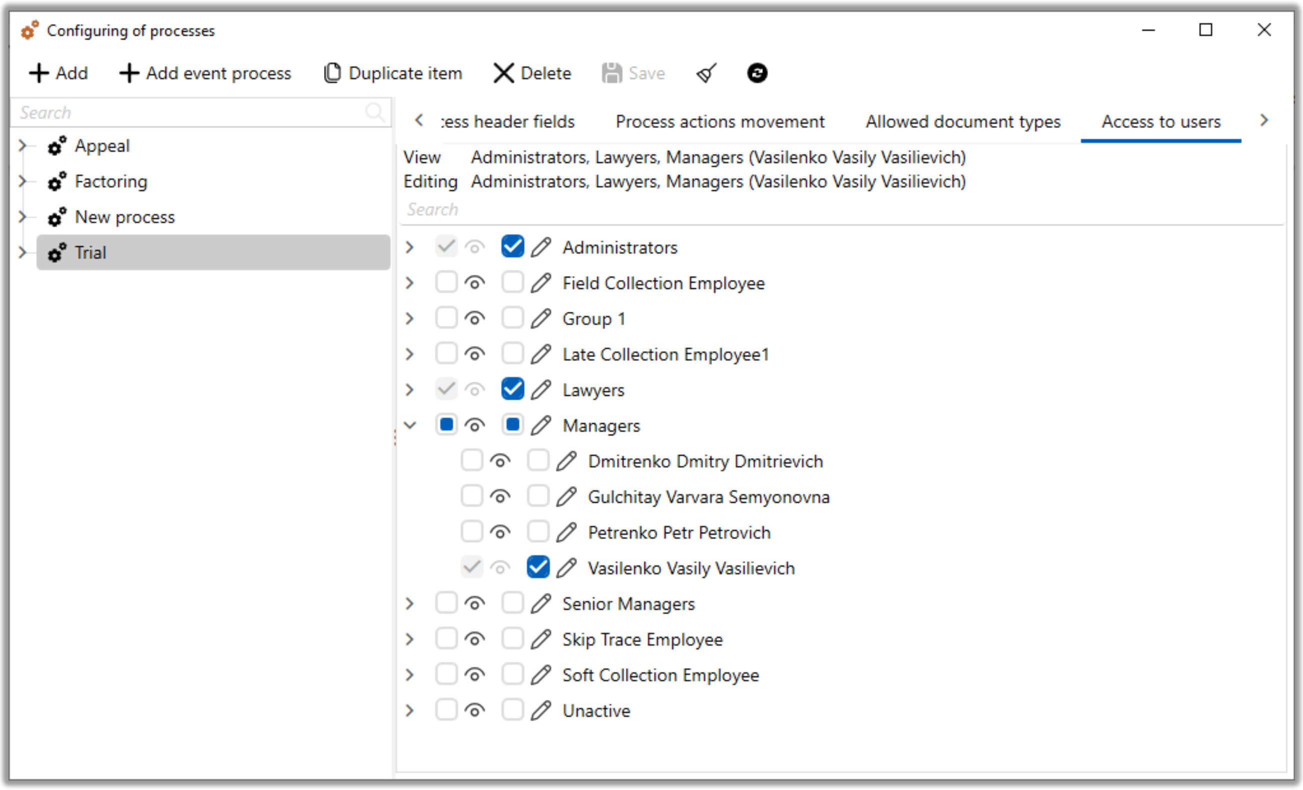
If you delete the main process, the child process does not disappear, but the ability to add other actions for the selected process is lost.

The [Allowed document types] tab is used to customize the list of allowed document types for the selected process.

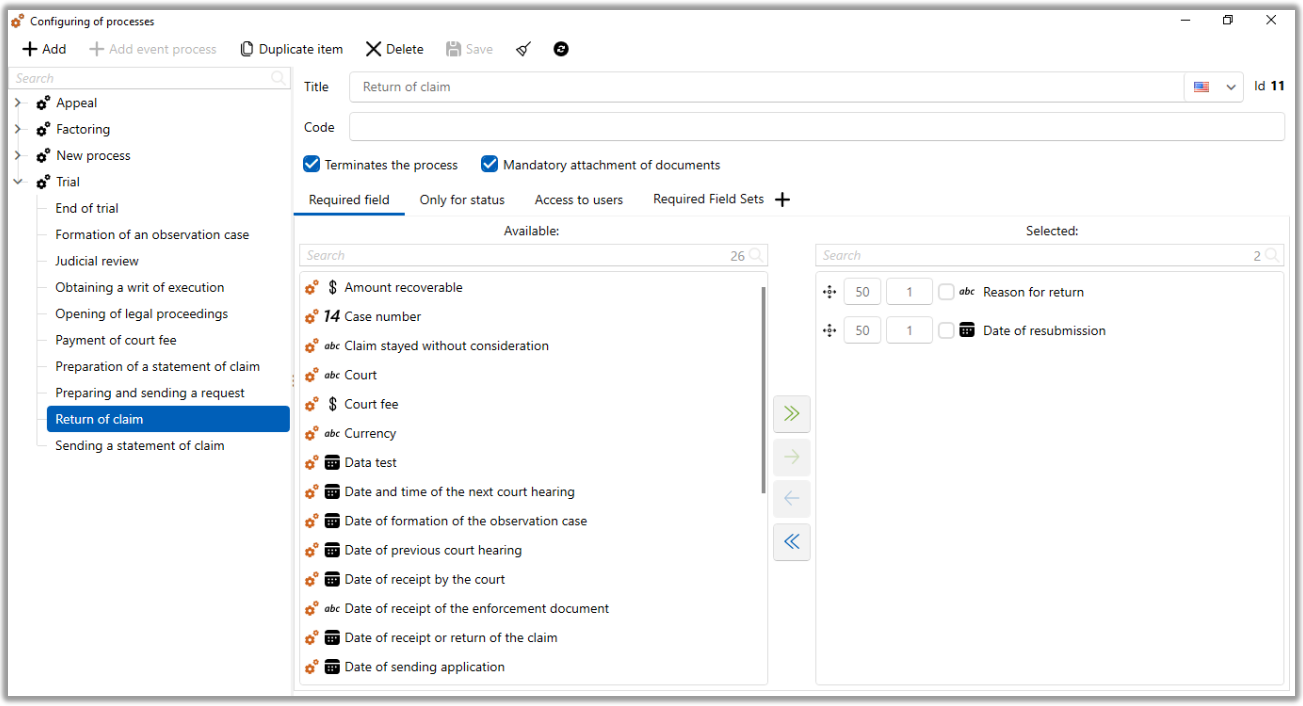


The [Access to users] tab is used to customize the access rights of users to the selected process type. Users will only be able to view this process if the [View] checkbox is checked. Users will be able to add actions to the process and view it if the [Edit] checkbox is selected. Also, the appropriate permissions must be set for this user's role and one of the checkboxes on the [Access to projects and its steps] tab must be checked: [Edit additional fields], [Full edit fields], [Transfer card to this status], [Transfer card to other statuses], [Full access].

IMPORTANT: if a user does not have permissions to edit some type of process, he/she cannot be assigned as a responsible person for such a process.



After adding a process type, user can add a process action by clicking [Add Process Action] button, then its parameters, fields and statuses can be customized.

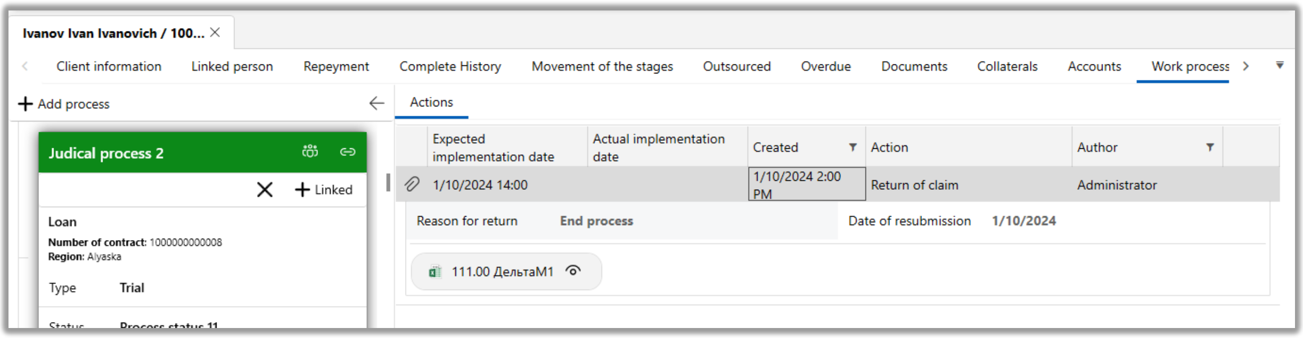


The following parameters and tabs are available in the process action setup window:

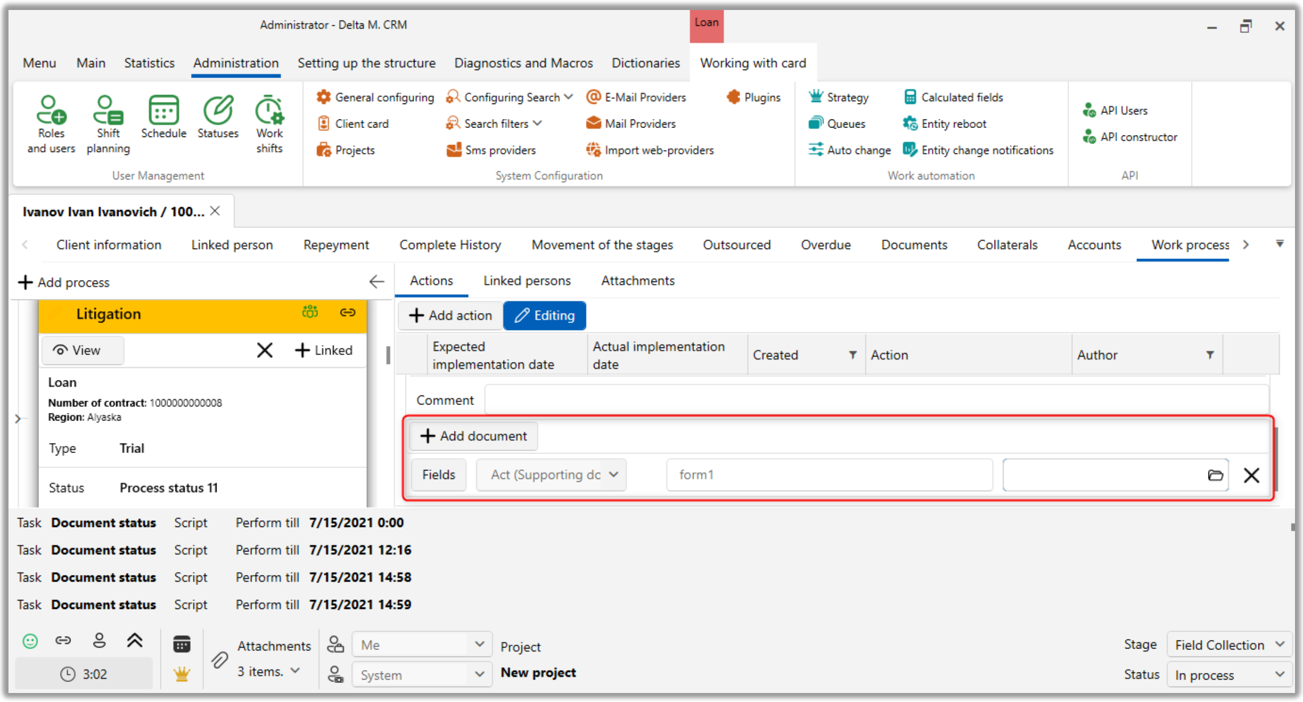
[Title] — enter the required name for the selected process action.

[Code] – process action code.

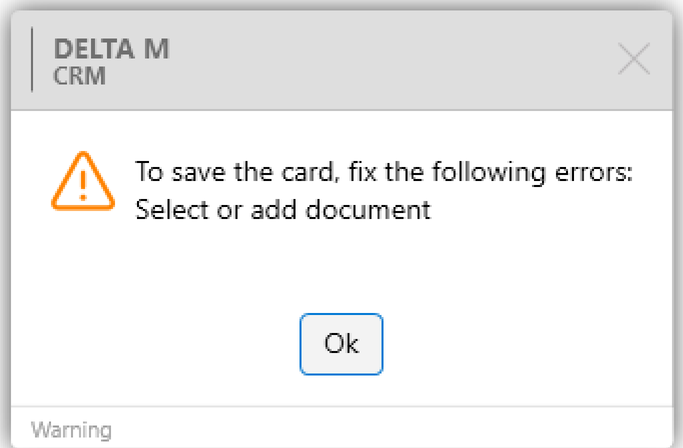
Checkbox [Ends process] — the process action for which this checkbox has been checked becomes the ending process action (the possibility to add new actions, edit the created process and its actions disappears, also the frame for such process is colored green).



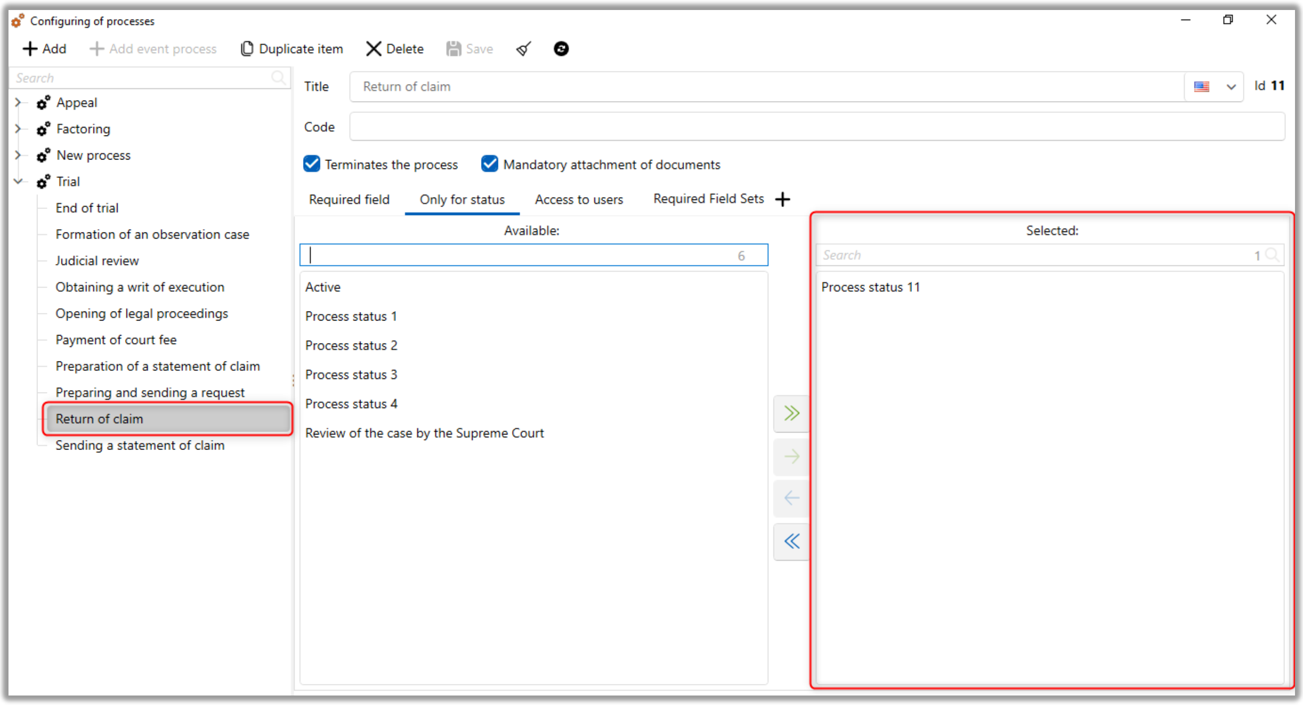
Checkbox [Mandatory attachment of documents] — when adding a process action for which this checkbox is checked, it is mandatory to attach documents, otherwise the system will not allow saving the process action.



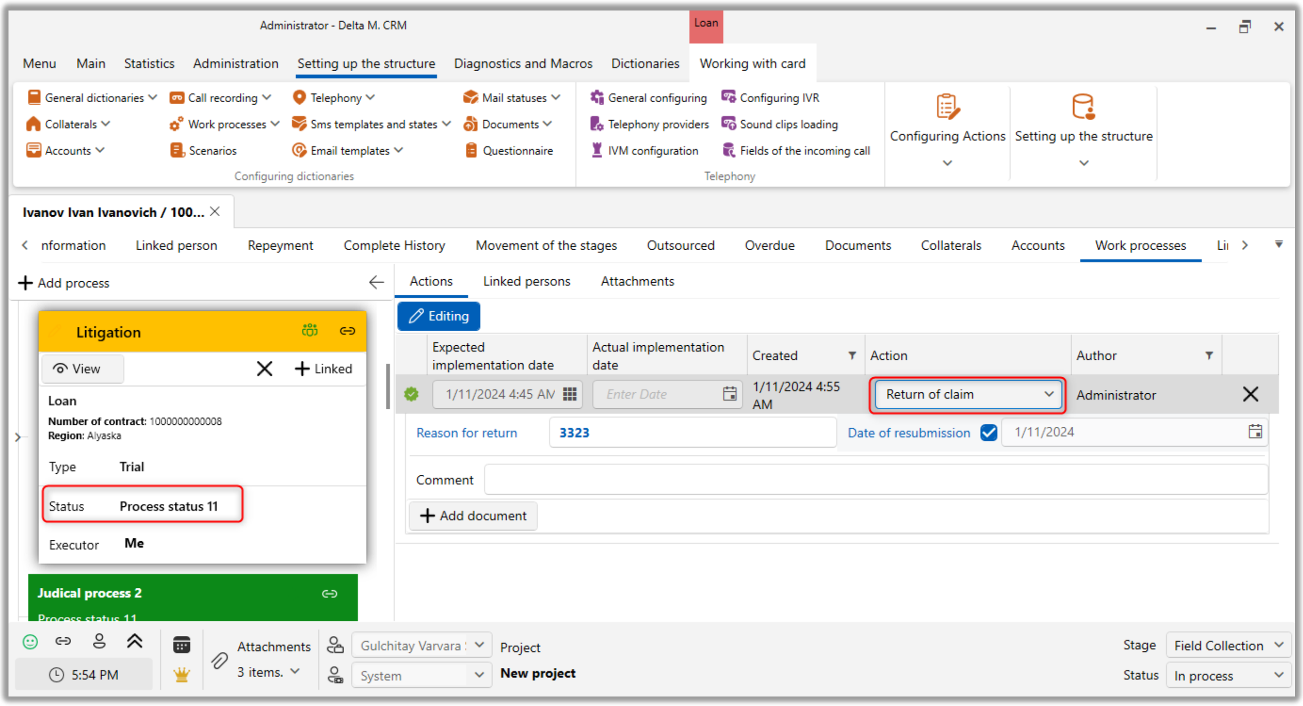
The following warning will also be displayed to the user:



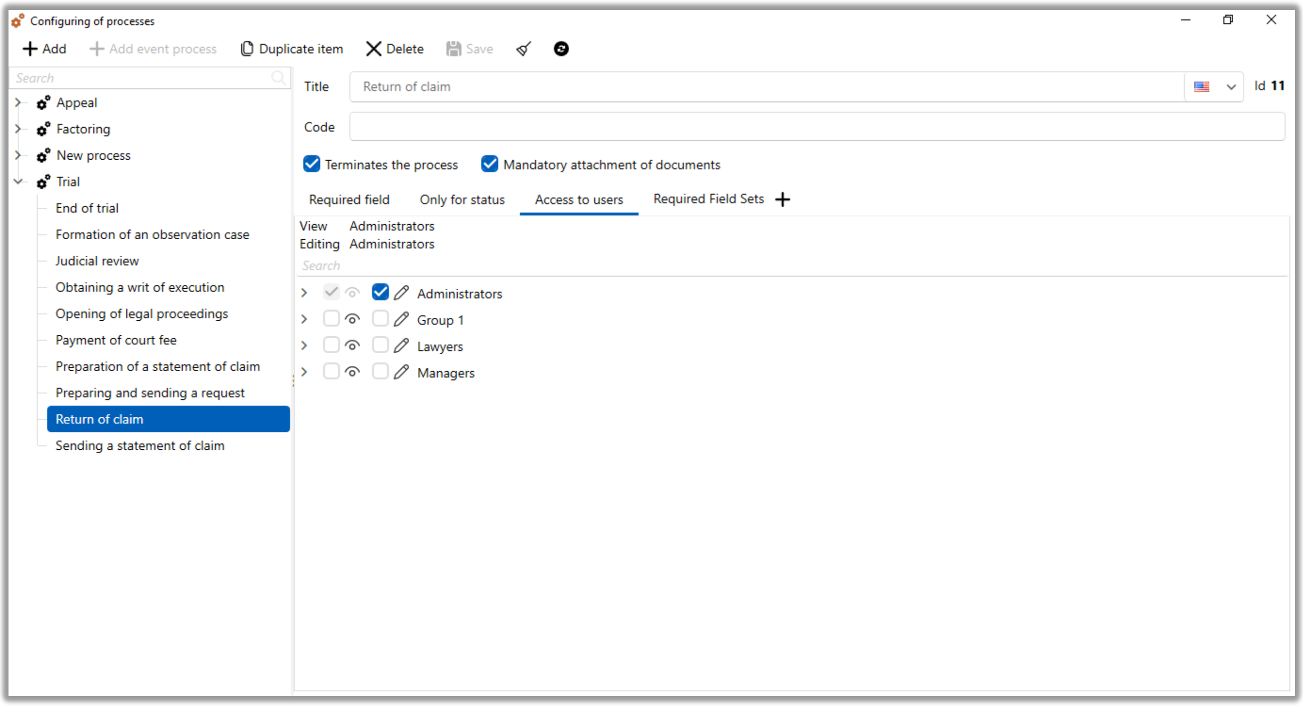
In the [Statuses only] clade, by moving from [Available] to [Selected], the process statuses for which the selection of this process action will be available are set.



Accordingly, only these statuses will be available for selection when adding a new process.

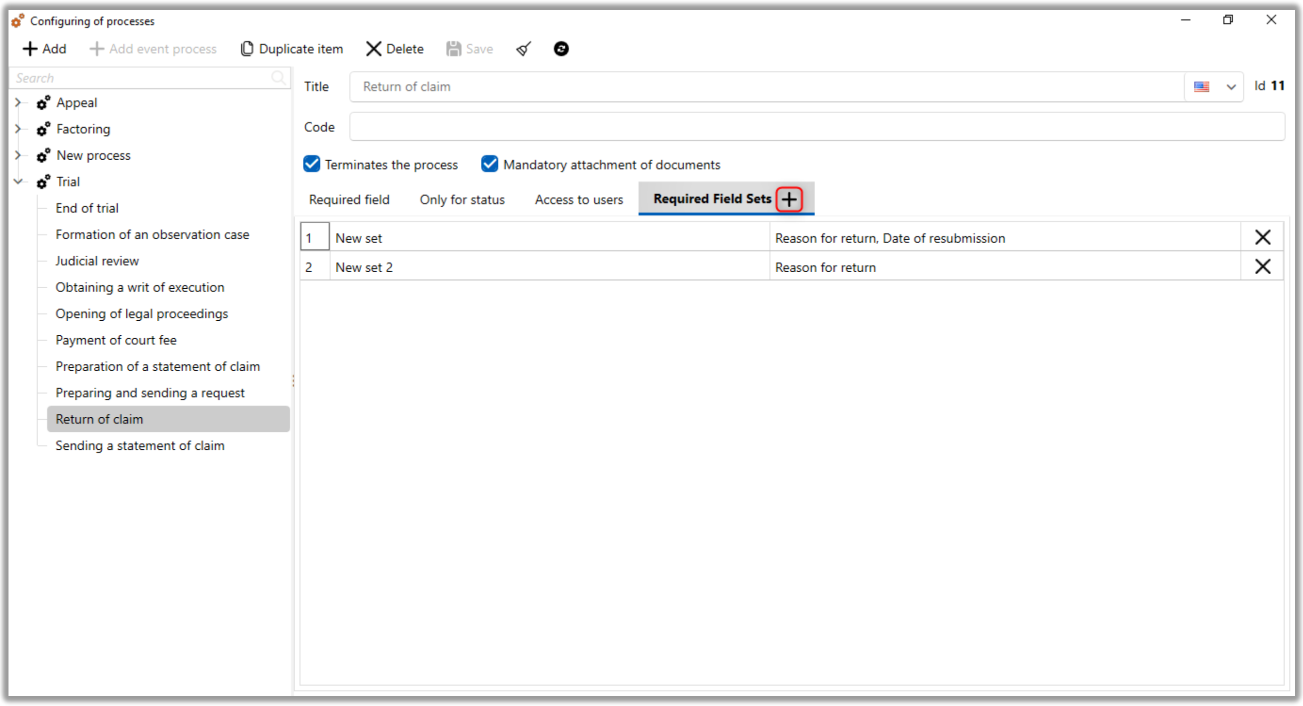


The [Access to users] tab sets the viewing and editing rights for the users of the system to view and edit the process action. If a user does not have permissions to edit a process action, then the user will not be able to add the action.

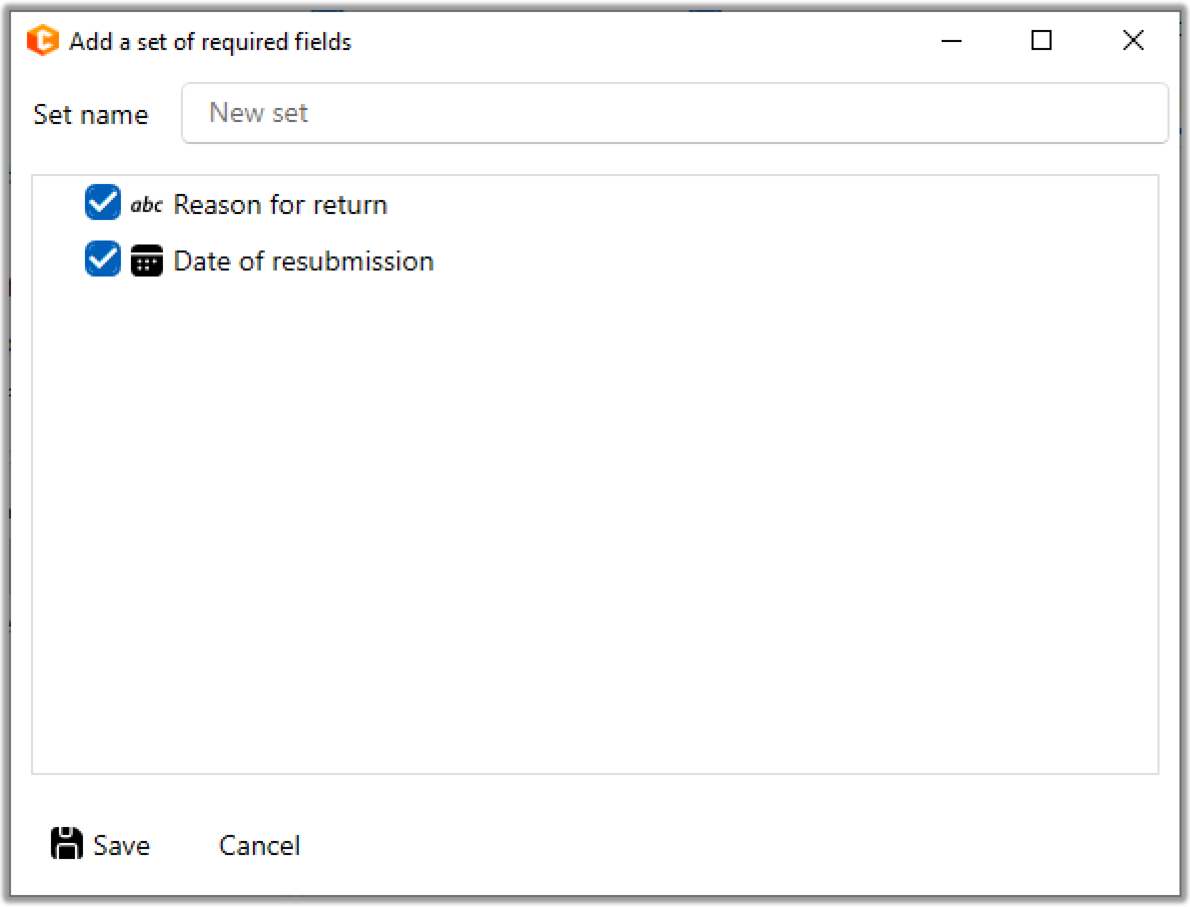


If no user access restrictions are set, then this process action will be available for adding to all users who have access to this process type.

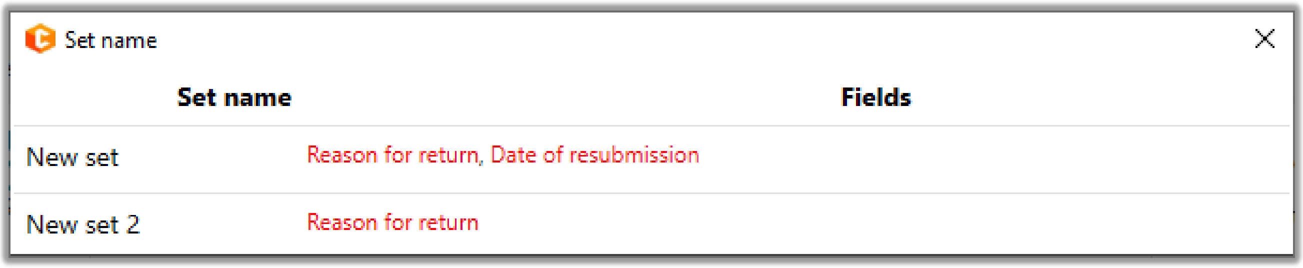
The [Required Field Sets] tab is used to customize the sets of fields that must be filled in when adding an action to a process. Only the fields that were selected in the [Required Fields] tab for the selected process action are available for adding to the required field set. You can add several sets of required fields, in which case the fields from one of the sets must be filled in for the process to be created. The sets are combined by a logical **[OR]** condition (disjunction).



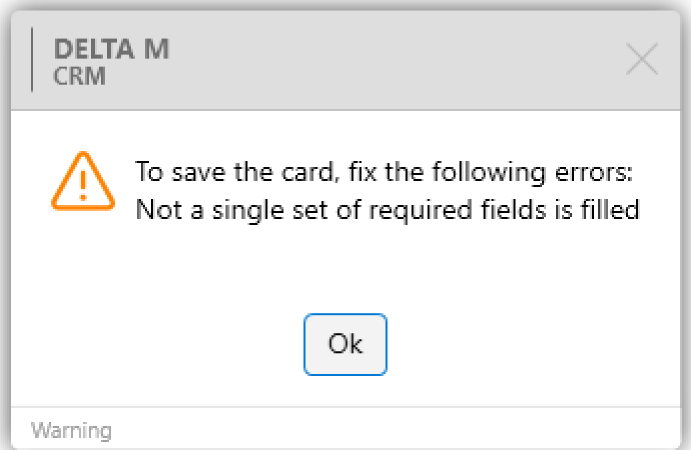
After clicking the **[+]** button, the user will be opened the window of adding a set of required fields, where it is necessary to specify a name for the set in the [Set Name] field, then mark the required fields with checkboxes (only those fields are available that have been moved to the [Available] block on the [Required Fields] tab for the selected process action) and click the [Save] button.



If the user, when adding a new action for a process, does not fill in the required fields according to one of the created conditions, a warning message will be displayed with a list of sets and their mandatory fields that have not been filled in.



And a warning will also be displayed:

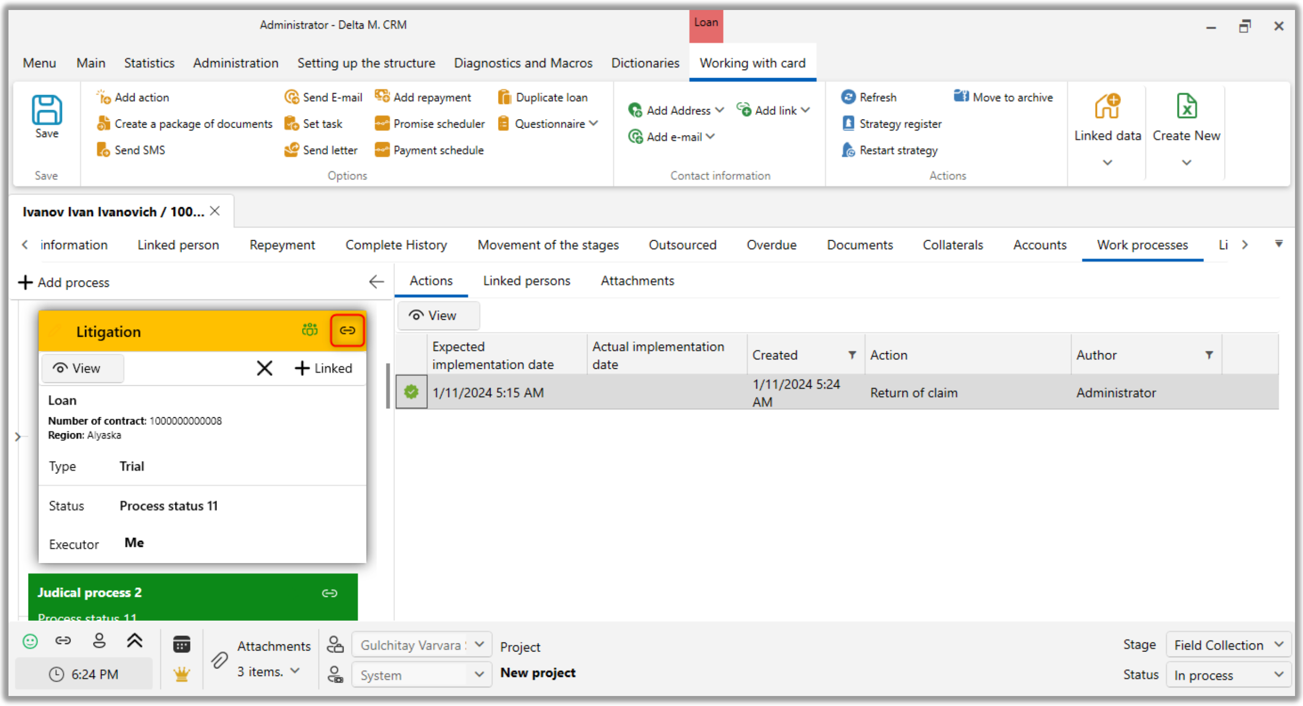


2.5.1.5.2 Process card

In the [Card collateral] window, you can customize the card view for the [Processes] entity.

You can switch to the entity (collateral, assets) card:

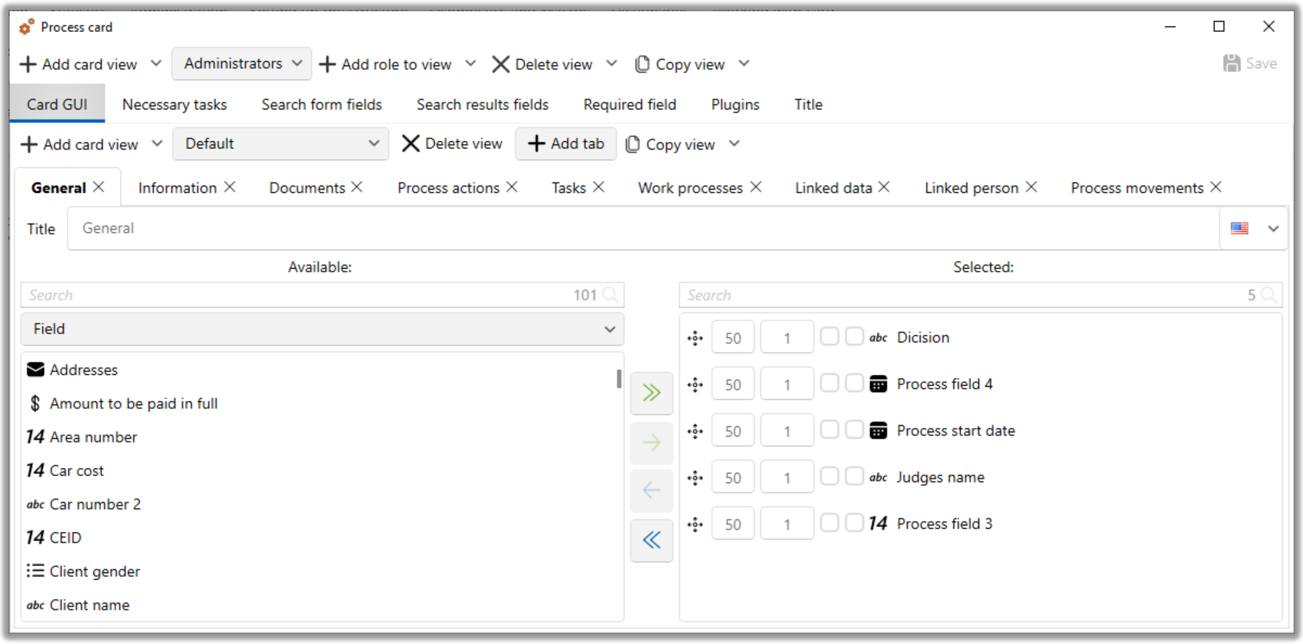
- from the entity search results;
- from the loan card on the tab with a special insert [Collateral], by clicking on the [Open] button (if there is a created process):



For convenience, the process cards are grouped into tabs.

On the **[Card GUI]** tab you can customize the card display separately for each role. The [Default] view will be used for all roles that do not have a customized card view.

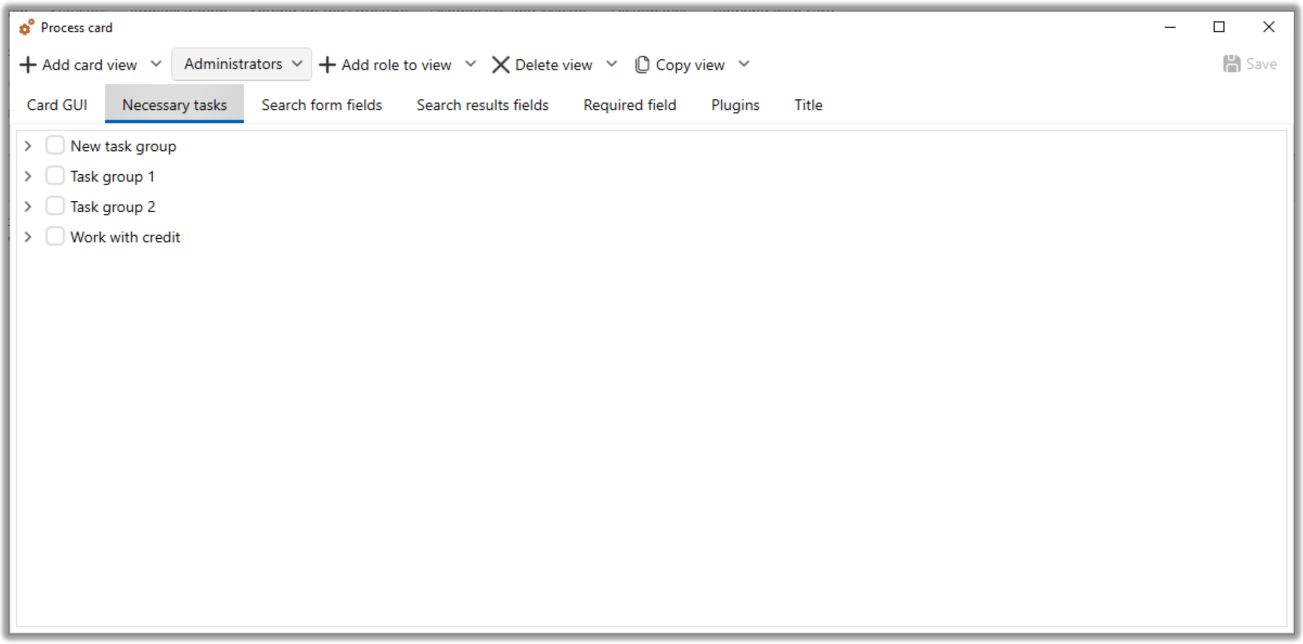
Tabs are added to the card view and a custom name can be set for each added tab. These tabs will display fields that have been moved to [Selected] from [Available]. In the [Available] block, fields are categorized into the following types:



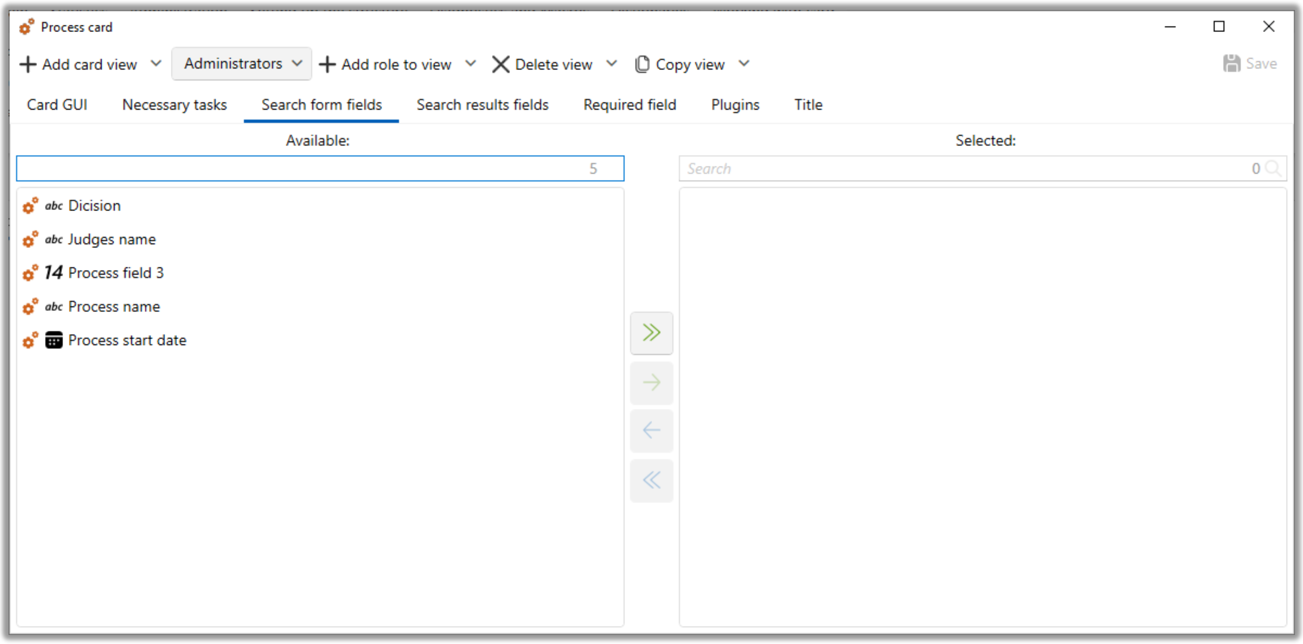
- [Fields] — selection from available fields of processes, clients, loans and dictionaries. Process fields are created in the main fields section (details in section 2.5.1.2.6) and additional fields of types (details in section 2.5.1.2.7);
- [Special inserts] — list of available special inserts to be added to the selected tab. A special insert can be used only once in one card view. The following special inserts are available: [Process Movement], [Process Actions], [Documents], [Tasks], [Work Processes], [Linked Data] and [Linked Persons].

In each added tab, the fields that are moved to [Selected] have the possibility to customize the width of each field (in %), the height (in rows or in %), and the sequence. You can set a separator for the fields and also make the field mandatory. According to these parameters, the fields will be displayed in the entity card.

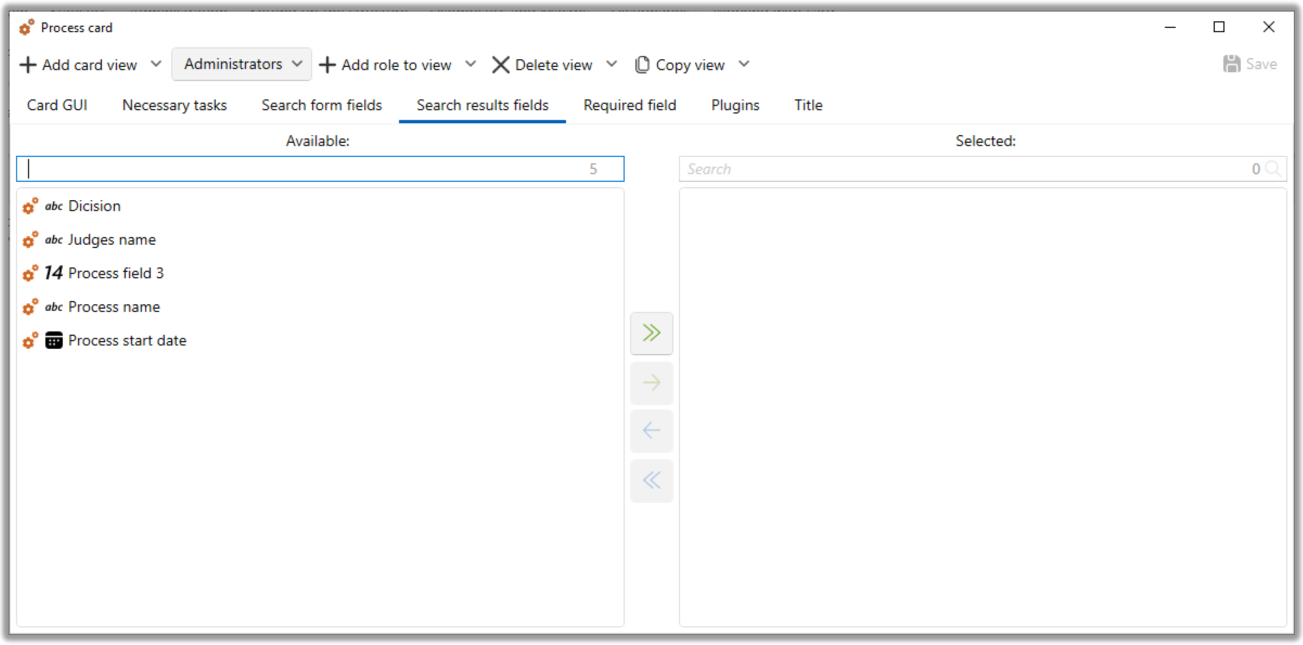
On the **[Necessary tasks]** tab you can customize the list of tasks that will be available for viewing and assigning from the entity card. If there are no marked tasks, the button to add tasks in the card will be inactive.



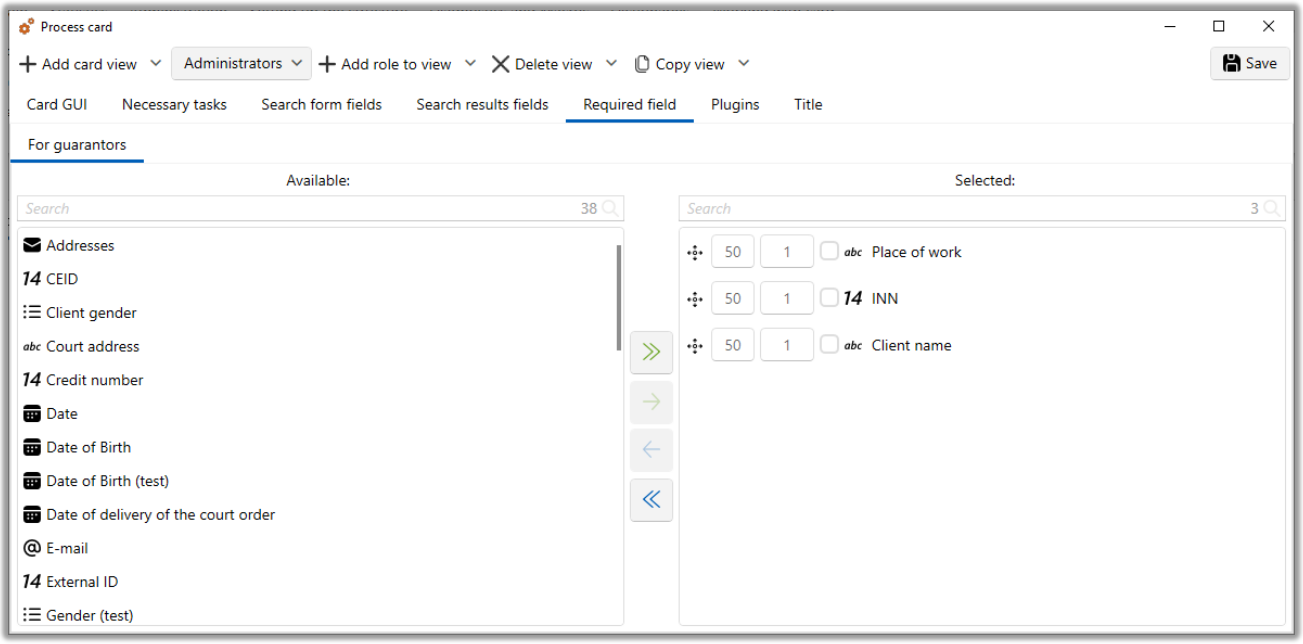
On the **[Search Form Fields]** tab, the list of available fields displays all fields created in the menu: [Administration] — [Search Customization] — [Process Search]. The selected fields will be displayed in the process search form.



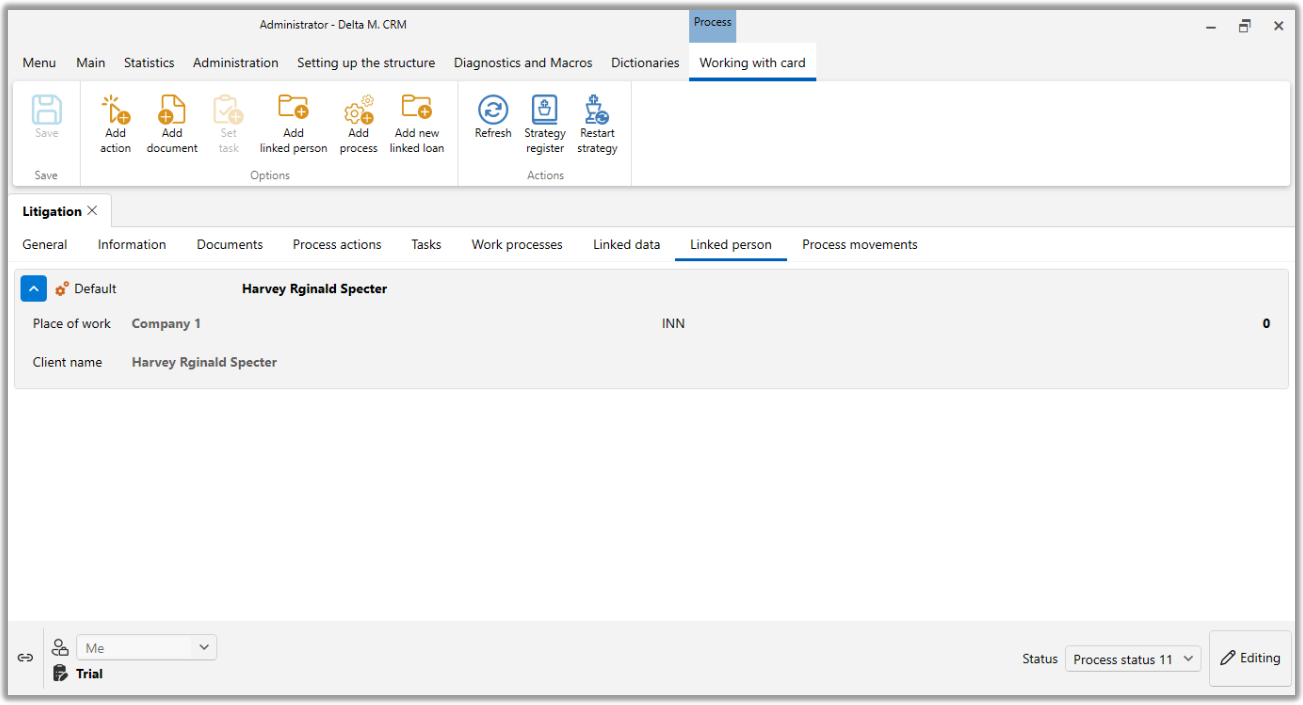
On the **[Search result fields]** tab, the list of available fields displays all fields created in the menu: [Administration] — [Search Customization] — [Process Search]. The selected fields will be displayed in the process search results display form.



On the **[Required fields]** tab, the fields Process, Customer, Loan and Dictionary are displayed in the [Available] block.



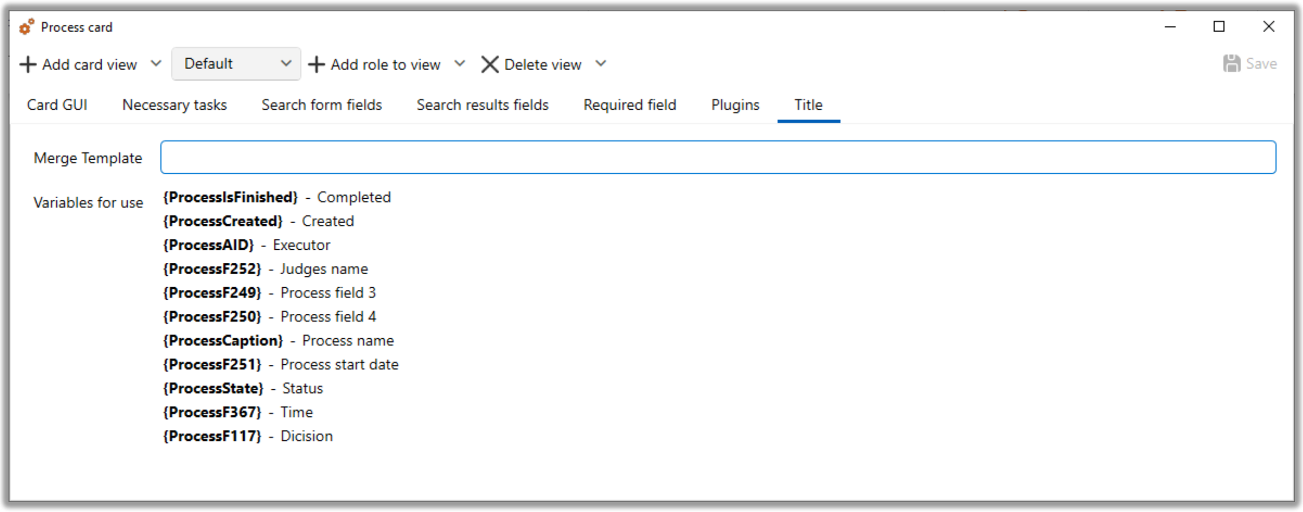
Selected fields, if not empty, will display third party information on the process card tab, where a special [Linked Persons] box has been added.



The **[Plugins]** tab displays the available Plugins for use in the process card.

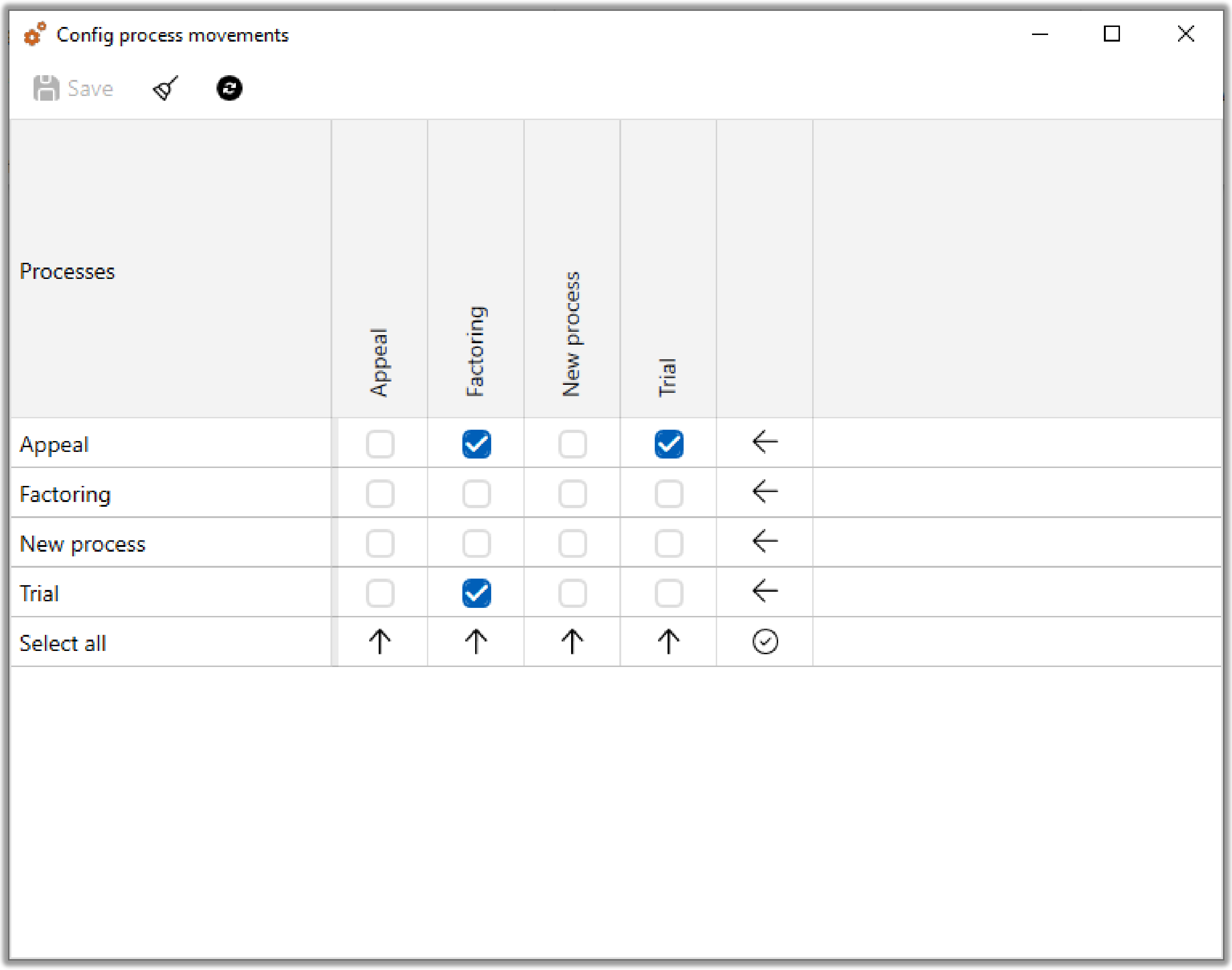
The **[Title]** tab displays the process fields as variables for use in the name of the process card page. You can copy the desired process field and paste it into the [Merge

Template] field. The text and variables in the [Merge Template] field will form the name for the process card.



2.5.1.5.3 Process movements

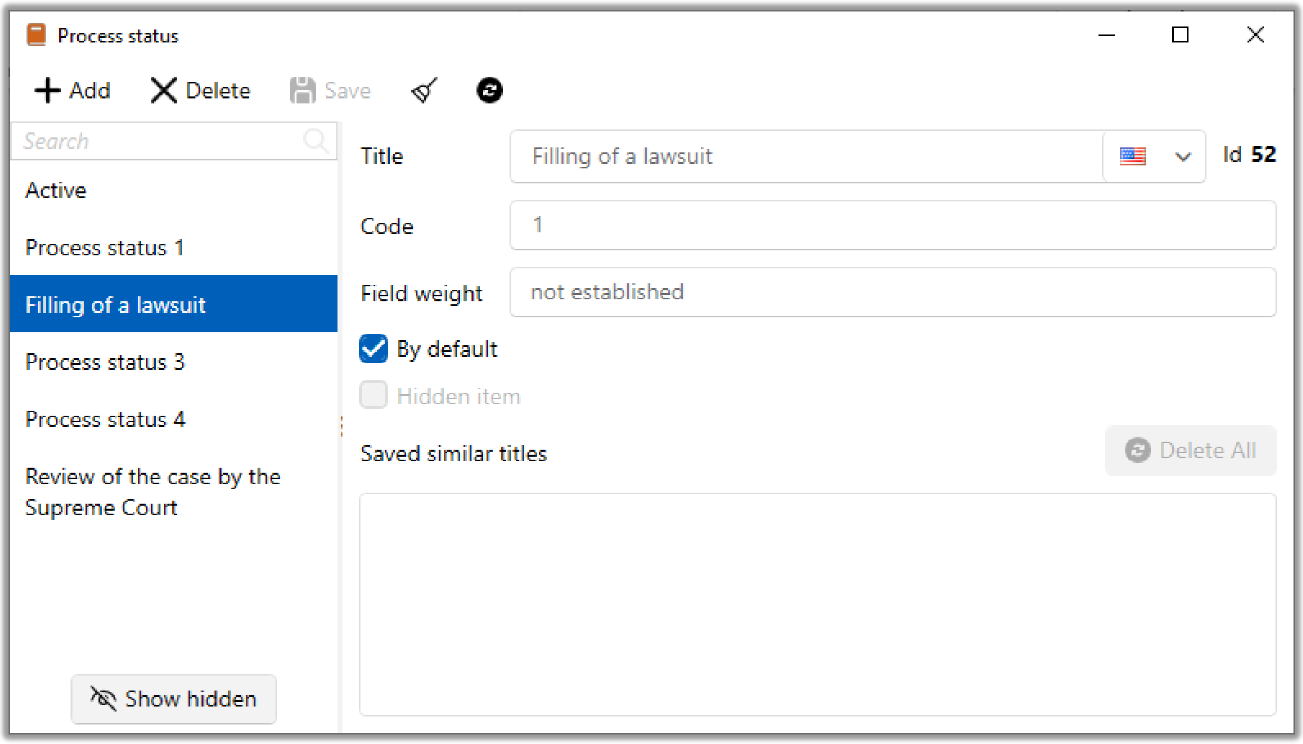
After clicking on the [Process Movement] button, the [Config process movements] window opens for the user to customize the process movement matrix. The processes that can be added after the horizontal process are selected vertically.



If there are no checkboxes set, then processes can be added in any order.

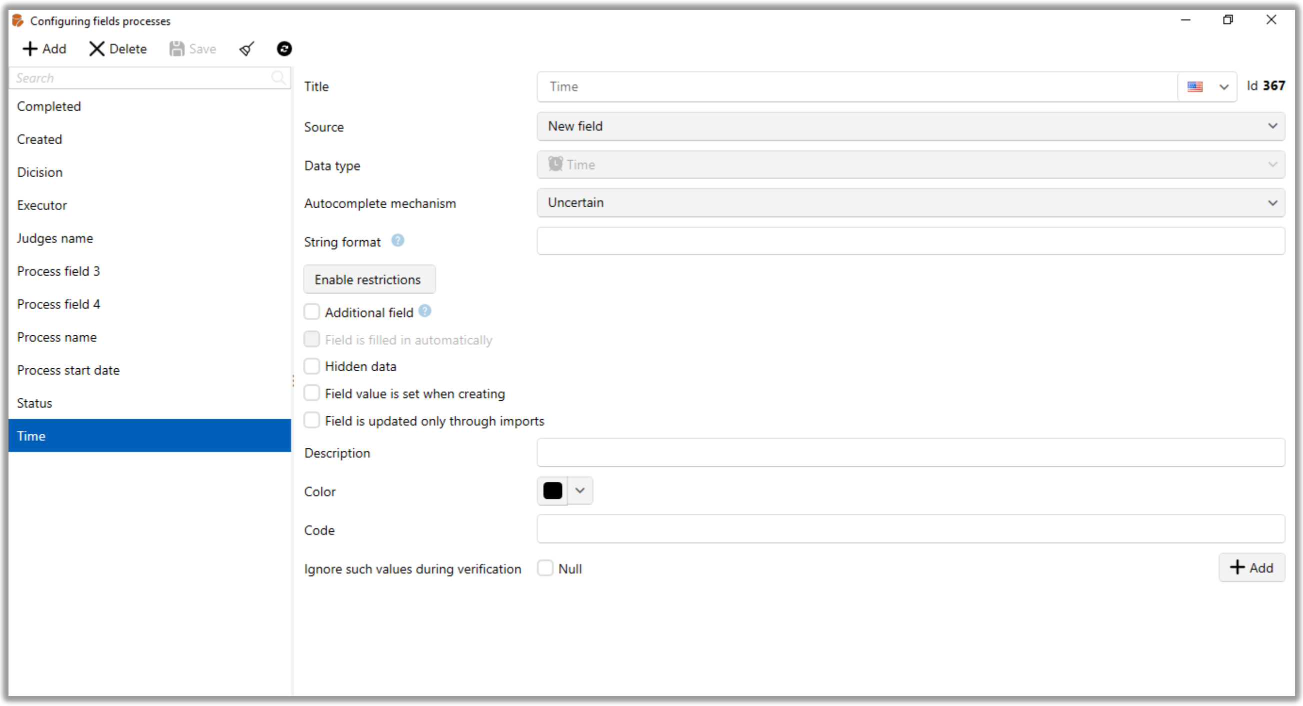
2.5.1.5.4 Process status

Clicking the [Process status] button opens a window for the user to configure and add process statuses.



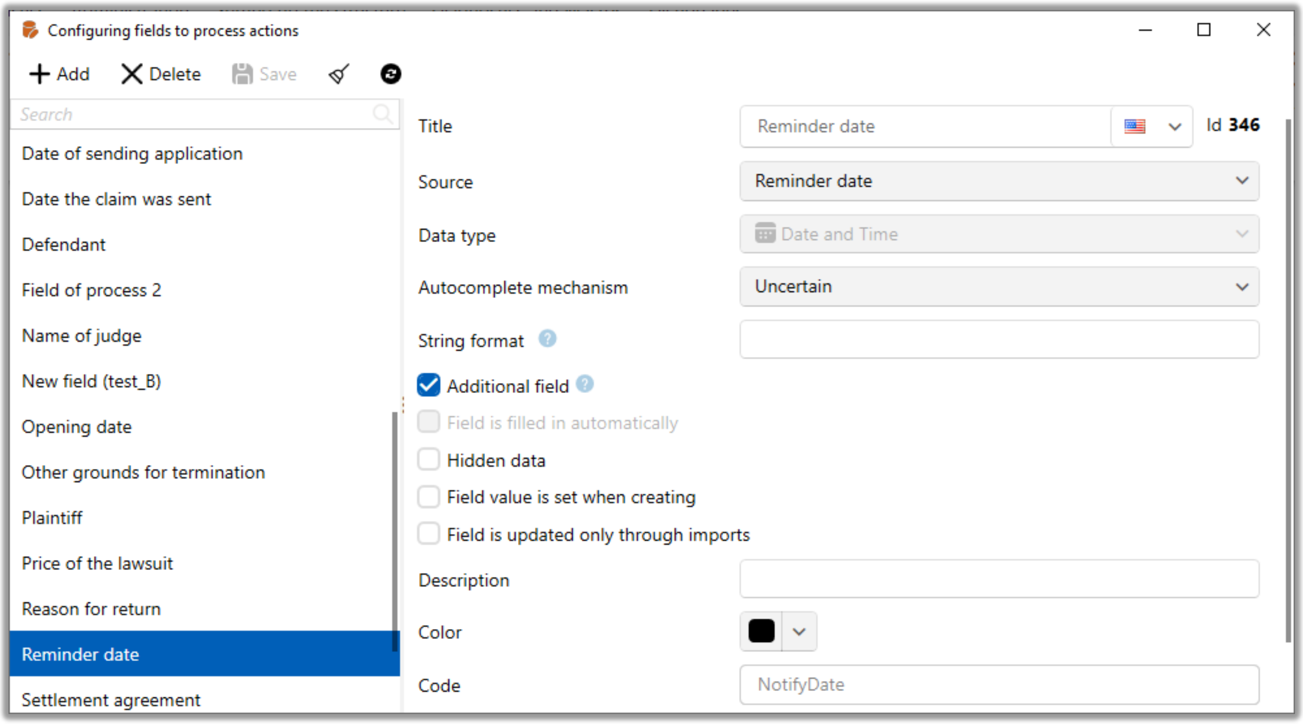
2.5.1.5.5 General field

After clicking the [General fields] button, a window for customizing and adding process fields is opened for the user. These fields will be used on the tab [Required fields] in the process setup.



2.5.1.5.6 Action fields

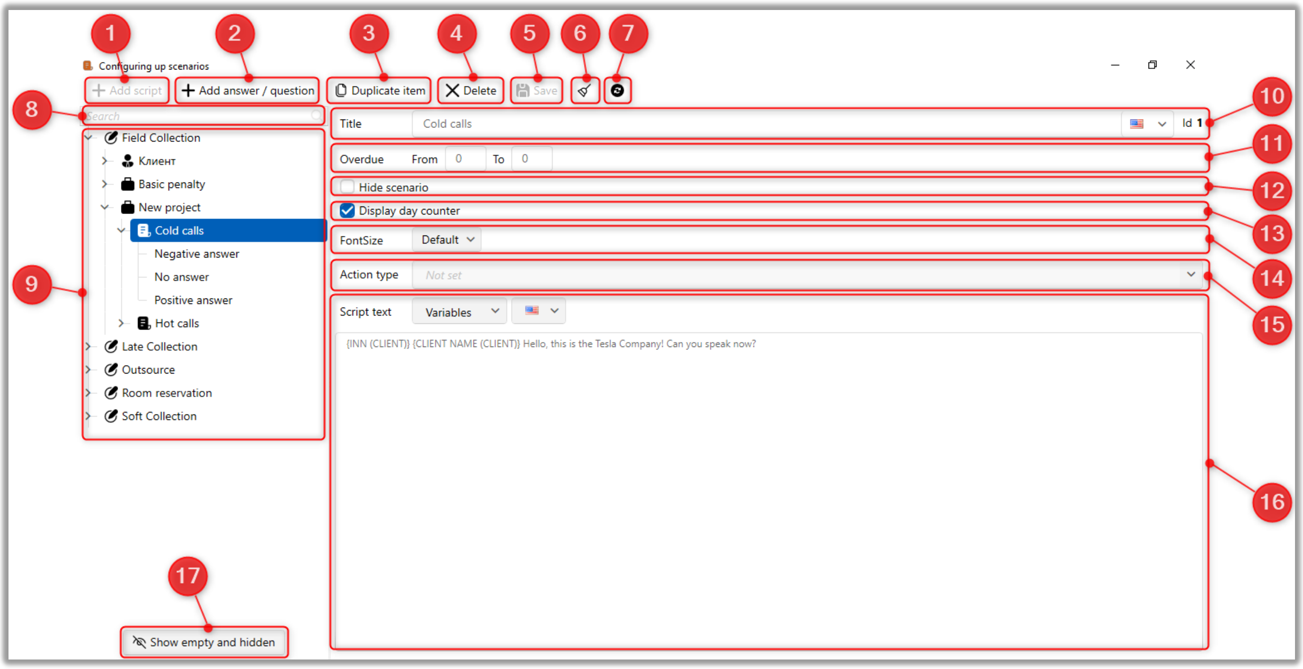
After clicking the [Action fields] button, a window opens for setting, adding and deleting fields for process actions (tab [Required Fields]).



2.5.1.6 Scenarios

Work scenarios are templates of conversations (carrying out a procedure) with clients according to the scheme [Question/Answer] or when informing, which can serve as a hint or guide when users communicate with clients. The use of scenarios is provided for each stage created in the system. Work scenarios can be used when adding an action in the card of clients or loans.

The following parameters are available in the work scenarios setup window:



1. [Add script] — add scenario for the selected stage project.
2. [Add answer/question] — add an answer/question for the selected scenario or another answer/question.
3. [Duplicate Item] — create a copy of the selected item.
4. [Delete] — delete the selected item.
5. [Save] — save the settings you have made.
6. [Clear selection] — deselect the selected object.
7. [Refresh data] — update data in the window of scenario settings.

8. Search line by created elements.

9. Tree of stages and scenarios with the answer/question contained in them. Separate icons are provided for each type:

— created stages in the system (by default, only non-empty and not hidden stages are displayed);

— projects created in the system and users at this stage (Customer);

— scenario or answer/question.

10. [Title] — enter a name for the selected element, also its id is displayed (if the element has been saved).

11. [Overdue] — set the overdue period for contracts to which this scenario will be applied.

12. [Hide scenario] — hide the display of the selected scenario (the scenario will be displayed only when [Show empty and hidden] is enabled).

13. [Display Day Count] — displays the number of days this scenario has already been applied.

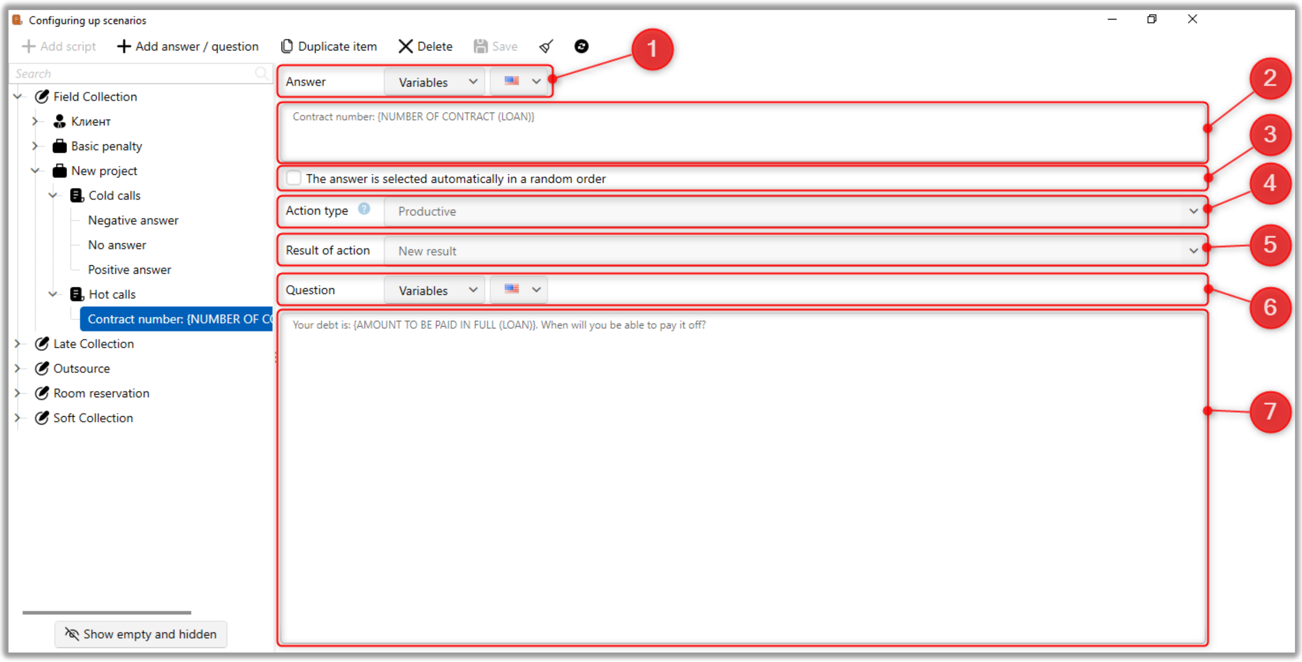
14. [FontSize] — Set the font size for the script.

15. [Action Type] — select the action type that will be automatically set for this scenario (simplifies the work of users when adding actions).

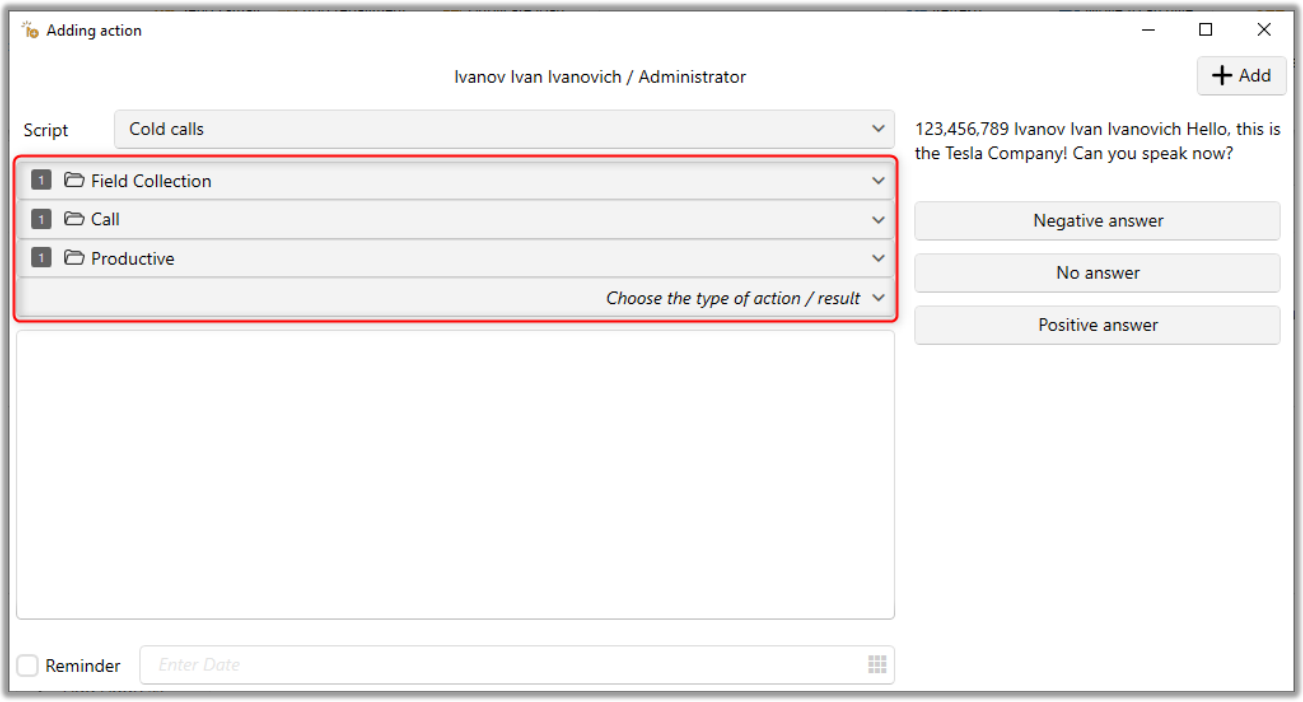
16. [Script text] — script text customization block, where you can select the field containing the variable to be displayed in the script text. Place the cursor in the part of the text where you want to add a variable and select the necessary variable from the list. You can also select the language of the script text, which will be switched when the language settings of the user client are changed. Below is a text block containing the script text that will be displayed to the user for the selected answer/question.

17. [Show Empty and Hidden] — when enabled, all hidden and empty stages will be displayed to the user (if a stage is not empty and has no scripts, it will be hidden by default).

After adding a scenario, the Add Answer/Question feature becomes available, where the following options are present:



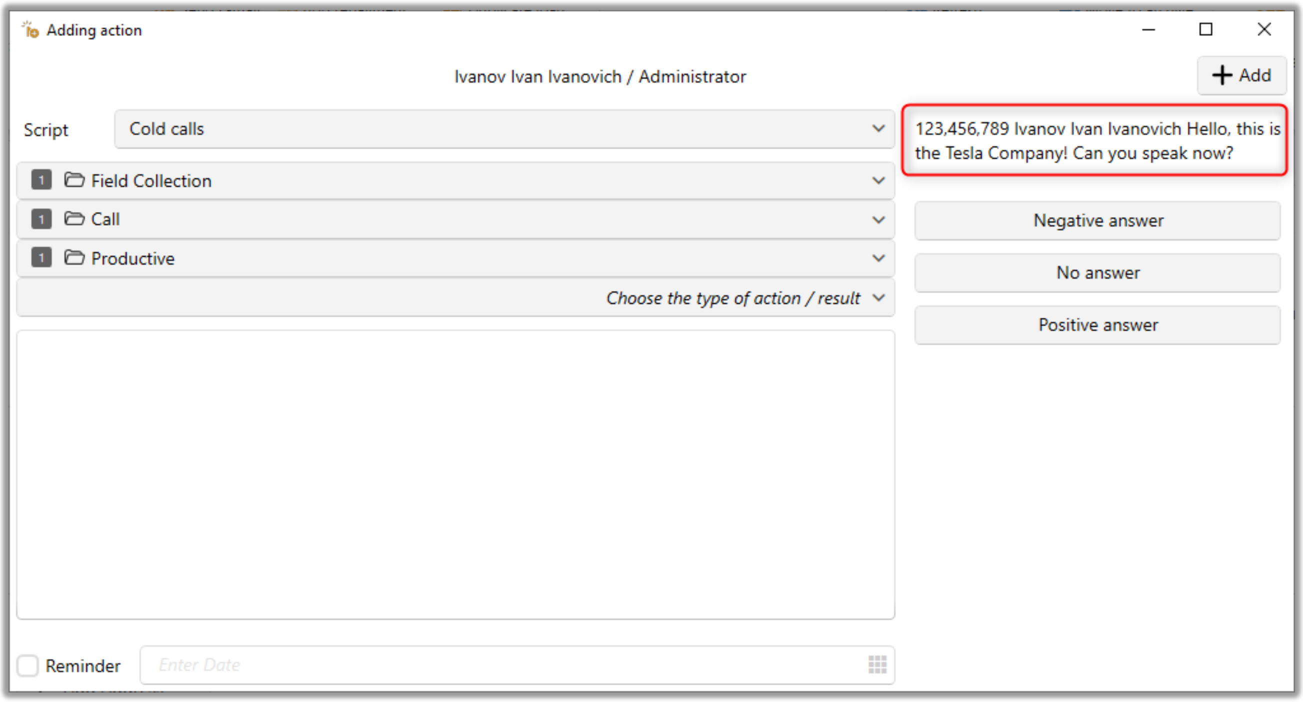
1. [Answer] — selection of the variable that will be added to the client's response selection field. It is possible to set multi—language for the answer, when changing the language, the script will be automatically translated to the selected language, if it has been filled in.
2. Answer field where you enter text and variables that will be displayed to the user as a answer button in the Add Action window.
3. [The answer is selected automatically in a random order] – a random response will be set in the add action window.
4. [Action Type] — selects the action type that will be automatically set in the Add Action window if users have selected this answer/question. The set action type has higher priority than the action result (selected in [Action Result]). Note that the action that is set for the script has the highest priority, for this option to work, [Not set] must be selected in the script action type.



5. [Action Result] — selects the action result that will be automatically set in the Add Action window if the user has selected this answer. The set action result will be selected if there is no action type set ([Not set] must be selected), both in the answer/question itself and in the script.

6. [Question] — selection of a variable to be entered into the question field. It is possible to set multi—language for the question, when changing the language, the script will be automatically translated to the selected language, if it was filled in.

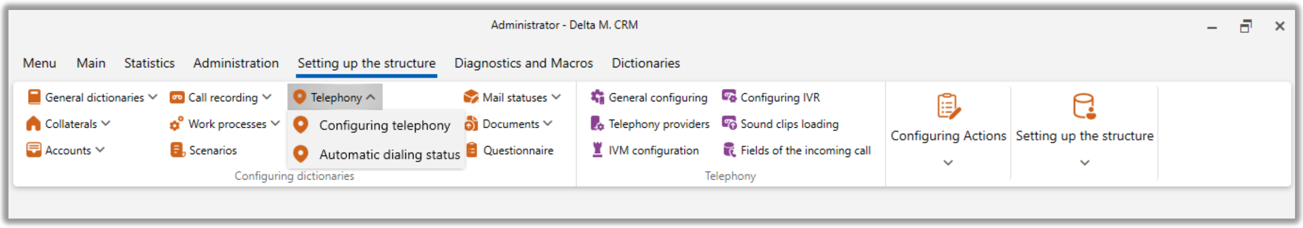
7. A question field where you enter text and variables to display to the user after clicking the answer button when adding an action.



IMPORTANT: Work scripts are linked to action steps and will not be displayed when adding an action if the user does not have access to that step. When working with workflows, you must consider the restrictions in the role settings or in the user settings (option [Can enter actions]).

2.5.1.7 Telephony

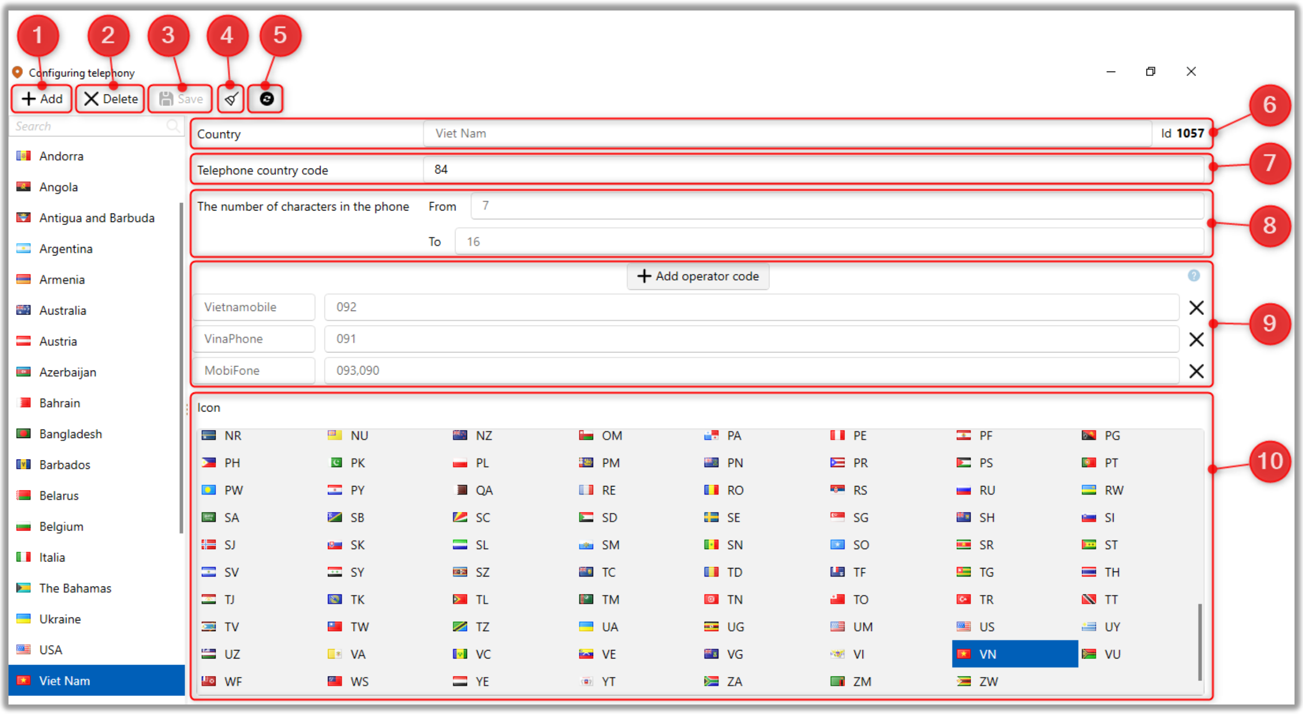
This module configures the work with telephony in the Delta M. CRM.



2.5.1.7.1 Configuring telephony

In this setting it is possible to add country, country phone code, country icon and number of characters in the phone, and optionally add masks with operator code. The created countries and their telephony settings will be available for selection when adding customer phone numbers.

The following settings are presented in the telephony settings window:

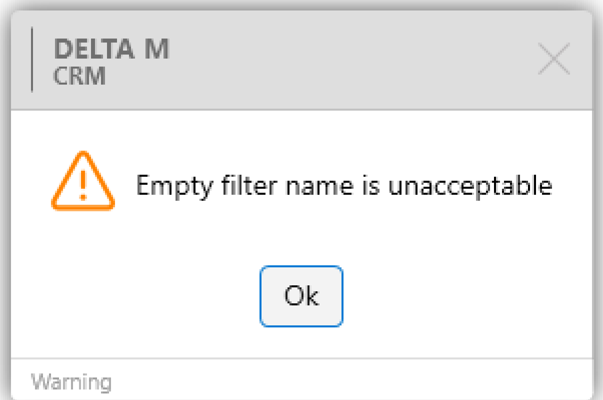


1. [Add] — creation of a new country.
2. [Delete] — delete the selected item.
3. [Save] — saves the settings you have made.
4. [Clear selection] — deselects the selected item.
5. [Refresh data] — update the data in the telephony settings window.
6. [Country] — enter the name of the country.
7. [Telephone country code] — enter the phone code of the country.
8. [The number of characters in phone number] — specify the number of characters in the phone number (excluding the country code) that the system will allow you to import or add manually. The [From] parameter specifies the minimum

number of characters allowed, and the [To] parameter specifies the maximum number of characters in the number.

IMPORTANT: Please note that within the set range, all numbers will be considered as valid numbers by the system, not just the limit value. For example, if [From] is set to 7 and [To] is set to 16. Then all phone numbers with the following number of characters will be correct: 7, 8, 9, 10, 11, 12, 13, 14, 15, 16.

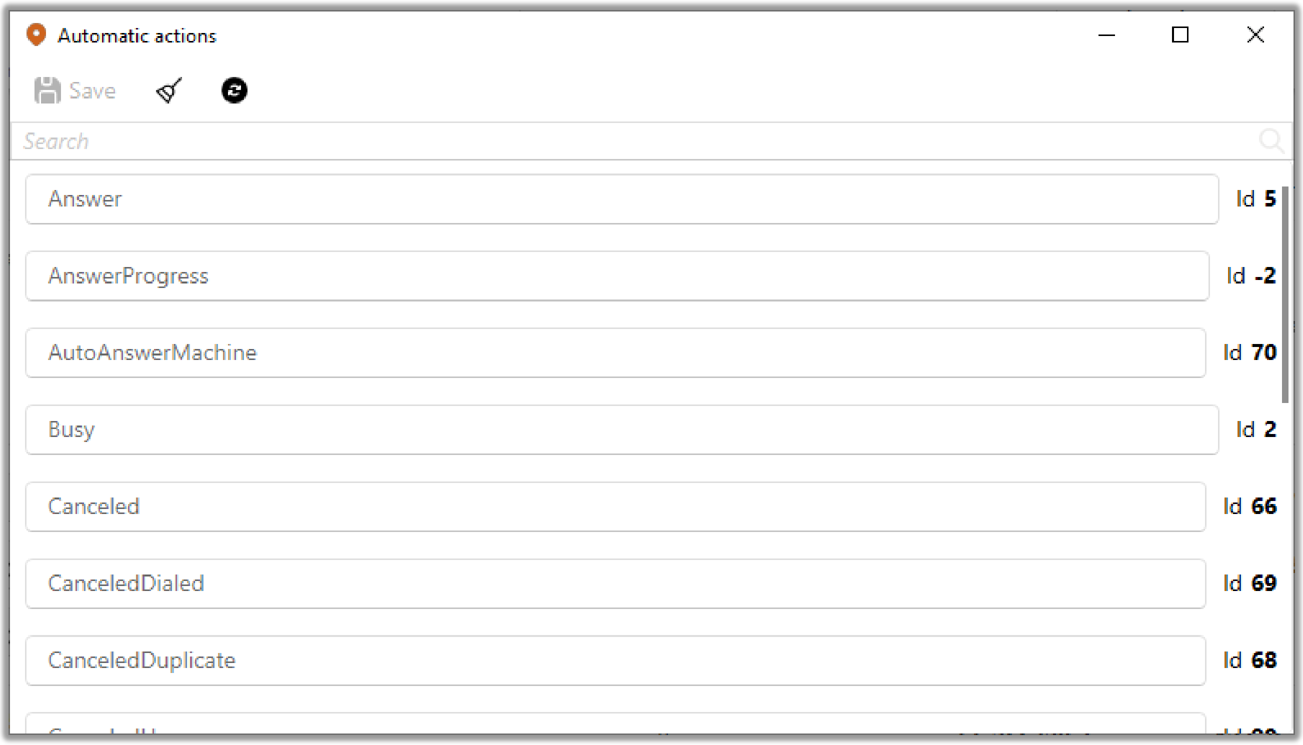
9. [Add operator code] — the button to add the mask of available operators for the selected country. After pressing the button, the block for entering data about the operator appears, where in the first field you should enter the operator's name, and in the second field specify the operator's code (the list of codes is written in comma without spaces, the range of codes is indicated by hyphen without spaces). The operator's name and code are mandatory.



10. [Icon] — selection of icon for the added country.

2.5.1.7.2 Automatic dialing status

Displays all available automatic dialer statuses used during integration with telephony. If necessary, these statuses can be renamed. Automatic actions will be reflected in the entity card on the tab with a special insert [Complete History] in case of customer calls.



2.5.1.8 SMS templates and states

The system provides possibility to send SMS messages according to pre-created template.

To access SMS templates configuration it is necessary to set the [SMS templates] checkbox in the user role settings on the [Administration] tab.

2.5.1.8.1 SMS Templates

In the [SMS Templates] window you can customize groups of templates and templates for sending SMS to clients.

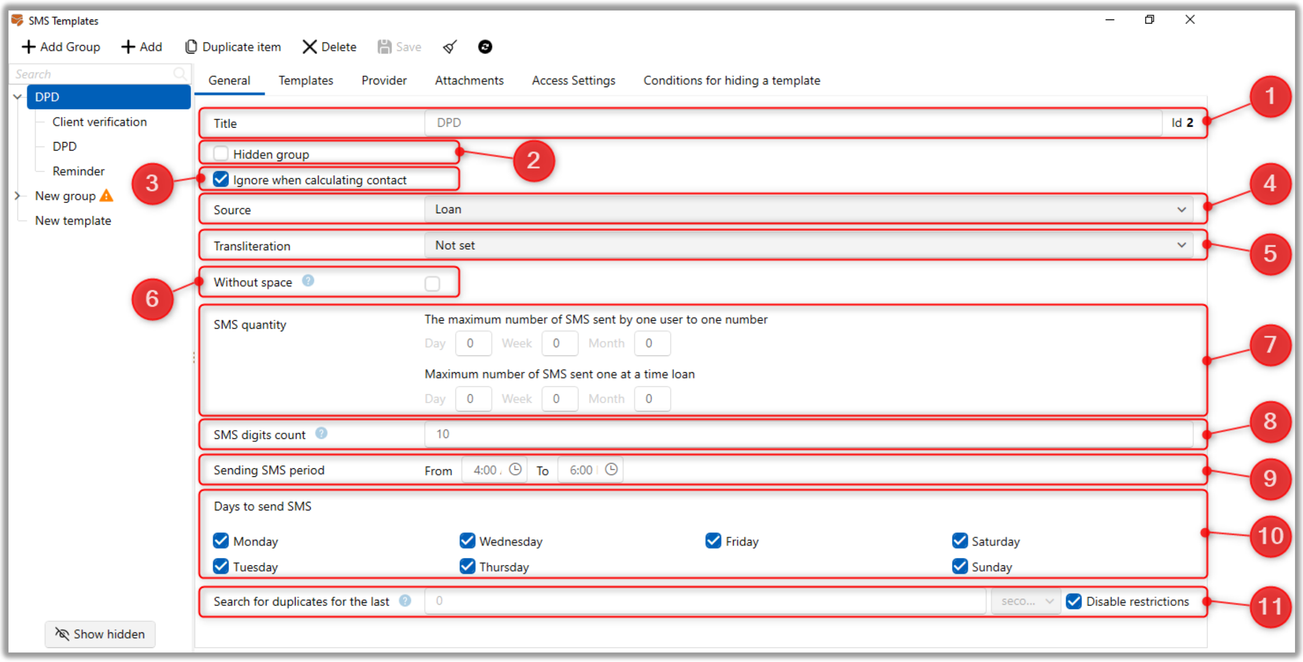
The system provides possibility to send SMS messages by pre-created template.

Sending SMS messages can be performed in two ways:

- [Manual] — by a specific Loan or from the table of search results for the selected Loan pool;
- [Automatically] — using the [Strategy] functionality, it is possible to configure the strategy to automatically send out messages for certain credits using a certain template (more details in the section 2.4.3.1).

The Templates group contains four tabs: [General], [Templates], [Provider], [Access Settings].

The following settings are available on the [General] tab:



1. [Title] — set the name for the group.
2. [Hidden group] — possibility to make the group hidden (the group together with templates attached to it will not be displayed when manually sending sms, as well as in the strategy).
3. [Ignore when calculating contact] — the system will not take into account the number of messages sent by this template when calculating the contact rate. If this checkbox is active, users will be able to send manual SMS messages using this template from the entity card even if the contact limit has been reached.

4. [Source] — select the source (Loan/Customer).

5. [Transliteration] — conversion by the system of the template text in Cyrillic alphabet into Latin alphabet when sending SMS. This function allows to send SMS to clients in transliterated form without changing the template, which was created in Russian or Ukrainian, where characters will be already converted to Latin.

6. [Without space] — this function removes spaces between fields in the template. When using this setting, spaces after variables will not be removed if they were added manually.

7. [SMS quantity] — the ability to set the maximum number of identical sms sent by one user to one number during one day. If the [Disable restrictions] checkbox is checked, the limitation on the number of sent sms will be removed.

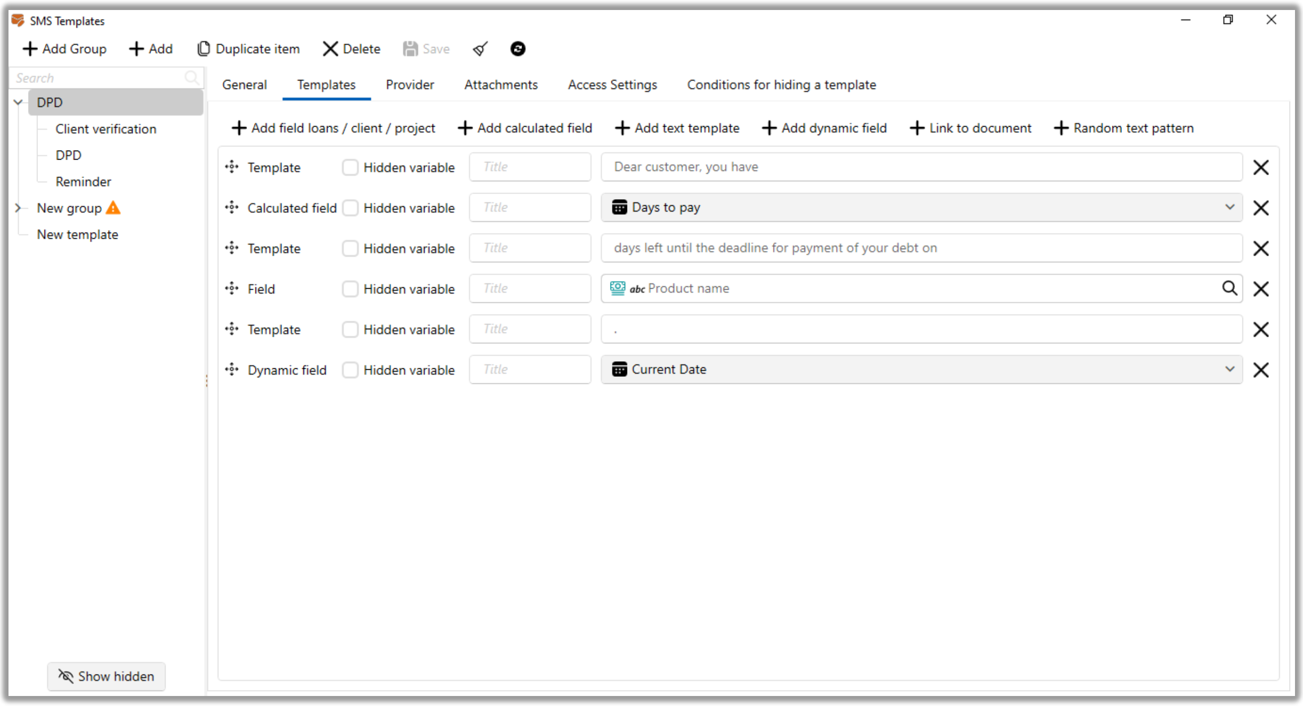
8. [SMS digit count] — maximum number of characters in the template (maximum allowed number is 999).

9. [Sending SMS period] — possibility to set restrictions of time period, during which sms will be sent.

10. [Days to send SMS] — check the checkboxes to indicate the days during which SMS will be sent.

11. [Search for duplicates for the last] — search for duplicates for the set time. The setting, thanks to which identical sms will not be sent to one number during the set time. If the [Disable Restrictions] checkbox is checked, the duplicate search restriction is disabled.

The following options are available on the **[Templates]** tab for customizing templates:



- [Add field loan/client/project] — add loan/customer/project field to SMS template. Not available when [Customer] source is selected on the [General] tab, it is replaced by [Add Field] with possibility to select only customer fields.
- [Add calculated field] — adding a calculated field (for more details on creating and customizing calculated fields see section 2.4.3.4). Not available when [Client] source is selected on the [General] tab.
- [Add text template] — field for entering text into SMS template.
- [Add dynamic field] — add dynamic system field ([Time], [Verification code], [Current date], [Current date and time]).
- [Link to document] – document link.
- [Random text pattern] – selecting a randomly created text template from the list.

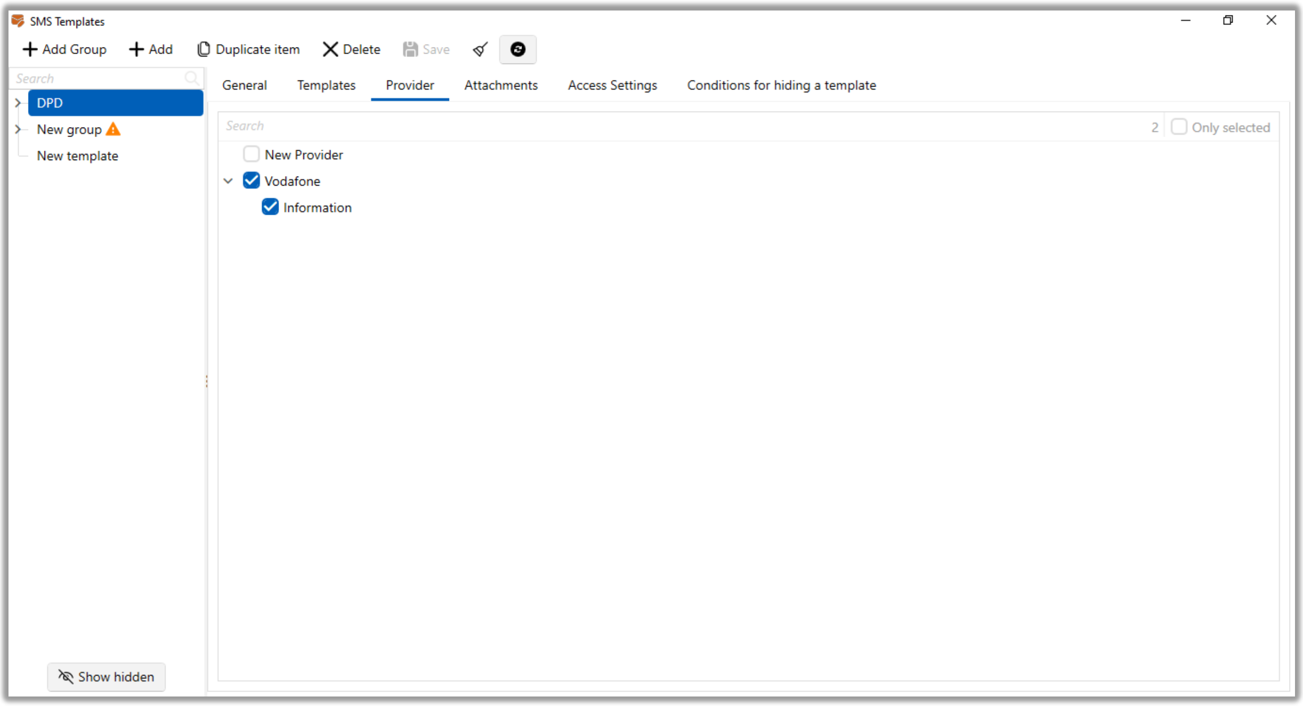
The added fields have the same structure, where:

- Customize the order of fields in the created template.
- [Title] — in this field, if necessary, specify the names of variables transmitted by the provider, if the template itself is customized on the SMS provider

side. The user specifies the names of variables that will be mapped with fields in the Delta M.CRM system.

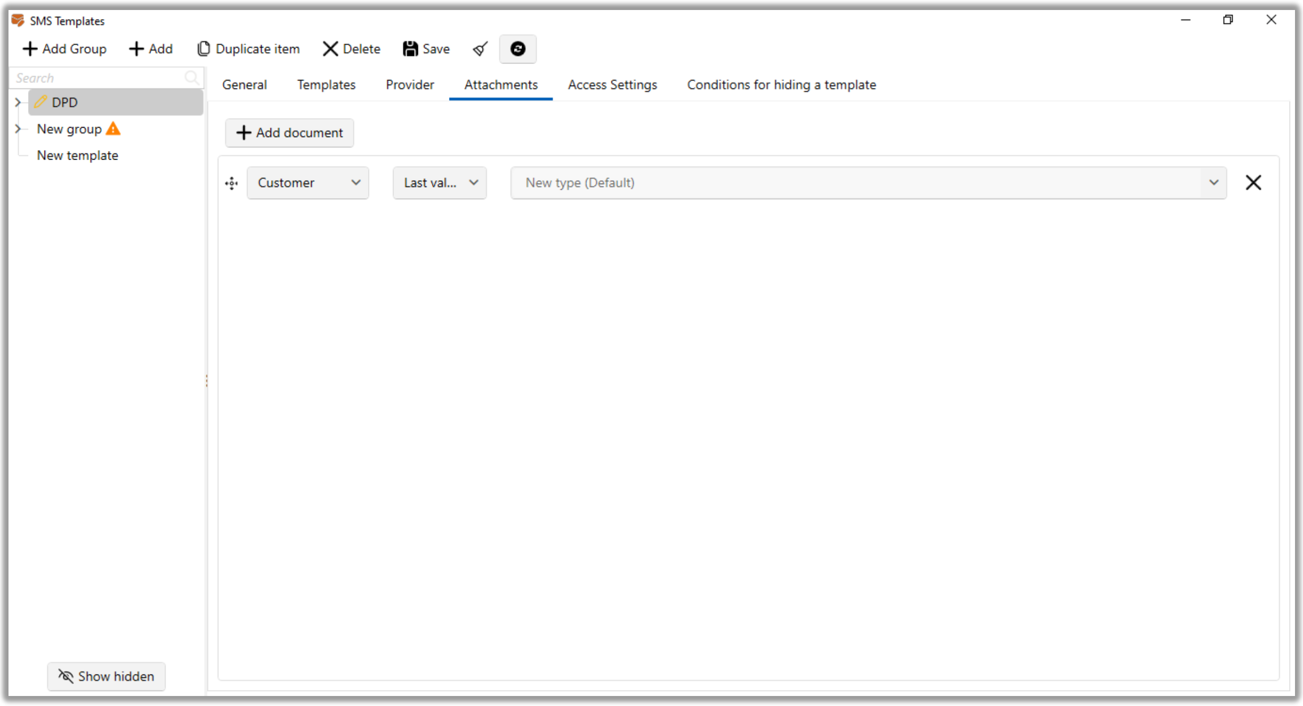
- Customizing the content of the added field.
- [X] — button to delete the added field.

On the **[Provider]** tab checkboxes are used to select providers and used alphanumeric names from which SMS will be sent for the selected template. Only those providers and alphanumeric names are available for selection, which are added and activated (enabled) in the SMS providers settings (more details in section 2.4.2.6).

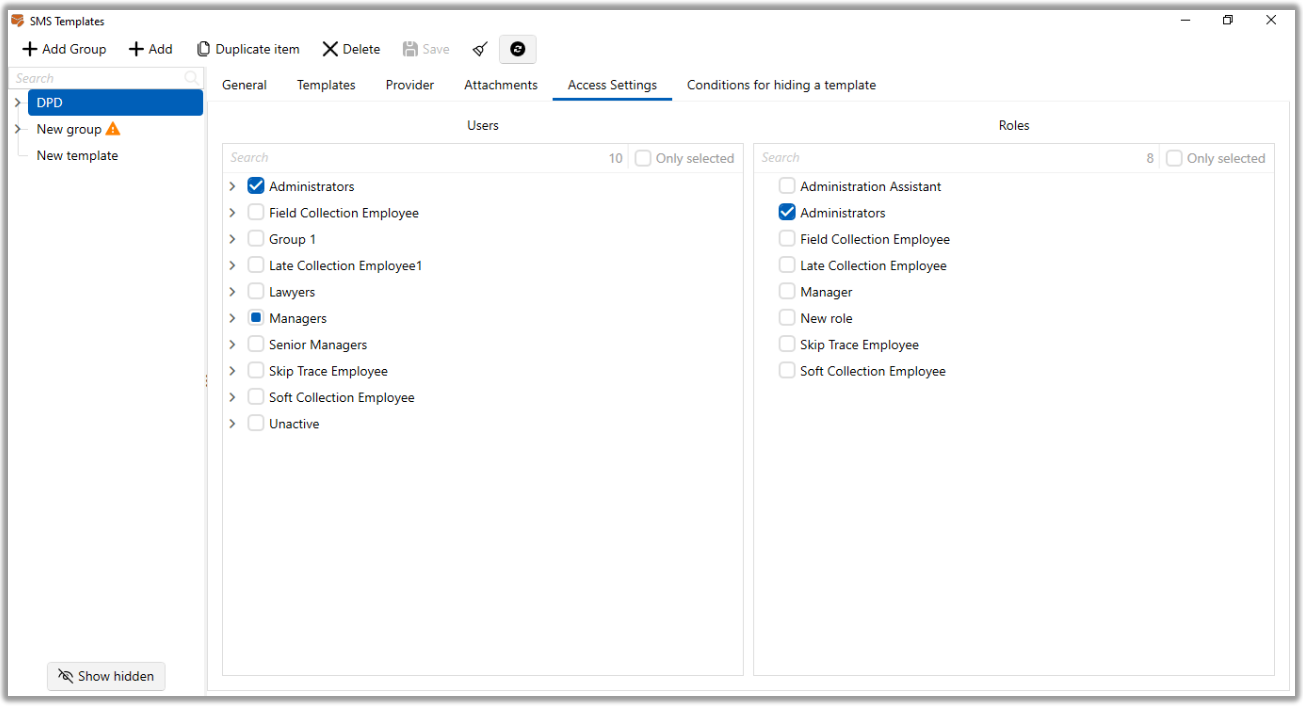


IMPORTANT: To access the required sms template, users must also have access to the group in which the template is located.

On the **[Attachments]** tab you can customize the list of attached documents. To add a new document, click the [+ Add Document] button and customize its parameters.



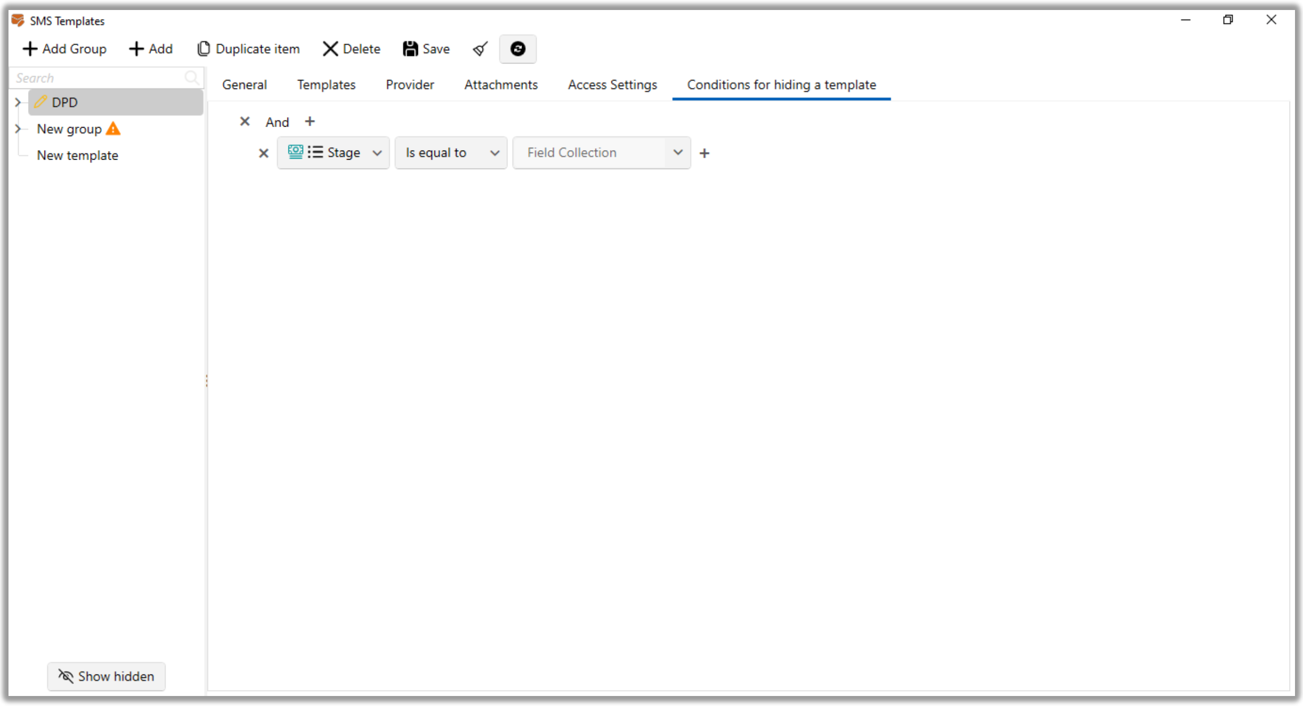
The **[Access Settings]** tab sets access to the group and all templates nested in it, by a particular user or role. The tab contains two blocks:



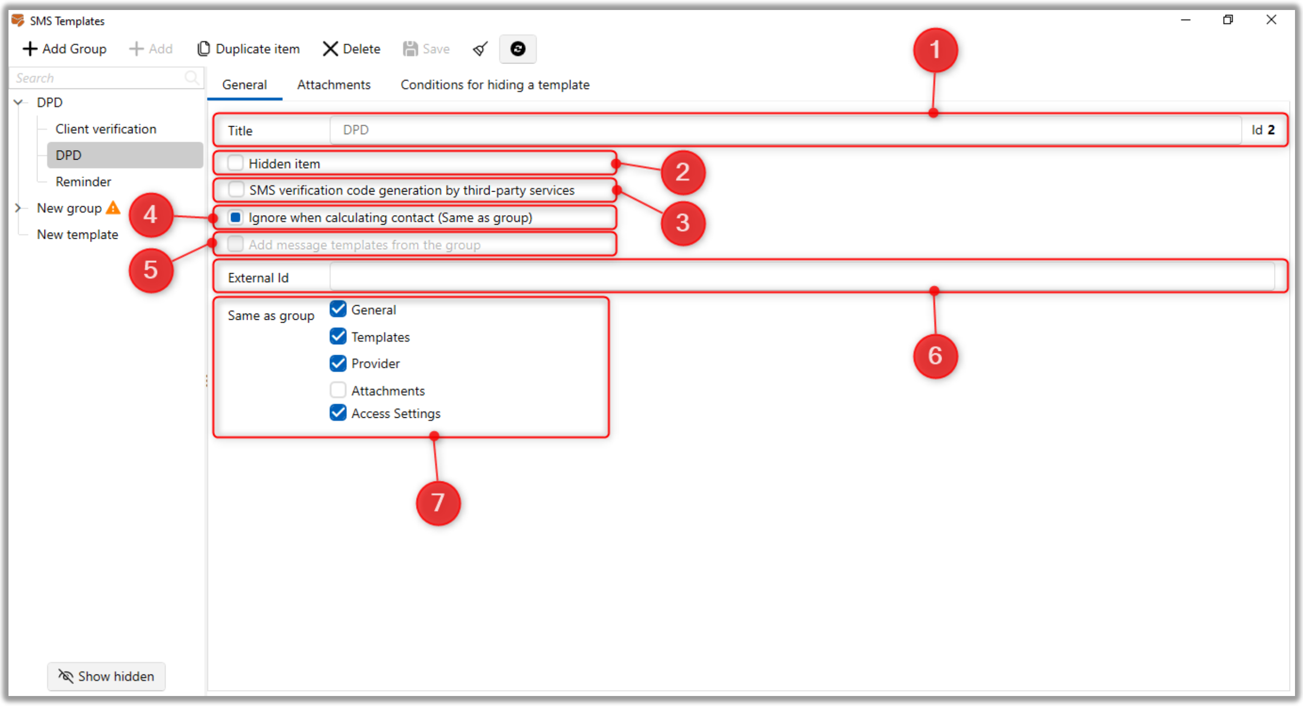
- [Users] — selection by checkboxes of users or user groups with access to this template group. When the [Only selected] checkbox is checked, only the checked users and groups will be displayed and their number counter on the left side of this checkbox.

- [Roles] — using checkboxes select user roles that will have access to this template group. If the [Only selected] checkbox is checked, only the checked user roles will be displayed and the counter of their number on the left side of this checkbox will be displayed.

The **[Conditions for hiding template]** tab is used to set up conditions for hiding a created template or a group of templates when sending SMS. It is possible to create multi-level conditions united by logical operators "And", "Or".



A template can be created only within a group, a template cannot exist as a separate element. The following parameters are available for a template:



1. [Name] — enter a name for the template.

2. [Hidden item] — hide the template (the hidden template will not be displayed when sending SMS manually and in the strategy).

3. [SMS verification code generation by third-party services] — enabling SMS code generation for verification using third-party services.

4. [Ignore when calculating contacts (Same as group)] — the system will not take into account the number of sent messages for this template when calculating the contact rate. By default, inheritance of this setting as a group is enabled for the template.

5. [Add message templates from the group] — enables merging of a message template with a template from the group. In the merged template, the template form from the group comes first, and then the template itself, in which merging is enabled. For example, if there is the same greeting for all Sms, but their content is different. This checkbox is not active if inheritance of template settings [As in group] is enabled.

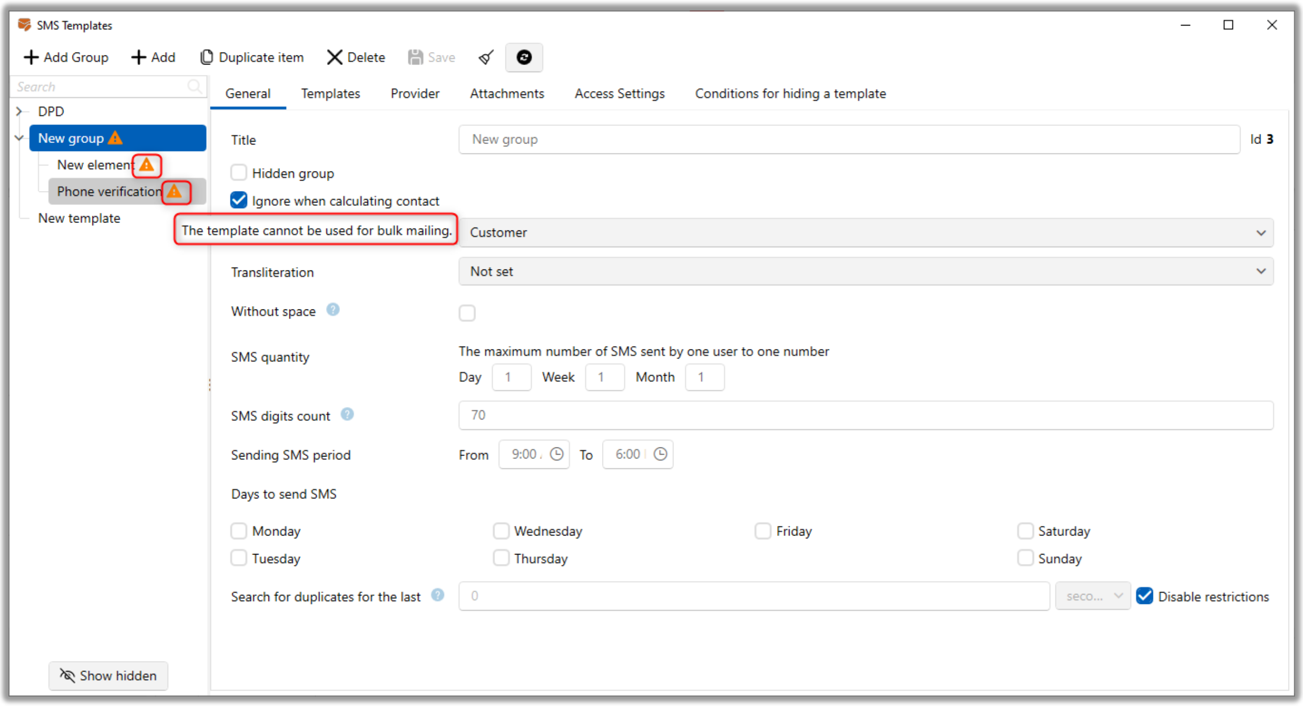
6. [External id] — input of external identifier, if the message template is customized on the Sms provider's side. When using an external identifier, the

[Template] tab specifies the used variables from the system that will be transferred, and the [Name] cell contains indicators of the provider's template variables, to which the values from the system fields will be transferred.

7. [Same as group] — enable inheritance of group settings for the selected template. If inheritance is disabled for one of the parameters, then there is an opportunity to customize the corresponding parameters in a separate tab for the template without inheritance. Customizing the template parameters is identical to customizing the group parameters. For example, checking the [Provider] checkbox in the [Same as group] parameter will apply the group provider settings for this template.

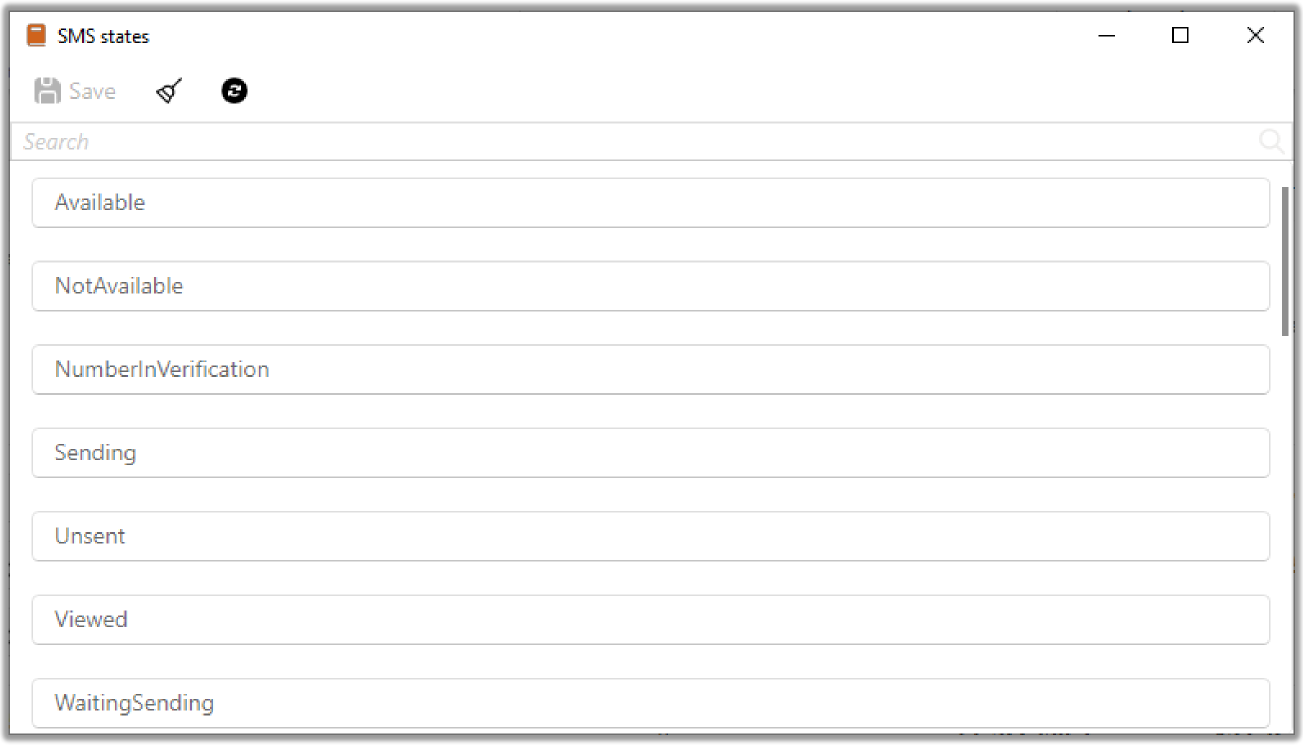
Setting the conditions for hiding a template is similar to the settings for a group.

The [The template cannot be used for bulk mailing] error occurs if one of the templates has been assigned for mass distribution via strategy or via search results, but a limit on the maximum number of messages to be sent has been set for it (in [Number of SMS]).



2.5.1.8.2 SMS states

Display all available SMS states used in integration with SMS providers. If necessary, these statuses can be renamed. These statuses will be reflected in the entity card on the tab with a special insert [Complete History].



2.5.1.9 E-mail templates

The system provides possibility to send E-mail messages by pre-created template.

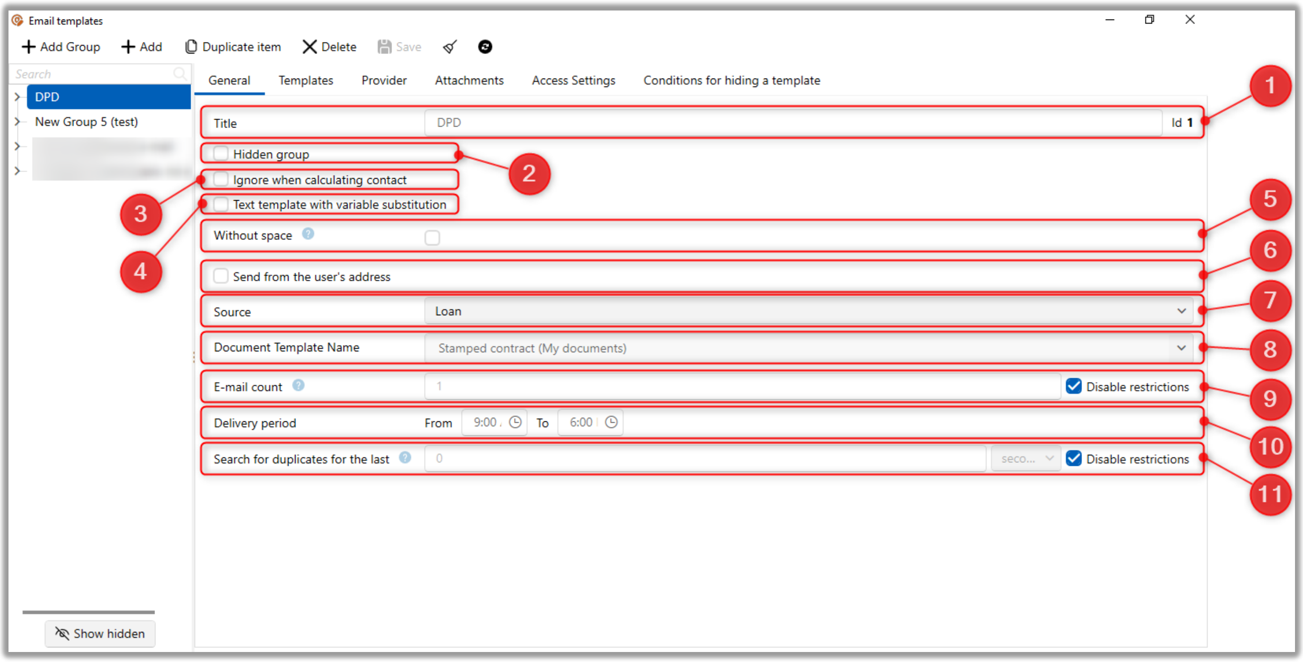
For access to E-mail templates setting it is necessary to set the checkbox [E-mail templates] in the user role settings on the tab [Administration].

2.5.1.9.1 Email templates

The [Email templates] window configures template groups and templates for sending SMS to clients.

The group contains four tabs: [General], [Templates], [Provider], [Access Parameters].

The following settings are available on the [General] tab:



1. [Title] — set the name for the group.

2. [Hidden group] — possibility to make the group hidden (the group together with templates attached to it will not be displayed when manually sending sms, in the strategy).

3. [Ignore when calculating contact] — the system will not take into account the number of messages sent using this template when calculating the contact rate.

4. [Text template with variable substitution] — enable the option of using a text template with variable substitution for sent e-mails. After enabling this option, the [Text template] tab will become available.

5. [Without space] — the ability to remove spaces between variables in the template.

6. [Send from the user's address] — send emails from user's address. The user's e-mail address must be specified in the [Access Parameters] tab of the user's settings.

7. [Source] — select the data source. The source can be of four types: Loan, Customer, Tasks, Document Packages.

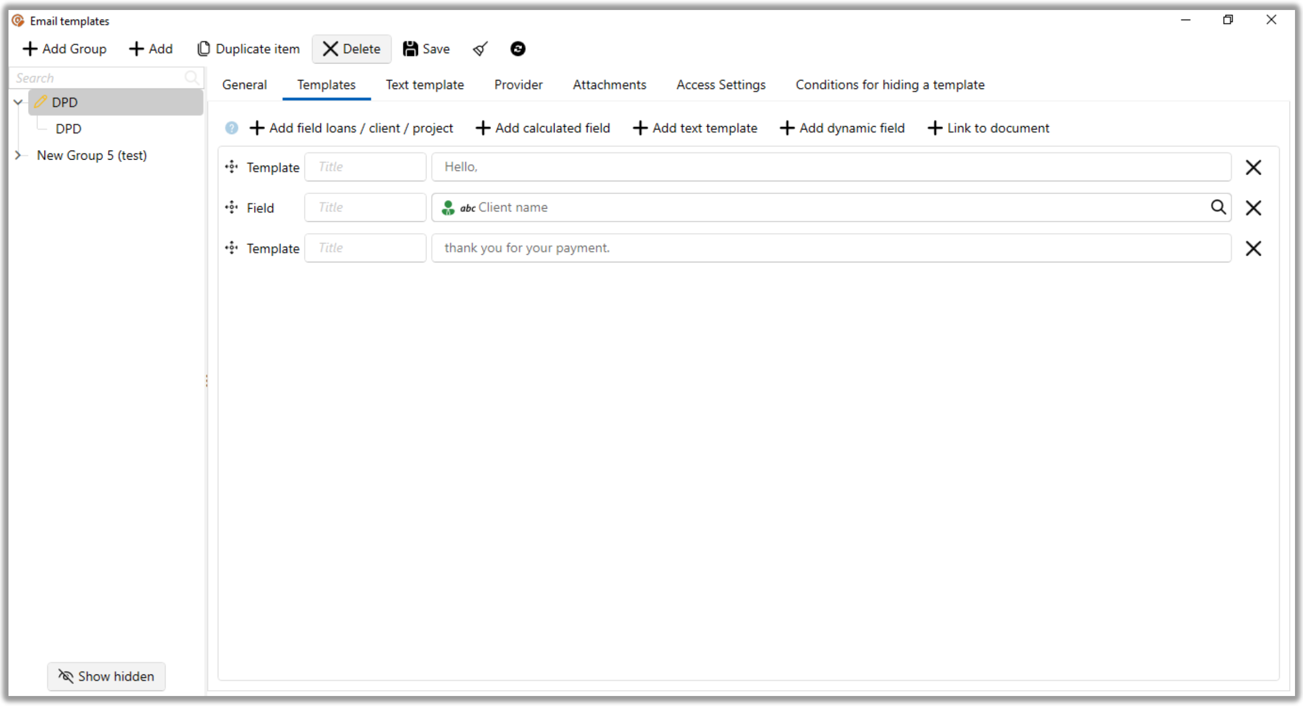
8. [Document Template Name] — select the document template name (creation and customization of documents are described in section 2.3.2.1).

9. [E-mail count] — the ability to set the maximum number of identical e-mails sent by one user to one number during one day. If the [Disable restrictions] checkbox is checked, the limitation on the number of sms sent is removed.

10. [Delivery period] — set the time during which sms will be sent.

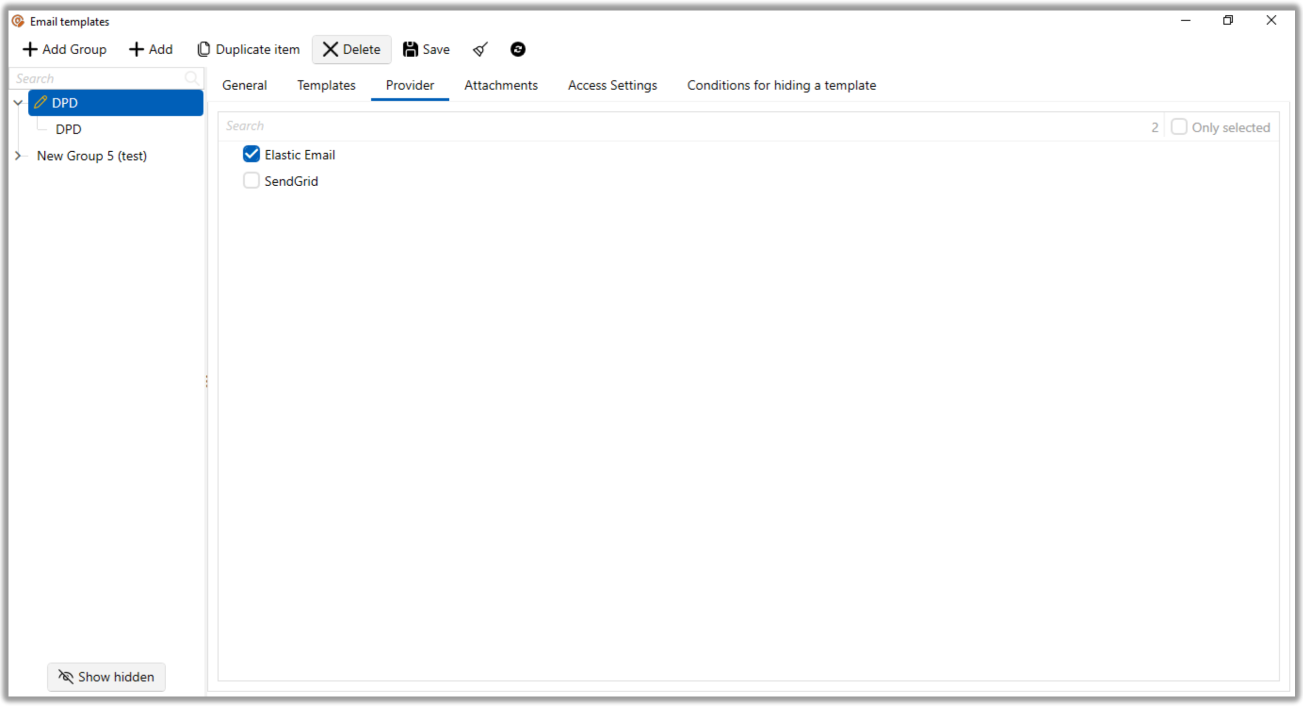
11. [Search for duplicates for the last] — search for duplicates for the set time. The setting, thanks to which identical sms will not be sent to one number during the set time. If the [Disable Restrictions] checkbox is checked, the duplicate search restriction is disabled.

The following options are available on the [Templates] tab for customizing templates:

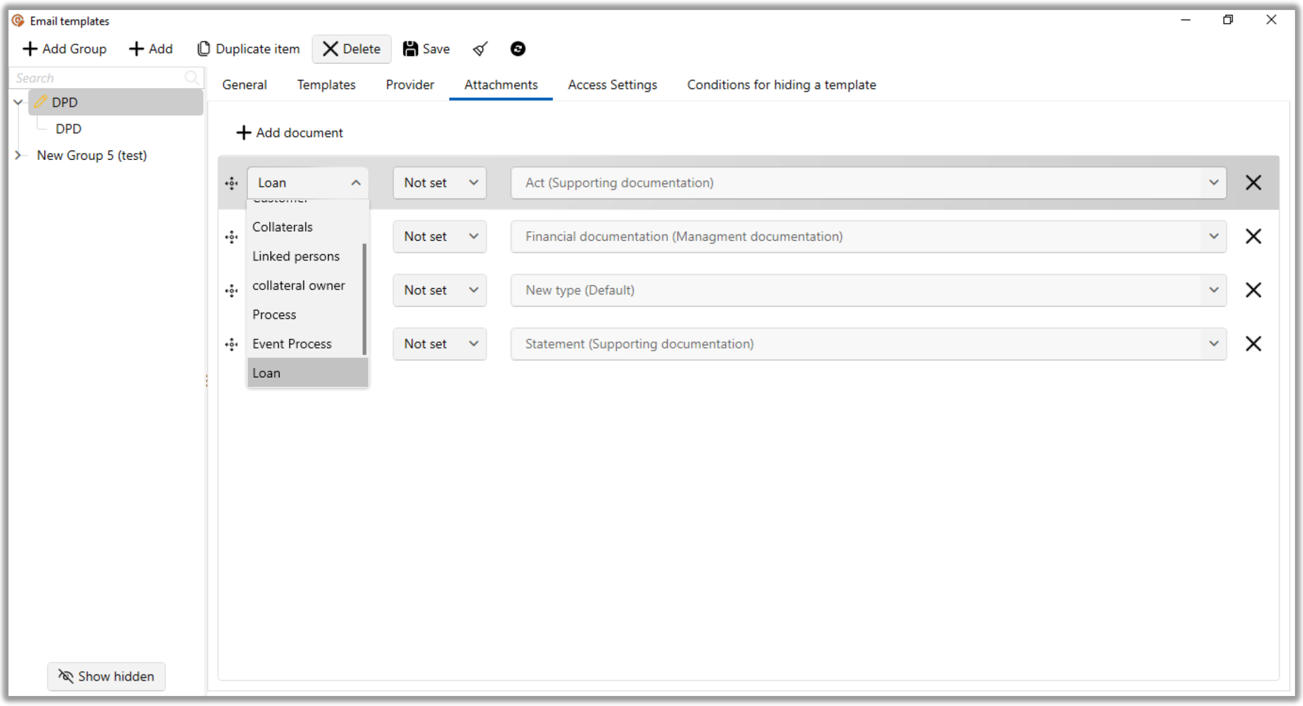


- [Add loan/client/project field] — add loan/customer/project field to SMS template. Not available when [Customer] source is selected on the [General] tab.
- [Add Field] — add a customer field. Available only when [Client] or [Tasks] source is selected.
- [Add calculated field] — adding a calculated field (more details on creating and customizing calculated fields in section 2.4.3.4). Not available when [Client] source is selected on the [General] tab. IMPORTANT: When sending a template to a loan for which the selected RP is not enabled, the template will display the last recalculated (not actual) value of this RP, or will not be displayed at all, if it has never been recalculated for this loan.
- [Add text template] — field containing text displayed in E-mail template.
- [Add dynamic field] — add dynamic field (Current date, Time, Verification code, Current date and time). Available only when [Loan] or [Document Package] source is set.
- [Link to document] – document link.

On the [Provider] tab, checkboxes are used to select the providers and the used alphanumeric names from which emails will be sent for the selected template. Only those providers and alphanumeric names are available for selection, which are added and activated (enabled) in the e-mail providers settings (more details in the section 2.4.2.7).



The [Attachments] tab is used to add documents that will be sent with the message as attachments. This tab allows you to select an attachment in a template group. The following sources are available for selecting an attachment:

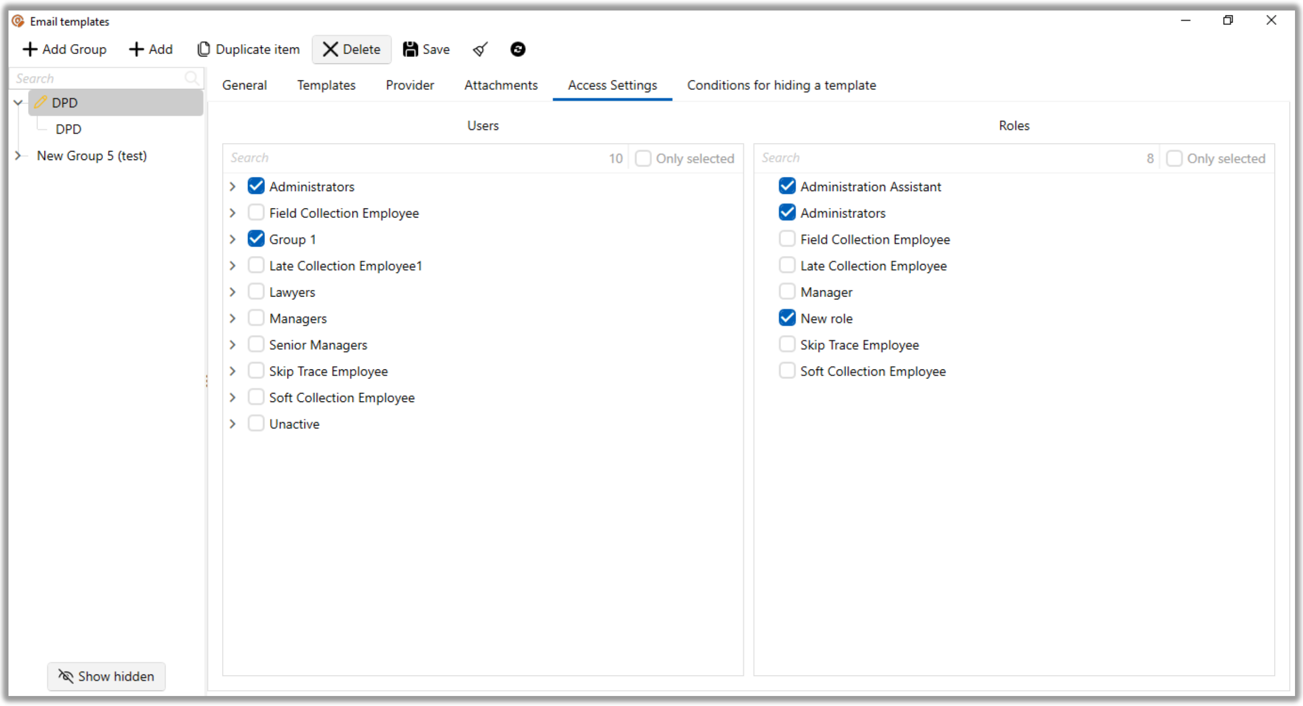


- [Executor] — the document of the user who is responsible for the loan from which the e-mail is sent.
- [Client] — the document of the client of this loan (in the loan card the document with the object [Client]).
- [Loan] — the document of the loan (in the loan card the document with the object [Other]).
- [Collateral] — an entity document (in the loan card a document with the object [Entity]).
- [Linked Persons] — document of the linked person for this loan (in the loan card the document with the object [Linked Person]).
- [Collateral Owner] — the document of the client who is the owner of the entity in this loan (if there is no document in the loan card, it is taken from the client card).
- [Project] — the document of the project in which the loan is located.
- [Process] — process document.
- [Process Action] — process action document.

Document types configured in the system are also available for selection. If the selected source contains a document with the type selected in the template, the attachment will be added to the e-mail and the e-mail will be sent together with the document.

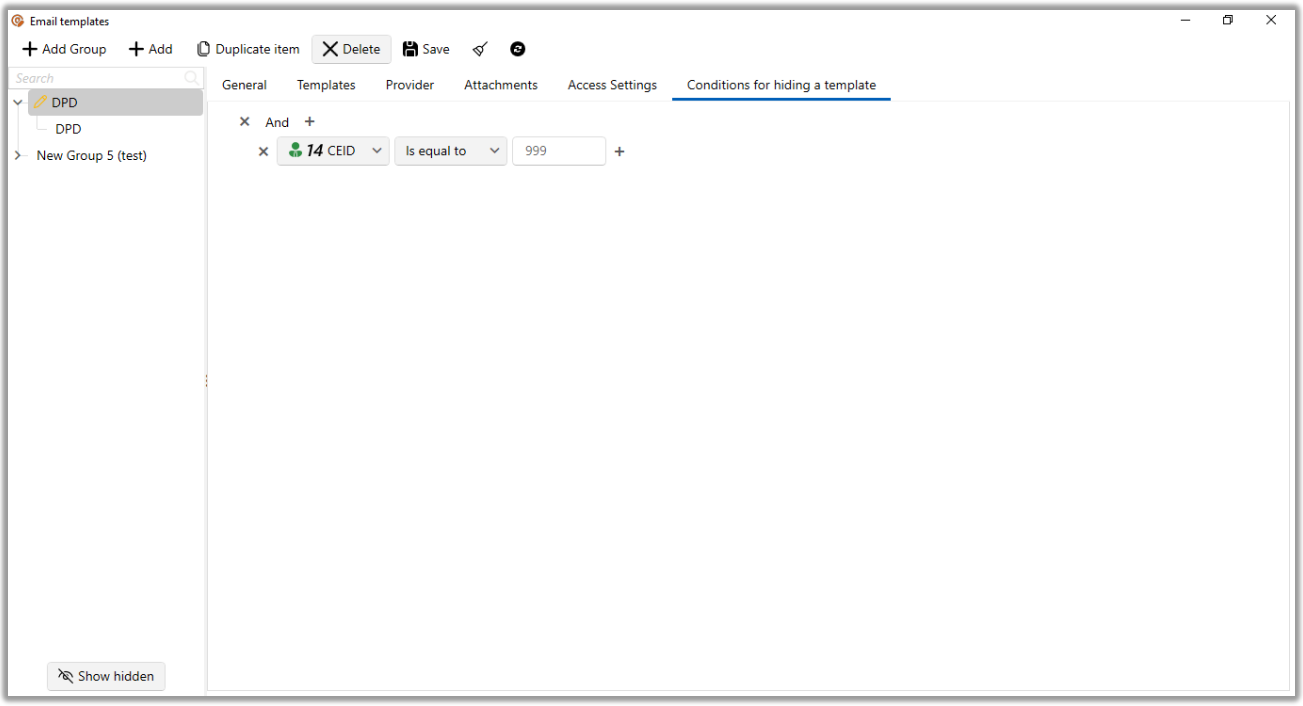
The [Access Settings] tab sets access to the group and all templates nested in it, by a particular user or role. The tab contains two blocks:

- [Users] — selection by checkboxes of users or user groups with access to this template group. When the [Selected only] checkbox is checked, only the checked users and groups will be displayed and their number counter on the left side of this checkbox.
- [Roles] — selecting by checkboxes the user roles that will have access to this template group. If the [Only selected] checkbox is checked, only the checked user roles will be displayed and their number counter on the left side of this checkbox. For users who do not have any available e-mail templates, the e-mail buttons from the customer card and search results will be hidden.

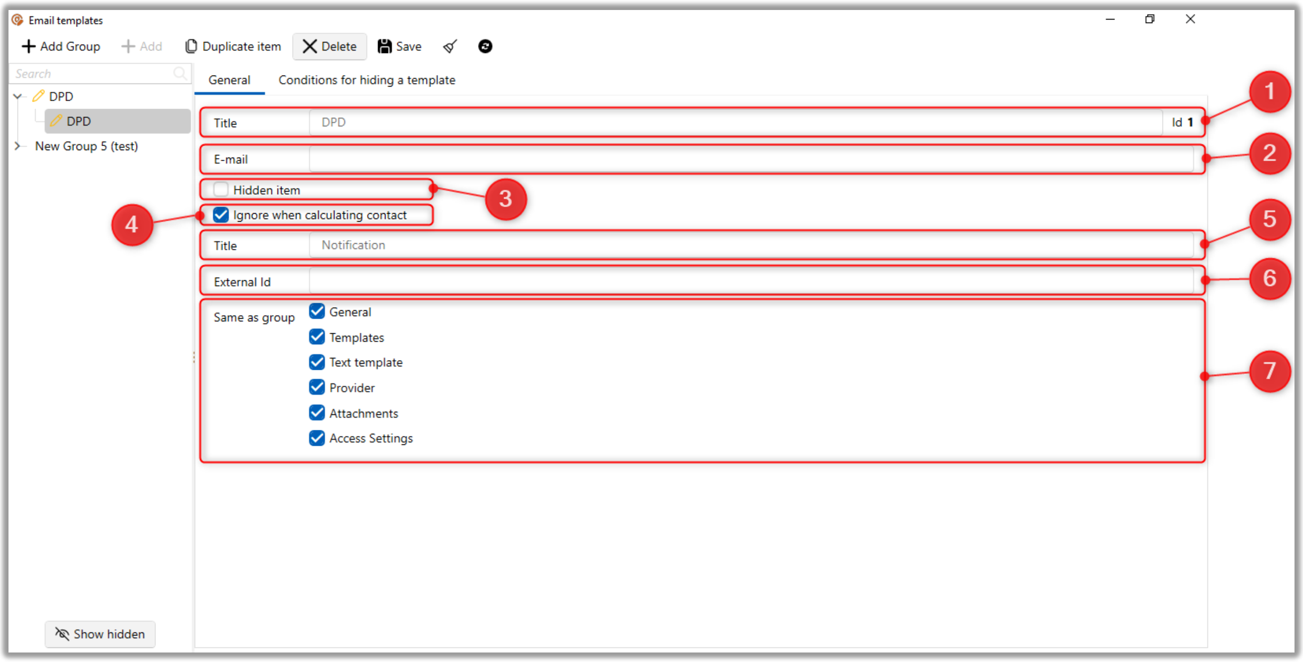


IMPORTANT: To access the required e-mail template, users must also have access to the group in which the template is located.

The **[Conditions for hiding template]** tab is used to set up conditions for hiding a created template or a group of templates when sending e-mail. It is possible to create multi—level conditions united by logical operators "And", "Or".



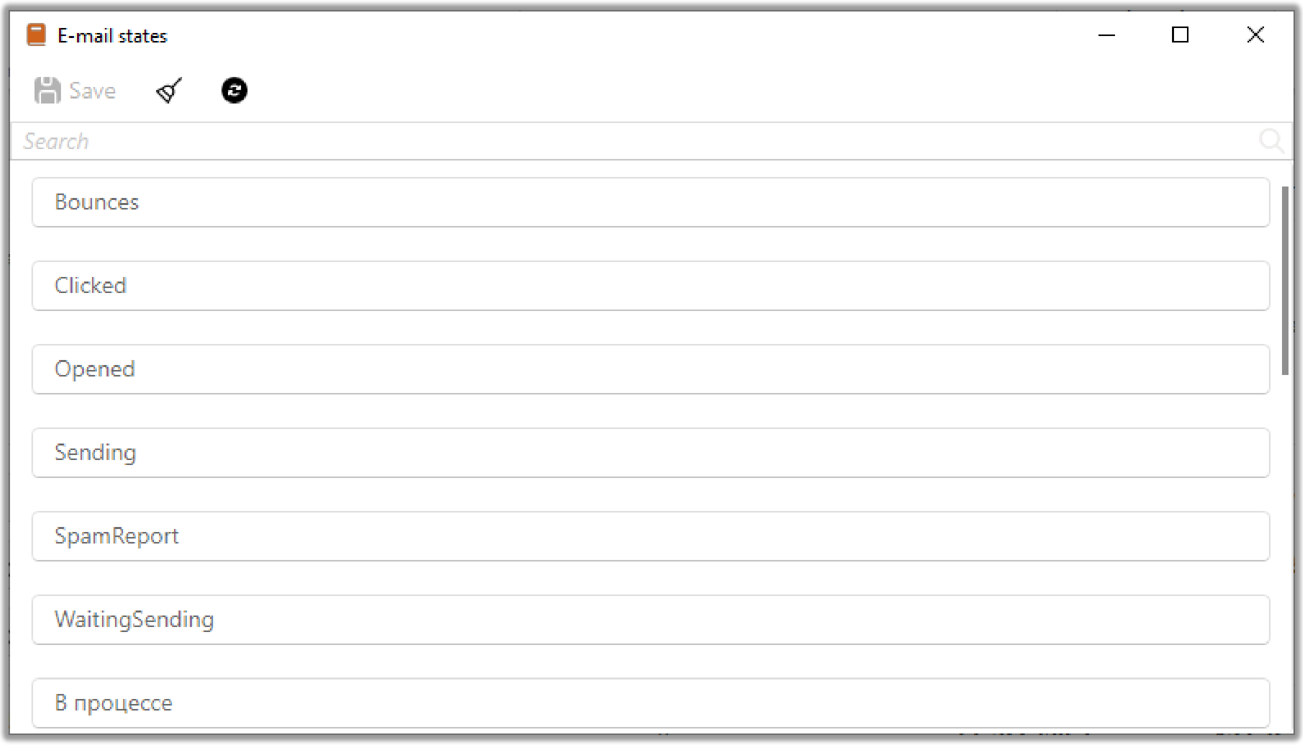
A template can only be created within a group, a template cannot exist as a separate element. The following parameters are available for a template:



1. [Title] — enter a name for the template.
2. [E-mail] – enter e-mail.
3. [Hidden item] — hide template (hidden template will not be displayed when manually sending E-mail and in strategy).
4. [Ignore when calculating contact] — the system will not take into account the number of messages sent by this template when calculating the contact rate.
5. [Title] — specify the subject of the e-mail.
6. [External id] — enter an external identifier.
7. [Same as group] — enable inheritance of group settings for the selected template. If inheritance is disabled for one of the parameters, it becomes possible to customize the corresponding parameters for a template without inheritance. Setting of template parameters is identical to setting of group parameters. For example, checking the [Provider] checkbox in [Same as group] will apply the group provider settings for this template.

2.5.1.9.2 E-mail states

This window displays e-mail statuses, which are customized depending on the connected e-mail provider. These statuses will be displayed in the entity cards on the special [Complete History] insert.

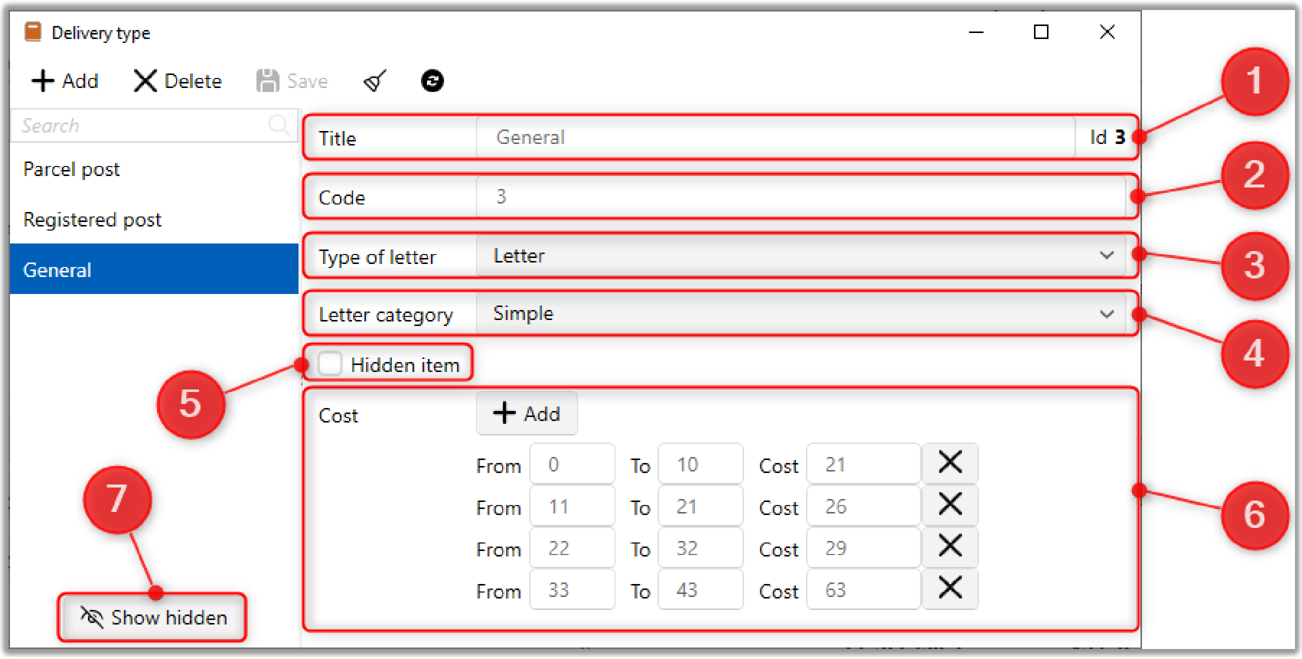


2.5.1.10 Mail statuses

Section of settings of delivery types and mail statuses.

2.5.1.10.1 Delivery status

In the system dictionary [Delivery status] customize the types of mail delivery available in the system for selection (integration with mail services is required). Cost of delivery type will be taken into account in the [Document packages] module and will also be available for selection in the document types settings.



1. [Title] — enter the name of delivery type.
2. [Code] — enter the code of the item.
3. [Type of letter] — select the system letter type.
4. [Letter category] — select the system letter category.
5. [Hidden Item] — the delivery type will be hidden and unavailable for selection.
6. [Cost] — specify the cost of delivery, including weight (in grams), for the selected type.
7. [Show hidden] — show hidden items.

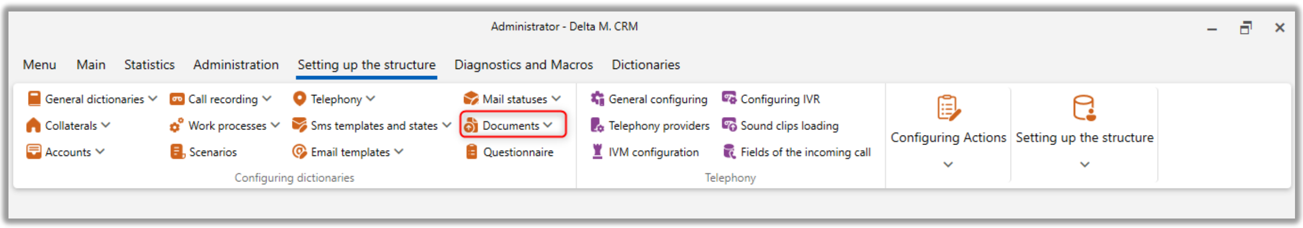
Letter type, letter category, cost — will be taken into account during the final calculation of the cost of sending a package of documents, which will be displayed in the organizer (module [Document Packages]).

2.5.1.10.2 Mail statuses

The [Mail statuses] window displays mail statuses that become available for use after integration with mail services. These sending and delivery statuses are displayed when working with document packages in the [Document Packages] module.

2.5.1.11 Documents

A module is implemented within the system that allows the generation of document packages.



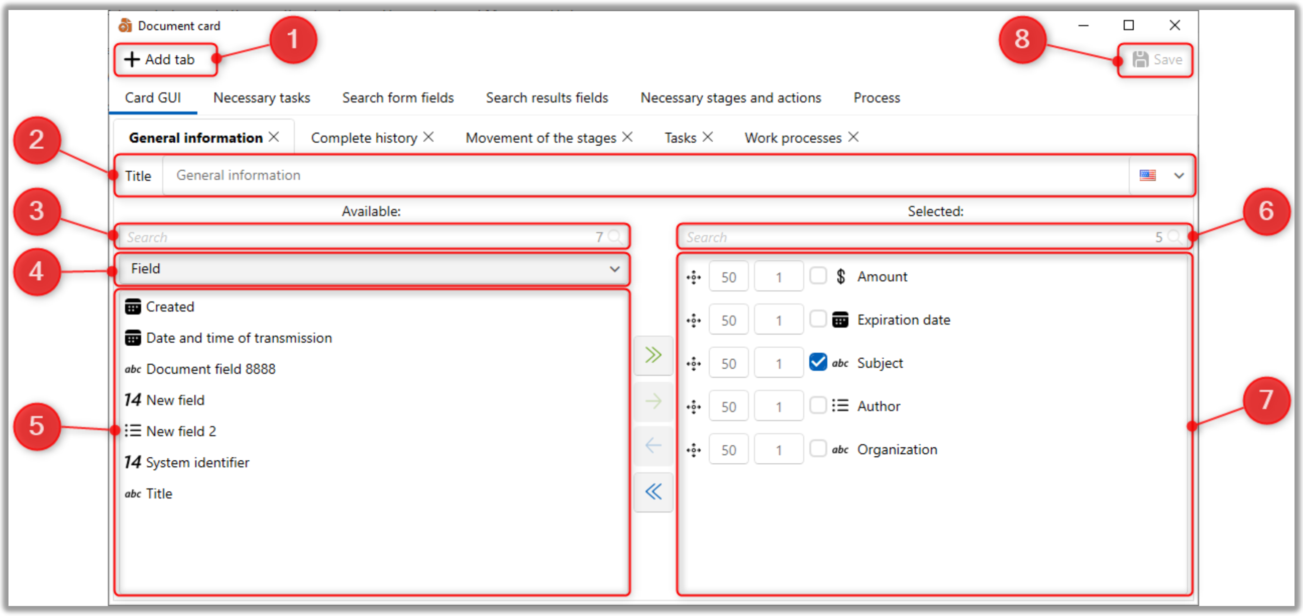
This module allows you to generate document packages, according to several scenarios:

- Manually from the loan card;
- Massively from the search results table;
- Automatically based on strategy.

2.5.1.11.1 Document card

In the [Document card] window you can customize the view of the document card and its fields. The window contains four tabs: Card View, Search Form Fields, Search Results Fields.

On the [Card GUI] tab you can customize the following parameters:



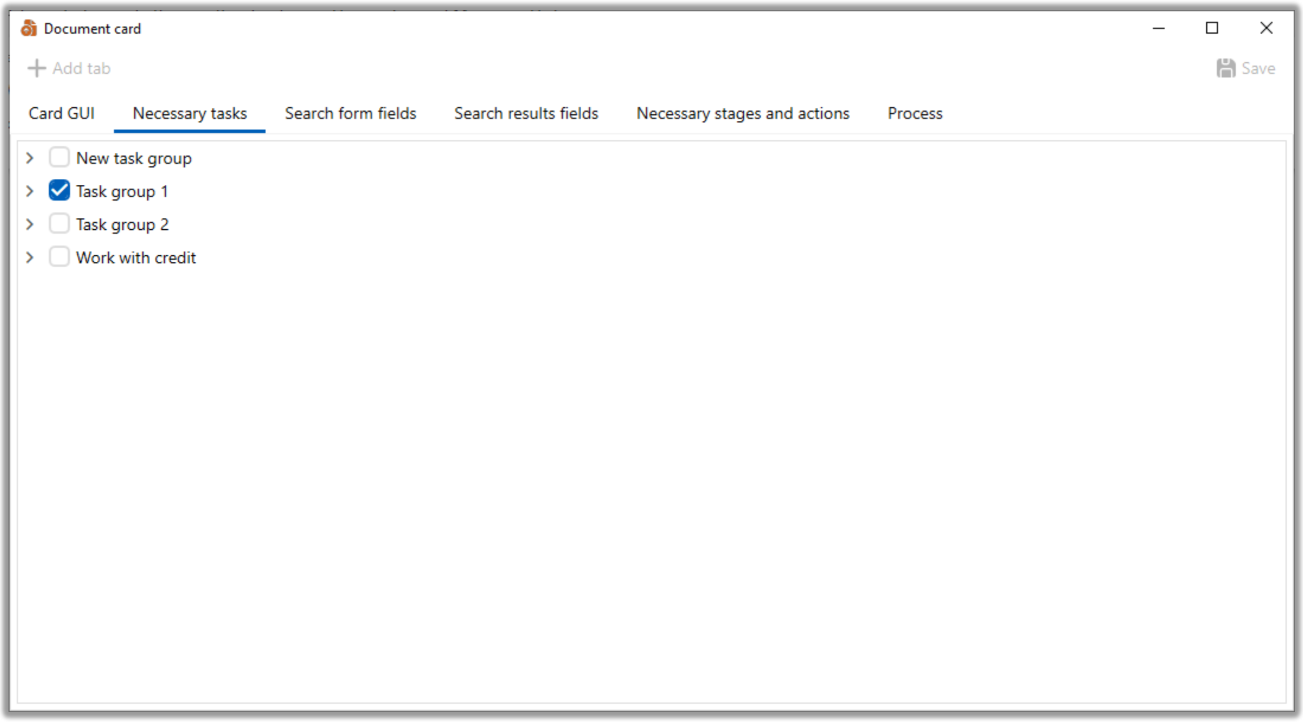
1. [Add tab] — adding a new tab for the document card view.
2. [Title] — enter a name for the added tab.
3. Quickly search through available document fields with a document count counter.
4. Select a field type from the drop-down list. 3 types are available:

- [Field] — display available document fields (see details on creating document fields in section2.5.1.11.3).

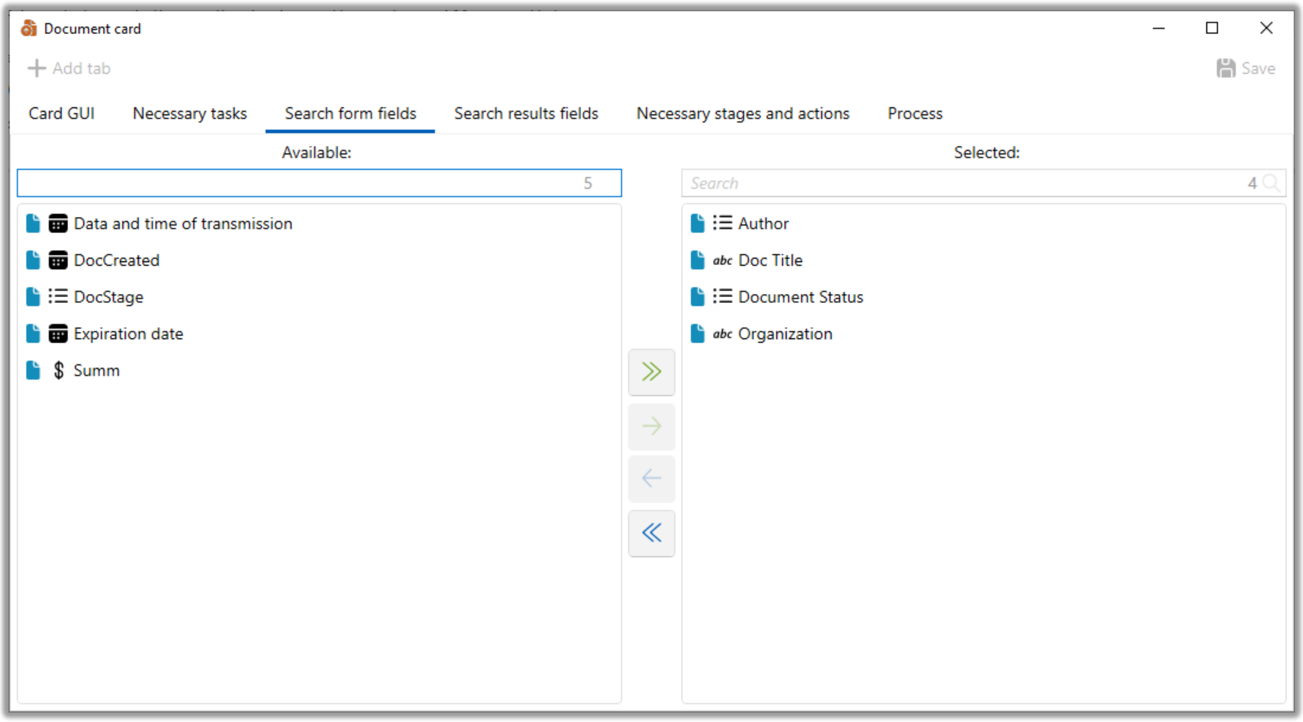
- [Special inserts] — switch to the display of available special inserts (module for presenting data in a specified format). Special inserts can be used only once within the scope of customization of one card view.
- [Search fields] — switch to displaying of available search fields (more details on their creation in section 2.4.2.4.5).

5. List of available fields (depending on the selected field type).
6. Quick search by selected document fields with a counter of their number.
7. List of selected fields for the document card (depending on the selected field type). Transferring fields from [Available] to [Selected] sets the document fields that will be available when working with the document card.
8. [Save] — button to save the changes made.

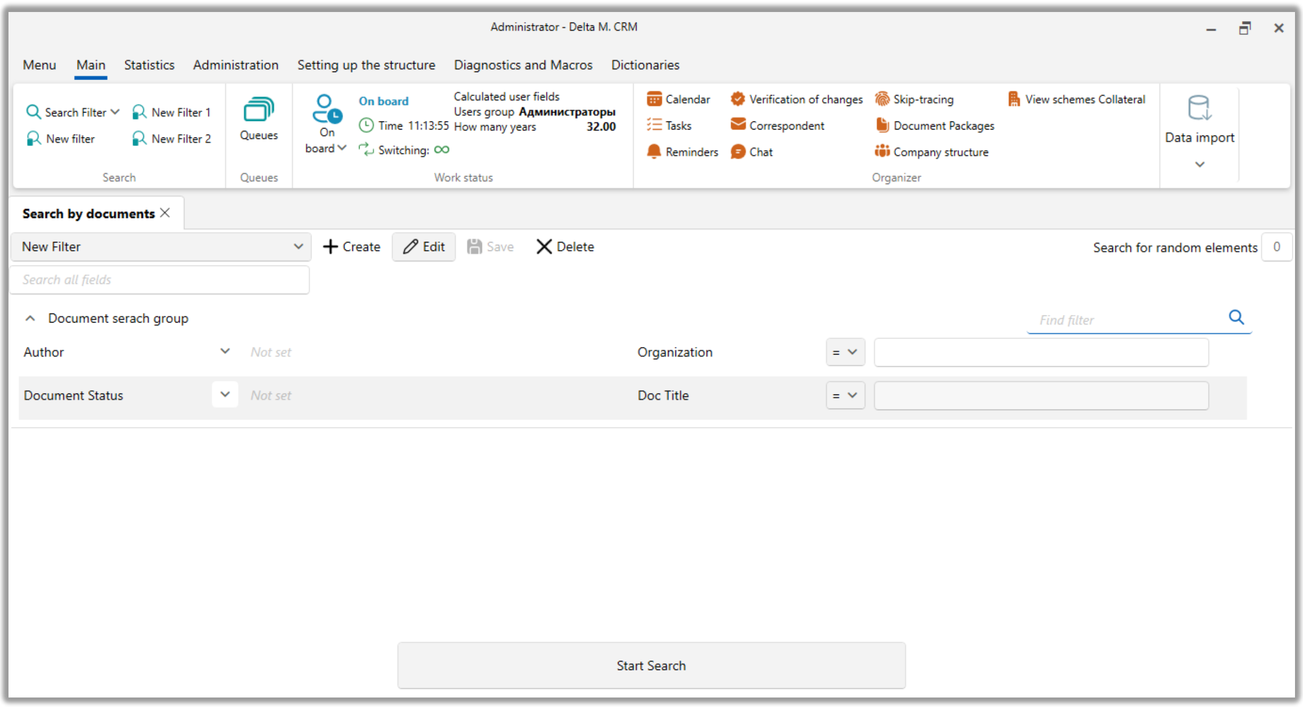
The [Necessary tasks] tab is used to customize the list of tasks that will be available for viewing and assigning from the document card.



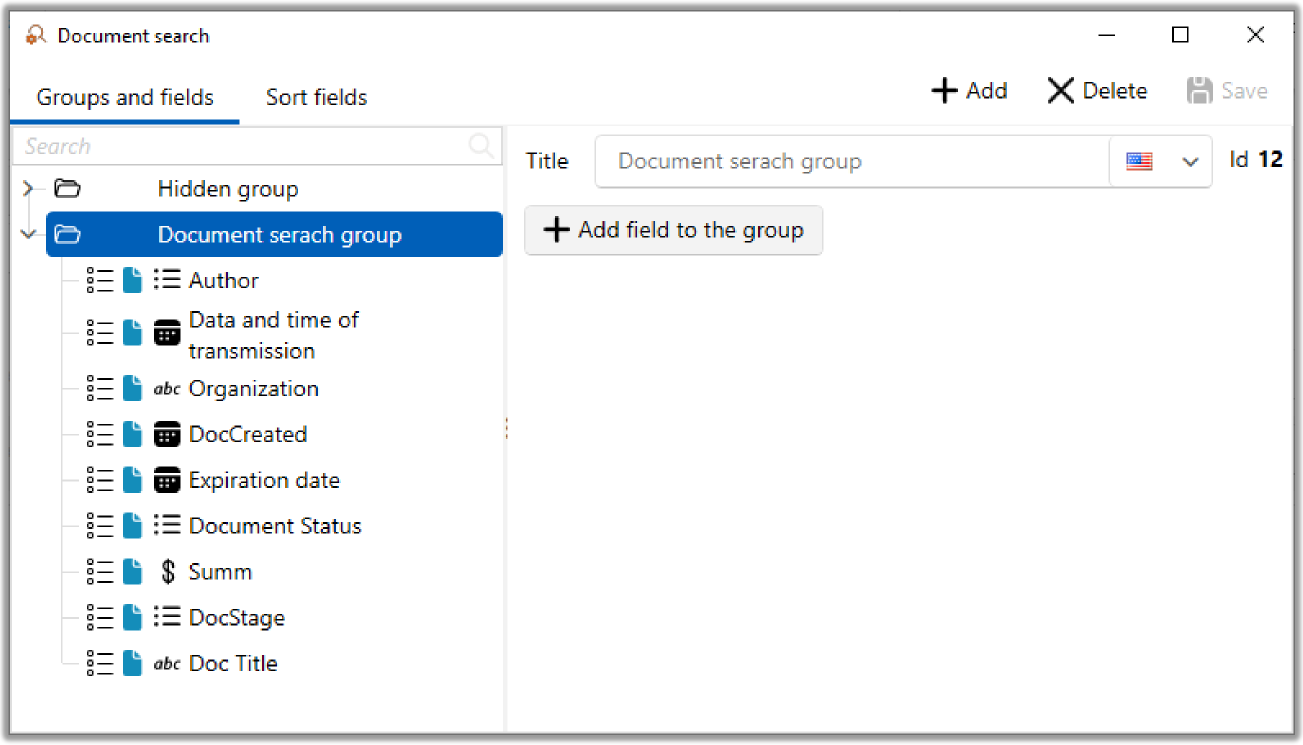
The [Search Form Fields] tab selects the fields to be displayed in the [Documents] entity search form.



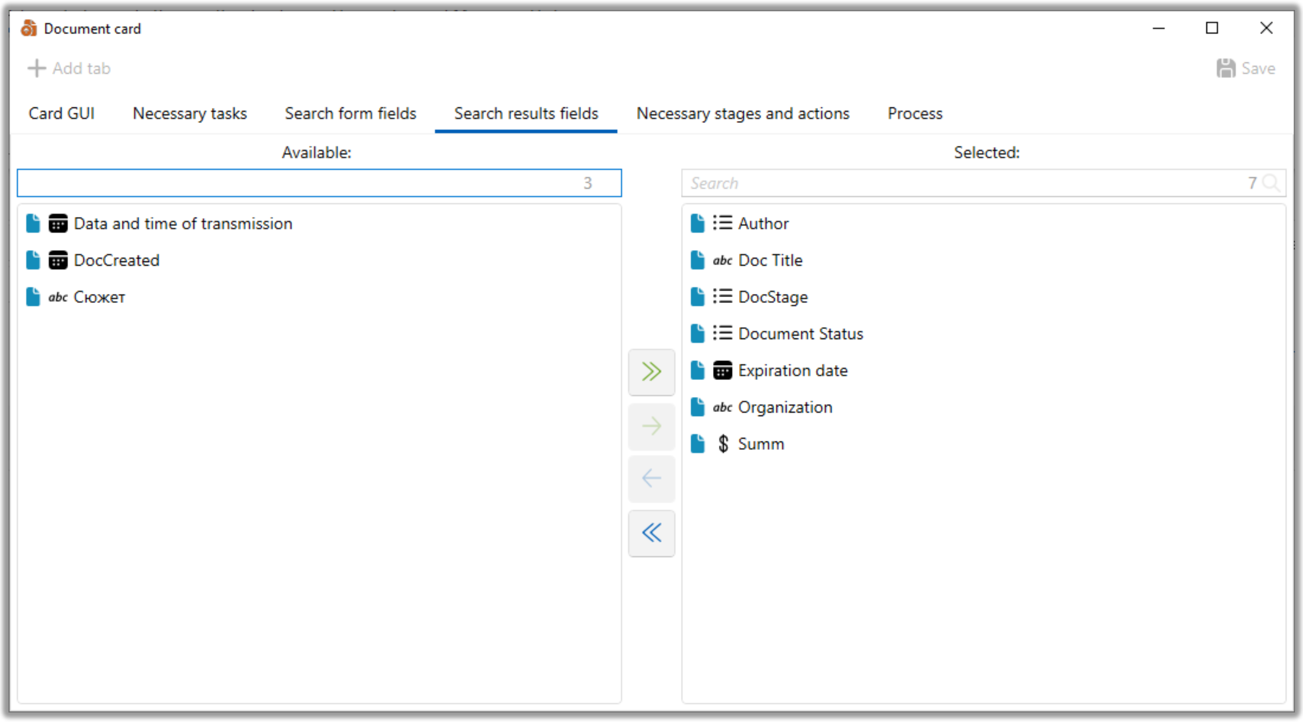
Moving fields from [Available] to [Selected] sets the document fields that will be available when working with the document card.



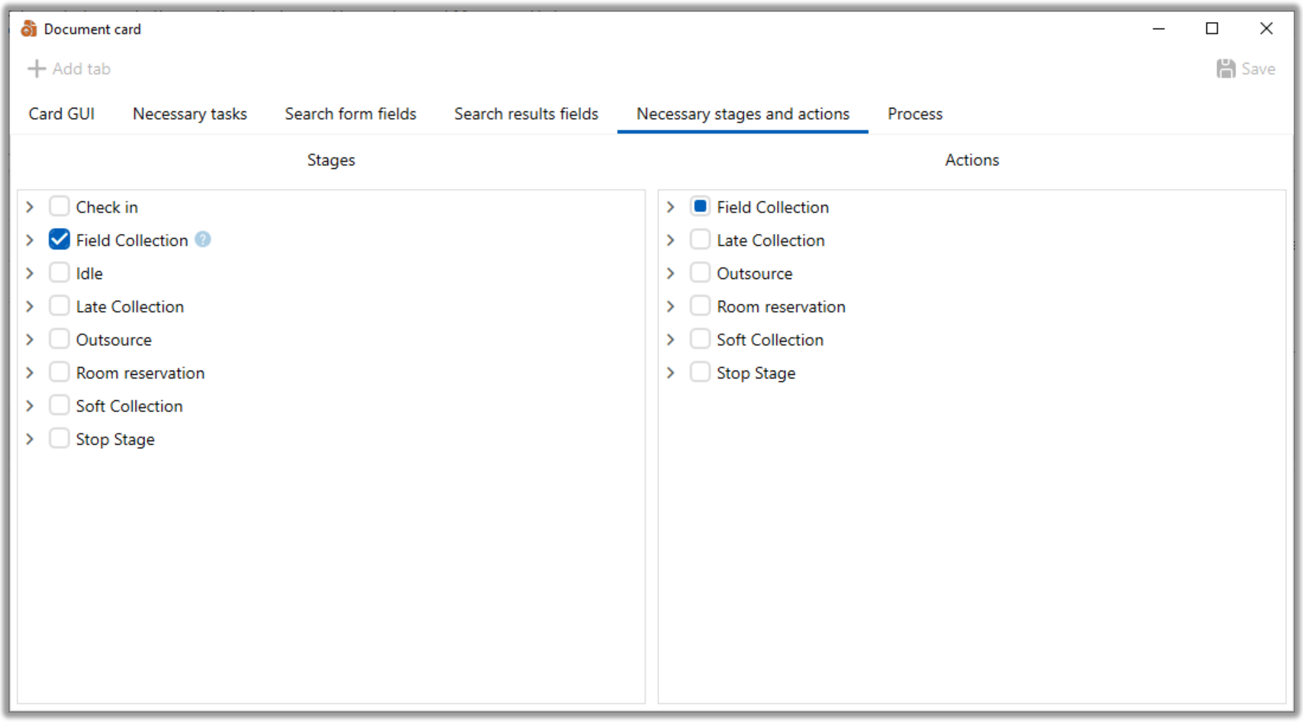
Relevant fields in the document search (fields in the hidden group will not be available):



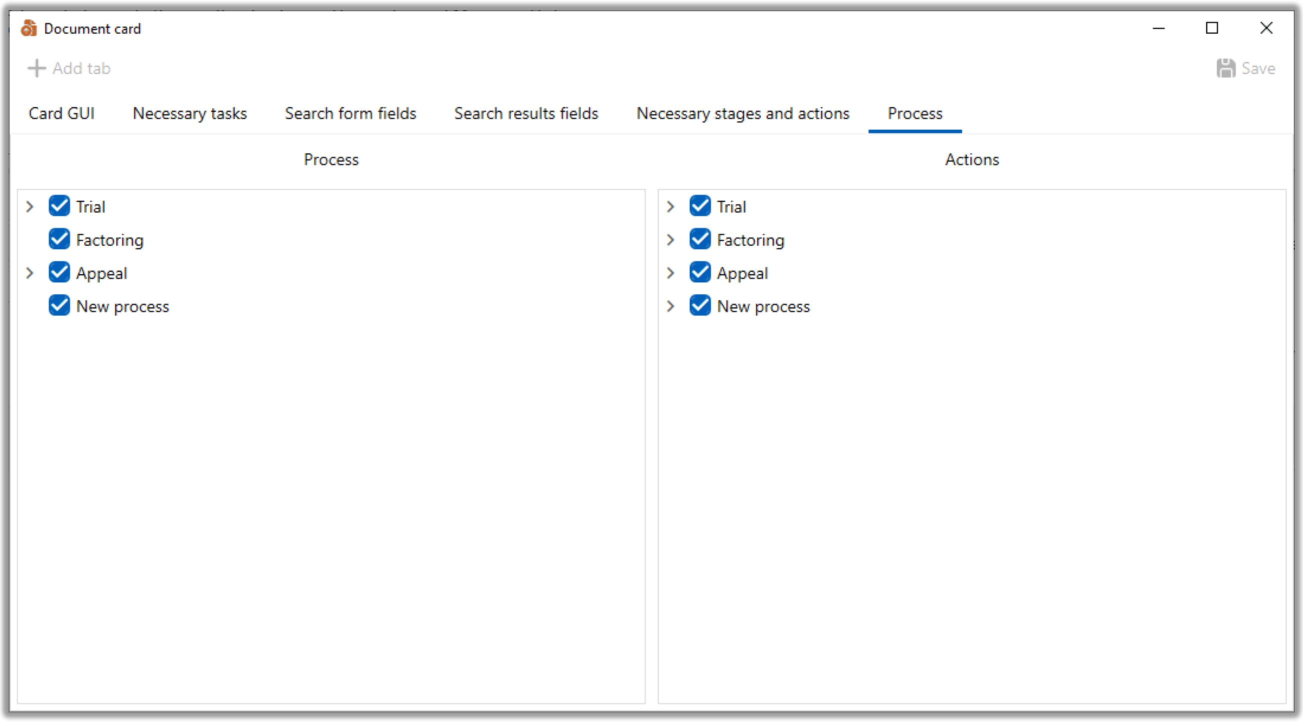
The [Search Results Fields] tab selects the fields that will be displayed in the search results for the [Documents] entity.



The [Necessary stages and actions] tab customizes the steps and actions of the steps that will be available for selection in the entity card.



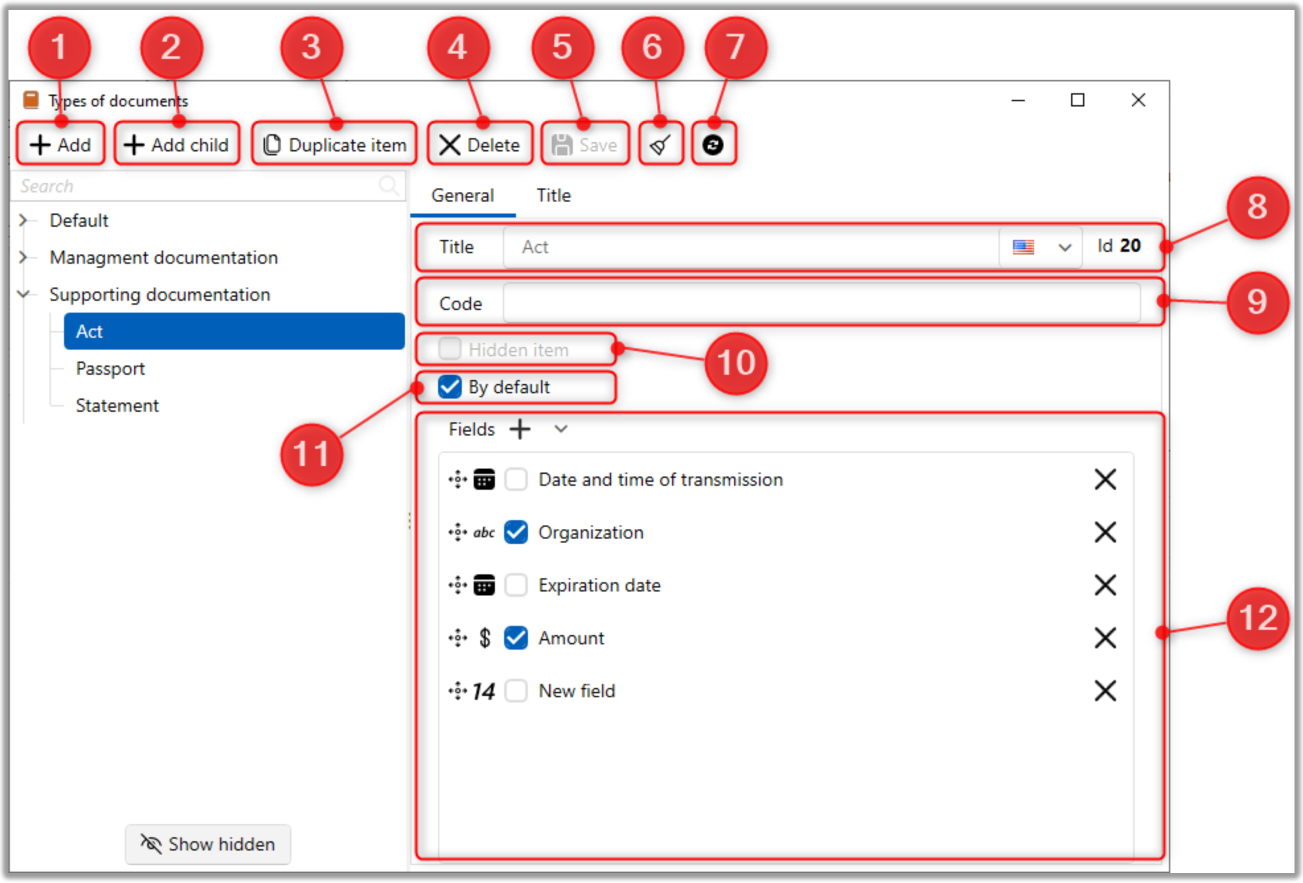
The [Process] tab selects the work processes and process actions that will be available for selection when creating a work process for the [Document] object.



2.5.1.11.2 Types of documents

The [Document Types] window is used to add, delete and customize the document types in the system.

On the [General] tab the following parameters are configured:



1. [Add] — adding a new type of documents.
2. [Add child] — add a child document type.
3. [Duplicate Item] — duplicate the selected item.
4. [Delete] — deletes the selected type.
5. [Save] — saves the settings made.
6. [Clear selection] — deselects the document.
7. [Refresh data] — update the data in the [Document Types] window.

The following settings are configured on the [General] tab:

8. [Title] — enter the name of the type. On the right side of this field its id is displayed (after saving).
9. [Code] — enter the code.
10. [Hidden element] — hide the selected element. If the item is selected by default, it cannot be hidden.

11. [By default] — the status for which this checkbox is selected will be selected by default when adding a new process.

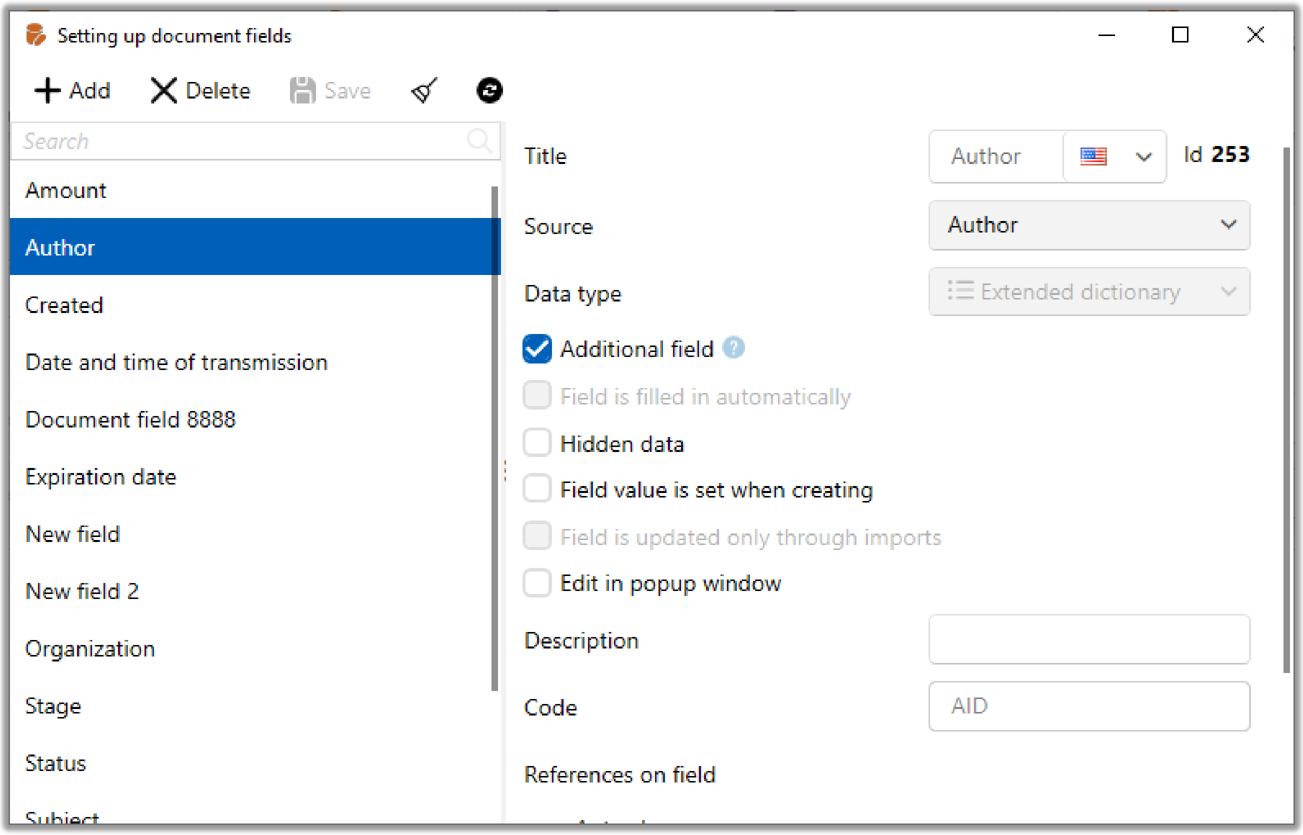
12. [Fields] — block of adding (button [+]) and deleting fields (button [X]) for the selected document type (more information about creating fields of document types in section 2.5.1.11.2). If necessary, it is possible to mark mandatory fields by setting the corresponding checkbox next to the field. These fields will be available for filling in when adding a document in the entity card.

13. [Show hidden] — display hidden types of documents (with the [Hidden item] checkbox checked).

On the [Title] tab the user can customize the template for assigning the required name to the uploaded documents of the selected type. These names will be automatically applied to the documents added to the entity card on the special [Document] tab. User can enter his own name or use values of variables from system fields and document fields. When loading several documents with the same names, the system automatically adds ordinal indexes in the document names.

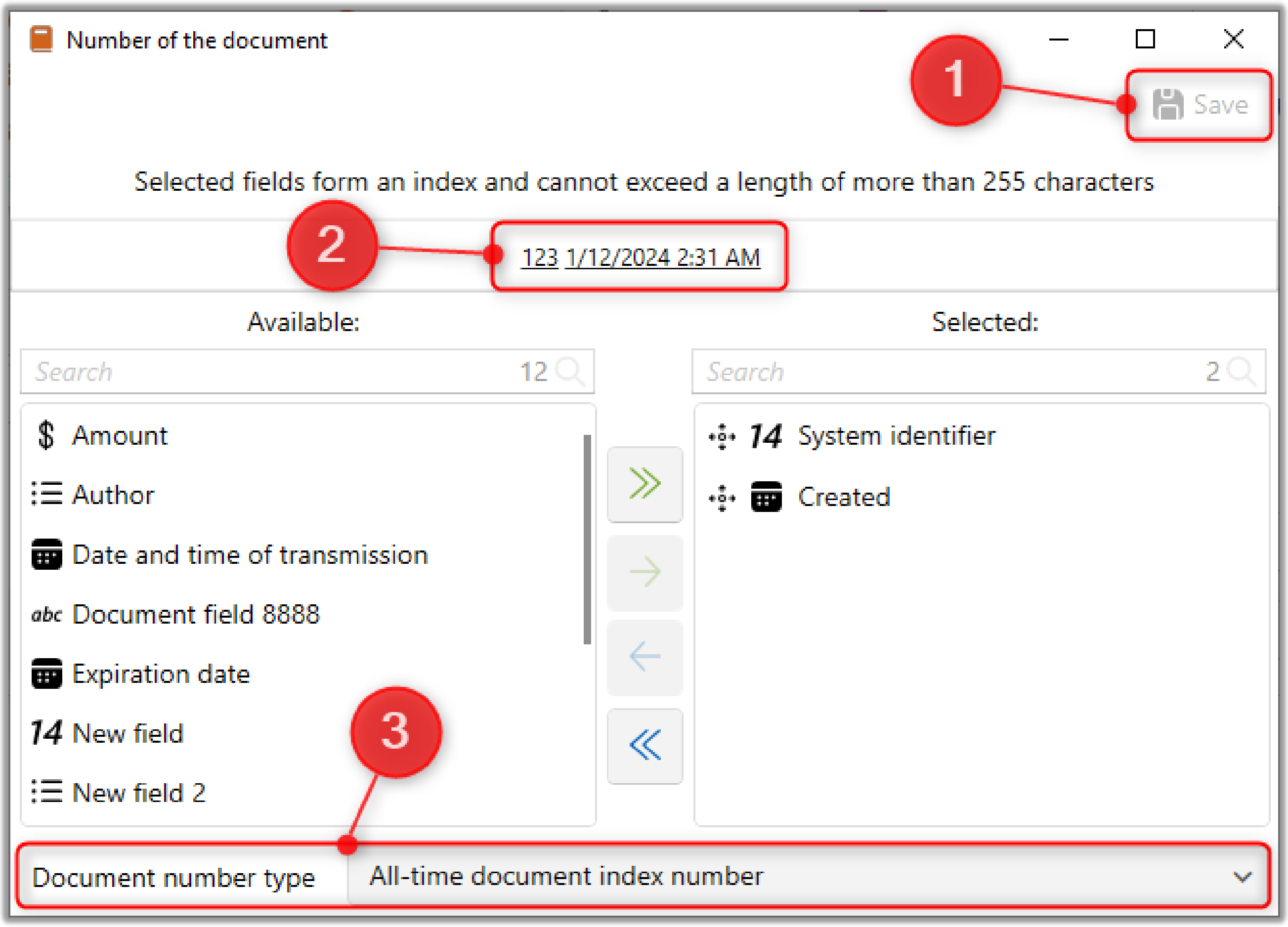
2.5.1.11.3 General fields

After clicking the [Basic fields] button, a window with creation and setting of document fields opens to the user. These fields are used when working with documents and in the special insert [Documents].

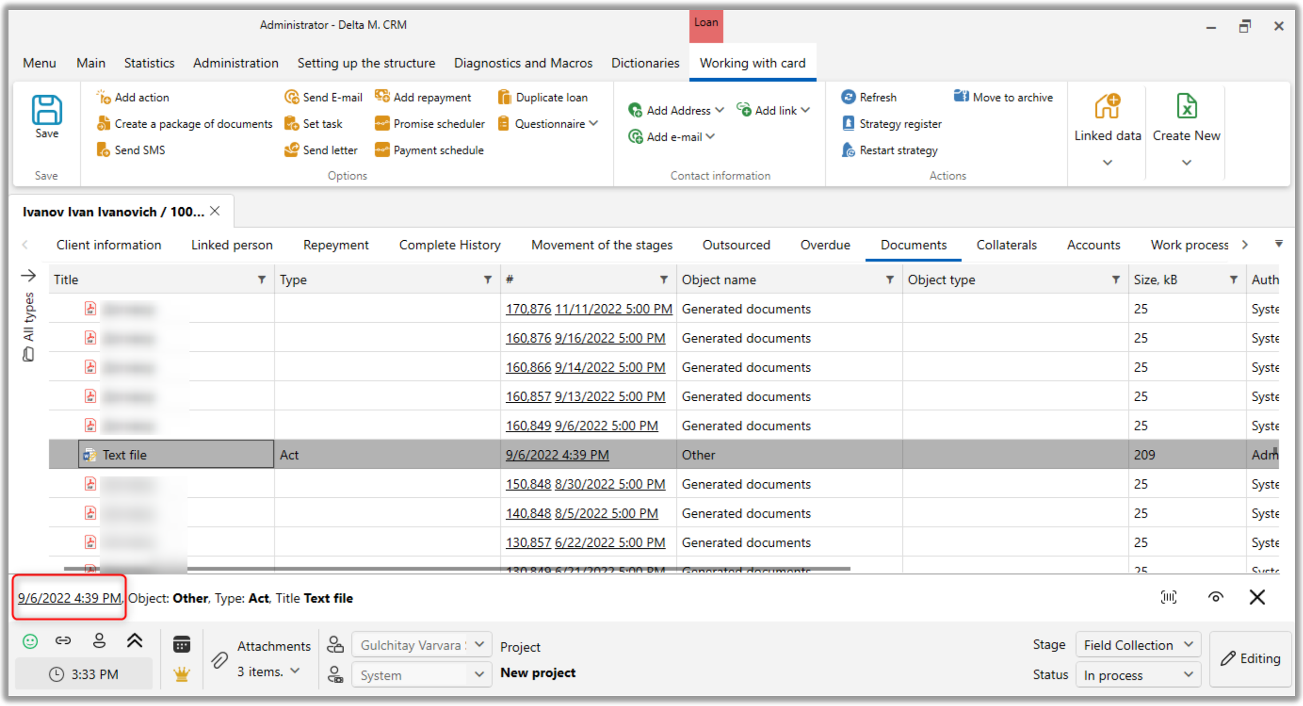


2.5.1.11.4 Number of the document

In this module, you can customize the display of the document sequence number during its generation. By transferring fields from the [Available] block to the [Selected] block, an index is formed, which cannot exceed 250 characters in length.



1. [Save] — apply the settings made.
2. Visualization of an example of a customized document sequence number template. This information will also be displayed on the special [Documents] inset if the selected fields are not empty.

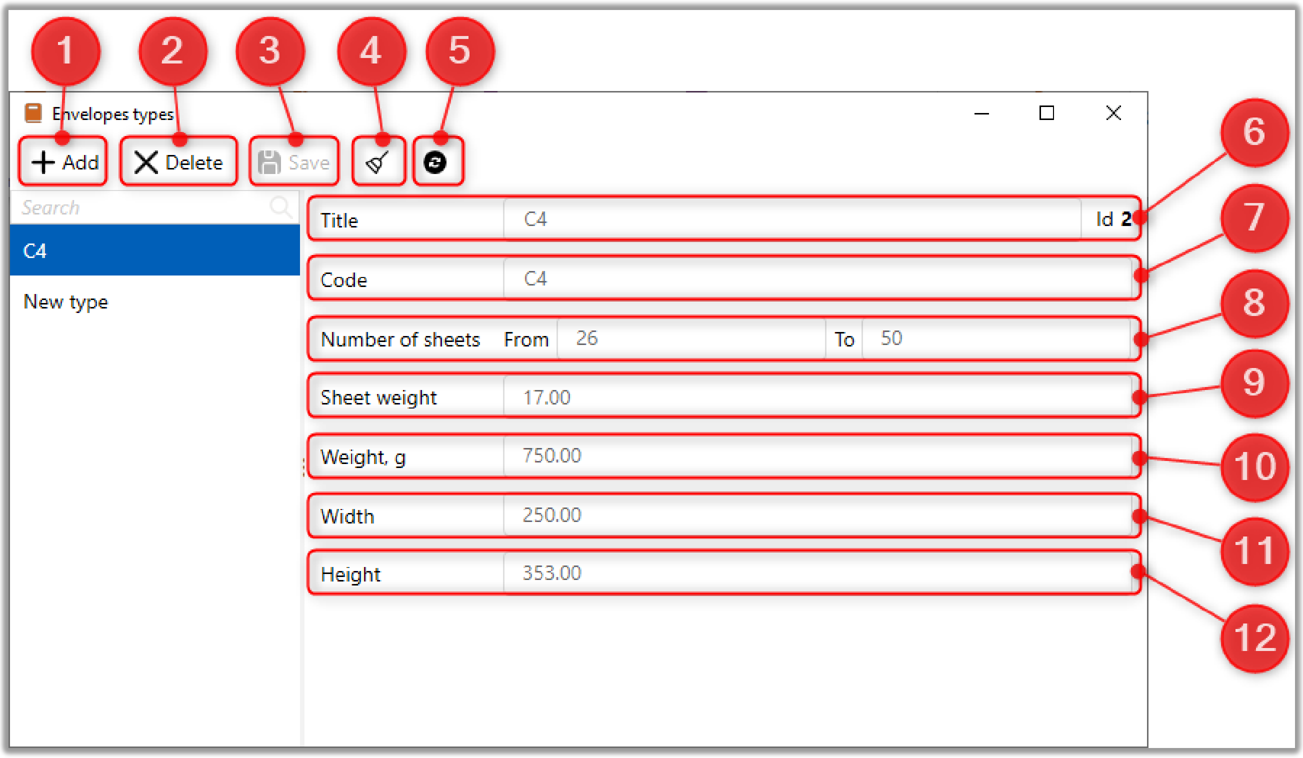


3. [Document number type] — selection of document number type.

- [System Document ID] — the document sequence number will be automatically assigned by the system (the number stored in the database).
- [Document sequence number from the beginning of the day/week/month/year] — the document sequence number will be updated for the selected period (the counter will be reset at the beginning of a new day/week/month/year).
- [Document sequence number for all time] — the system will assign the document sequence number starting from the last value (or start counting from 1 if there are no documents generated yet).

2.5.1.11.5 Envelopes types

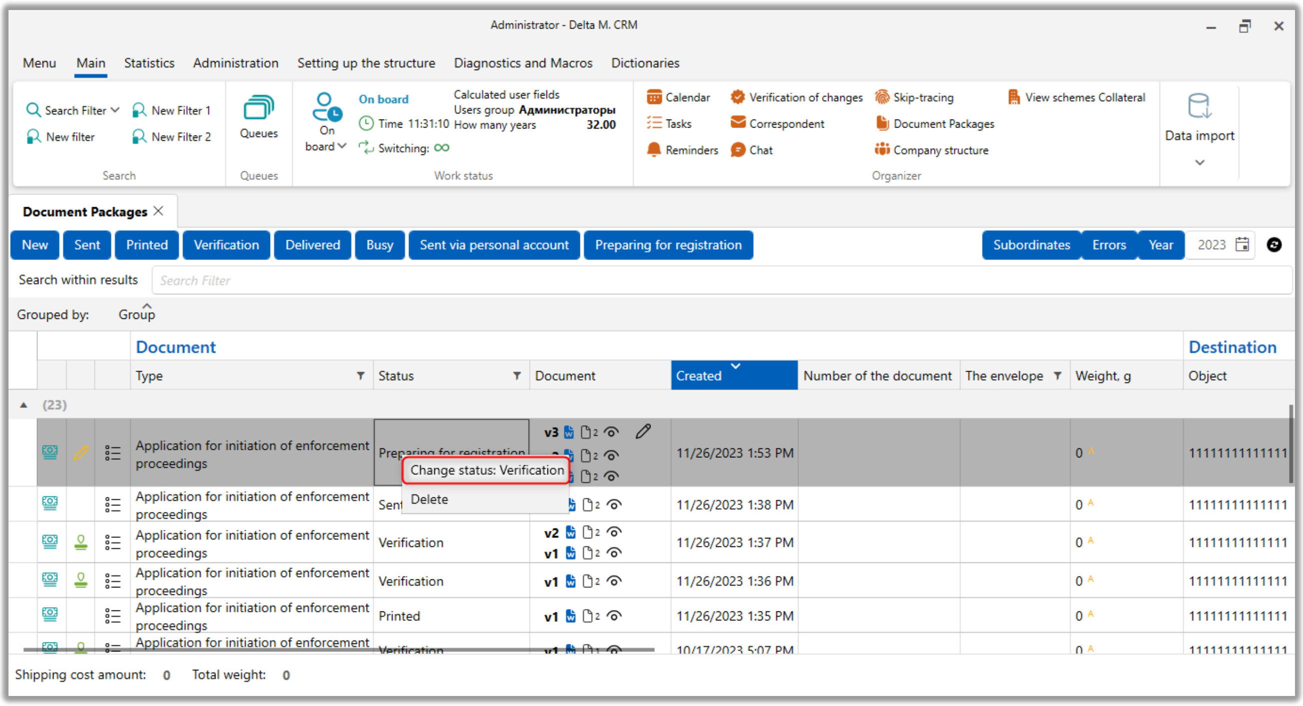
After clicking the [Envelope types] button, a window with envelope type settings and their parameters opens for the user.



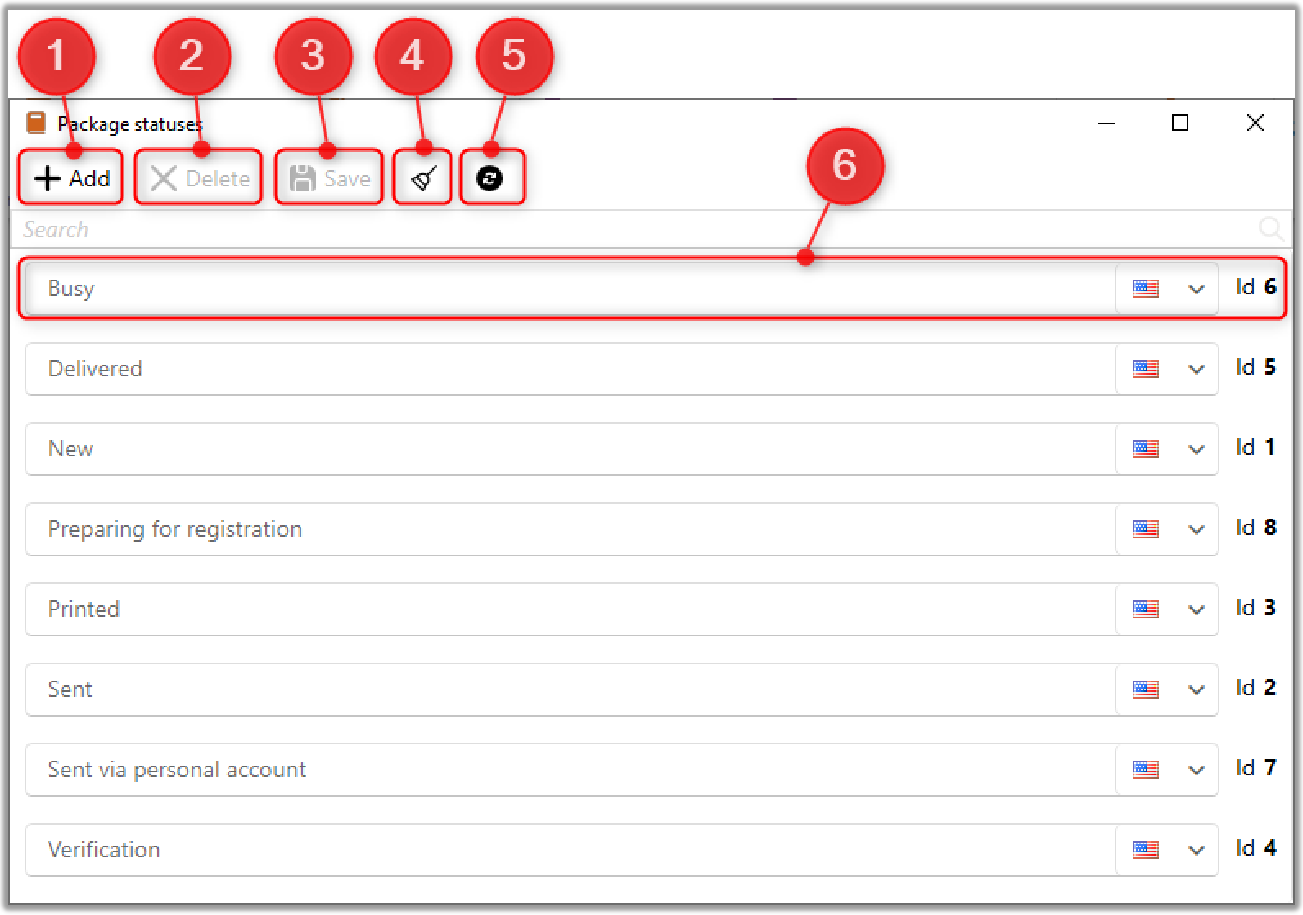
1. [Add] — adding a new envelope.
2. [Delete] — delete the selected type.
3. [Save] — saves the settings made.
4. [Clear selection] — deselects the selected type.
5. [Refresh data] — update data in the envelope types setting window.
6. [Title] — enter a name for the envelope type to be created.
7. [Code] — specifying the code for the type (optional).
8. [Number of sheets] — specifying the number of sheets for the selected type.
9. [Weight.g] — specifies the total weight of the sheet (in grams).
10. [Width] — specifies the width of the envelope.
11. [Height] — specifies the height of the envelope.

2.5.1.11.6 Package statuses

The [Package Statuses] window creates and customizes the statuses of document packages that will be available when customizing document packages and changing the package status in the [Document Packages] module.



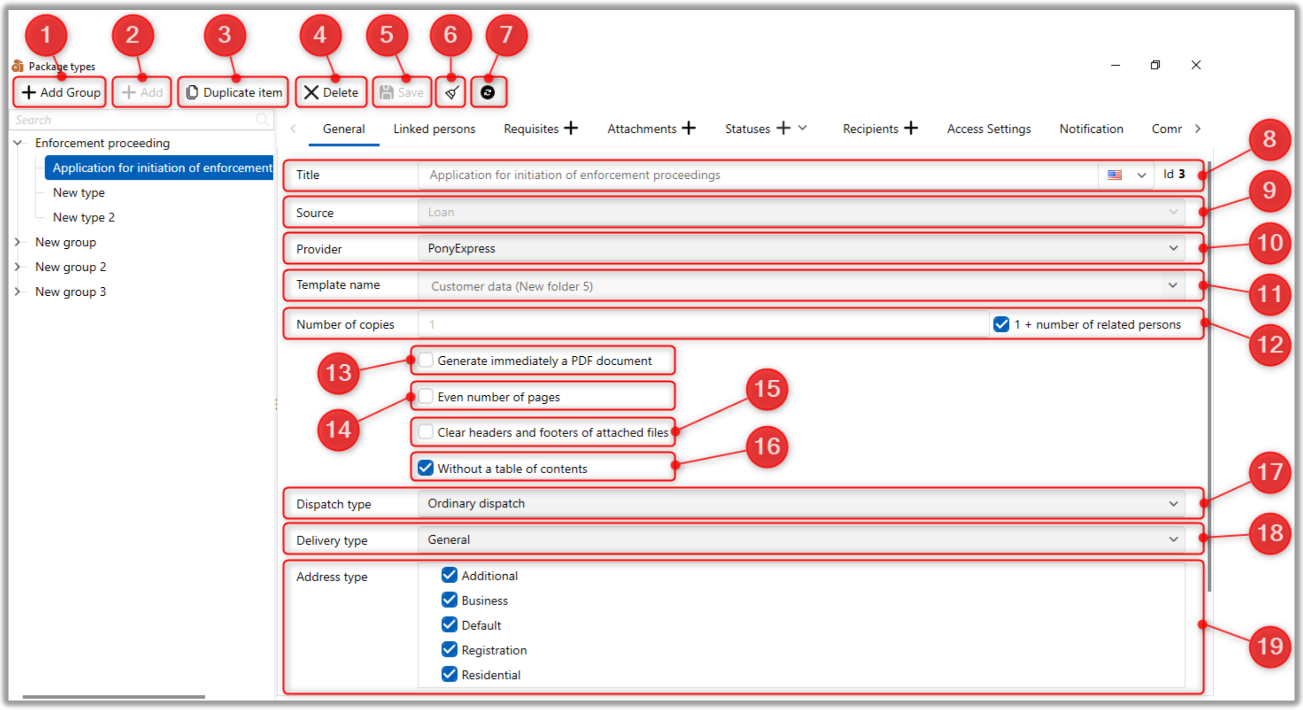
The following parameters are available in the window for configuring the statuses of document packages:



1. [Add] — add a new status.
2. [Delete] — delete the selected status.
3. [Save] — saves the settings you have made.
4. [Clear selection] — deselect the selected status.
5. [Refresh data] — update the data in the packet status settings window.
6. [Name] — enter a name for the package status (the id of the status will be displayed after saving it).

2.5.1.11.7 Package types

The [Package Types] window is used to add and customize document package types. The window contains seven tabs: [General], [Linked Persons], [Requisites], [Attachments], [Statuses], [Recipients], [Access Settings], [Notification], [Comment]. Where the following options are available:



1. [Add group] — add a group of package types (has no additional settings, only the ability to edit the name).
2. [Add] — add a child type to the main type group.
3. [Duplicate Item] — create a copy of the selected item (both group and type).
4. [Delete] — deleting the selected element.
5. [Save] — save the settings you have made.
6. [Clear selection] — deselect the selected item.
7. [Refresh data] — update the data in the package types setting window.

The following parameters are set on the [General] tab:

8. [Title] — enter names for the selected document package type.
9. [Source] — select the data source, two types are available:

- Clients;
- Loans.

10. [Provider] — select a mail provider from the list of available ones.

11. [Template name] — select the template name from the configured templates in the system.

12. [Number of copies] — specify the required number of document copies.

13. [Generate immediately a PDF document] — the document was created in pdf format.

14. [Even number of pages] — set even number of pages for the document if necessary. 15.

15. [Clear headers and footers of attached files] — when forming a package of documents, all PDF files will be transferred and converted into pictures inside Word document, such pictures will occupy the whole page and overlap footers inside Word document itself.

16. [Without a table of contents] — disable table of contents.

17. [Dispatch Type] — select the type of document package sending. There are two types of sending available:

- [Ordinary dispatch] — normal sending of the document package according to the specified parameters.
- [Two—stage dispatch] — sending the document package in two stages. At the first stage the document is sent to the recipients who have the [First stage] checkbox checked and added and marked on the [Recipients] tab. At the second stage, this document package is sent to the addressee specified in [Addressee] with an attached document received from the mail provider after the first stage. For example, such a document may be a register of recipients, which is attached to the document package when it is sent to the court. The mechanism of two-stage sending depends on the integration with the postal provider.

18. [Delivery type] — selection of delivery type. Creating and customizing delivery types is described in detail in [Delivery Type].

19. [Address type] — selection of address type, which will act as a filter, which the system will refer to when defining the address, before forming the

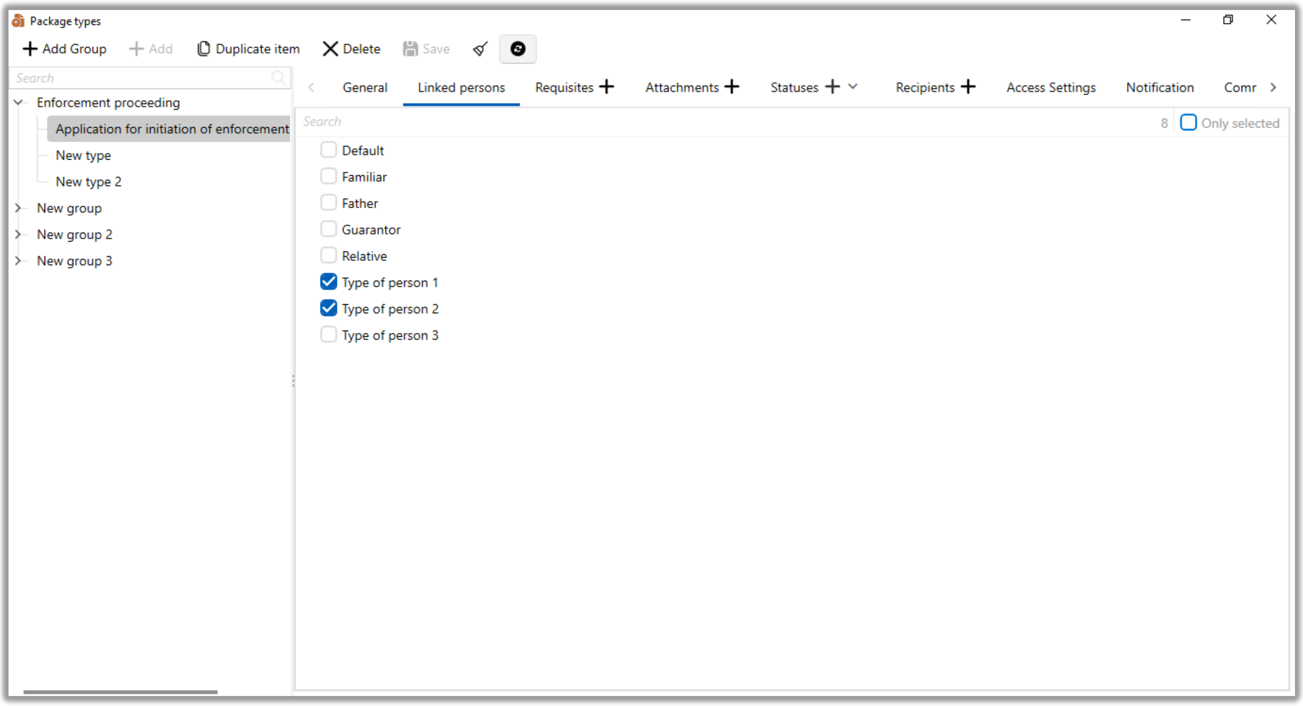
document package. The mechanics of using the address depends on the specific mail provider. Creating and configuring address types are discussed in [Address Types].

20. [Statuses of Address] — selection of the address status. Creating and configuring address statuses is described in [Address Statuses].

21. [Destination] — selection of the field from which the data about the recipient (destination) will be pulled. Only text fields and dictionaries are available.

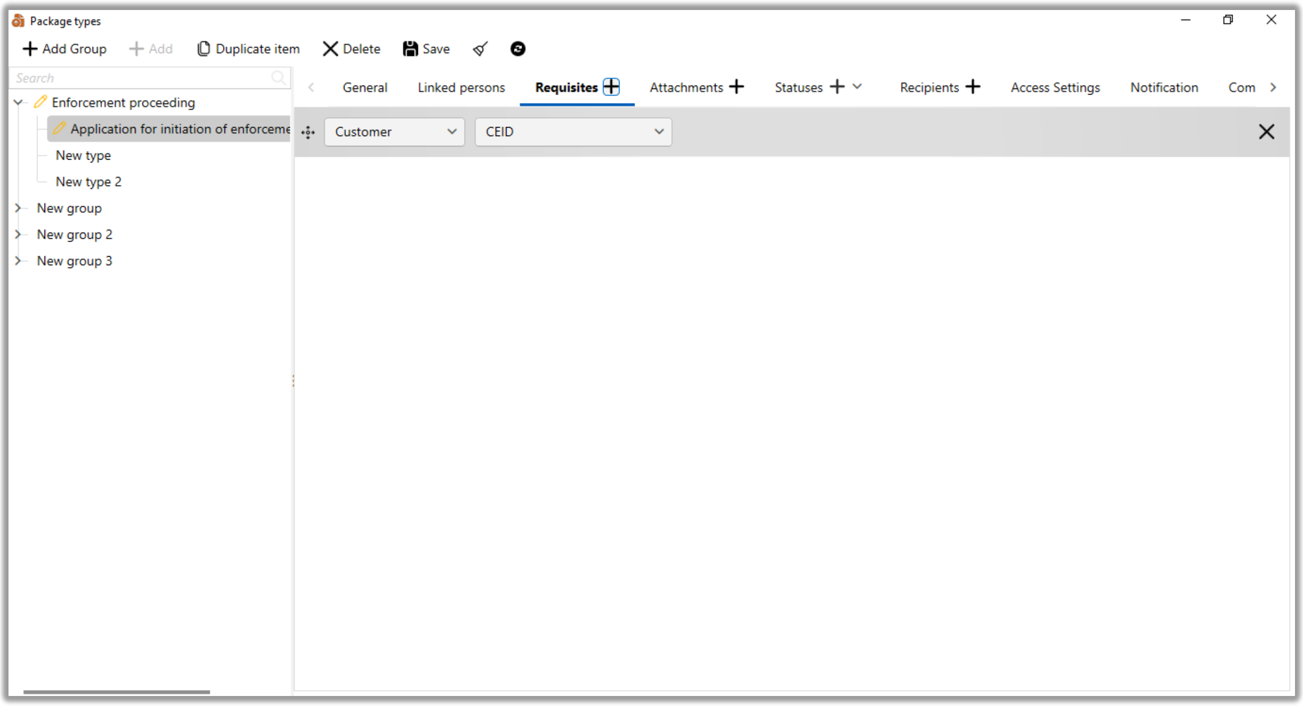
22. [Show footer] — enables the header display and its customization.

On the [Linked Persons] tab, select the types of persons to which this document package will be linked using the checkboxes.

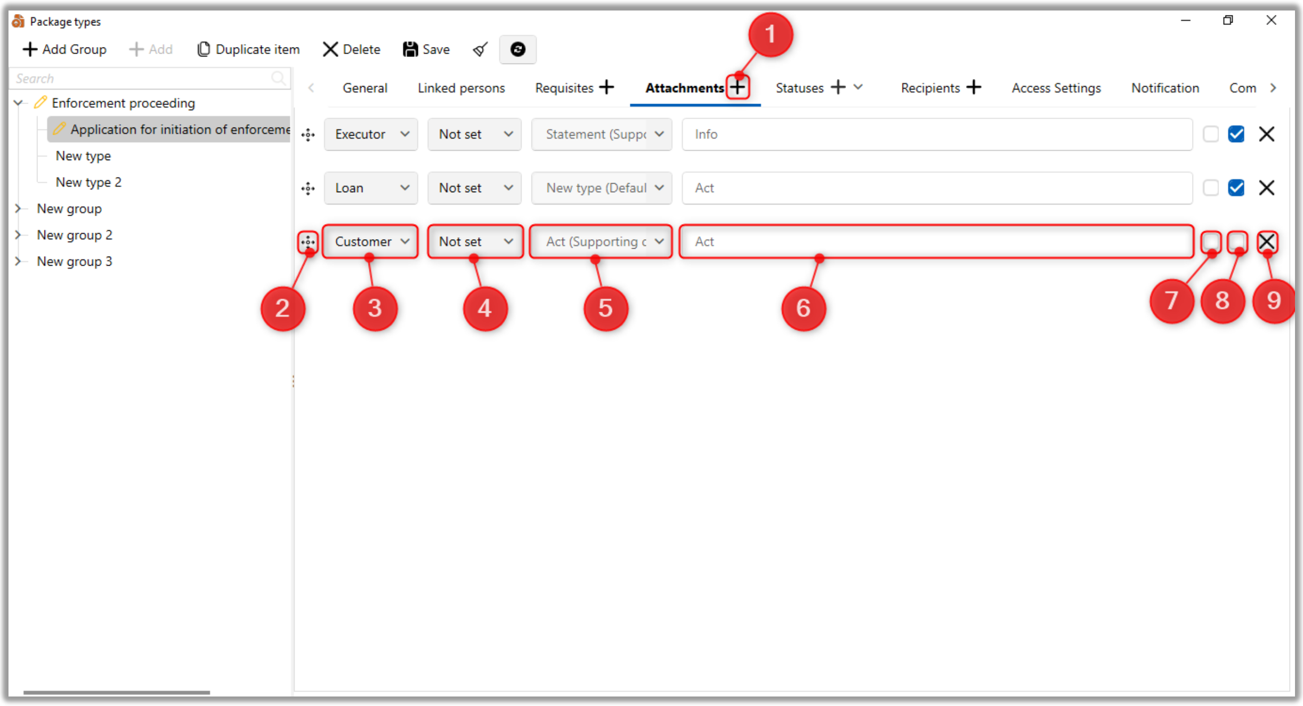


Face types are configured in the [Types of persons] system dictionary (see section 2.5.1.1 for details).

On the [Requisites] tab fields containing information about requisites are added.



The [Attachments] tab specifies which documents from the loan card or client card should be pulled in when creating this document. The following parameters are available for these documents:



1. [+] — button to add a new attachment for the selected package type.

2. Icon to change the sequence of added attachments.

3. Selection of which entity the document belongs to. The following entities are available: [Loan Responsible Employee], [Customer], [Loan], [Collateral], [Linked Persons], [Collateral Owner], [Project], [Process], [Process Action], [Information Field].

4. Selects the value from the document to be used for posting. Three values are available:

- [Not set] — all documents will be pulled up, according to the selected type and nature;
- [Last value] — the last uploaded document will be pulled up (by date of addition), according to the selected criteria;
- [First value] — the first uploaded document will be pulled up according to the selected settings.

5. Select the type of document.

6. Enter the name of the document.

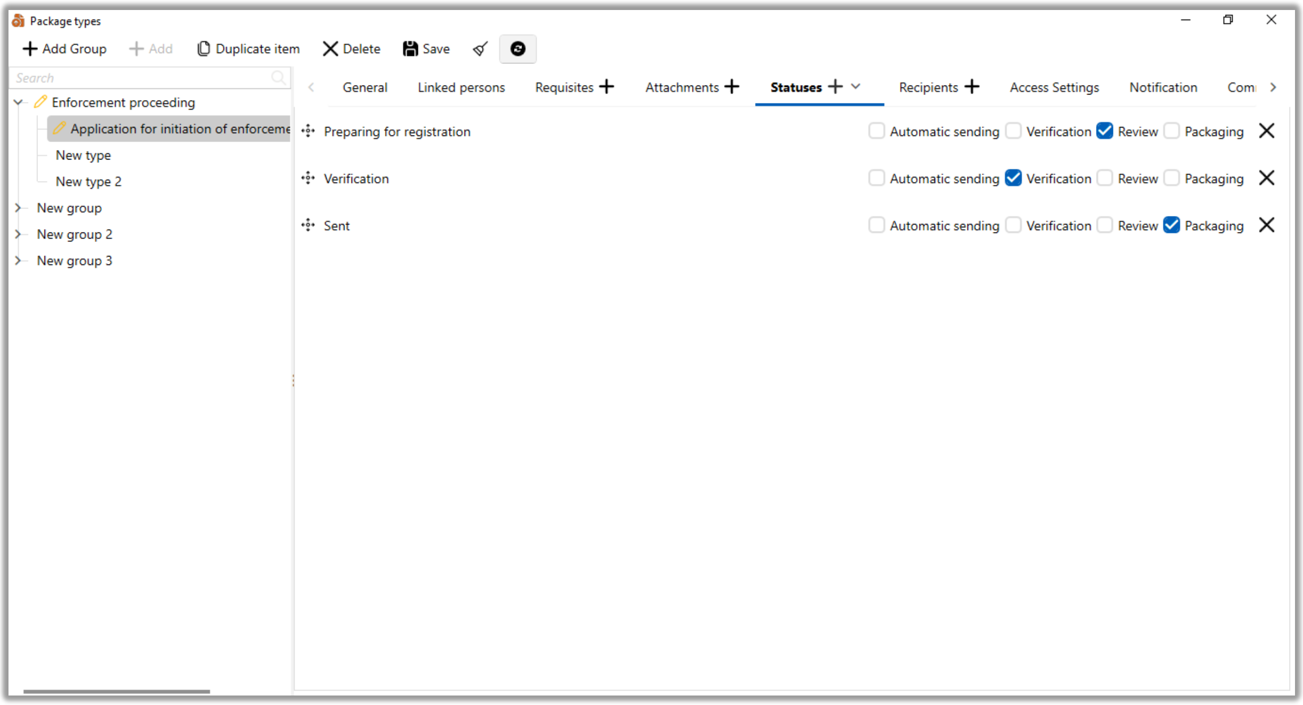
7. [Necessary] — mark whether the field is mandatory or not.

8. [Always in the table of contents] — check whether the field is always in the table of contents. If the field is mandatory, then this checkbox is set by default.

9. [X] — delete the added attachment.

On the **[Statuses]** tab you add document statuses that represent the stages of document package processing through which it passes during its lifecycle. Created document packages pass through three consecutive stages: [Verification], [Review], [Packaging]. Documents move strictly through the specified order of statuses, ensuring a consistent process of verification, review, and dispatch. Except when the [Auto Send] stage is selected.

To add a previously created status, click **[+]** (see section 2.5.1.11.6 for more information on creating and customizing statuses). Use the checkboxes for the added status to mark the stage for which it is responsible.



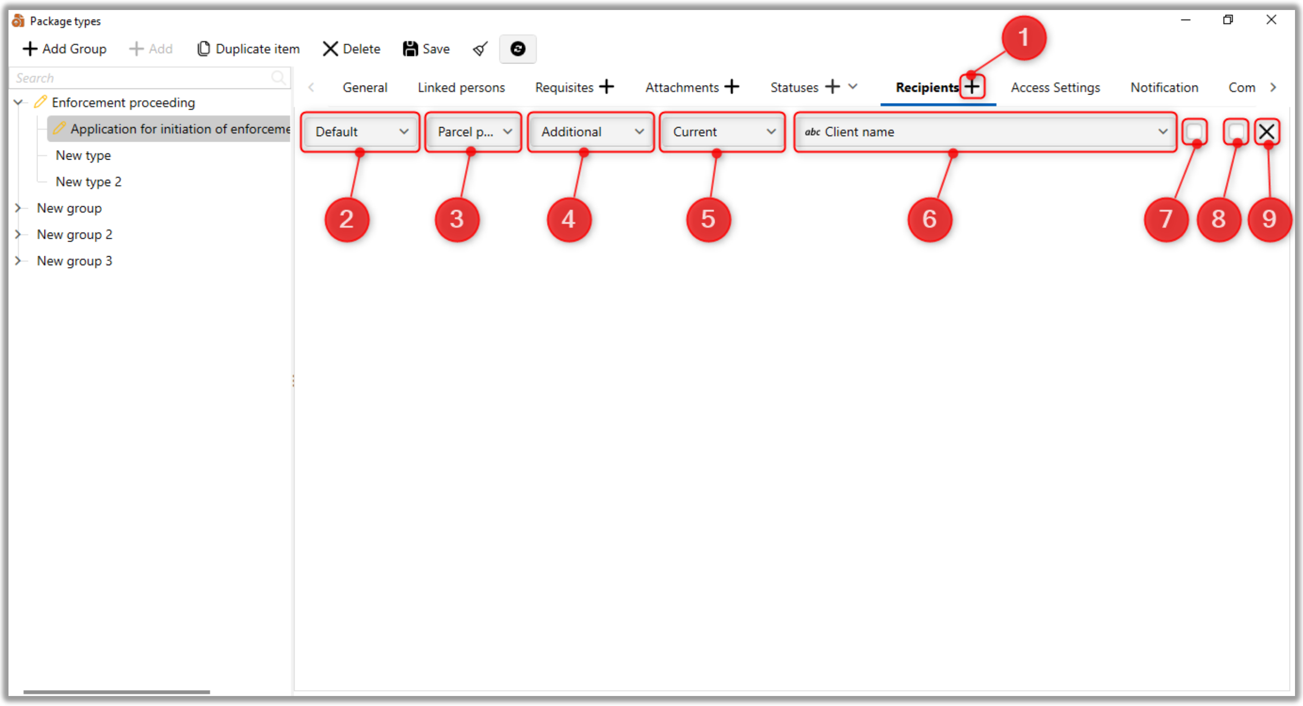
The following stages are available:

- [Automatic sending] — automatic sending of the document package without making corrections and verification. If this status is selected, all other statuses will be hidden and unavailable for selection.
- [Verification] — verification of the document package before proceeding to the next stage;
- [Review] — review of the document;
- [Packing] — packing and sending of the document package.

All presented statuses are set and changed manually by users with appropriate access rights in the [Document Packages] module.

To delete a status, click the **[X]** button.

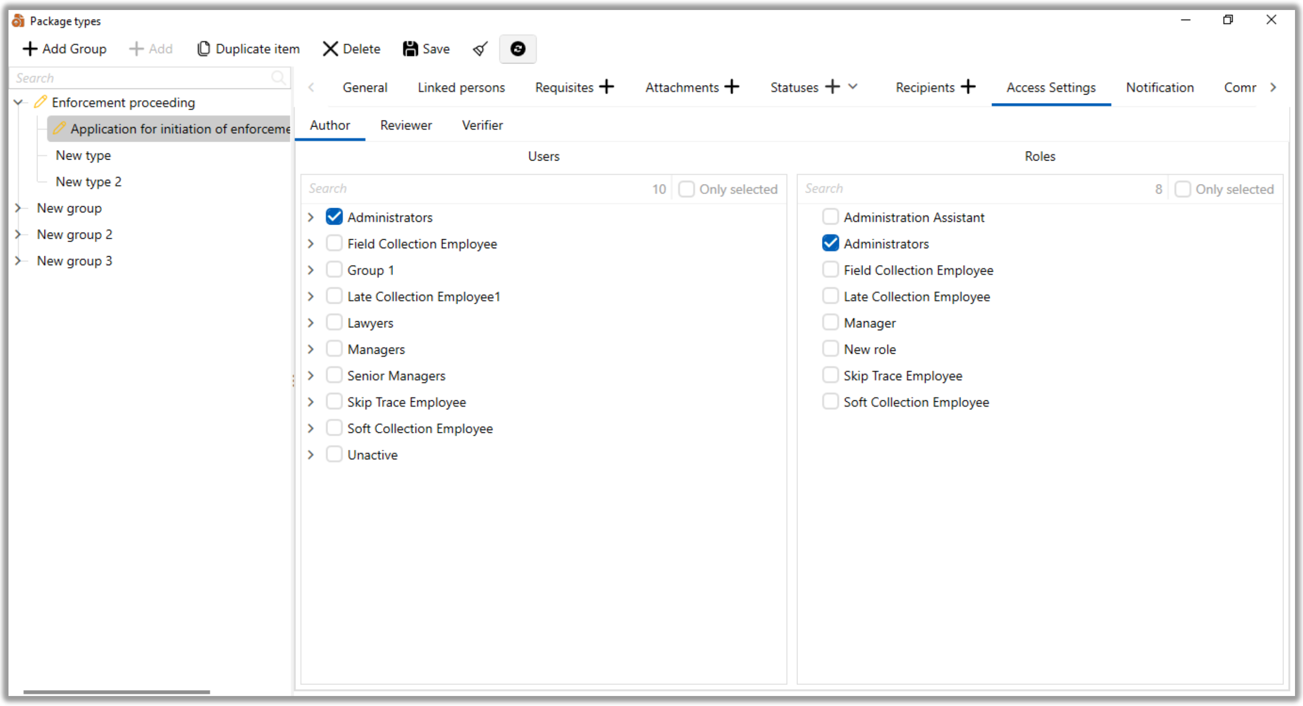
The **[Recipients]** tab is used to add recipients and customize their parameters.



1. Adding a new recipient.
2. Selecting the recipient's face type.
3. Selecting the type of delivery.
4. Selecting the type of address.
5. Selecting the status of the recipient's address.
6. Selecting the field containing the required information about the recipient.
7. The first step of sending.
8. Mandatory.
9. Delete the added recipient.

IMPORTANT: if two—step sending is selected and no recipient address is specified, the document package will not be created. A pop-up window with the error [No address found] will be displayed to the user.

The **[Access Parameters]** tab sets the user access parameters by stages.

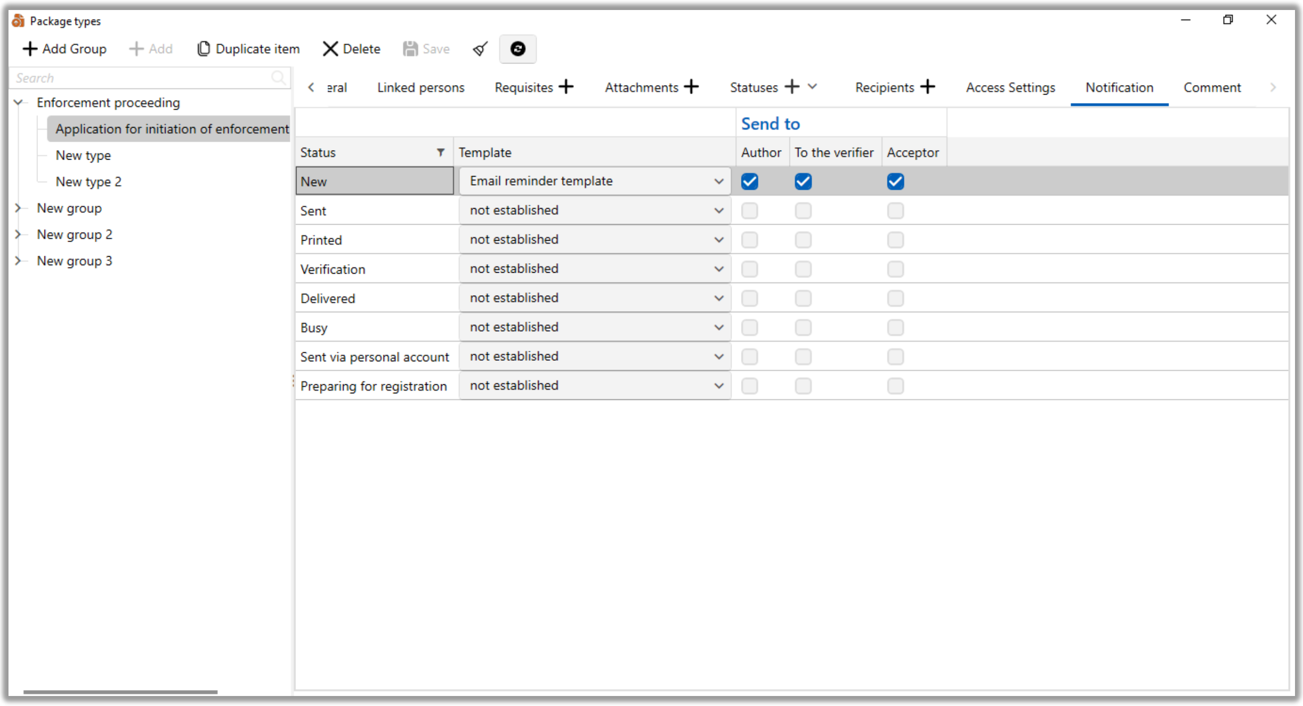


User access parameters are set separately for each of the stages:

- [Reviewer];
- [Verification];
- [Author].

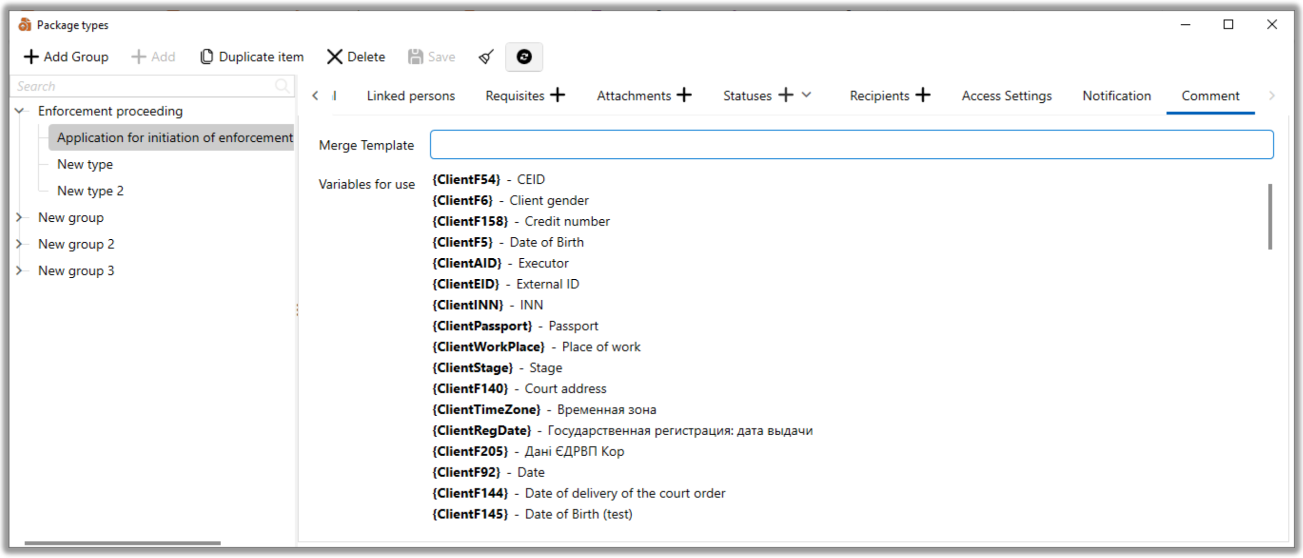
On the **[Reminders]** tab the system administrator can customize sending reminders to responsible users by e-mail specified in the user profile. Selection of users and e-mail template is configured separately for each status of the document package. Only those templates that have the [Document Package] source selected are available as a template for sending a reminder (more info in the section 2.5.1.9.1).

After the reminder is set up, the employee responsible for a certain stage will receive an e-mail according to the specified template when the document package moves to the configured status.



After creating a new package type, click the [Refresh data] button to display available statuses and reminder templates.

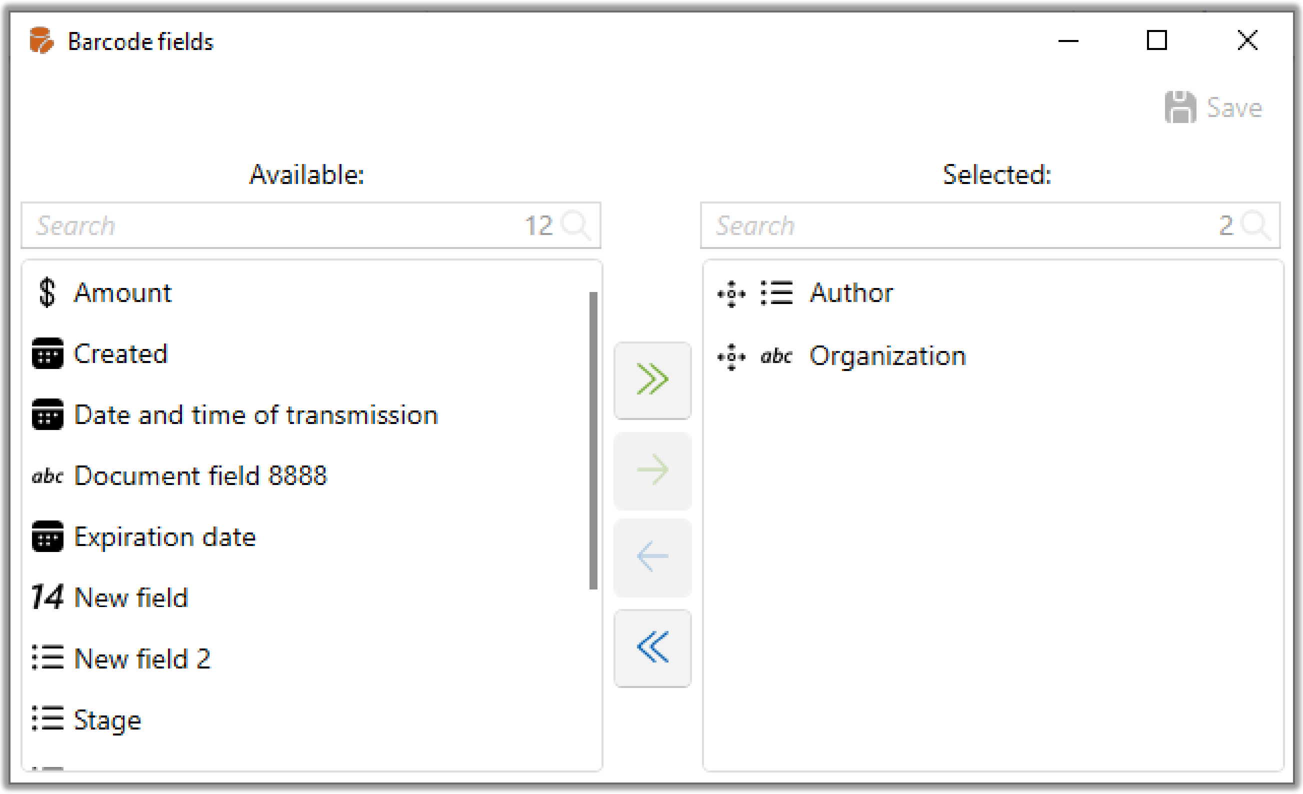
The **[Comment]** tab is used to customize the displayed note to the selected document package.



- [Merge template] — field for entering text comment and variables, values of which will be displayed in the note to the document package. Variables should be entered in closing curly braces. For example: "Document Package for Case No. {LoanENumber}.".
- [Variables to use] — list of available variables for use in the merge template.

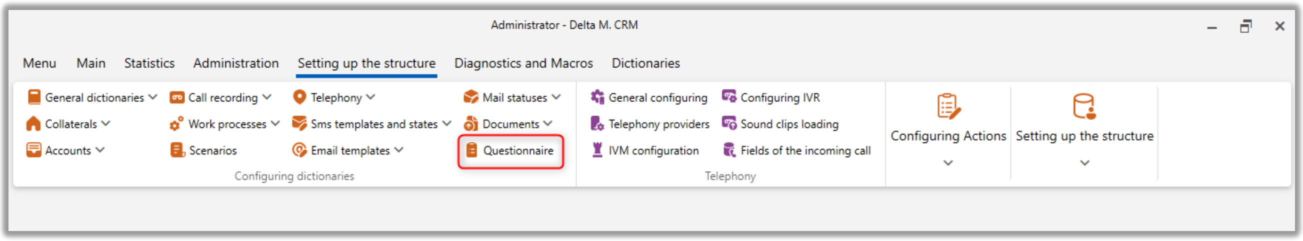
2.5.1.11.8 Barcode fields

In the [Barcode Fields] window, the user can customize adding additional information to the document barcode using document fields. To do this, move the required fields located in the [Available] block to the [Selected] block (they will display additional information on the barcode) and click the [Save] button.



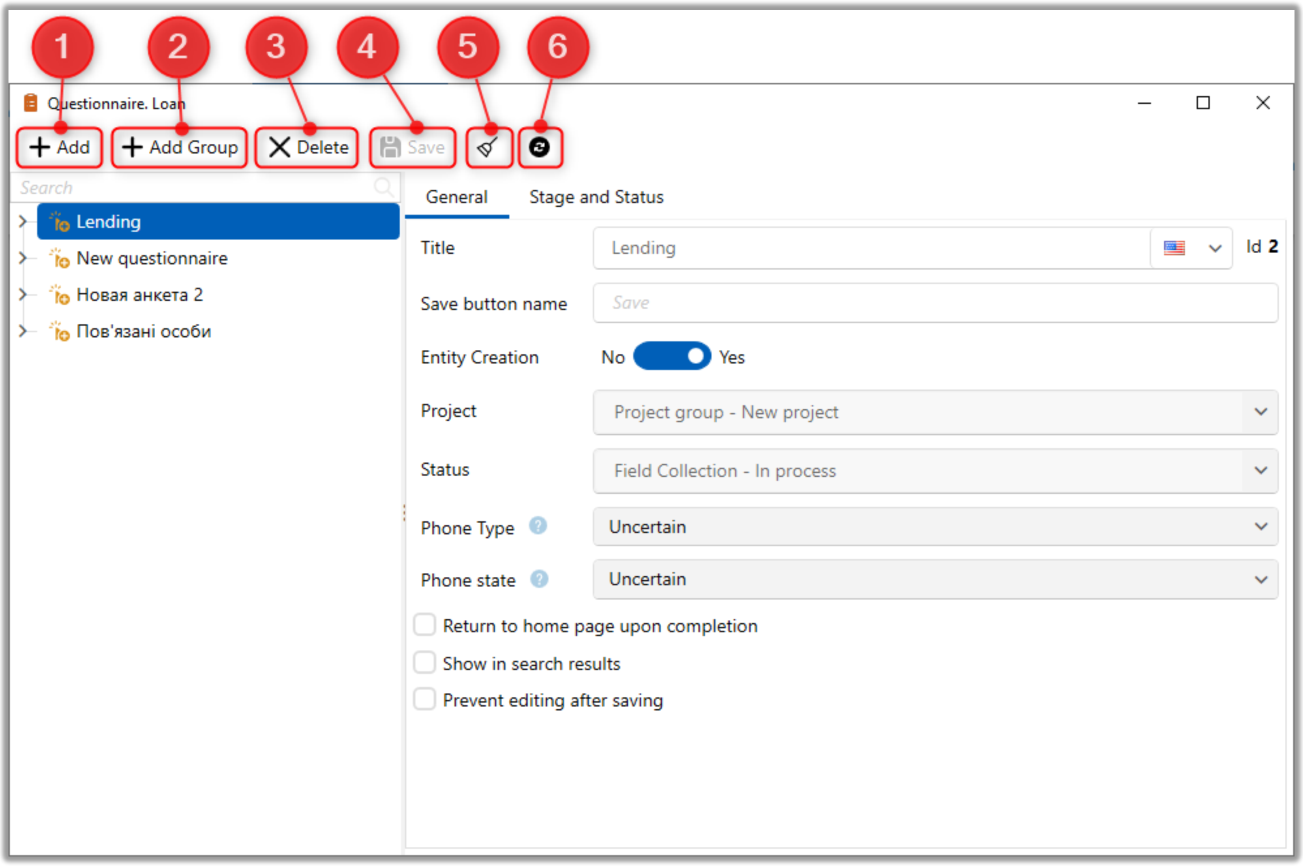
2.5.1.12 Questionnaire

The system implements the [Questionnaire] module, which allows you to customize the form of data filling in the loan card, which can be further used, for example, as a credit conveyor or as a questionnaire for entering mandatory data. This type of questionnaire is used only when working with the client's loan card.



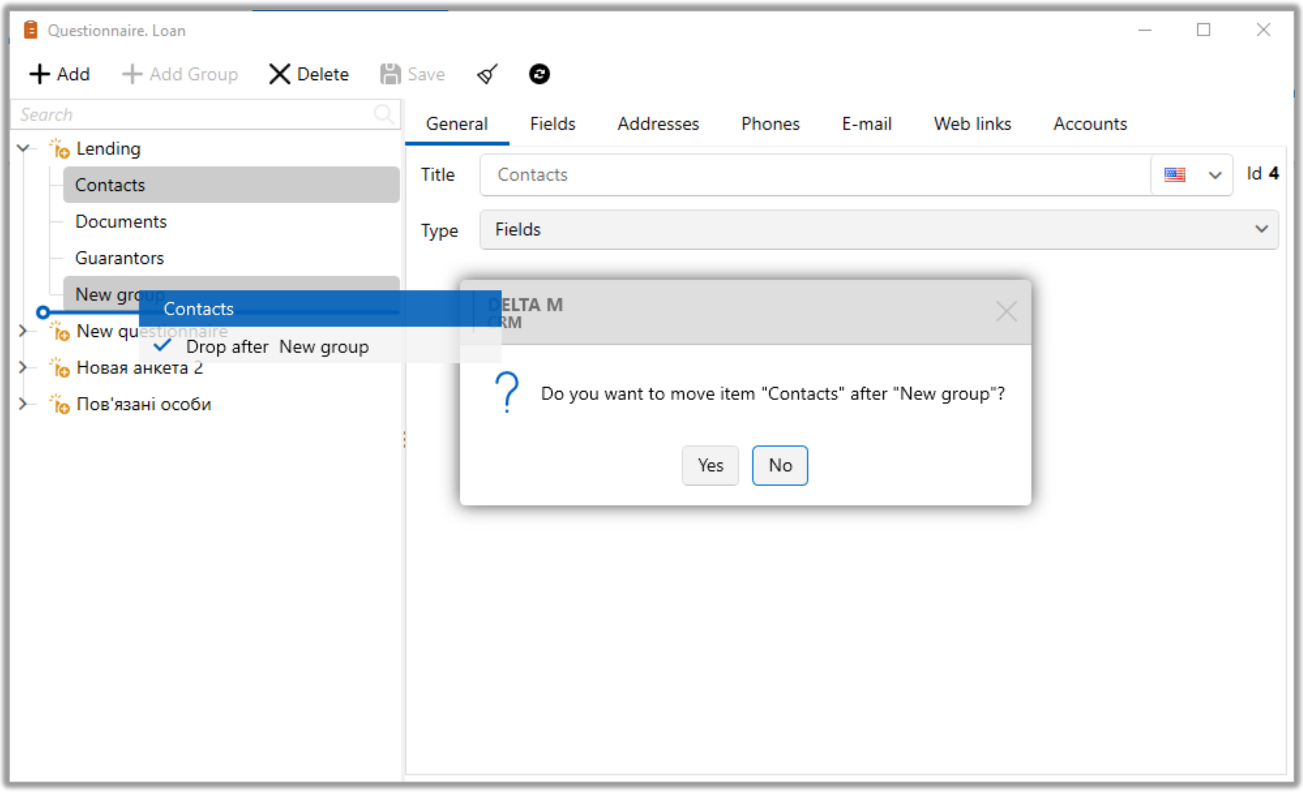
The user can quickly switch between cells in the questionnaire window using the [Tab] key on the keyboard.

The following functionality is present in the questionnaire customization window:



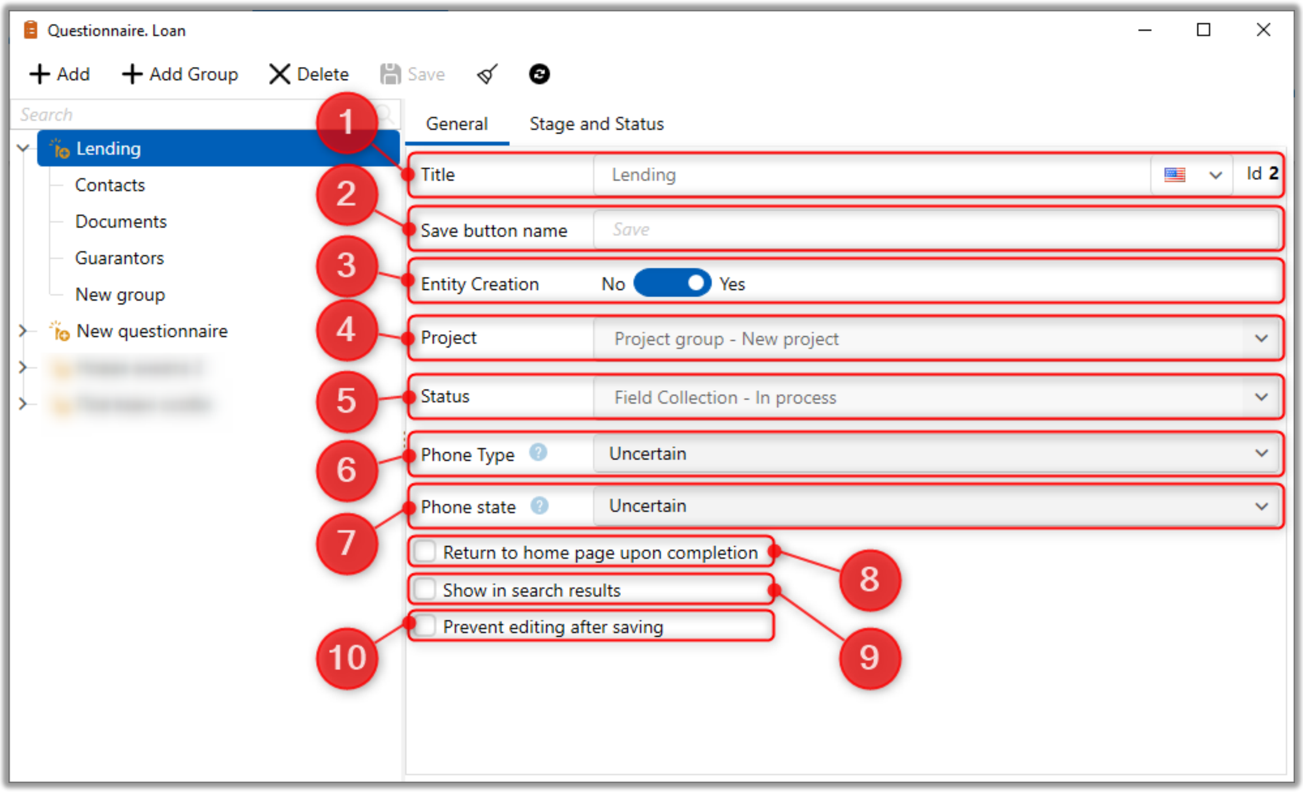
1. [Add] — creating a new questionnaire.

2. [Add group] — add a group of conditions. The groups of conditions are displayed in the questionnaire page by page, the user moves through them in the specified order. After adding a group, in order to change its order when filling out the questionnaire, it is necessary to drag it to the necessary position by pressing the right mouse button.



3. [Delete] — delete the selected item.
4. [Save] — apply the settings you have made.
5. [Clear selection] — deselect the selected item.
6. [Refresh data] — update data in the questionnaire settings window.

After adding a profile, the following options become available:

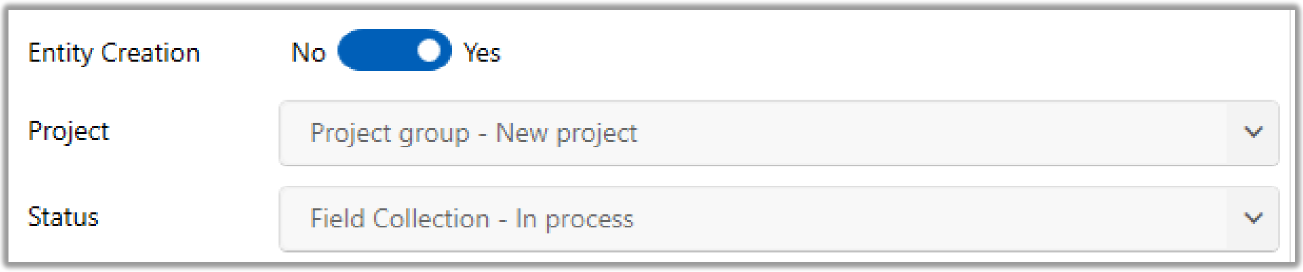


1. [Title] — enter the name of the questionnaire. You can also specify the name of the selected questionnaire for each language, which will be automatically changed when the system language is changed.

2. [Save button name] — specify the name for the button of saving the data entered in the questionnaire (the default value is [Save]).

3. [Entity Creation] — enable or disable entity creation using the questionnaire.

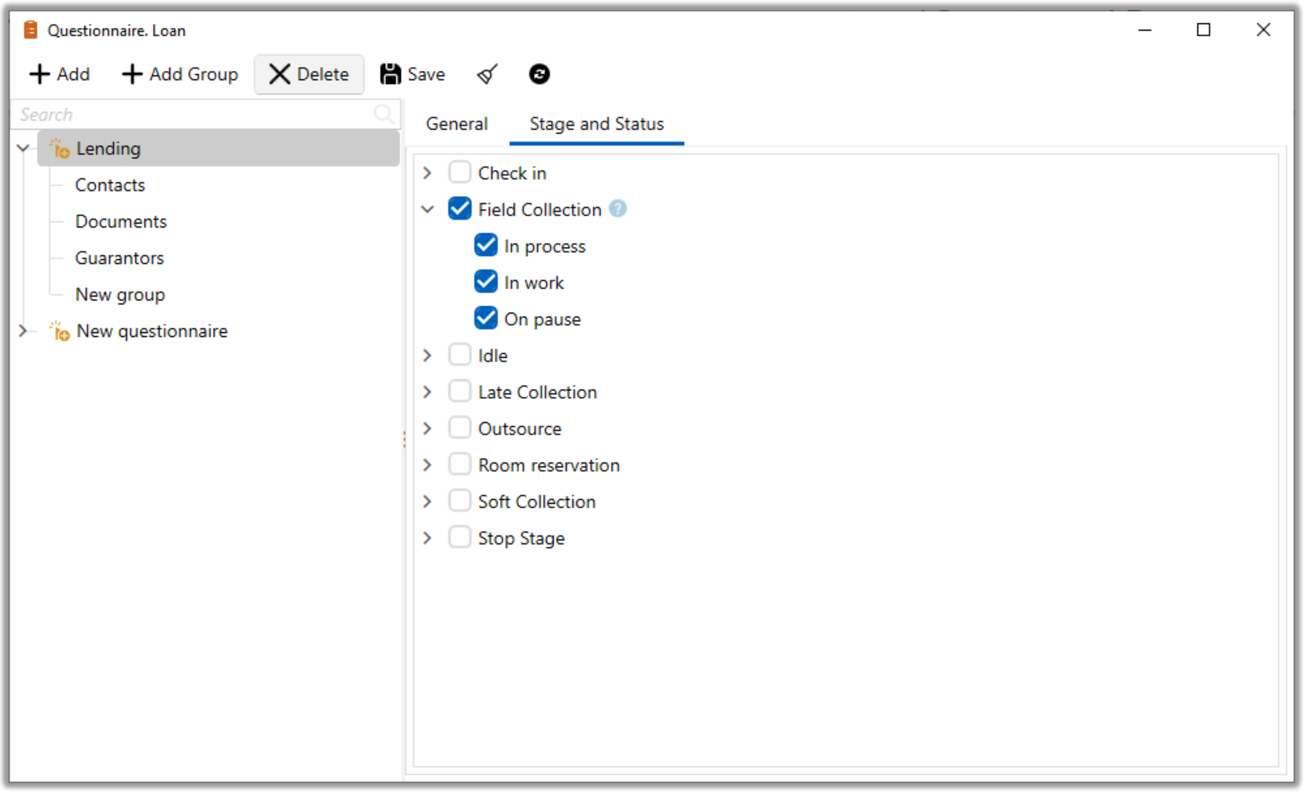
If entity creation is enabled, such a questionnaire will be available on the [Menu] tab, item [Create]. The user can select the project and status to which the card will fall after creation through the menu.



If entity creation is disabled, such a questionnaire can be used to update data in the loan card.

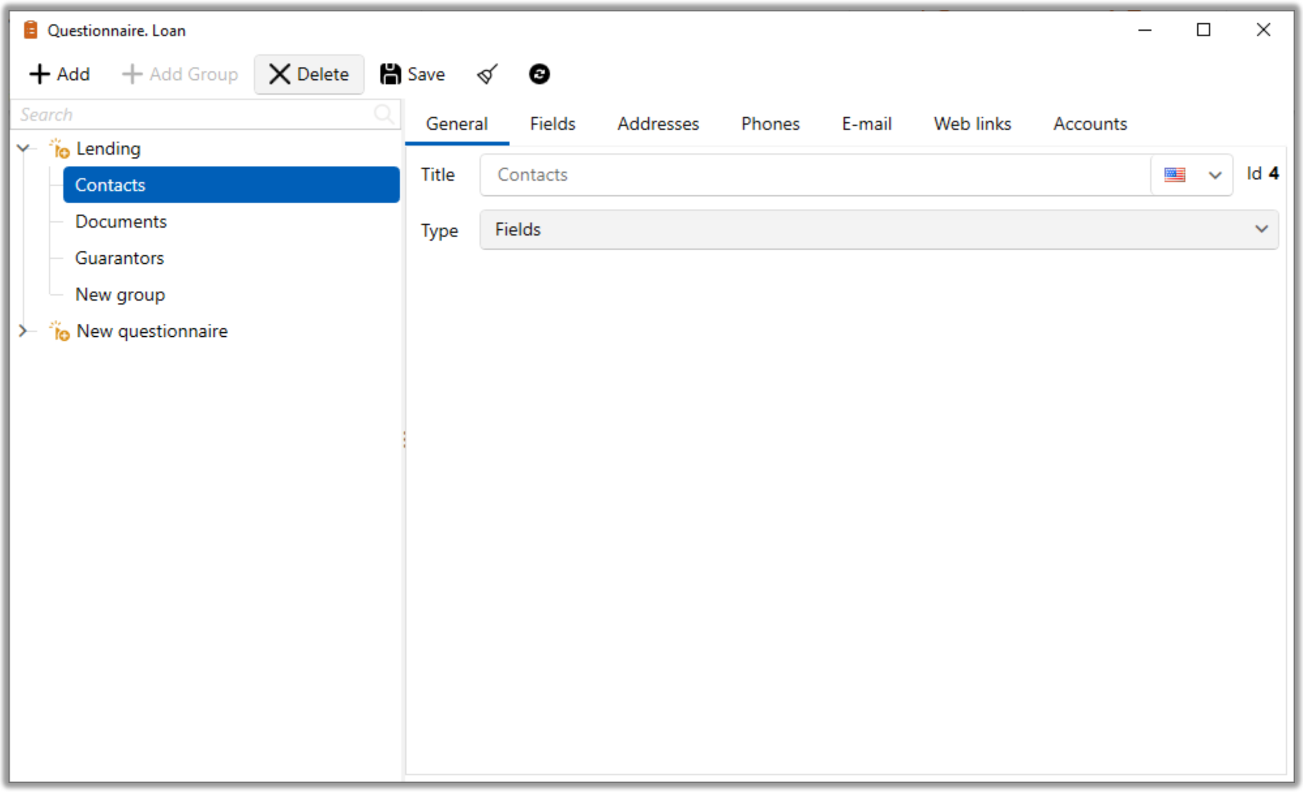
4. [Project] — selection of the project in which the card will be created after filling out the questionnaire.
5. [Status] — selection of the status with which the card will be created after filling in the questionnaire.
6. [Phone Type] — select the phone type to be set by default.
7. [Phone state] — selection of phone status, which will be set by default.
8. Return to home page upon completion.
9. Show in search results.
10. Prohibit editing after saving.

The [Stage and Status] tab marks the stages and their statuses for which the selected questionnaire will be available.

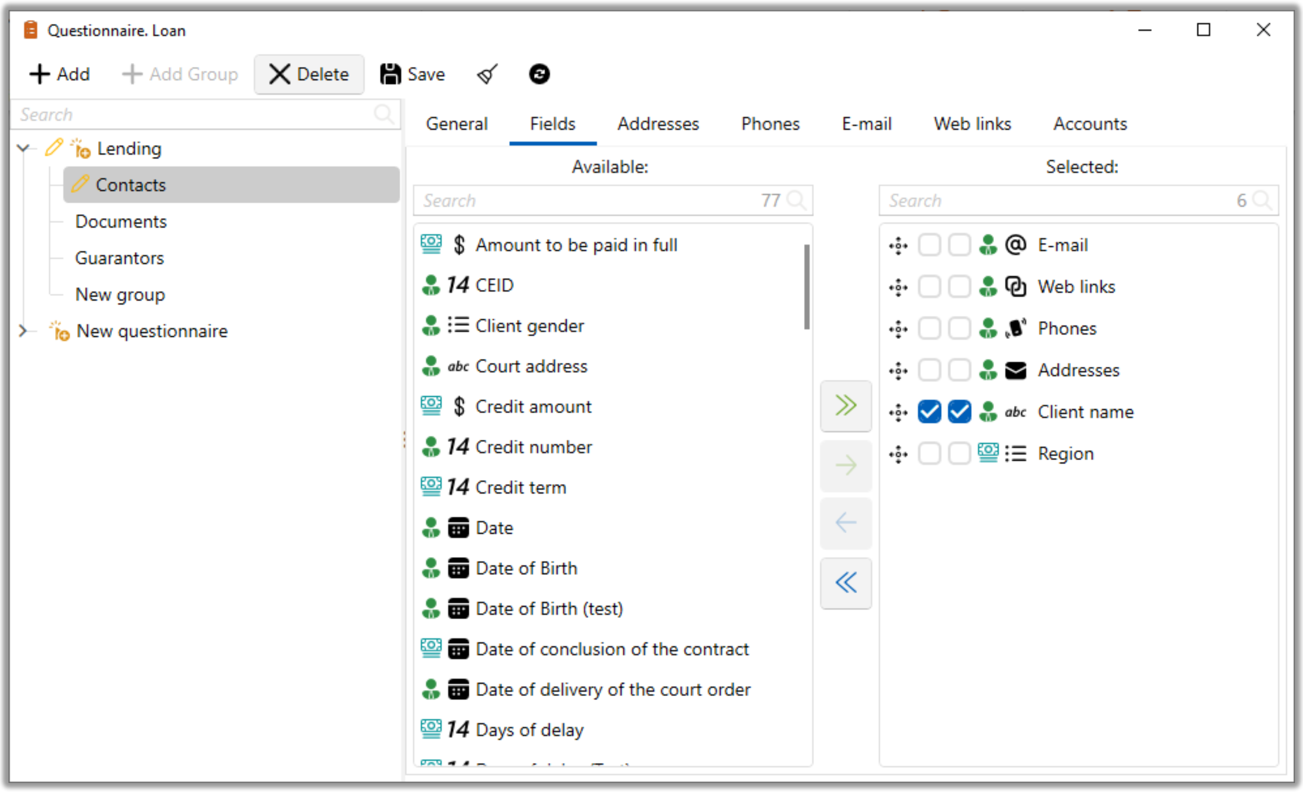


The settings of condition groups are linked to their data type, three types are available in total: Fields, Documents, Linked Persons.

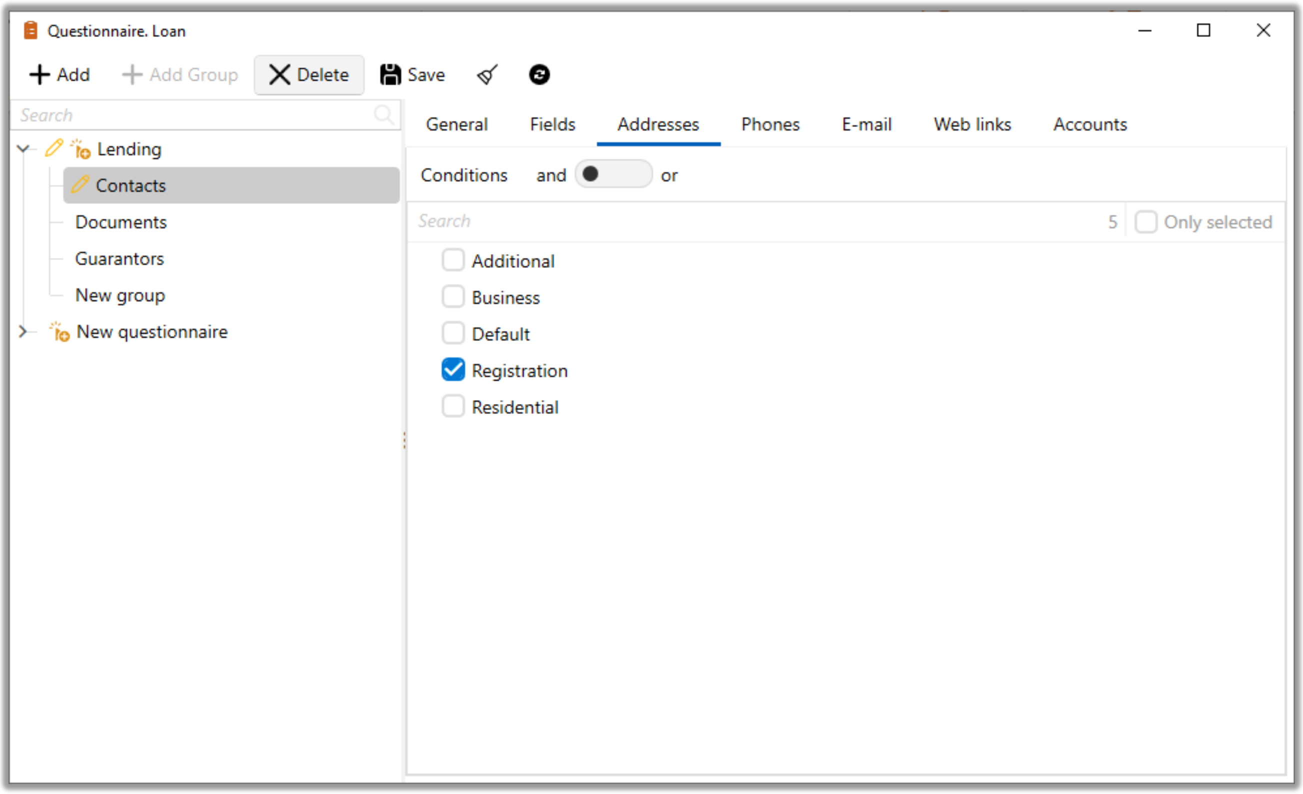
When [Type] is set to [Field], the following tabs become available for the condition group:



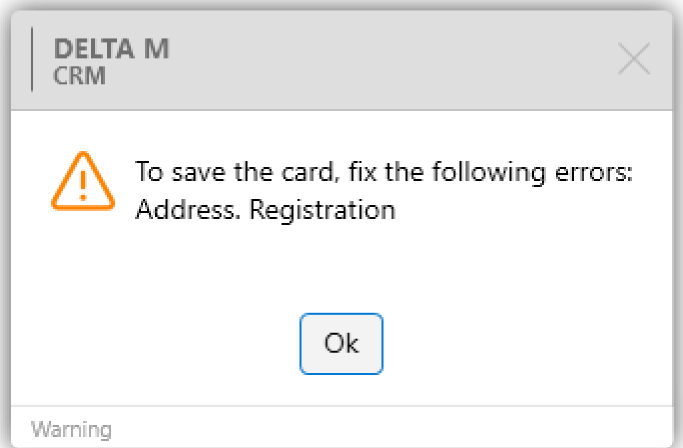
The [Fields] tab selects fields that will be displayed when filling out the card. Fields can be moved in the list changing their order in the questionnaire card, also they can be made mandatory and added by setting the corresponding checkboxes.



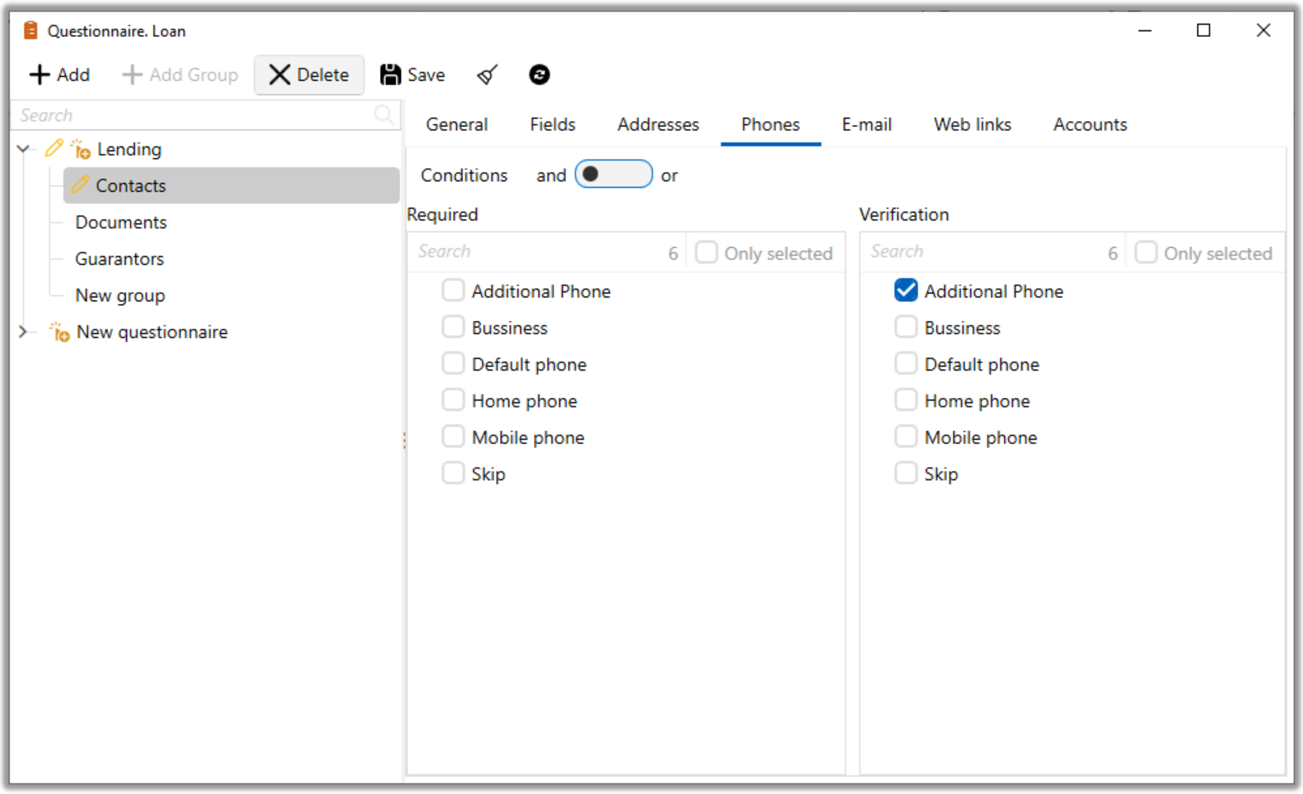
On the [Addresses] tab checkboxes are used to mark the types of addresses that will be mandatory when the user fills in the questionnaire.



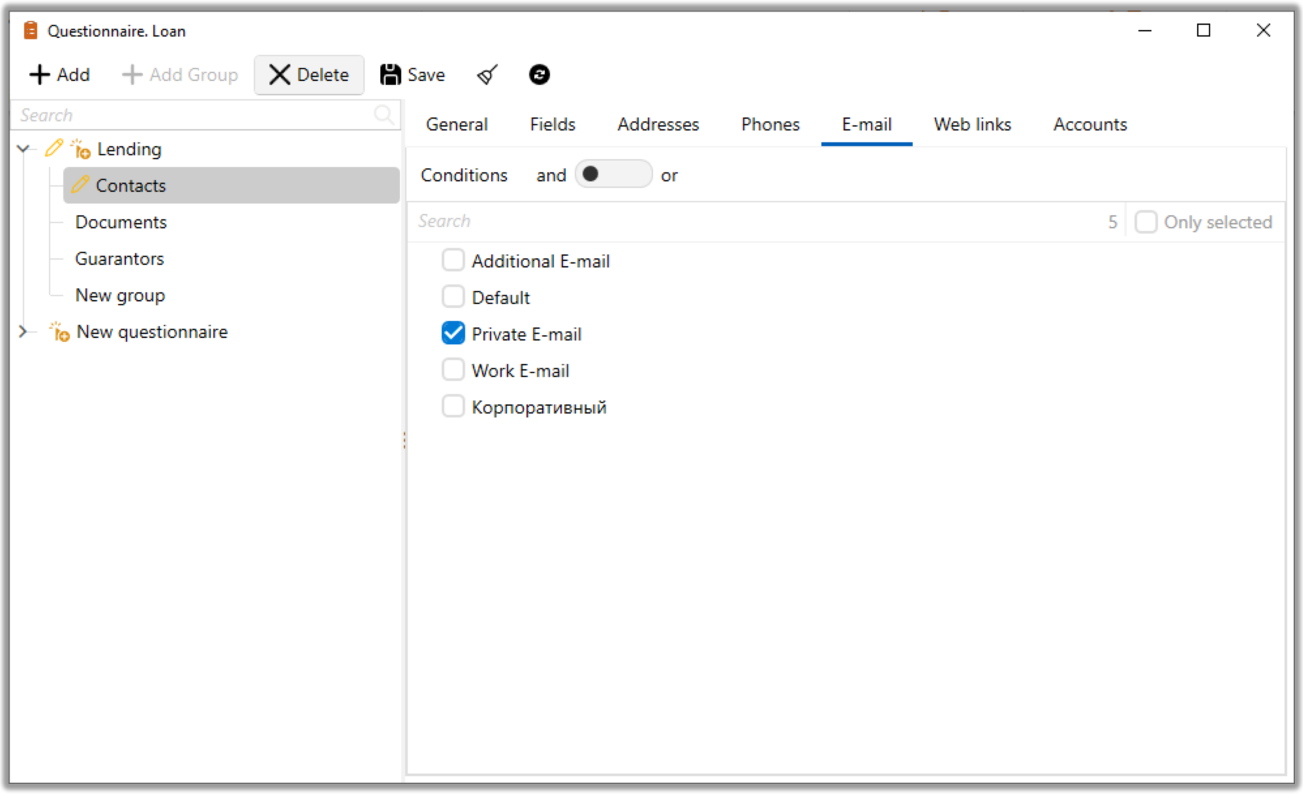
If the marked address types were not entered when the user filled in the card, a notification will be displayed to the user.



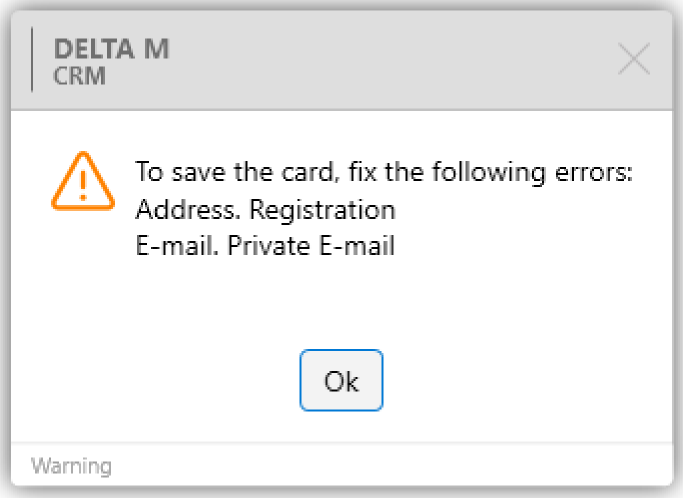
On the [Phones] tab checkboxes are used to mark the mandatory phone types and the necessity of their verification. The [Condition] parameter sets the logical AND/OR condition for the selected phone types.



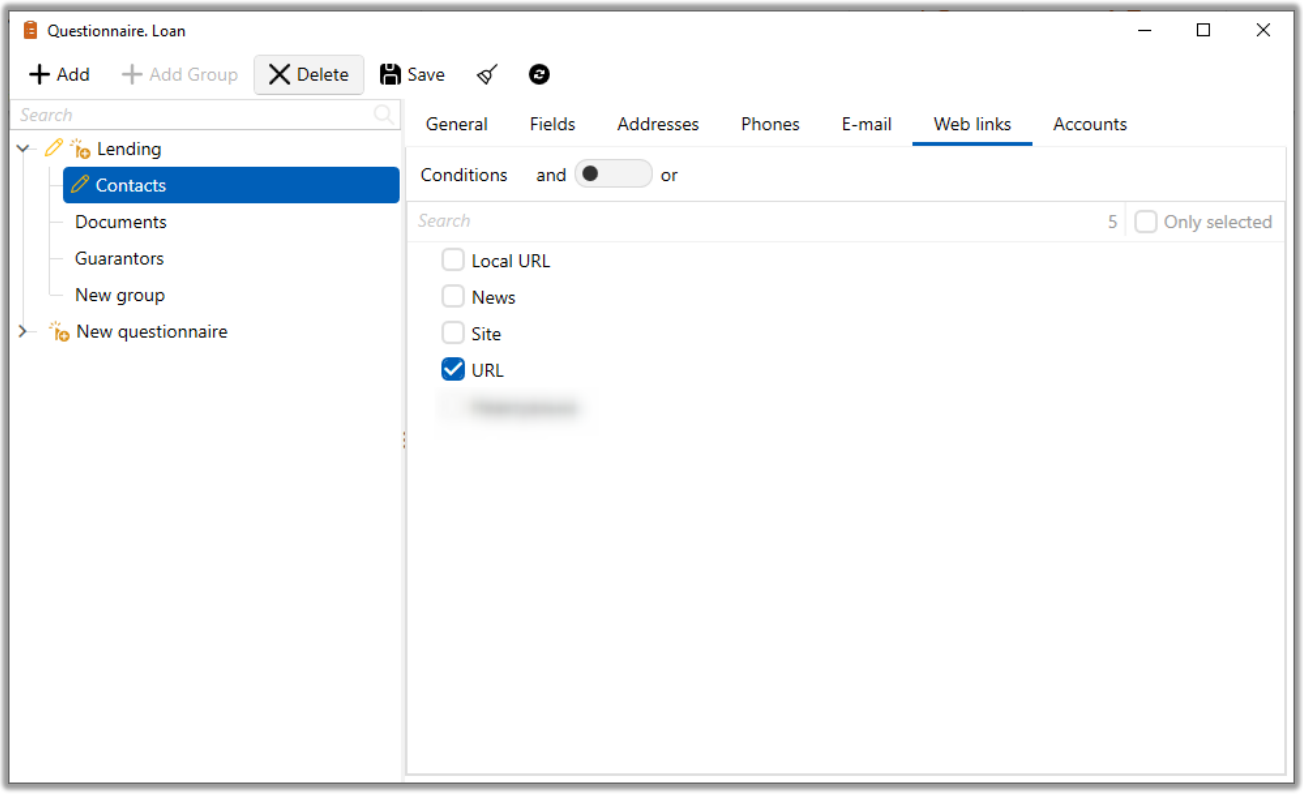
On the [E-mail] tab checkboxes are used to mark the types of e-mail addresses that will be mandatory when the user fills in the form. In the [Condition] parameter the logical AND/OR condition is set for the marked phone types.



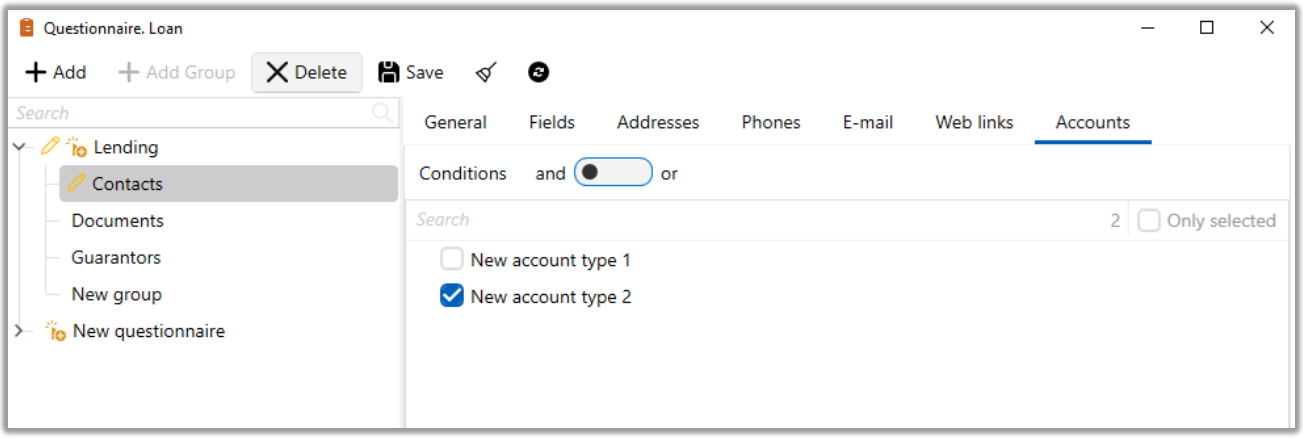
If the marked email type (in our case it is [Personal]) was not entered when the user filled out the card, a notification will be displayed to the user.



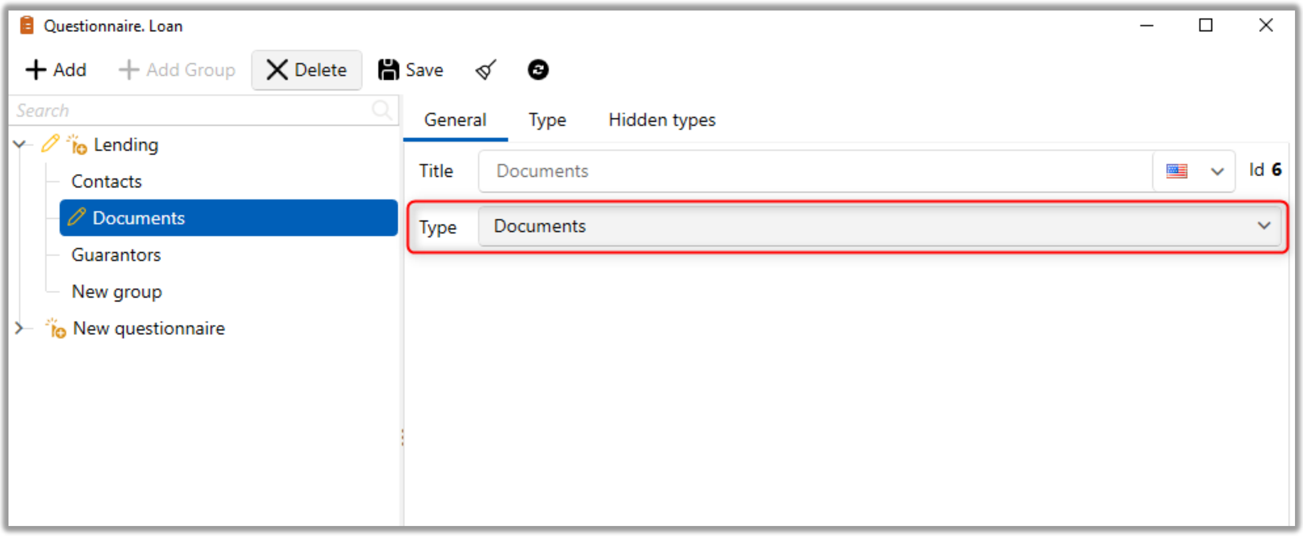
On the [Web Links] tab checkboxes are used to mark the types of web links that will be mandatory when the user fills out the questionnaire. The [Condition] parameter sets the logical AND/OR condition for the checked web link types.



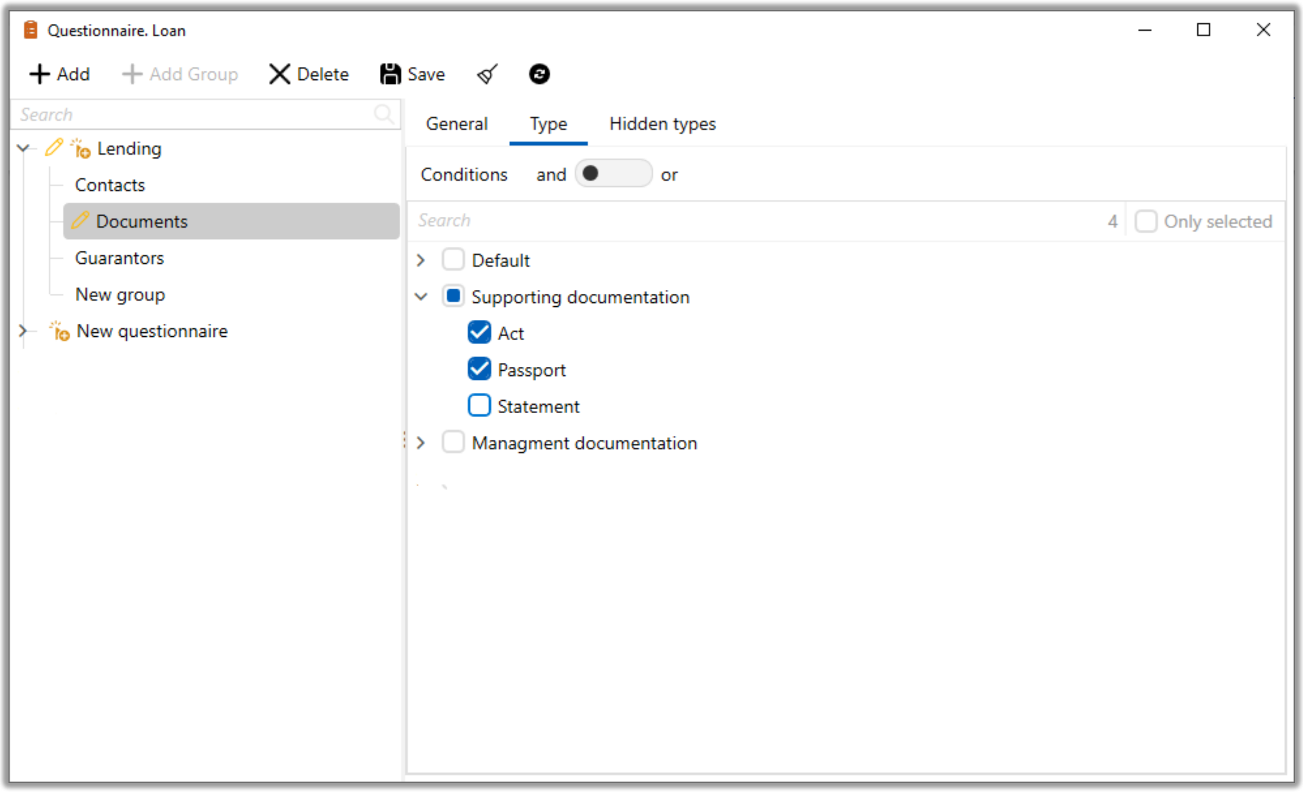
The [Accounts] tab marks the types of accounts that will be required when completing the questionnaire.



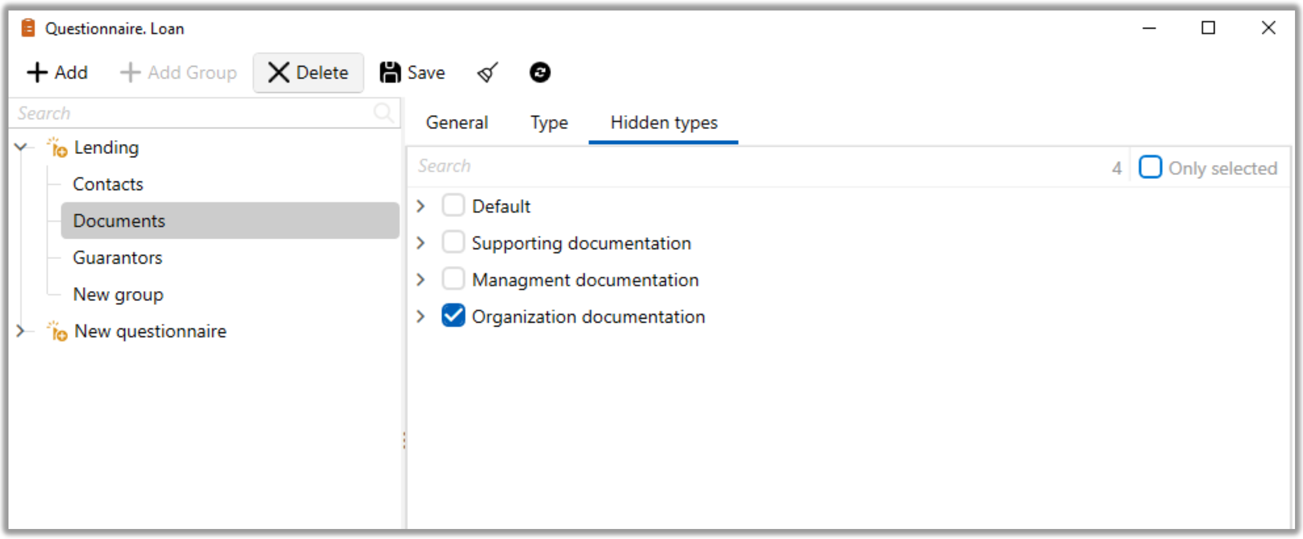
When [Document] is selected for [Type], the following tabs become available for the condition group:



On the [Type] tab checkboxes are used to mark the types of documents that will be mandatory when the user fills in the questionnaire. In the [Condition] parameter the logical AND/OR condition is set for the marked phone types.

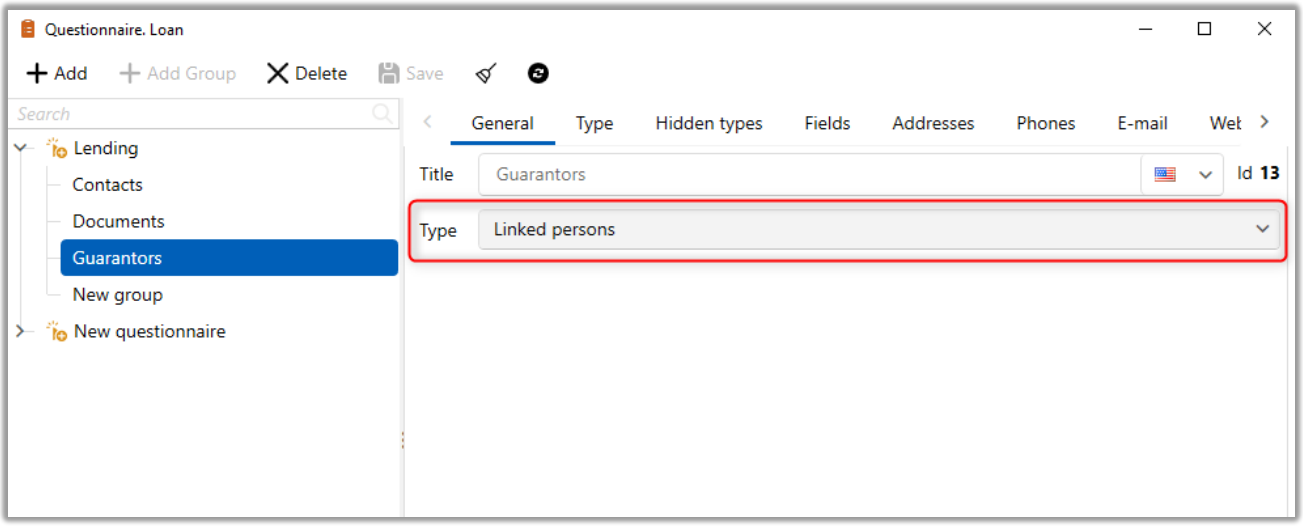


On the [Hidden Types] tab you can check the document types that will be hidden when adding documents to the questionnaire.



Accordingly, only unchecked document types will be available.

If [Linked person] is selected in [Type], then the following tabs become available for the condition group: [General], [Type], [Hidden Types], [Fields], [Addresses], [Phones], [E-mail], [Web Links], [Accounts]. The workings and customization of which are discussed above.

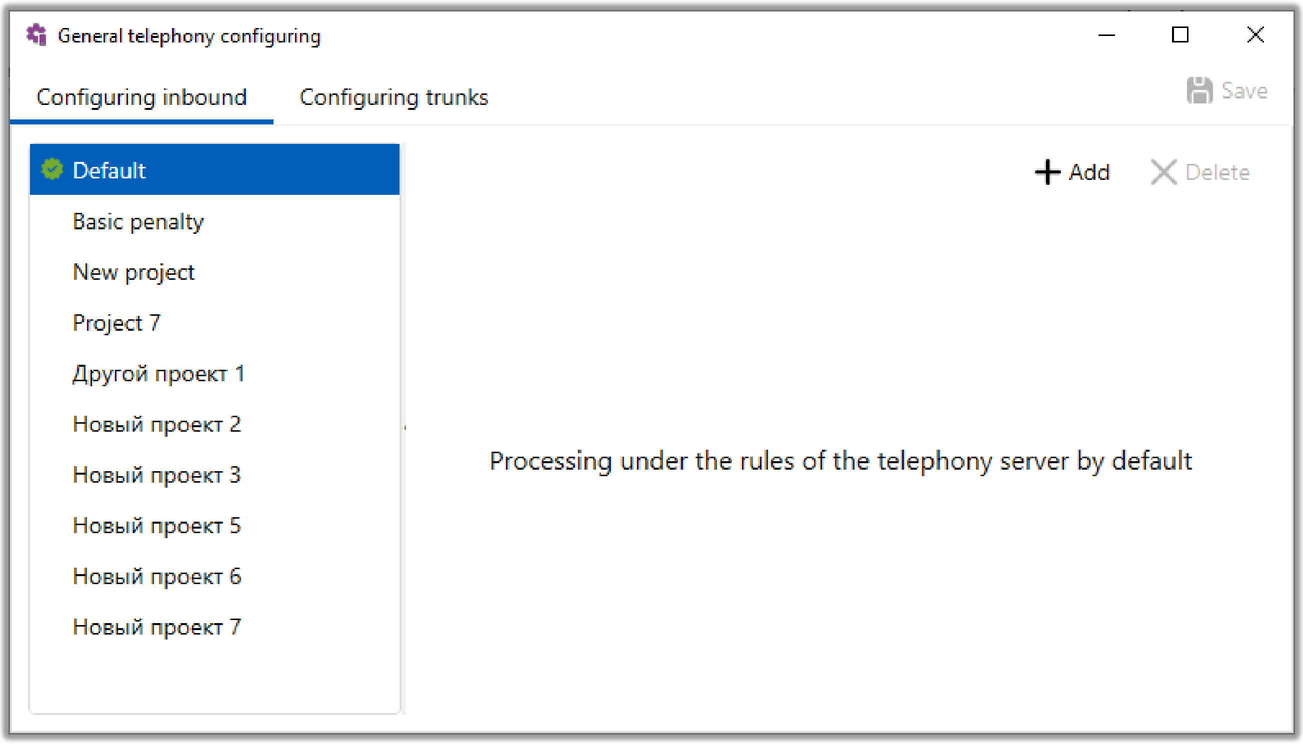


2.5.2 Telephony

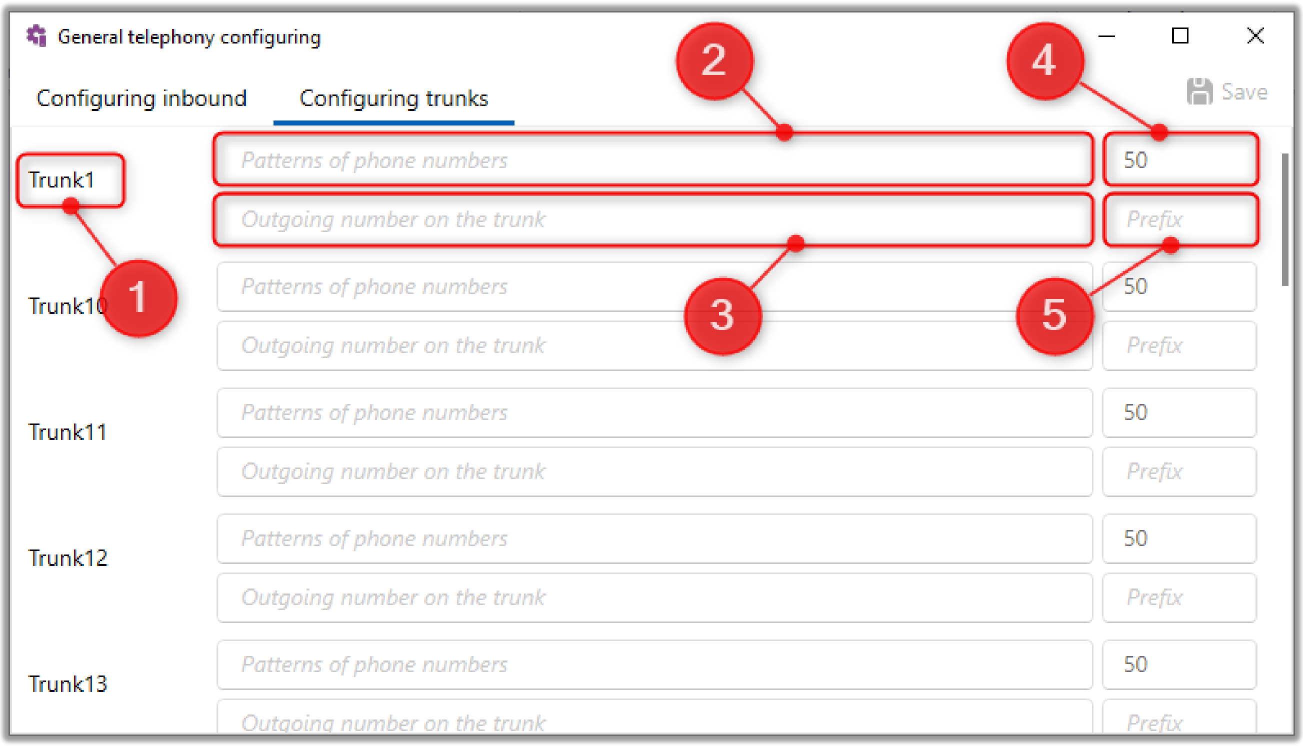
The Telephony block configures the operation of telephony when calling clients, as well as configures the operation of IVM and IVR modules. To access this functionality, a telephony assembly must be added to the system.

2.5.2.1 General configuration

In the [General configuration] window you can configure the trunks used in the system, their masks and rules of incoming calls processing.



The [Configuring trunks] tab configures the trunks that have been added to the system and specifies the maximum number of communication lines available for them. This allows you to limit the required number of trunks and manage their parameters.

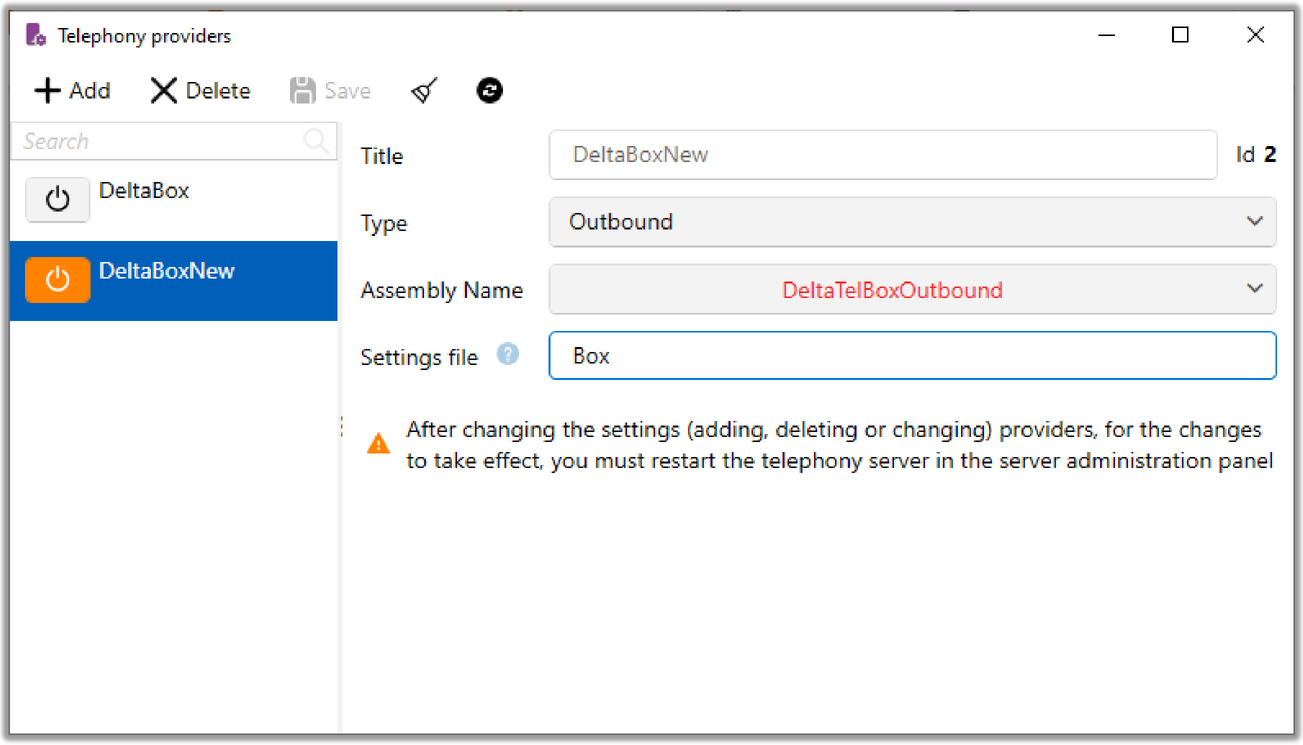


1. Display the name of the trunk.
2. Phone number patterns.
3. Outgoing numbers on the trunk.
4. Number of lines on the trunk.
5. Prefix of the trunk.

2.5.2.2 Telephony providers

This module allows you to connect multiple telephony providers in Delta M. CRM with automatic configuration of sending items for dialing in the context of several providers.

The following parameters are available in the telephony providers configuration window:



- [Title] — enter the name of the telephony provider.

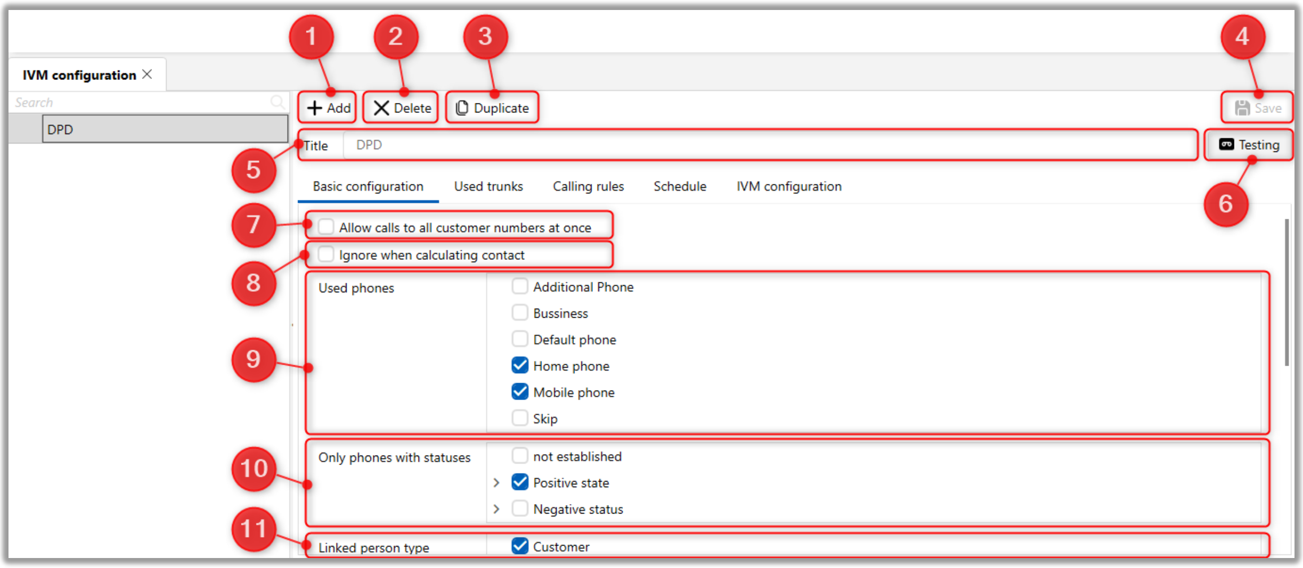
- [Type] — setting the usage type of the added telephony provider. There are 3 types available: [Outbound] — provider for making automatic and manual outbound calls; [Recording Server] — this provider will be used only for uploading call records to the system; [IVM] — provider for making calls using IVM..
- [Assembly name] — selection of the provider's assembly.
- [Settings file] — enter the name of configuration file with provider settings (without specifying extension).

2.5.2.3 IVM configuration

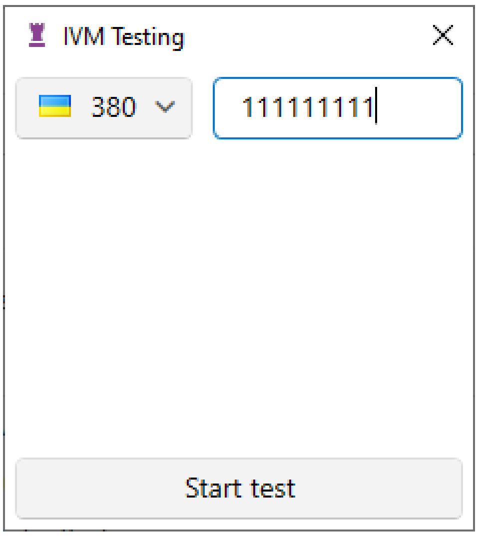
IVM (Interactive Voice Messaging) is a system of automatic outgoing calls, which independently (without operators' participation) dials the number (or numbers) of the client, dials the client and automatically notifies the client according to the set parameters.

In the [Configuring IVR] window you can add and customize companies (only outgoing calls) for IVR module operation according to the set parameters. The companies themselves are customized depending on the needs of business logic, such as notifications about overdue payment depending on the number of days. The parameters in the company settings are divided into five sub tabs: [Basic Settings], [Trunks Used], [Calling Rules], [Work Schedule], and [IVM Customization].

The following parameters and functions are available in the IVM settings window:



1. [Add] — add a new company.
2. [Delete] — delete the selected company.
3. [Duplicate] — duplicate the selected item.
4. [Save] — apply the changes made.
5. [Title] — enter a name for the added company.
6. [Testing] — test the IVM module according to the settings. To start testing, select the country code and enter the phone number, after which the [Start Test] button will become available.



The length of the phone number you enter must match the number of characters set for this country in the telephony settings, otherwise the [Start Test] button will be hidden.

The following settings are on the [Basic Settings] sub tab:

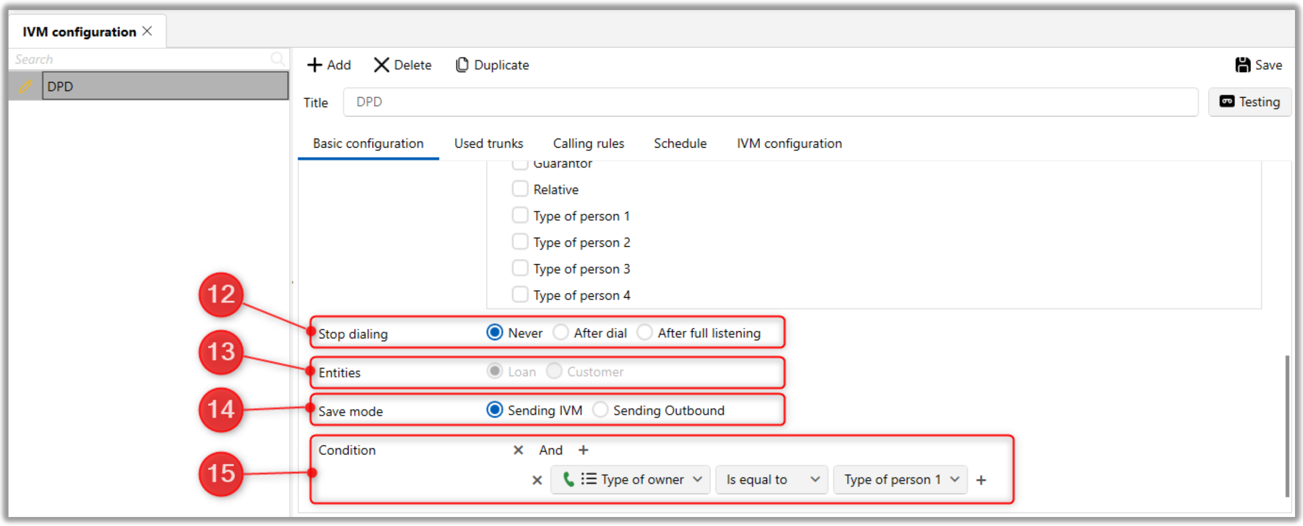
7. [Allow calls to all customer numbers at once] — calls will be made simultaneously to all client phone numbers, according to the selected statuses and types, if there are available trunks.

8. [Ignore when calculating contact] — the system will not take into account the number of IVMs sent on this template when calculating the contact rate.

9. [Used phones] — the call will be made to the marked types of phones.

10. [Only phones with statuses] — only phone numbers with marked statuses will be dialed.

11. [Linked person type] — select the type of third person for calls.



12. [Stop dialing] — use the checkboxes to set the logic, when the system will stop dialing the number to the client.

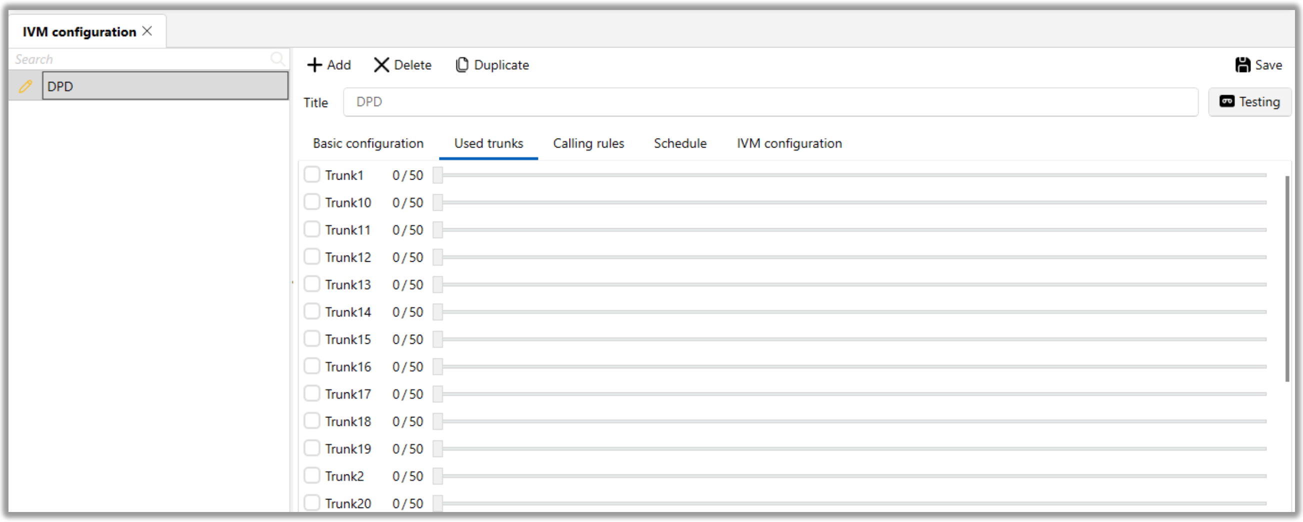
13. [Entities] — select the entity to be dialed by. Cannot be changed after saving the company.

14. [Save mode] — selection of saving mode. Depending on the selected mode, the information on sent IVMs will be saved and displayed in different tabs of the special insert [Complete History]. There are 2 saving modes available:

- [Sending IVM] — the sent IVMs will be displayed on the [Send IVMs] tab.
- [Sending Outbound] — The sent IVMs will be displayed on the [Outbound] tab.

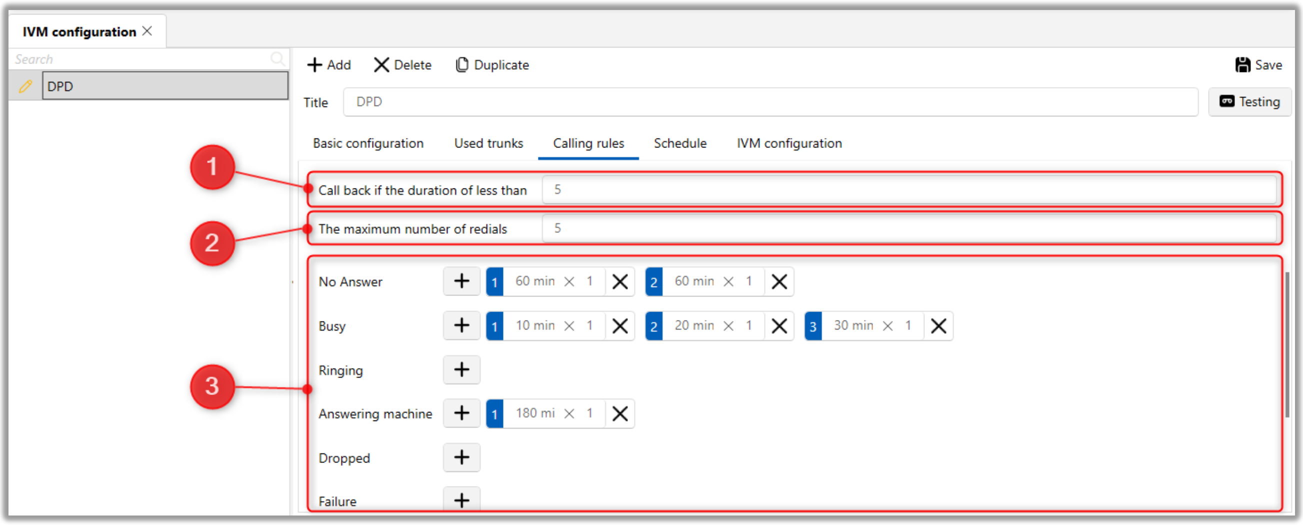
15. Add conditions on the phone field by selecting the "AND"/"OR" logical operator. Only the phones with the values of these fields that meet the set condition will be sent to this IVM.

On the [Used trunks] tab, use the checkboxes to mark the trunks to be used in the selected campaign, and use the slider to set the number of used lines on the selected trunk. The used trunks are updated online, without the need to reboot the telephony server.



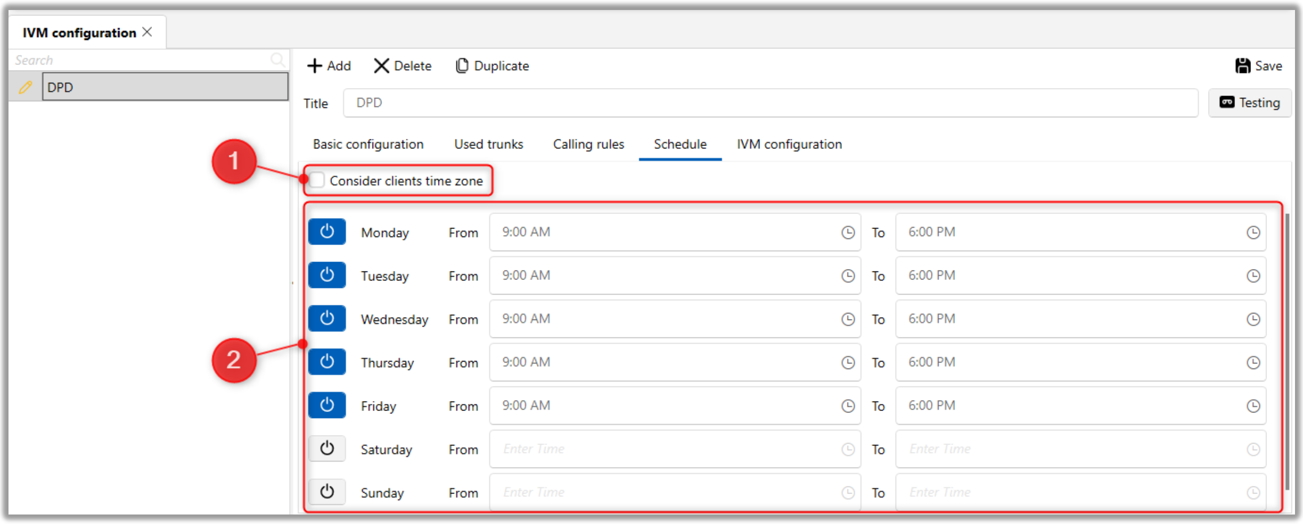
Sending an IVM will not be available if there are no trunks selected for it to send data on. Such IVM will be unavailable for selection in strategies and when sending manually.

The [Callback Rules] tab configures the logic of callbacks to subscribers and their number.



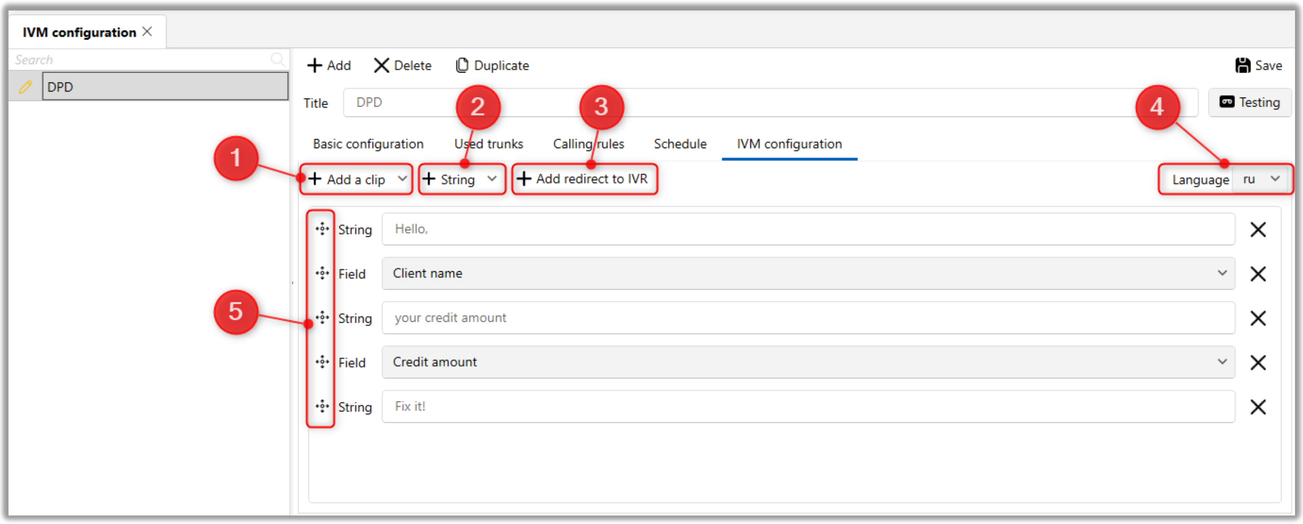
1. [Call back if the duration of less than] — redial the subscriber if the call duration was less than the set number of seconds.
2. [The maximum number of redials] — set a limit on the maximum number of redials to a customer within a campaign.
3. Set the intervals between ringing depending on the status of the call.

The [Work Schedule] tab is used to customize the work schedule of the created campaigns for each day of the week.



1. [Consider clients time zone] — when calling clients using IVR their time zone will be taken into account, if it has been set.
2. Enabling and disabling campaign operation by day of the week, and setting campaign operation time by day.

The following items are available for addition on the [IVM configuration] tab:



1. [Add a clip] — a button with a drop-down list where you can select a sound clip and variables for voicing.

- [Sound clip] — play a sound clip to the client. All clips that were added in the [Upload sound clips] module are available for selection.
- [Amount] — selection of the field for sum sounding. Only fields with integer or fractional data type are available for selection.
- [Date] — selection of a field with date for sounding. Only fields with data source [Date] or [Date and time] are available for selection.
- [Date with word year] — selection of a field for sounding the date with word year.

2. [String] — button with adding text and variables that will be voiced to the client.

- [String] — add a field where you can enter text for voicing.
- [Field] — select the field, information from which will be voiced to the client.
- [Add Project Field] — select the field of the project or group of projects, information from which will be voiced to the client.

Text and field information are spoken in the language specified in [Language].

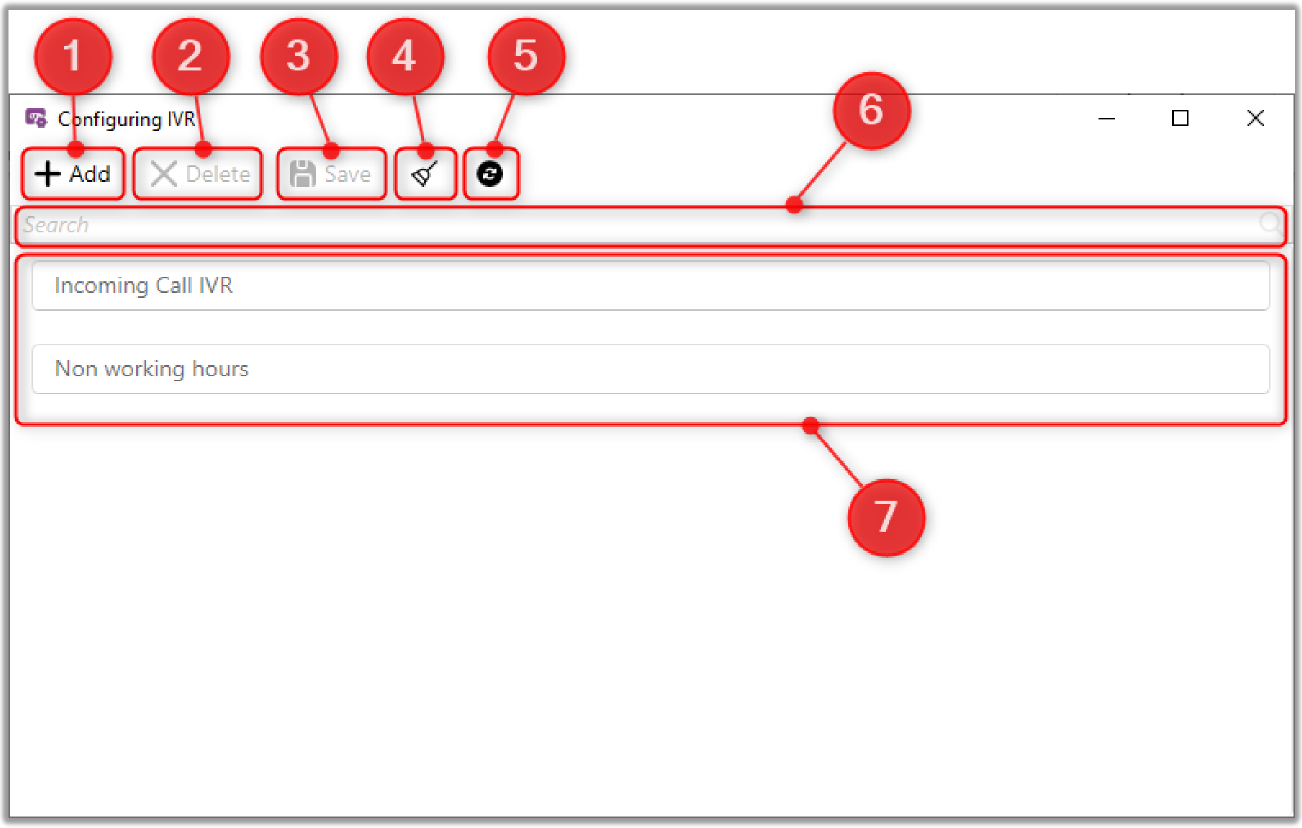
3. [Add redirect to IVR] — button to add previously created IVR, which will be sent to the client according to the established call rules. The name of the selected IVR will be transferred with the phone number to the Asterisk server for further communication with the client via interactive voice menu.
4. Change the playback order of added items.
5. Select the language to be used when voicing the added text and fields. Text voicing services are connected and configured on the Asterisk server side.

IMPORTANT: by default, only one client notification parameter can be used at a time in the IVM settings. It can be only video, only text and variables, or only IVR translation. For a combination of customer alerting options, additional settings are required on the telephony server side.

The IVM dial queue can be viewed in the database — table [OutboundResults].

2.5.2.4 Configuring IVR

IVR (Interactive Voice Response) is a system of pre—recorded voice messages presented as an interactive voice menu with the ability to select one or more items (thematic sections). This system can be used to automatically inform customers when making outgoing calls via IVM.

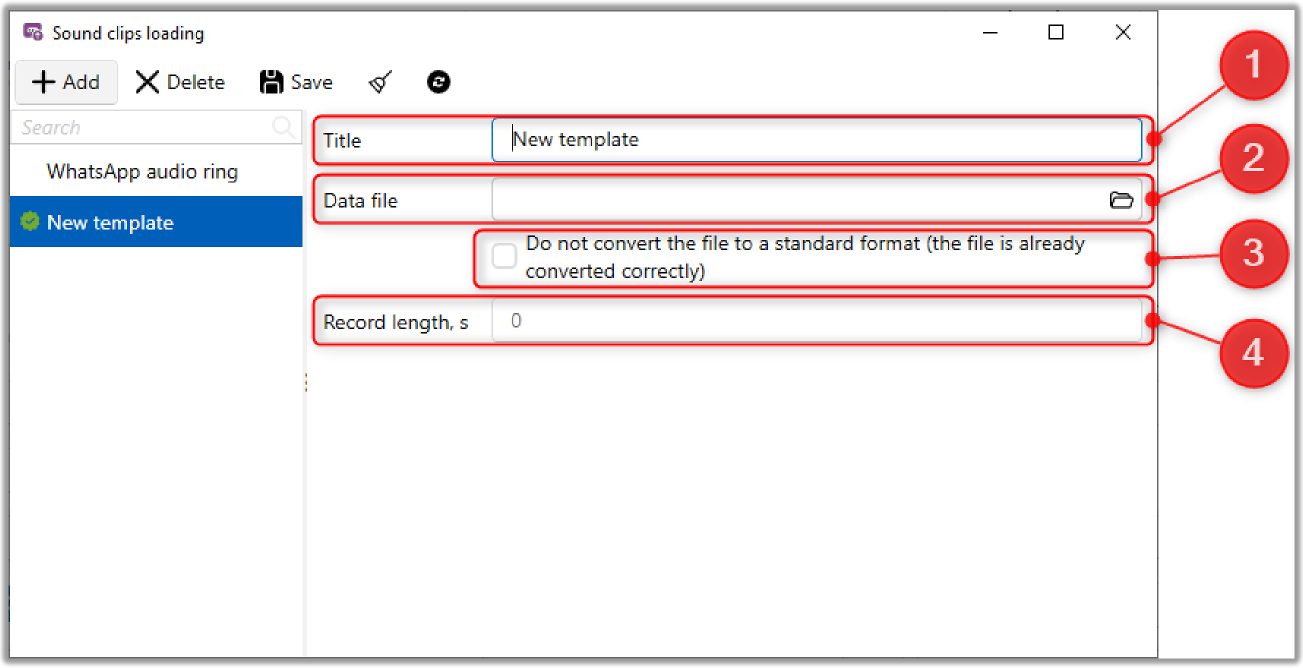


1. [Add] — add a new IVR. Interactive voice menu is configured completely on the Asterisk server side, after which its name is already entered in the IVR configuration window.

2. [Delete] — delete the item.
3. [Save] — save the entered settings.
4. [Clear selection] — deselect the selected item.
5. [Refresh data] — update the data in the IVR settings window.
6. Search bar by entered name among the added IVR.
7. List of created IVRs.

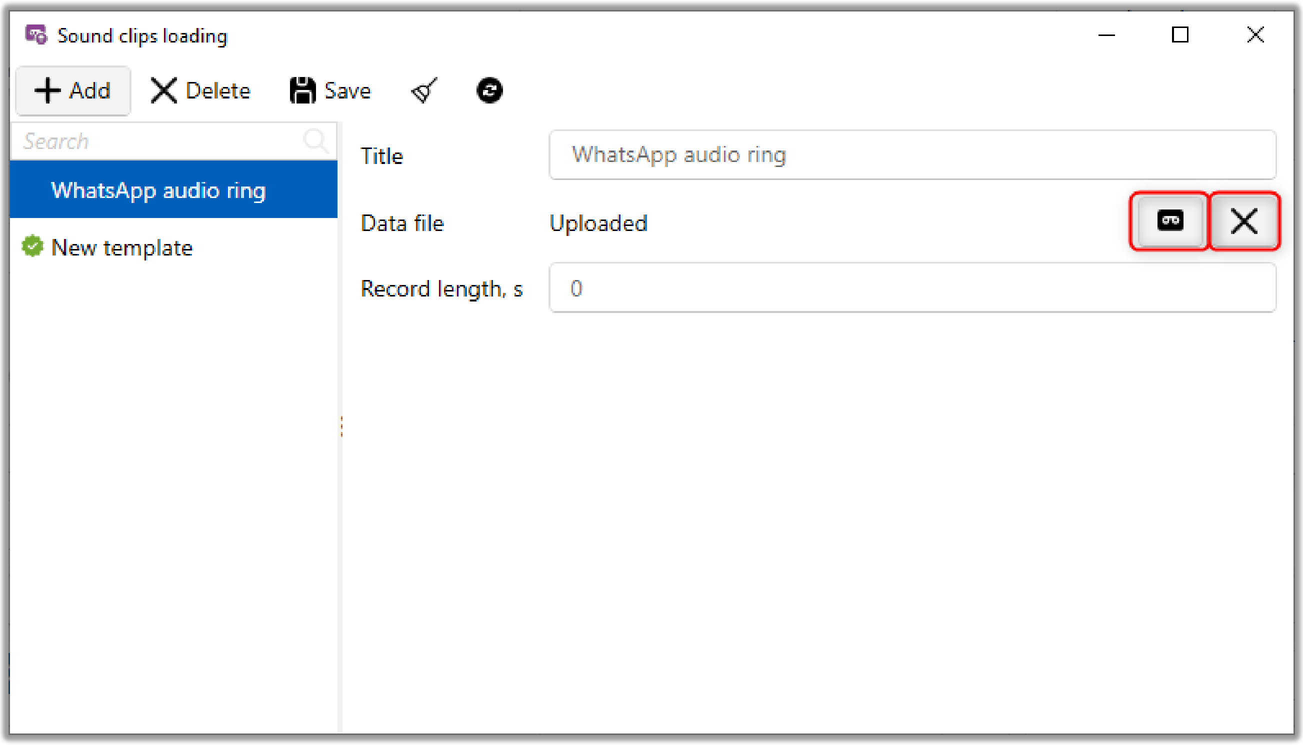
2.5.2.5 Sound clips loading

In the [Upload sound clips] window you create templates of sound clips that will be used when calling clients using IVR. Uploaded clips must have .wav format, the file must be encoded as PCM, 16 bit, mono and 8000 Hz. By default, the system converts the uploaded clips to the required format by itself, if the [Do not convert file to standard format] checkbox is not checked.



1. [Title] — enter the name of the template for the clip to be uploaded.

2. [Data file] — display the status of the uploaded file. After uploading the status of the clip will be displayed, you can also listen to it or delete it.



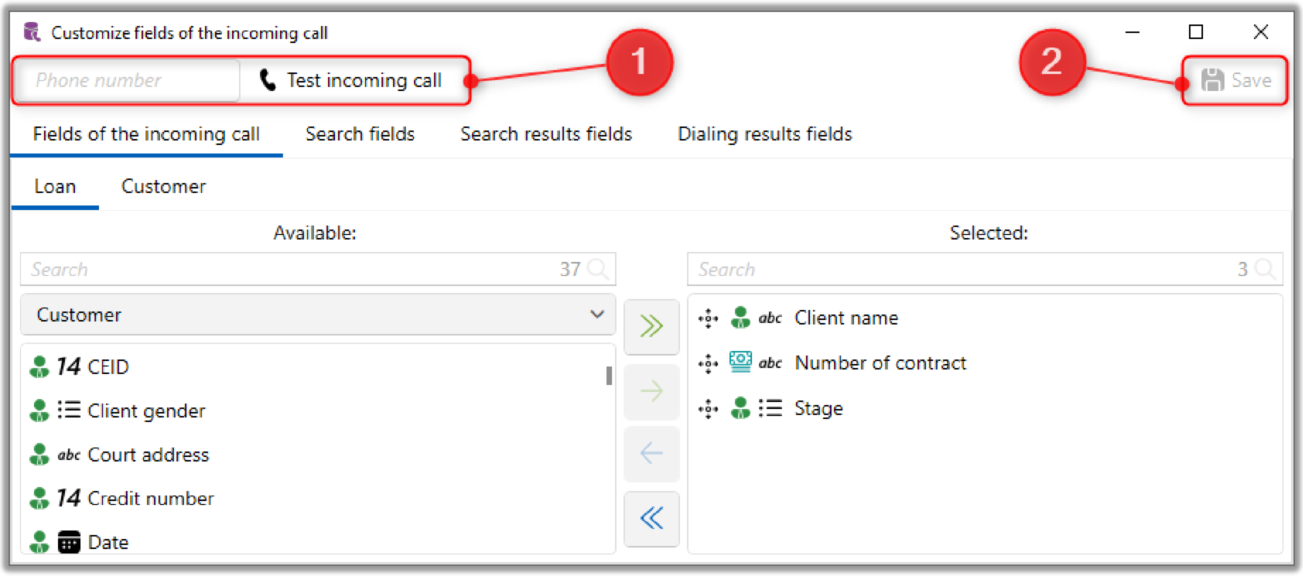
3. If this checkbox is selected, the file will not be converted to standard format by the system.

4. [Record length, s] — setting of clip playback duration in seconds.

2.5.2.6 Fields of the incoming call

This functionality provides the ability to customize the information displayed in the incoming call window, as well as search parameters by loans and clients. When an incoming call is received from a number registered in the system, the user sees the list of linked loans and clients with this number. If the number is absent in the system, the search window opens, where the user can enter data for searching already created cards of loans and clients in the system. The possibility of creating a new Loan or client card is also provided, if the corresponding parameters of entities creation are enabled in the system general settings. Search by loans and clients is also configured in this functionality.

The following functions are available in the [Customize incoming call fields] window:



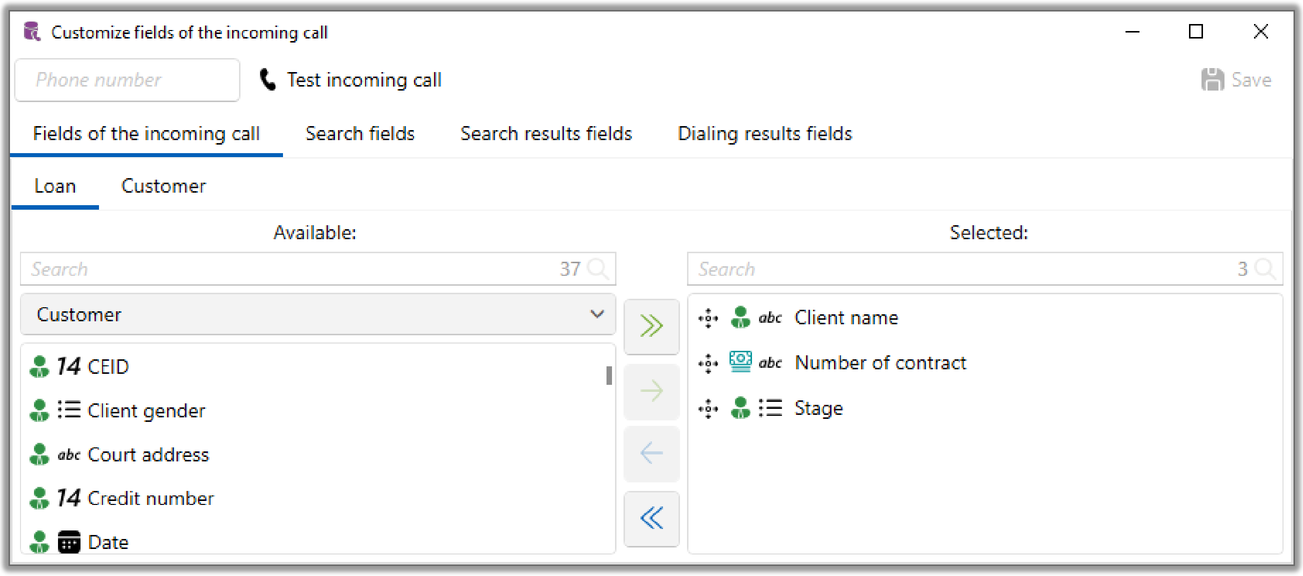
1. The function of testing the incoming customer call. You need to enter the phone number to be tested in [Phone Number] and click the [Test incoming call] button.
2. [Save] — button to save the entered settings.

2.5.2.6.1 Field of the incoming call

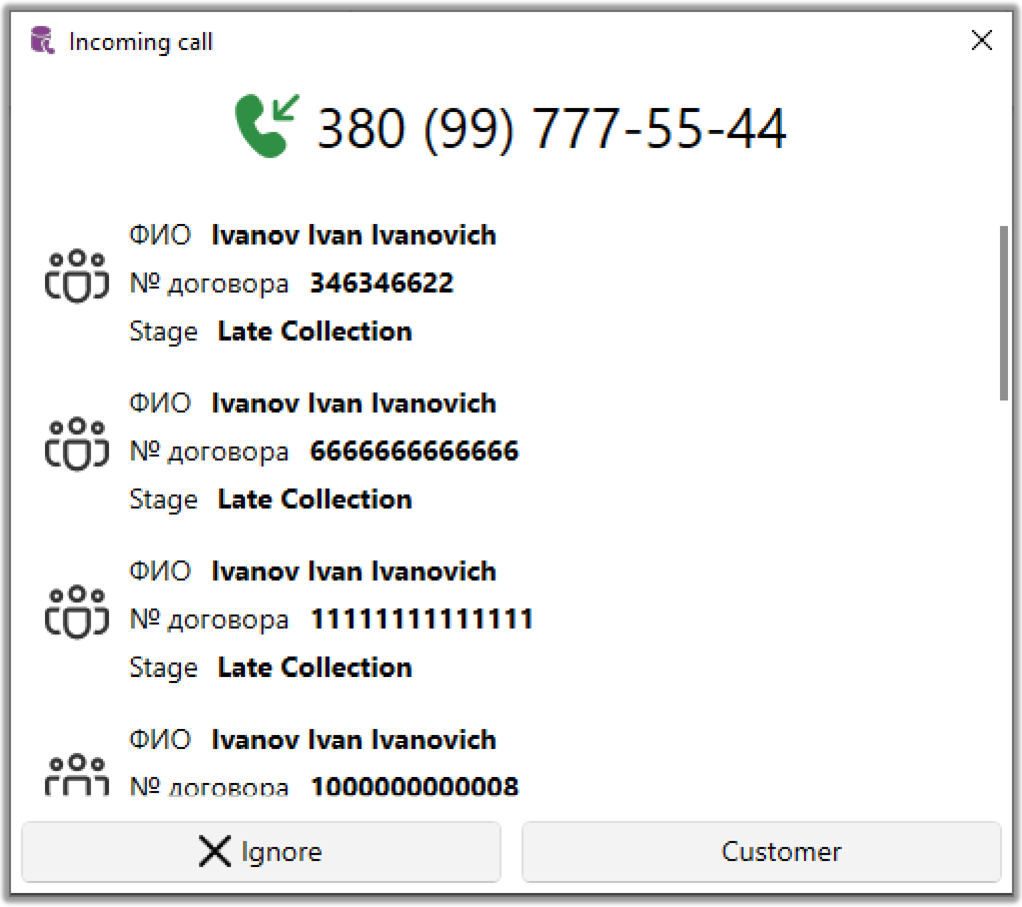
On the [Fields of the incoming call] tab you can customize the display of information on clients and loans created in the system when you receive an incoming call. Fields customization is divided into two sub-tabs: [Loan] and [Customer]. When an incoming call is received, the system automatically opens a window where all cards of loans or clients, where this number was specified, are displayed. The type of entity for which the data will be displayed is configured in the general system settings, in the [Automatically open cards] parameter (see section 2.4.2.1.2 for details). The information display also takes into account the settings for sorting loan cards or clients by fields, which were set in the [Sort client cards] and [Sort loan cards] parameters. Information from empty fields is not displayed.

This functionality greatly simplifies the process of finding the right card among several cards associated with the called customer.

Example of the configured functionality for displaying information from [Client name], [Number of contract] and [Stage] fields during an incoming call:

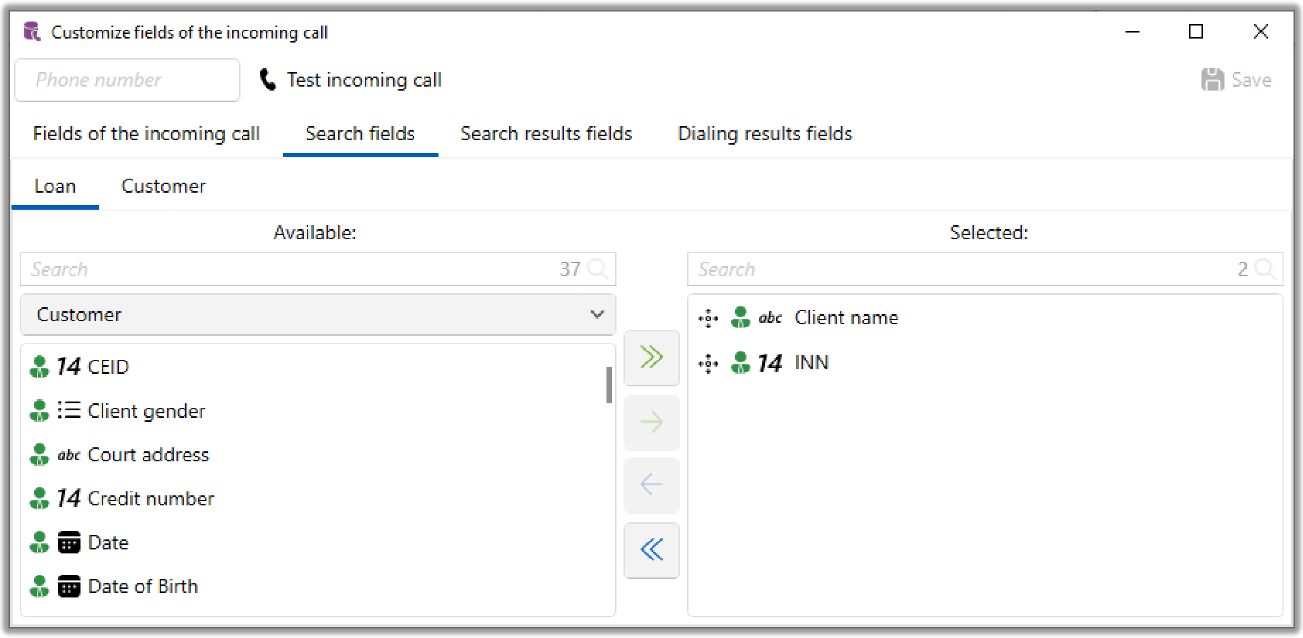


A displayed window with a list of loans and information from the previously configured fields:



2.5.2.6.2 Search fields

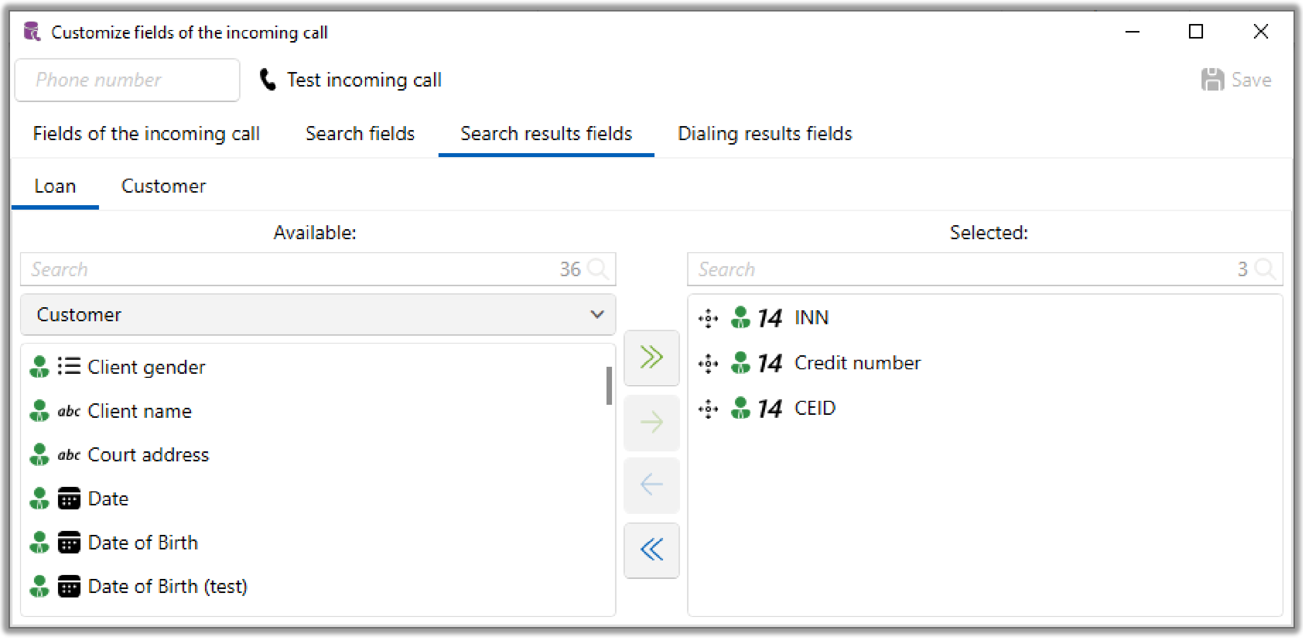
On the [Search fields] tab you can customize the fields, by which the search will be performed in the cards of loans and clients in case of an incoming call from a number that is absent in the system. The search of the entered value is performed by all selected fields of a Loan or a client depending on the selected entity. If automatic opening of Loan and client cards is enabled in the system general settings, the search is performed first among loans. If there are no results, the search is performed among clients.



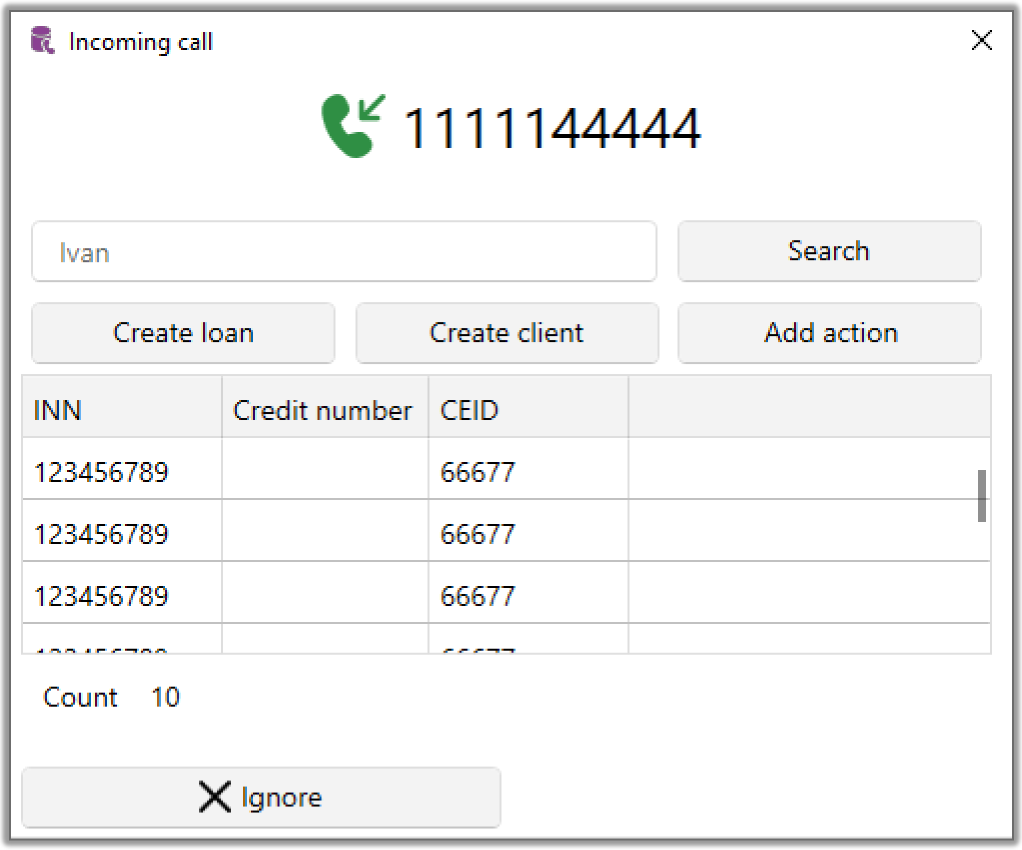
2.5.2.6.3 Search results fields

The [Search result fields] tab selects the fields whose information will be displayed in the search results for loans and customers.

Example of a customized search by loans:

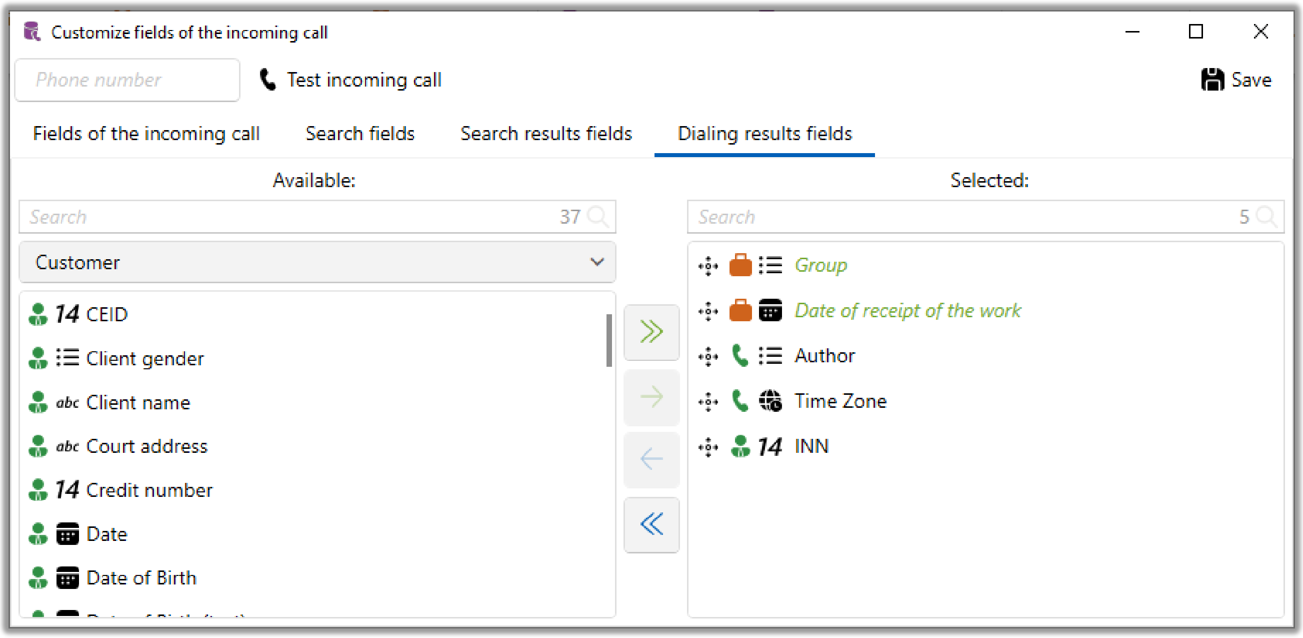


Search result according to the previously selected fields:



2.5.2.6.4 Dialing results fields

On the [Dialer result fields] tab you can customize the required fields of the dialer results. You can also change the order of the selected fields by dragging the field to the desired position.



2.5.3 Configuring actions

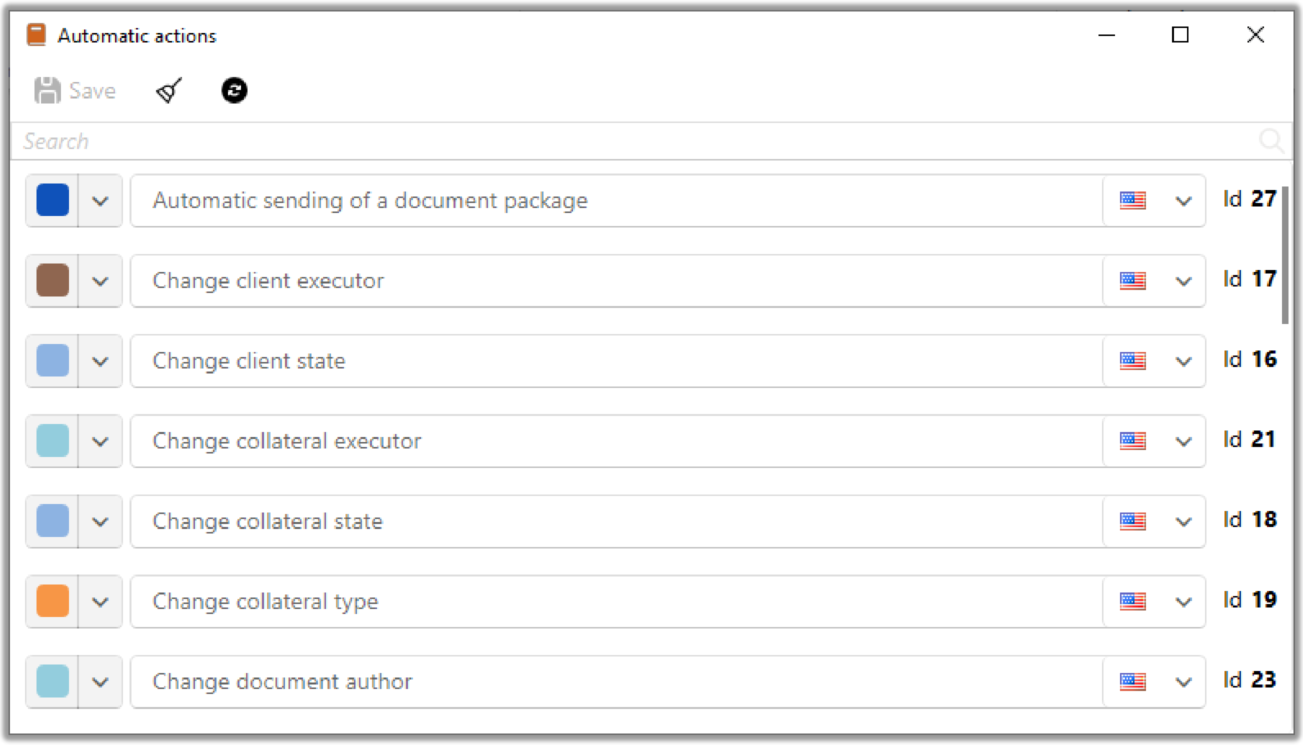
The [Configuring actions] block contains modules that allow you to flexibly customize the system according to the actions and events that occur.

2.5.3.1 Types of actions and their results

The Action types and their results module is designed to record the company's actions or contacts in relation to a loan or customer (for example, call results).

2.5.3.1.1 Automatic actions

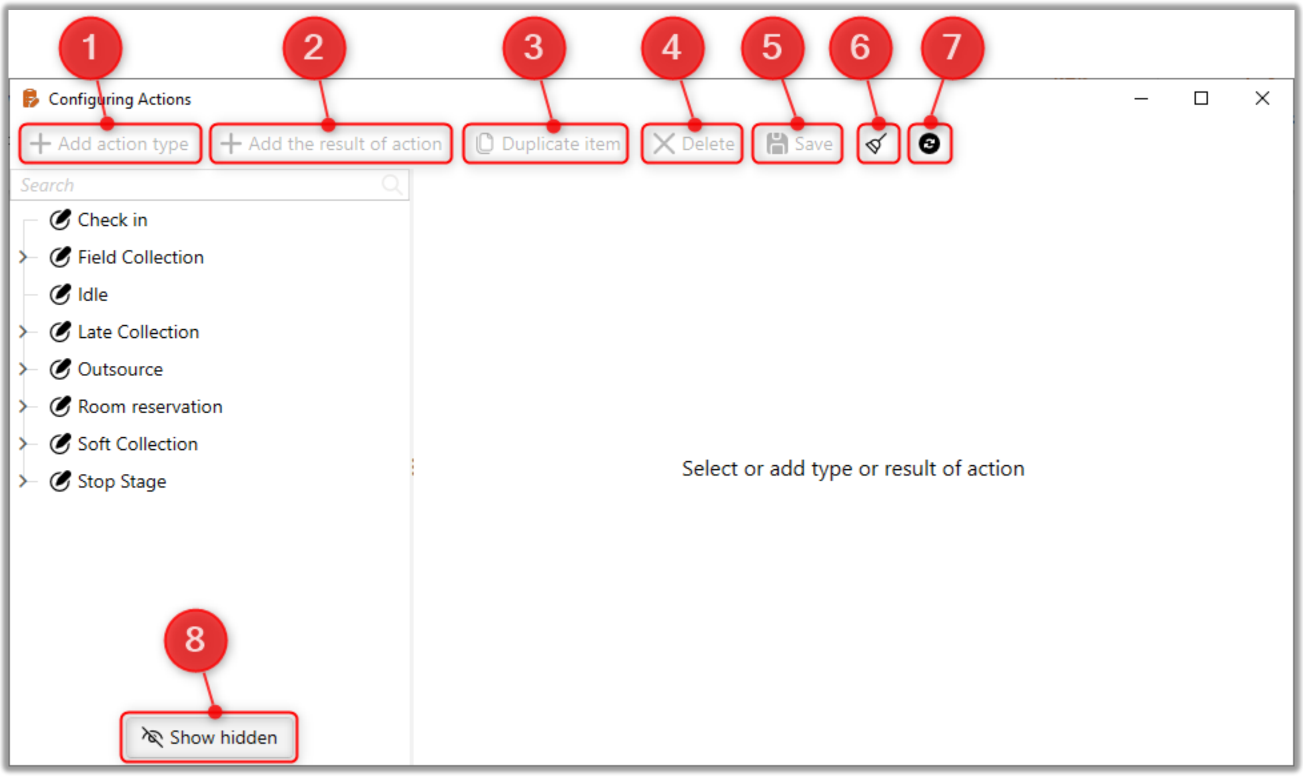
This section presents all types of filters displayed on the tab with the added special insert [Complete History] if the [Enable full work history filters] setting in the [General Configuring] section is active. Each action in the list has its own color indicator and name, which the user can change if necessary. These filters include: Outbound, PTP, Skiptracing, Archiving, Currency Change, Send Email, Send SMS, Queue Processed Fully, Send IVM, Send Email, Change External User, Change Executor, Change Region, Change Status, Change Client Type.



2.5.3.1.2 Types of actions and their results

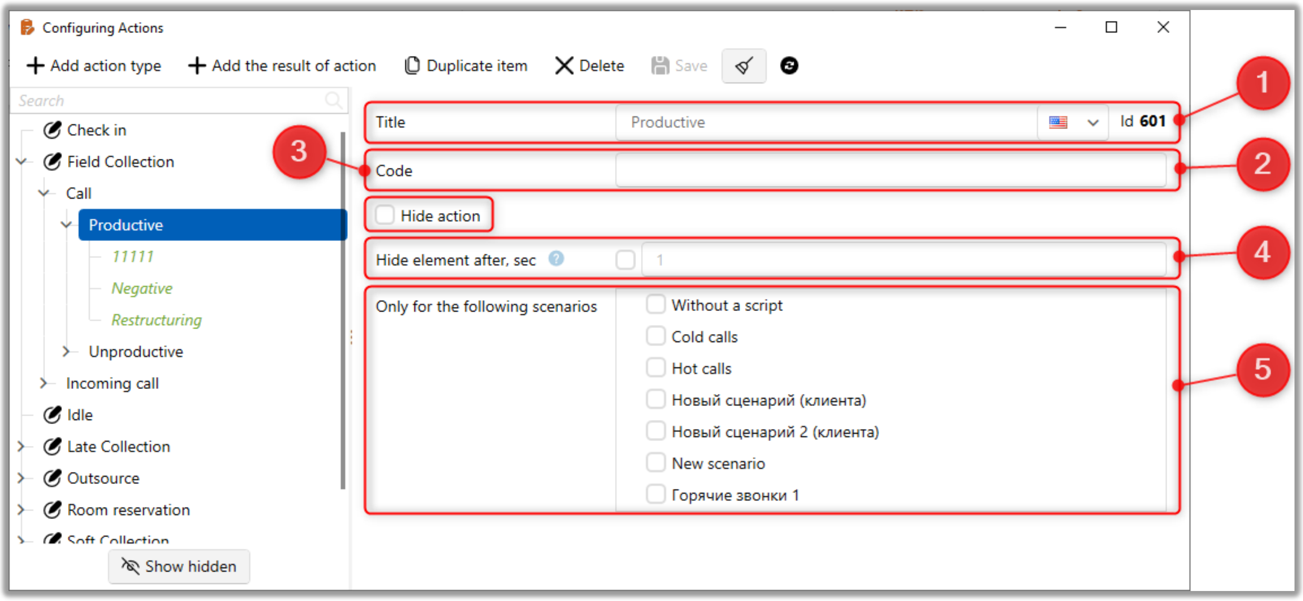
The [Configuring Actions] wizard allows you to define possible types of actions in the project, for each stage. Actions are operations performed and recorded in the system.

The following functionality is available in the window of action types setting:



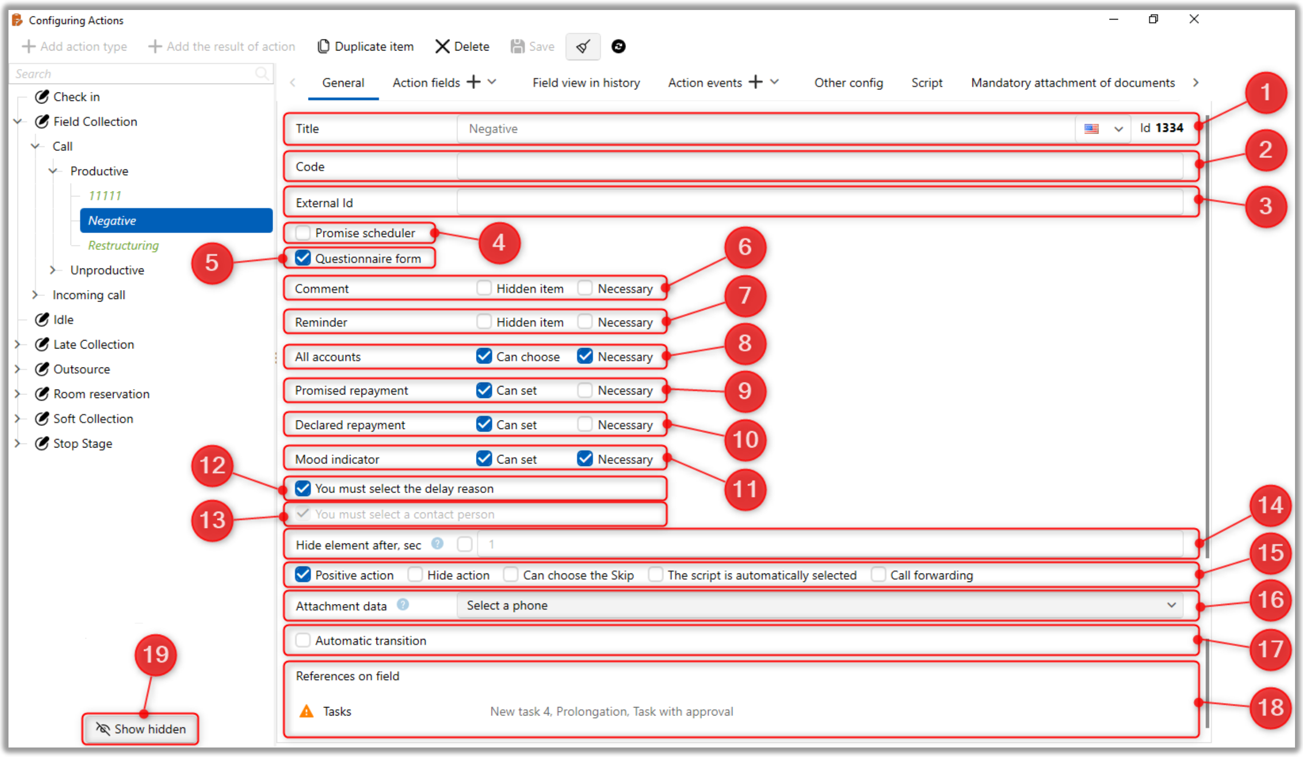
1. [Add action type] — add a new action type for the selected stage.
2. [Add the result of action] — add action result to the selected action type.
3. [Duplicate item] — duplicate the selected item.
4. [Delete] — deletes the selected item.
5. [Save] — saves the settings you have made.
6. [Clear selection] — deselects the item.
7. [Refresh data] — update the data in the [Document Types] window.
8. [Show hidden] — display hidden action types and action results.

The following options are available for the added action type:



1. [Title] — enter the name of the action type.
2. [Code] — assign a code to the action type (optional).
3. [Hide action] — hide actions from the list of available actions.
4. [Hide element after, sec.] — hide the item after a set number of seconds after opening the Add Action window.
5. [Only for the following scenarios] — mark the scenarios for which the selected action will be available (for more details on work scenarios see section 2.5.1.6).

The following settings are available for the results of the action:



1. [Title] — enter a name for the selected action result.

2. [Code] — assign a code to the action result (optional). You can import the action result with this type into the loan using the set code.

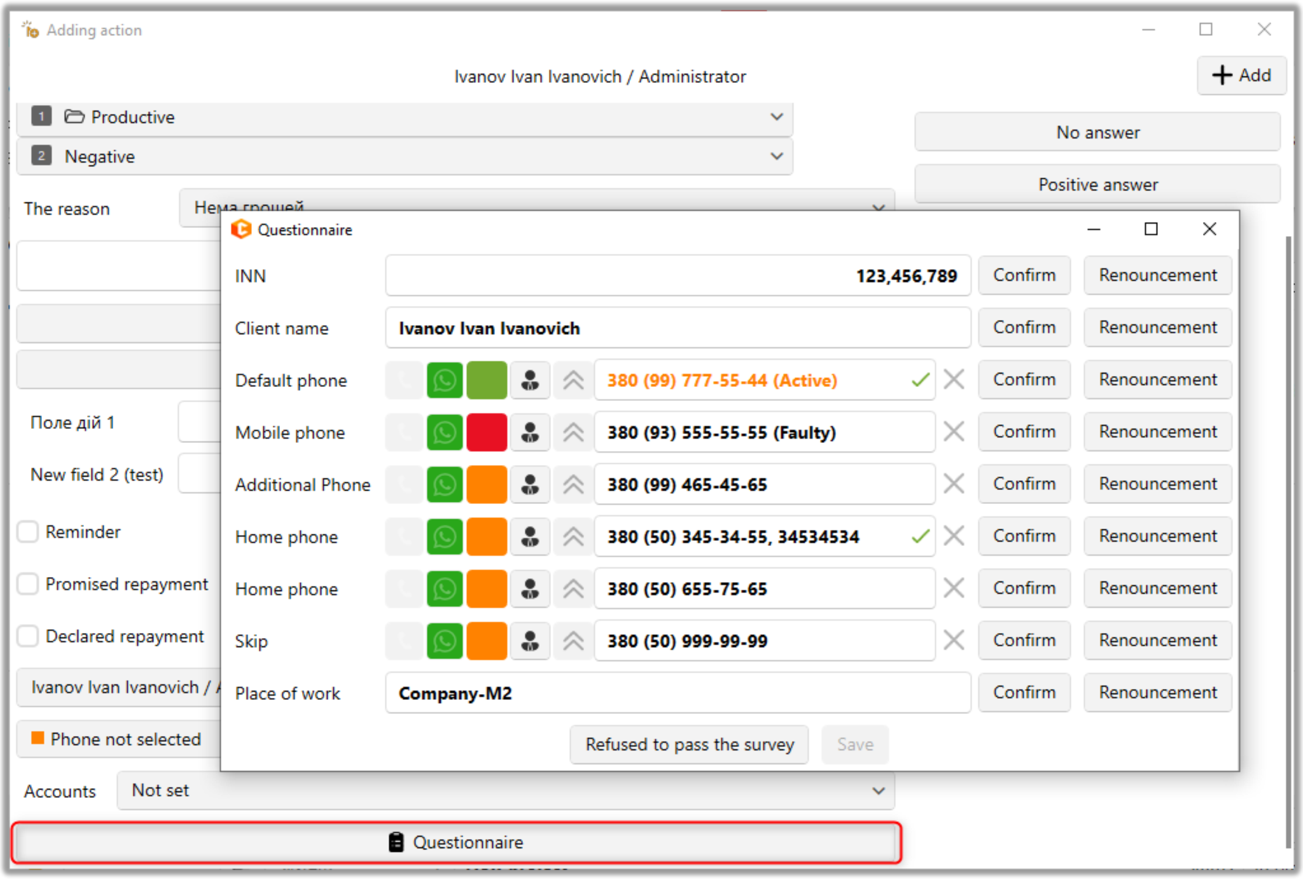
3. [External id] — specify an external identifier for import or integration with other resources, which will display the result of this action.

4. [Promise schedule] — setting whether to add a promise schedule. If this setting is active, then in the window of adding an action the fields of the promise schedule ([Date], [Amount], [Source of promises]) are opened, which are mandatory for filling, based on which a promise schedule with a single period is automatically added to the loan. The promise schedule fields appear in the Add Action window provided that in this loan, the field that is selected in the [Repayment Fields Setting] setting of the project group or project for this loan (depending on whether inheritance as a group is set or not) has a value greater than or equal to the value that is set in the [Minimum Single Promise Amount] setting of the project group or project for this loan.

In the Add Action window, there is an [Advanced] button that also applies to adding a promise schedule. If you click on this button, the standard Add Promise Schedule window opens, which allows you to fill in all fields of the promise schedule, as well as create multiple periods. Also note that the Add Promise Schedule block will be hidden in action if there is already an active promise schedule in the card.

IMPORTANT: if this setting is active, this action result will not be available when adding an action in the client card. Because a promise schedule can only be created in a loan.

5. [Questionnaire form] — set whether it is mandatory to pass the data questionnaire for the selected action result. If the checkbox is checked and the selected fields in the project settings (on the [Questionnaire] tab), clicking on the [Questionnaire] button when adding an action will open the window of questionnaire for the selected customer fields (more information about setting up questionnaires for the project in section 2.4.2.3.2). The user can confirm the existing value, refuse to confirm or change the value (the value will also change in the card). All fields in the questionnaire must be confirmed or there must be a refusal to confirm in order to close the questionnaire and add an action. After clicking on the [Questionnaire] button, the user has the option to opt out of the questionnaire.

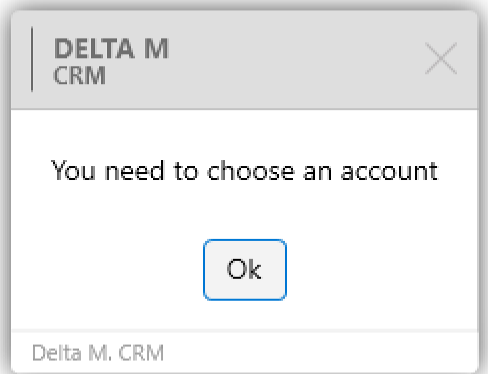


IMPORTANT: if there are no selected fields in the project settings, the button for filling out the questionnaire will be hidden.

6. [Comment] — the setting does not allow to complete adding an action to a loan, if the [Comment] field is not filled in.

7. [Reminder] — the setting does not allow to complete adding an action to a loan if the date and time in the [Reminder] field are not set.

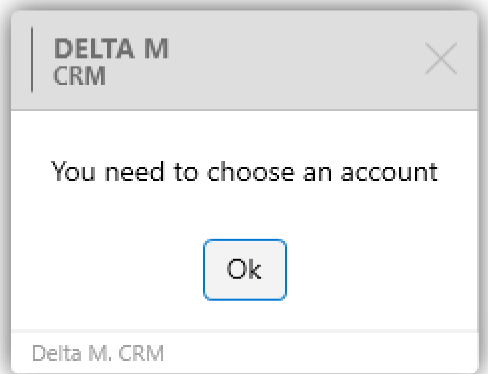
8. [All accounts] — selectable and mandatory for the [All accounts] field by setting the [Can choose] and [Necessary] checkboxes respectively (the [Necessary] checkbox is not available until the [Can choose] checkbox is checked). If only the [Can choose] setting is checked, it is not necessary to fill in the [Accounts] field in the Add Action window. If the [Necessary] setting is also checked, then the user will not be able to complete adding the action until he fills in the date and amount of the promised payment. Otherwise, a warning message will be displayed when the user tries to add the action.



9. [Promised payment] — enabling the possibility to add and customize the mandatory nature of the [Promise payment] field.

10. [Declared repayment] — this parameter consists of two settings [Can set] and [Necessary] (the [Necessary] checkbox is not active when the [Can set] checkbox is not set). If only the [Can be billed] setting is checked, you do not need to fill in the [Declared Payment] field in the Add Action window. If the [Necessary] setting is also checked, then the user will not be able to complete adding the action until he/she fills in the date and amount of the claimed payment.

11. [Mood Indicators] — this setting consists of two settings [Can set] and [Necessary] (the [Necessary] checkbox is not active when the [Can set] checkbox is not set). If only the [Can set] setting is checked, then you do not need to fill in the [Mood Indicators] field in the Add Action window. If [Necessary] is checked, then the user will not be able to complete adding an action until the mood indicator is selected and a warning will be displayed.

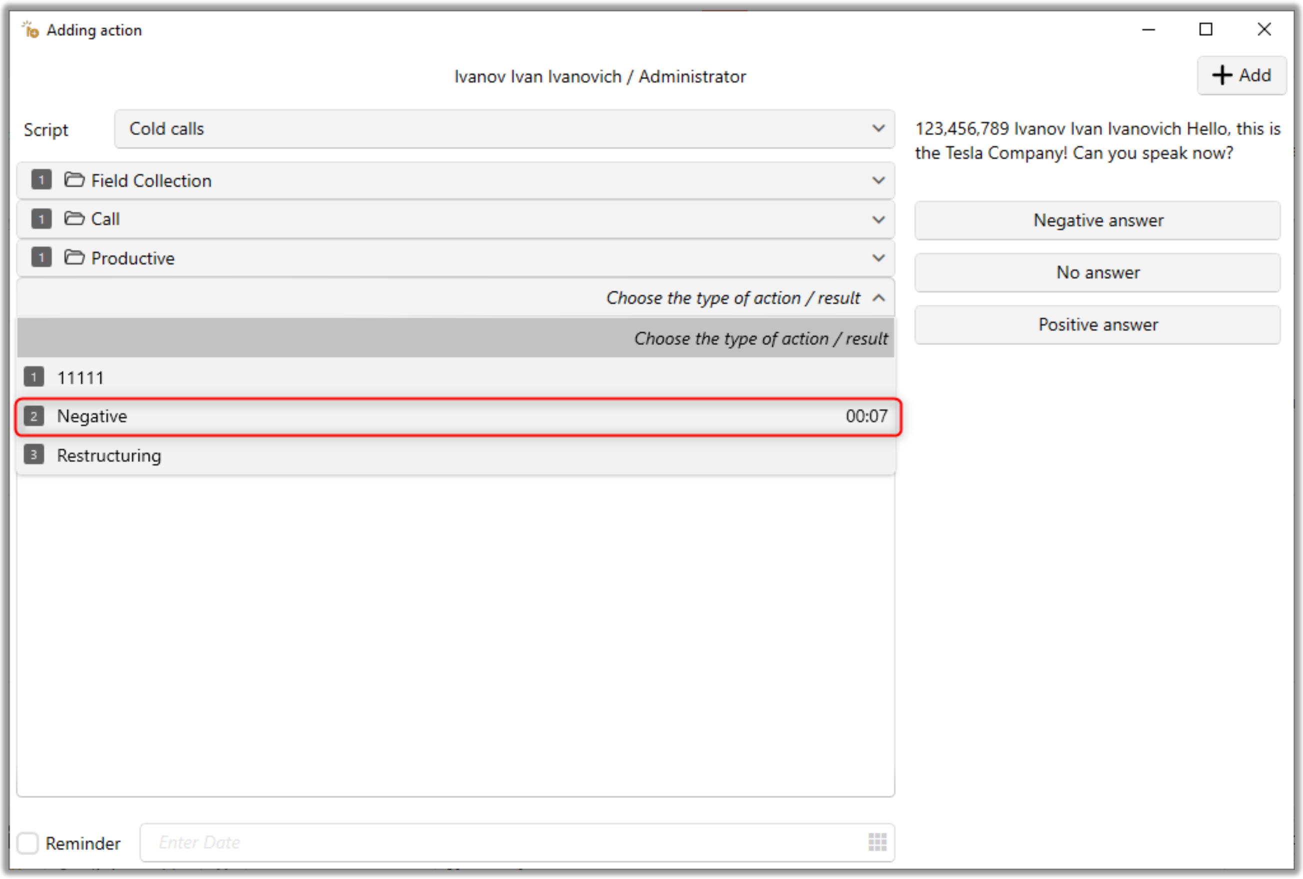


All customized mood indicators are available for selection (see section 2.5.3.4 for details). The ability to select a mood indicator appears only after selecting the corresponding action result. Further, when adding an action with a certain indicator, this indicator is displayed in the lower left corner when opening a trade. Provided that several actions with different indicators are added to a Loan, the indicator with which the number of actions is maximum is displayed in the Loan.

12. [You must select the delay reason] — enables selection of a delay reason when adding an action in the entity card. Initially, it is set to the value that is selected by default in the Delinquency Reason settings (the [Select by default] checkbox is checked). The list of available values shows the values that are set in the [Delinquency Reasons] menu (for more information, see the section 2.5.3.1.4).

13. [You must select a contact person] — a window for selecting a contact person appears in the Add Action window. The list displays: Customer, Linked Persons, Collateral Owners. This checkbox is set by default if a system source has been selected in [Embedded Data], and becomes unavailable if some custom complex dictionary has been selected.

14. [Hide element after, sec.] — hide the result of the action after a specified number of seconds in the window of adding the action.



15. Additional checkboxes:

- [Positive action] — the added action for which this setting was set displays the [Resulting] indicator in the [History] tab of the Loan in the form of a blue tick (with the possibility of sorting by this result).
- [Hide action] — if this checkbox is selected, the result of the action is hidden in all settings, including the [Action Types and Results] settings until the [Show Hidden] button is clicked.
- [Can choose the Skip] — if this setting is set, the [Skip-tracing] checkbox appears in the Add Action window. This field is not mandatory. If the [Skip-tracing] checkbox is selected when adding an action, the [There is a Skip-tracing contact] indicator (in the form of a blue little man) will be displayed in the [Full work history] tab of the transaction for the added action.
- [The script is automatically selected] — if this setting is set, the action is automatically assigned a scenario according to the principle: if there is an active task

in the loan, then the action is assigned the scenario of this task (the task is automatically assigned the scenario of the loan). Otherwise, the first scenario in the list of scenarios is selected from the list of scenarios whose [days overdue from] is less than or equal to the days overdue of the action, and [days overdue to] is greater than or equal to the days overdue of the action, or "days overdue to" is 0, and the scenario project corresponds to the action project, and the scenario stage corresponds to the action stage.

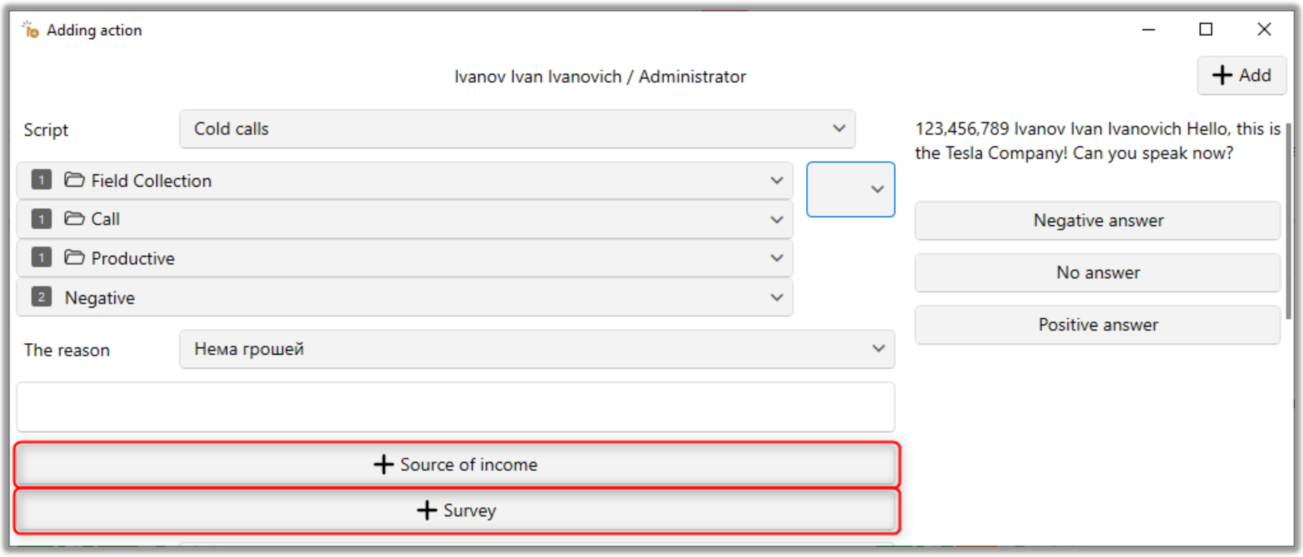
- [Call forwarding] — enabling this feature for a selected action allows the user who forwarded the call to add such action and close the card, which will not cause automatic call termination for the other user to whom the call was forwarded.

16. [Attachment data] — all complex dictionaries, system data sources and no nested data (undefined) are available for selection in the list. When nested data is selected, it is not possible to complete adding an action until the value for the selected type of nested data (except [Undefined]) is set.
17. [Automatic transition] — after activating this setting, you must set the number of repetitions and the status of the stage to which the automatic transition will be performed.
18. [References on field] — display of modules and functions that use this action result in their work.
19. [Show hidden] — display hidden types and action results.

The [Action Fields] tab adds action fields that will be available for filling in when adding the selected action in the entity card. If necessary, you can customize the sequence of displaying the added fields. The fields will be mandatory if the [Necessary] checkbox is checked. If a field is checked as mandatory, it will not be possible to add an action without filling in this field.

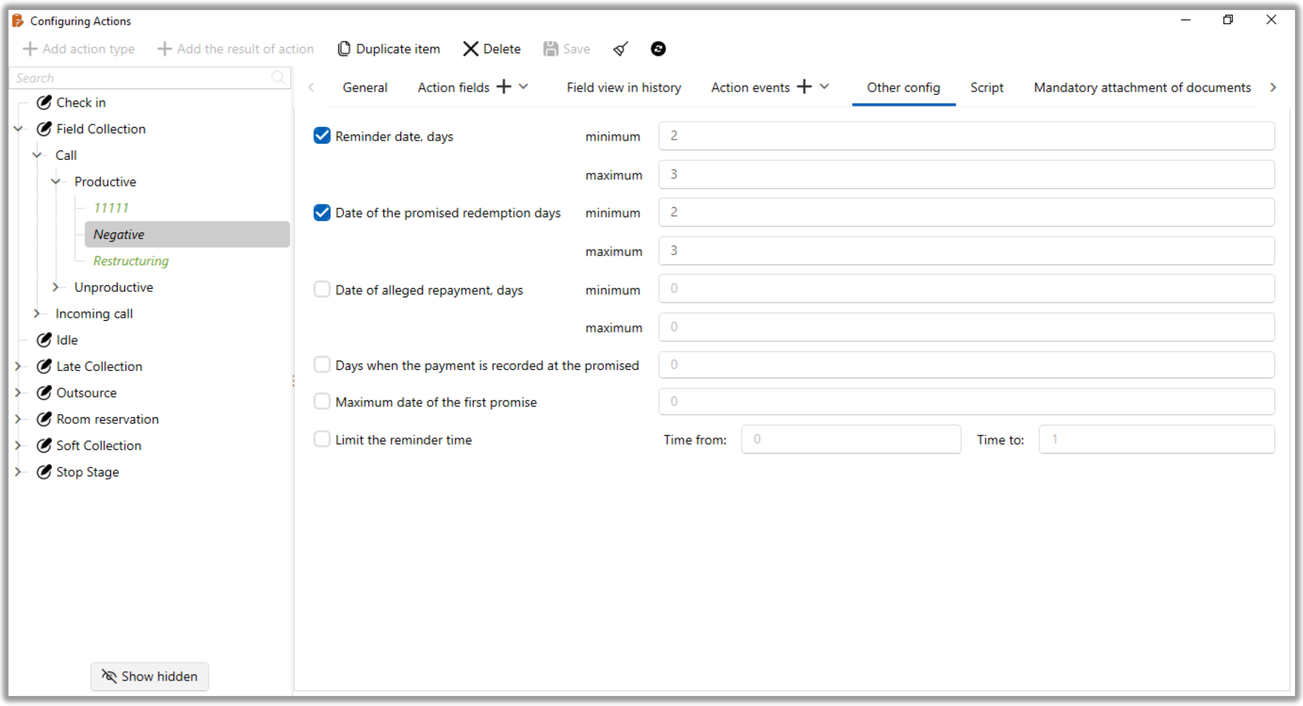
The [Display Fields in History] tab selects action fields that will be displayed in the special [Complete History] insert when the action is added to the card, if these fields are not empty. Only fields that were previously added on the [Action Fields] tab are available for selection.

The [Action Events] tab is used to add and customize action events that will be available when adding an action in the entity card. The added events will be displayed as a button with the event name.

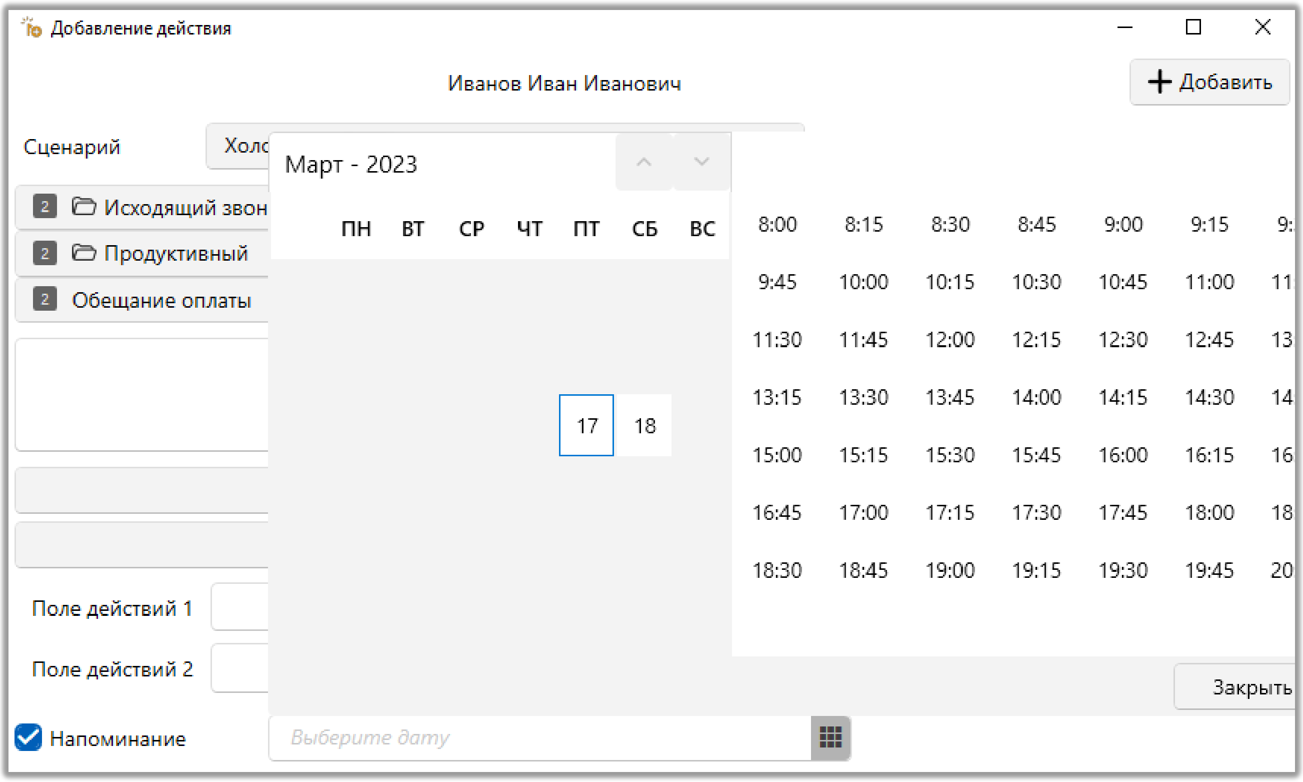


All created action events in the [Action Events] module are available for selection (more details in the section 2.5.3.2.1). When adding an action in the entity card, the entered information from the action event will be displayed on the special [Complete History] insert.

The [Other config] tab contains additional settings for the results of the action.



- [Reminder date, days] — setting of restrictions for selecting the range of reminder dates when adding an action. In the [minimum] field sets the minimum allowed number of days from the moment of adding the action, through which you can set the reminder date. The [maximum] field sets the maximum number of days from the time the action was added to set a reminder date. For example, if the minimum is set to 2 days, the maximum is set to 3 days, and the action was added on the 15th day, the 17th and 18th day of this month will be available for selection in the reminder settings.



Note that if this setting is not active, the restrictions that have been set in the project apply to the selection of the reminder date. This setting takes precedence over the same setting in the project settings.

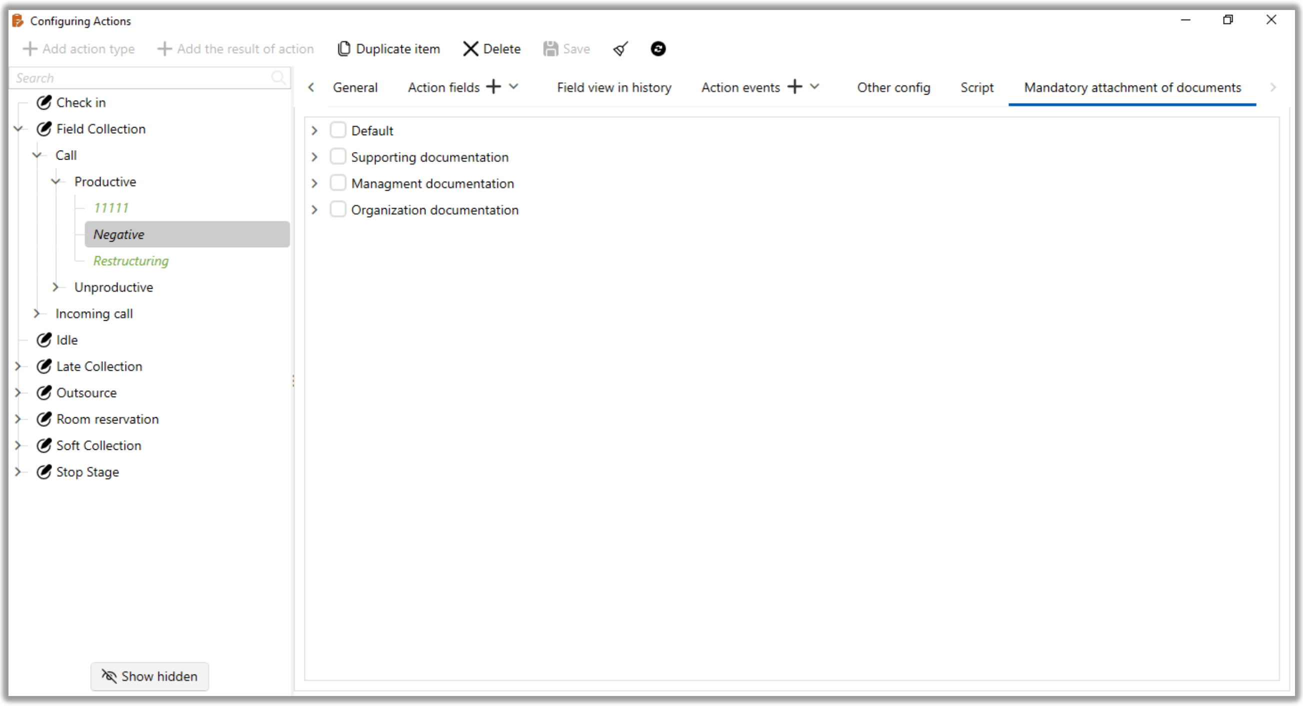
- [Date of the promised redemption days] — specifies restrictions for selecting the date range when setting the mandatory payment in the Add action window. It should be noted that if this setting is not active, the restrictions that were set in the project are applied to the selection of the promised repayment date. This setting takes precedence over the similar setting in projects.
- [Date of alleged repayment, days] — setting limits for selecting a date range when setting a declared payment in the action addition window ([Declared payment] must be enabled in the action result settings). Please note that if this setting is not active, the limits that were set in the project are applied to the selection of the declared payment date. This setting takes precedence over the similar setting in projects.

- [Days when repayments are counted by promised] — the system counts down the specified number of days from the last promise until the promise is considered overdue. The countdown starts from the day after the set promised repayment date, payment received during this period will be counted as a promise kept. The next day, after the set number of days have passed, the system will change the status of the promise schedule to "Broken". This setting takes precedence over the same setting in project settings.
- [Maximum date of the first promise] — specifies the number of days available for setting the first payment date when creating a promise schedule. For example, if set to "2", only the current date and the next two days will be available for selection when creating a promise schedule in [Promise Due Date]. If set to "0", only the restrictions specified in the promise schedule period will be applied.
- [Limit the reminder time] — set restrictions for selection of the reminder date by the user when adding an action.

On the [Script] tab, the following parameters are configured:

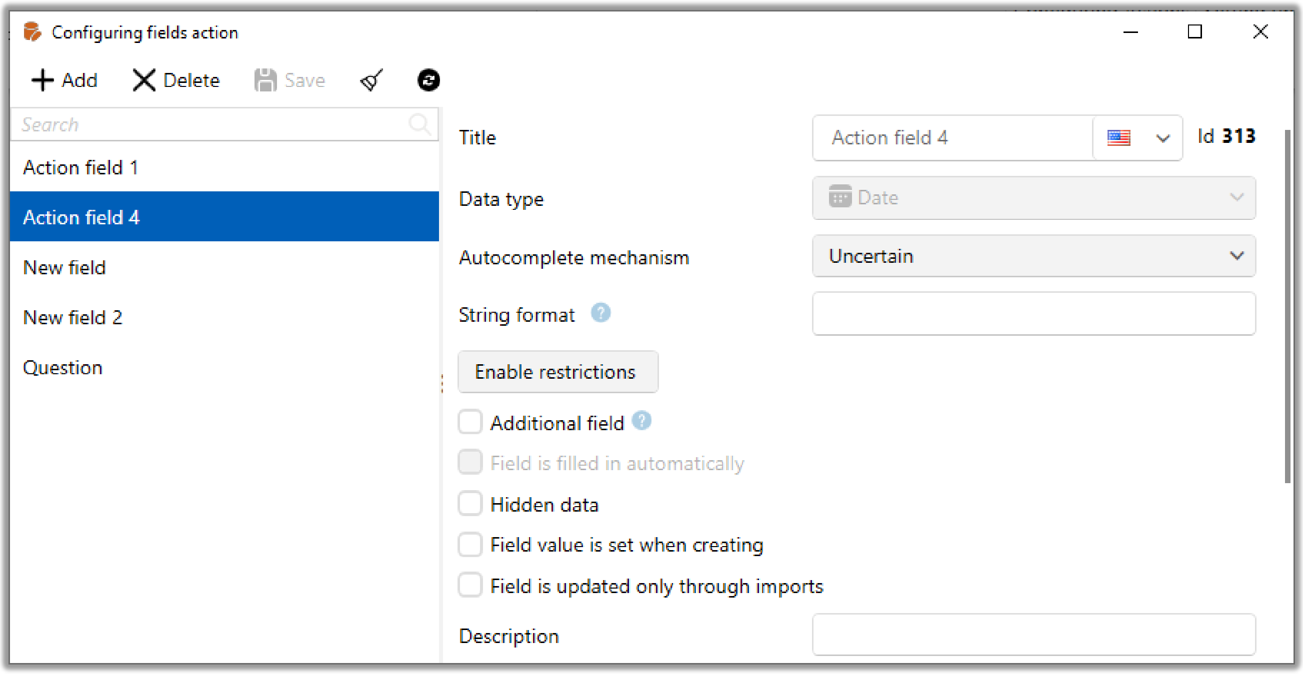
- [Appears only for the following scenarios] — this action result will be displayed only for the checked scenarios.
- [Select stitching only reason for the following scenarios] — if [Need to select overdue reason] is enabled in the action result settings, the selection of overdue reason will be available only for the marked work scenarios. All work scenarios created in the system are available in the list. If there are no selected work scenarios in the list, the selection of the reason for delay will be available for all types of scenarios or when adding an action without a scenario.

On the [Mandatory attachment of documents] tab, checkboxes are used to select the types of documents that must be attached when adding an action.

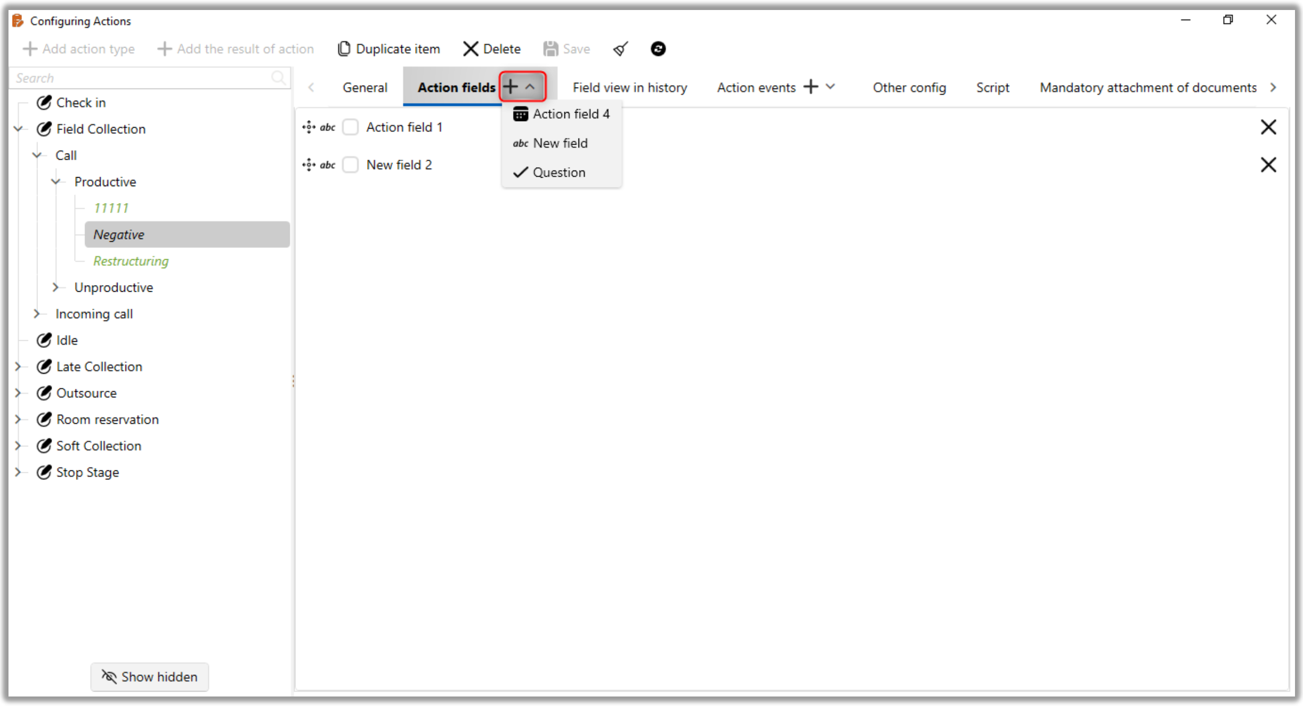


2.5.3.1.3 Action fields

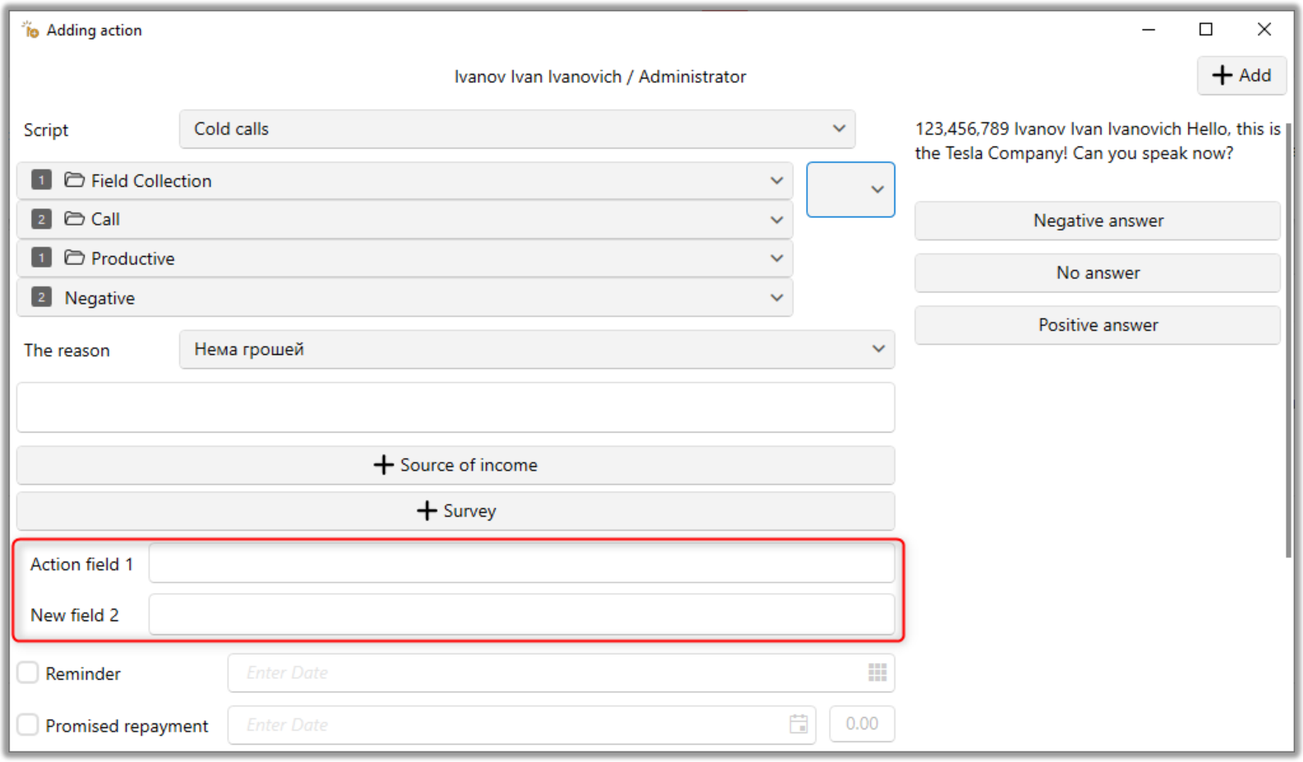
This window creates action fields that will be available for filling in when adding actions in the entity card or via the context menu in the search results.



To assign action fields to an action result, go to the [Action Fields] tab in the action setup, then click the **[+]** button and add the required fields.

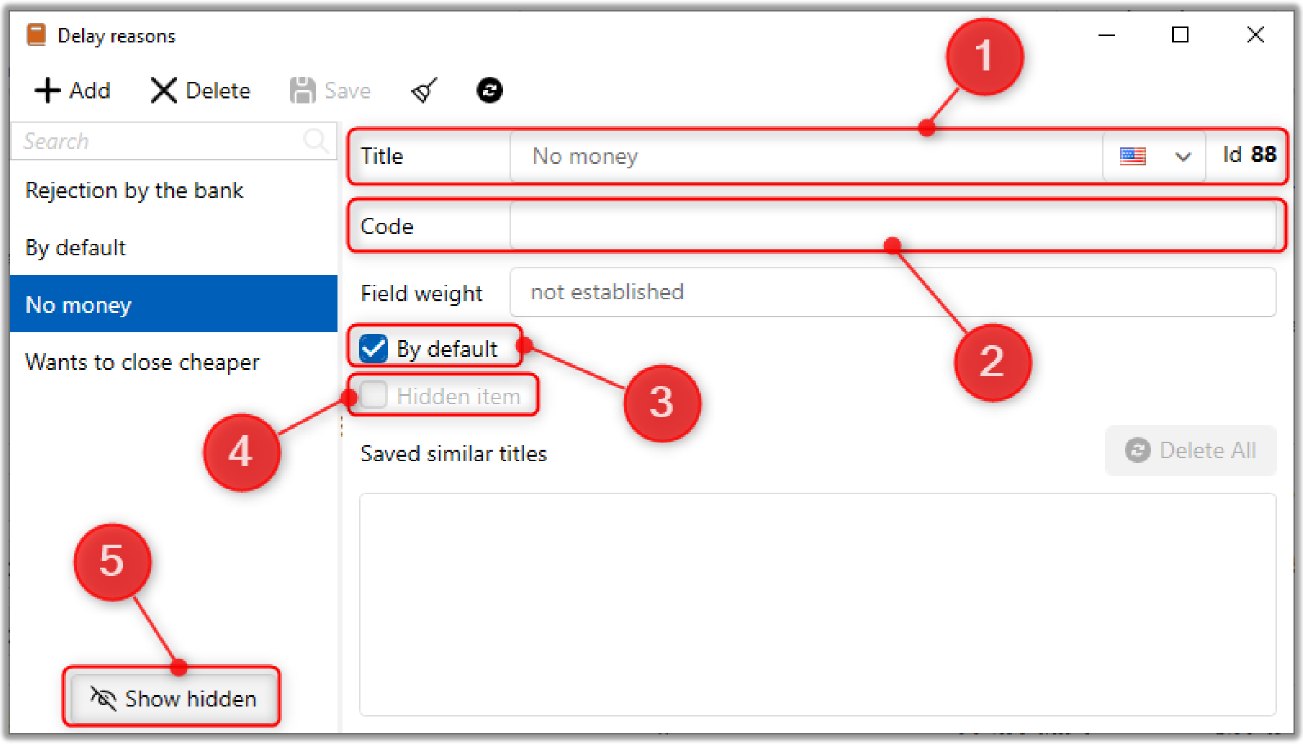


Example of displaying added action fields when selecting the result of an action:

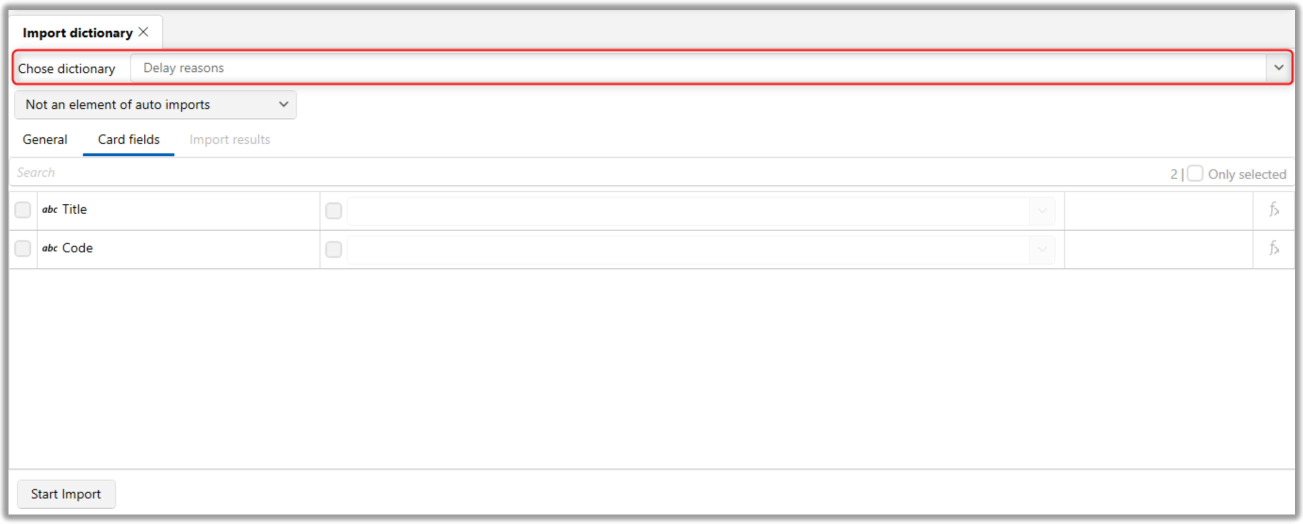


2.5.3.1.4 Delay reasons

These fields are used as reasons for delinquency when creating a promise schedule in the Loan card. Also the information from these fields will be displayed in the [Reason for Delinquency] column on the tab with the special tab [Complete History].



1. [Title] — enter name.
2. [Code] — input of the element code. This code can be used when importing reasons for delay (more details about importing dictionaries in the section more details about importing dictionaries in the section 2.2.5.6).



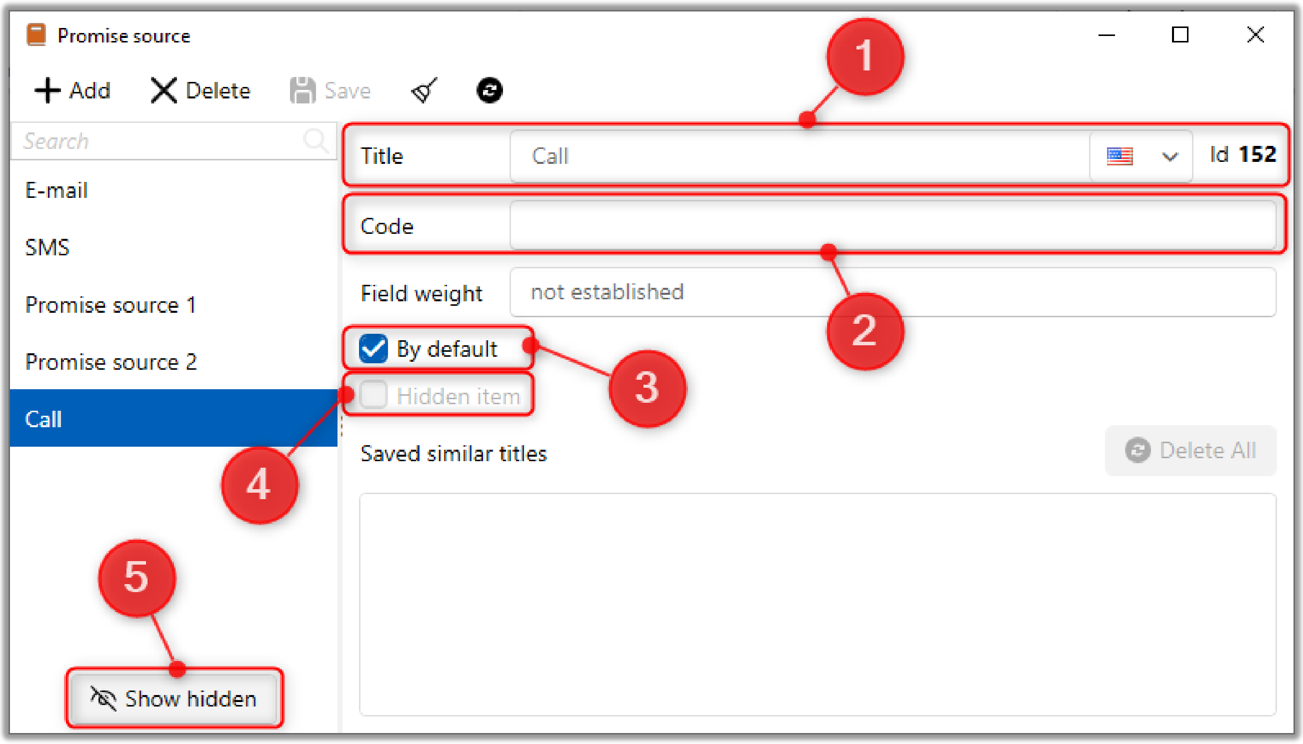
3. [Select by default] — this item will be selected by default as the default reason for delinquency, when creating a promise schedule.

4. [Hidden Item] — the item will be hidden and not available for selection as a reason for delinquency.

5. [Show Hidden] — display items with the [Show Hidden] checkbox checked.

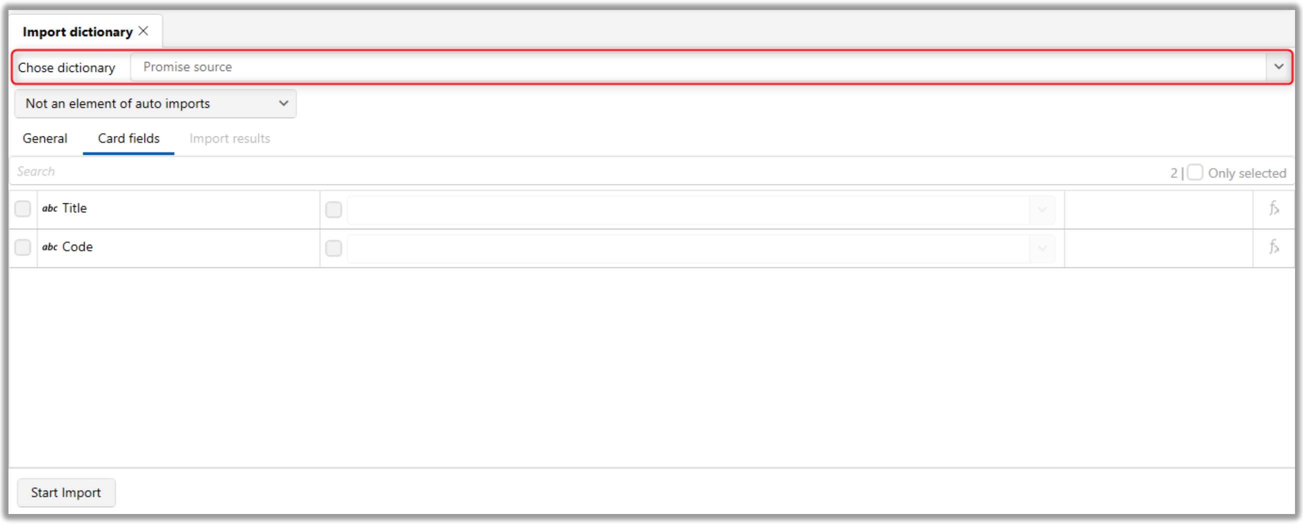
2.5.3.1.5 Promise source

These fields are used when selecting a promise source in the promise schedule.



1. [Title] — enter name.

2. [Code] — input of the element code. This code can be used when importing sources of promises (more details about importing dictionaries in the section more details about importing dictionaries in the section 2.2.5.6).



3. [Select by default] — this item will be selected by default as a promise source when creating a promise schedule.

4. [Hidden Item] — the item will be hidden and not available for selection as a promise source.

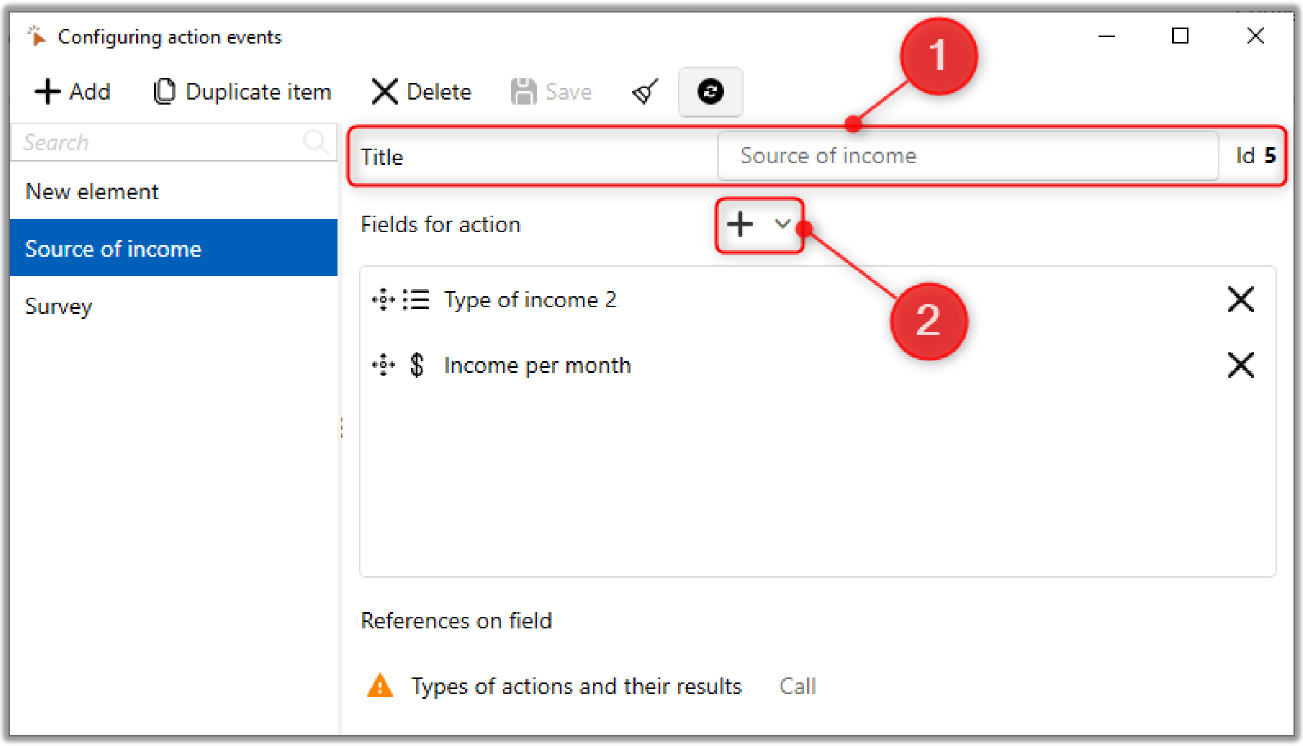
5. [Show Hidden] — display items with the [Show Hidden] checkbox checked.

2.5.3.2 Action events

Customize Action Events — a special insert for action results, which contains its own set of fields. Several events can be added within one action. Action events can be used to get additional information about a client (survey, etc.).

2.5.3.2.1 Action events

The [Customize Action Events] window is used to add and customize action events.



1. [Title] — enter a name for the action event.
2. Adding an event field for an action (all created event fields are available).

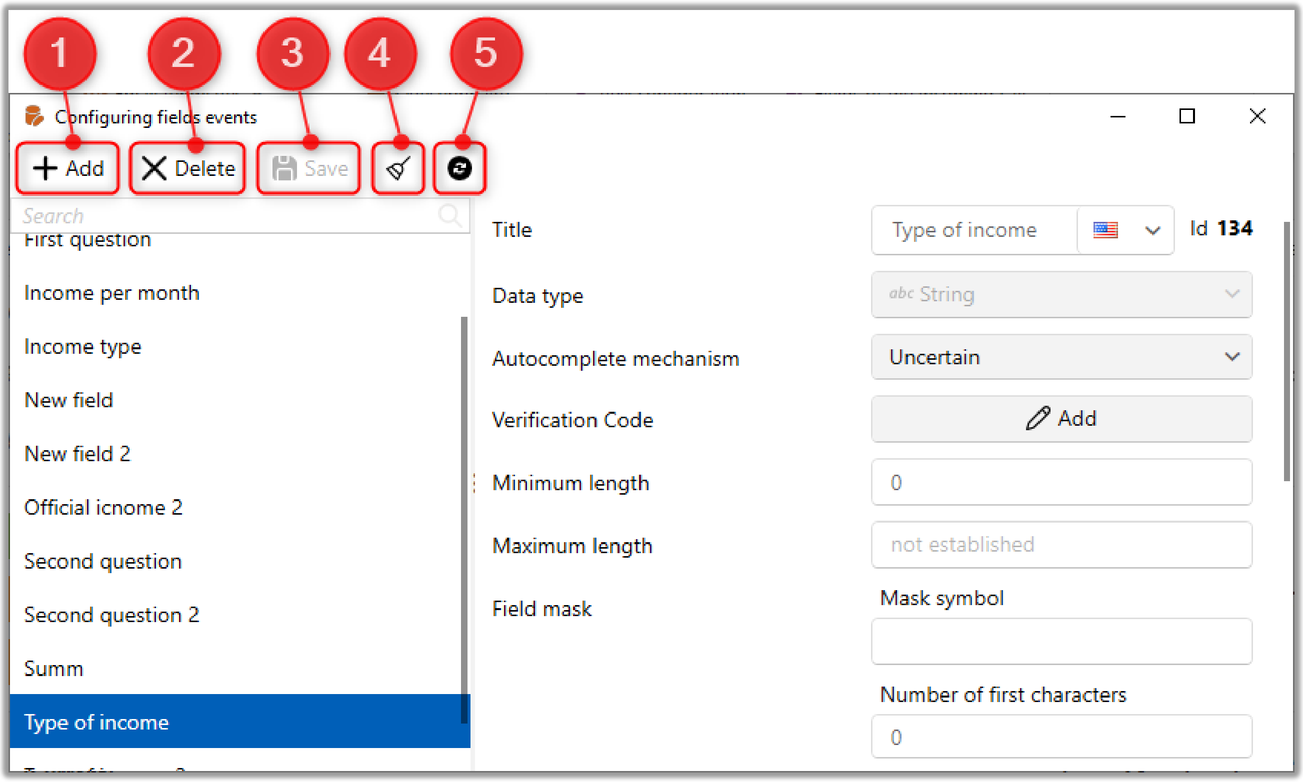
Action events that have been added to the results of action types — cannot be deleted.

When adding an action to which the event is bound, the button to create an action event will be available.

2.5.3.2.2 Events fields

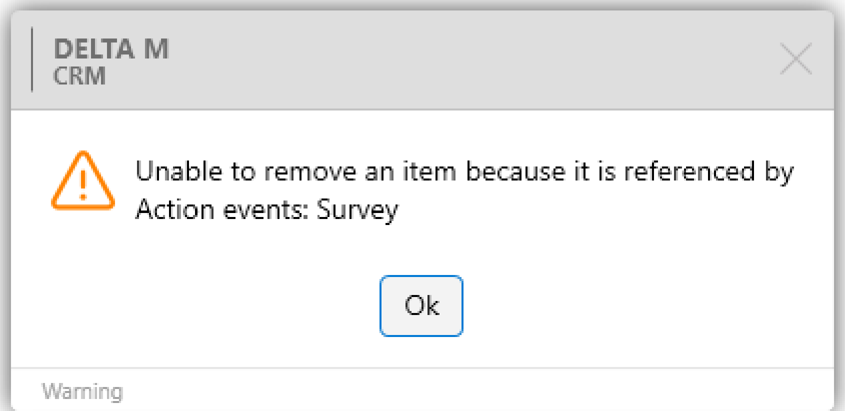
The [Event Fields] window is a list of event fields with the ability to add, delete and customize them within the Delta M. CRM system. CRM. Event fields are used in the system when working with action events (more details in section 2.5.3.2.1).

The following functions are available in the Event Fields Customization window:



1. [Add] — creation of a new field of clients.

2. [Delete] — deletion of the selected item.

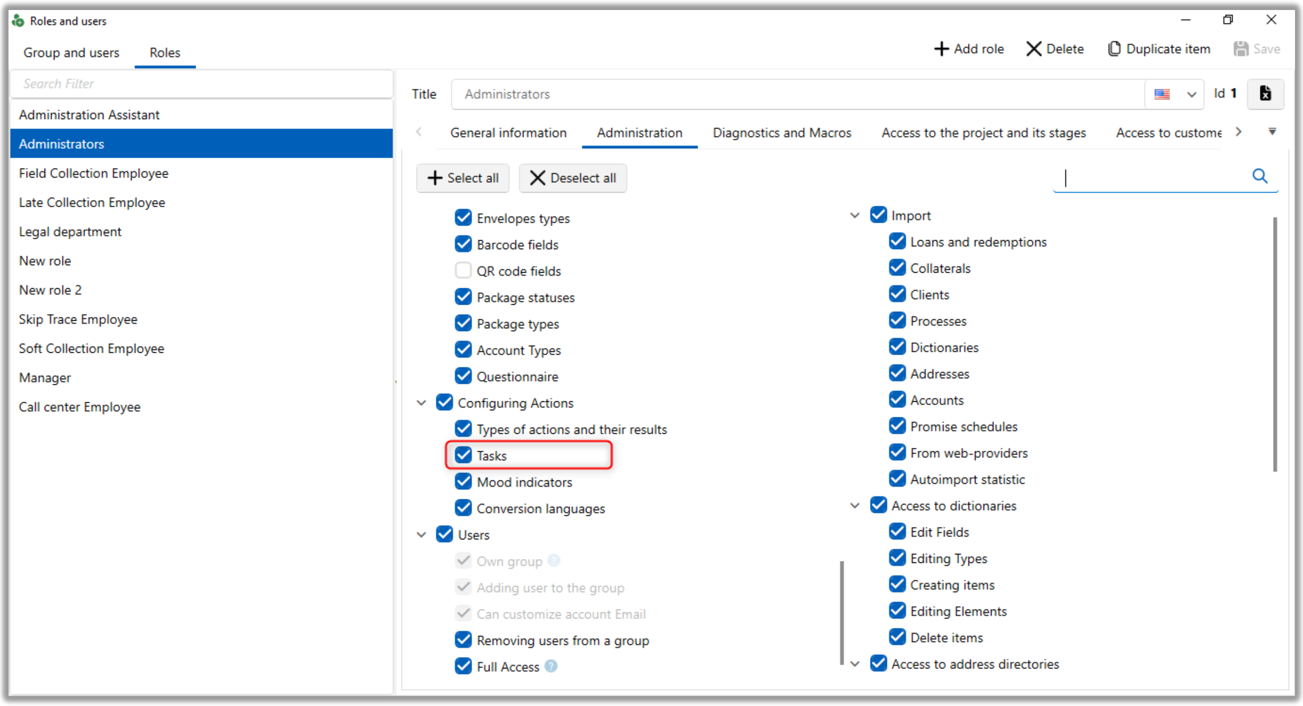


This error occurs if a field has been added to one of the action events. To delete a field, it must be removed in the event.

3. [Save] — apply the entered settings.
4. [Clear selection] — deselect the item.
5. [Refresh data] — actualization of data in the window of event fields setting.

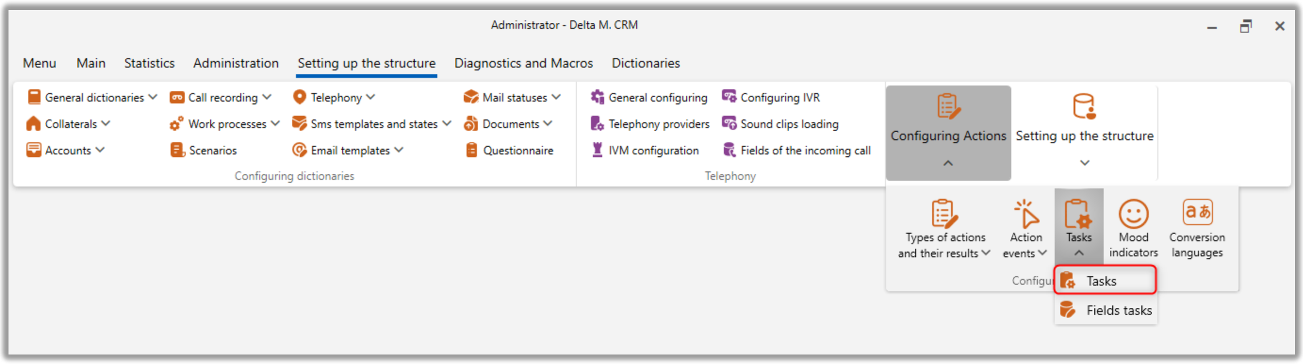
2.5.3.3 Tasks

In the system Delta M. CRM system realizes the ability to assign tasks to users and control the fulfillment of their goals, for each individual user, according to the needs of the business. The [Tasks] module allows you to create the necessary types of tasks in the project, which can be assigned to users of the system. Only those users whose role includes the [Tasks] checkbox on the [Administration] tab can customize task types.

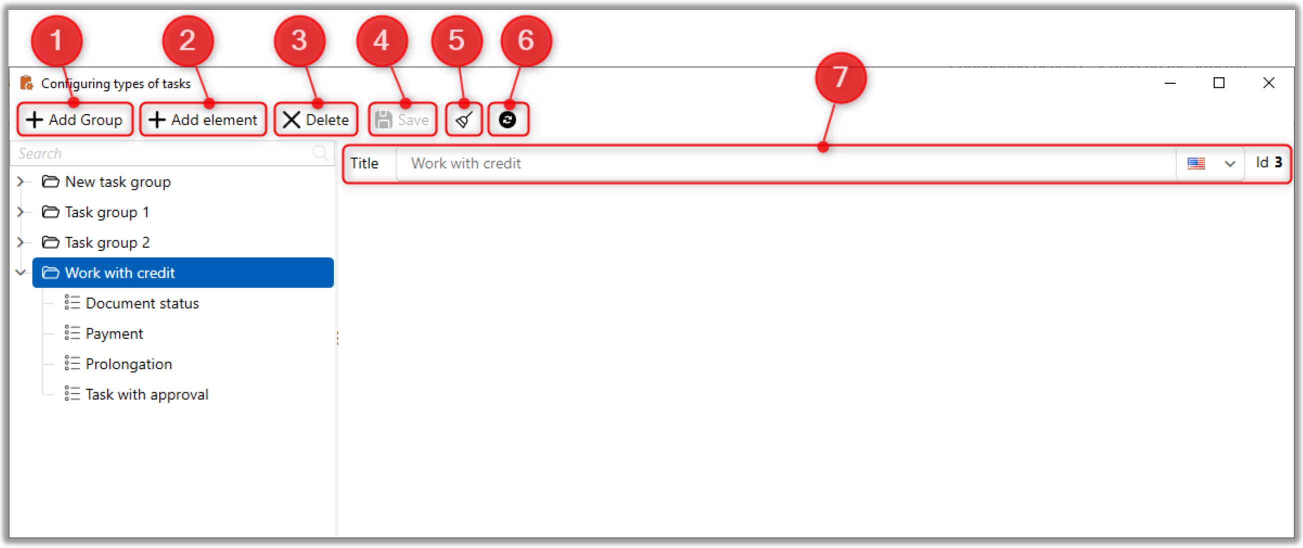


2.5.3.3.1 Tasks

To create and customize tasks, click the [Tasks] button in the [Customize Actions] block.

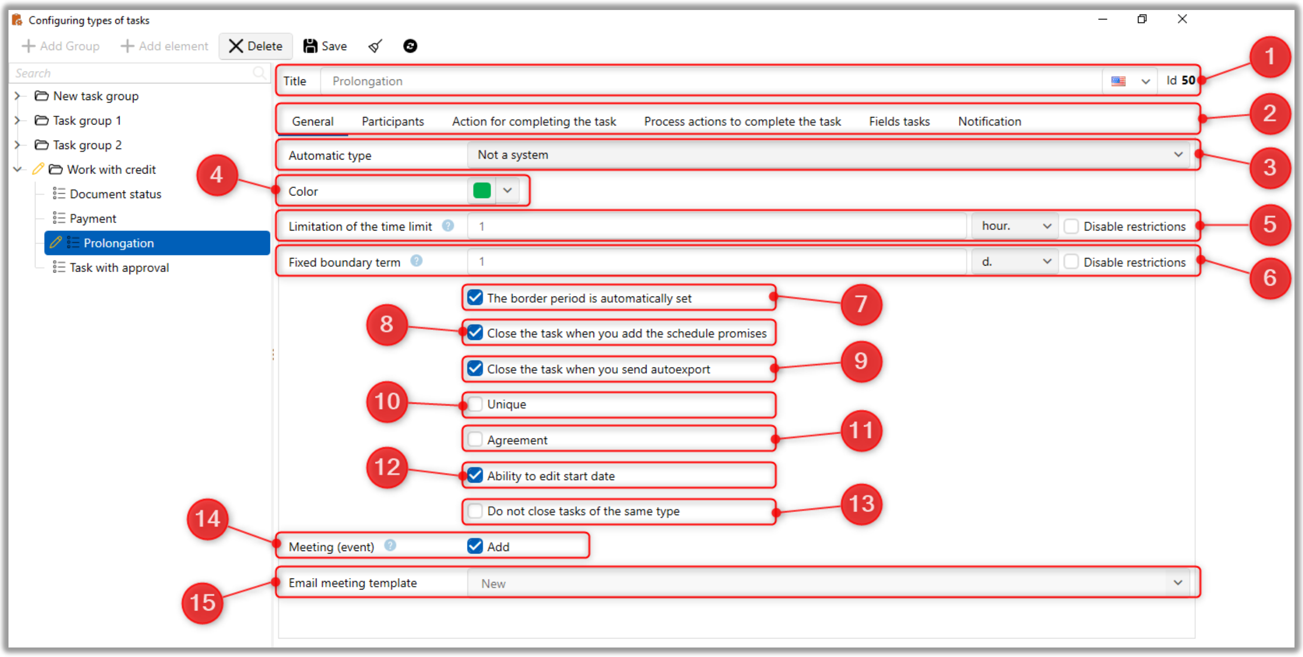


In the [Configuring types of tasks] window, groups and tasks are created, and groups can also contain subgroups. The following options are available:



1. [Add group] — add a group of tasks. Groups are used for logical association of tasks within the business logic.
2. [Add item] — create a new task. If some group is selected at the moment of adding a task, the task will be added to it.
3. [Delete] — delete the selected group or task. Tasks that have been assigned at least once in the system cannot be deleted. If an attempt is made to delete tasks used in the system, a notification will be displayed to the user.
4. [Save] — save the changes made.
5. [Clear selection] — deselect the selected item.
6. [Refresh data] — to update the data in the window of task types setting.
7. [Title] — enter the name of the group after its creation.

After clicking the [Tasks] button, the user is presented with a window where tasks and their groups can be created:



1. [Title] — enter a name for the added task type.

2. Switching panel between tabs of the selected task.

The following settings are available on the [General] tab:

3. [Automatic type] — the task will be completed after execution of the set event (the task will be set to [Completed] status).

4. [Color] — set the color that will be used when displaying this task in the loan on the [Tasks] tab (if special [Tasks] insert has been added) or in the [Tasks] section (Organizer block).

5. [Limitation of the time limit] — setting restrictions on the possibility of selecting the maximum date of the task deadline by users when assigning a task. If the [Disable Limits] checkbox is checked, then there will be no limits on setting the deadline date by users. This parameter starts counting from the current moment of time, for example: if the limit of the boundary date is set to 1 day, and now the computer is 12:48, then the maximum available boundary date when assigning a task will be 12:48 of the next day.

6. [Fixed boundary term] — setting of fixing the maximum date of task deadline by the value set in this parameter (quantity plus unit of measurement), then the system will automatically set the deadline according to the specified parameters

from the current date and time, without the possibility of editing. If [Limit Deadline] is set to a value less than the value in this parameter, the system will use it when fixing the deadline. If the [Disable Limit] checkbox is checked, this setting will be ignored and users will be able to set the boundary date on their own if necessary. This parameter works within the calendar date, for example: the fixed deadline is set to 1 day, and the current time on the server is 12:48, then when assigning a task the deadline will be set to 00:00 of the next day.

7. [The border period is automatically set] — when users manually add a task for which this checkbox is selected, the boundary date will be set automatically and will be unavailable for editing. By default, the deadline is set by the value in the [Deadline Limit] parameter, if the [Fixed Deadline] parameter is active, then the value set in the deadline will be taken from it. This checkbox is not available if the [Disable Limits] checkbox is selected in [Limit Deadline].

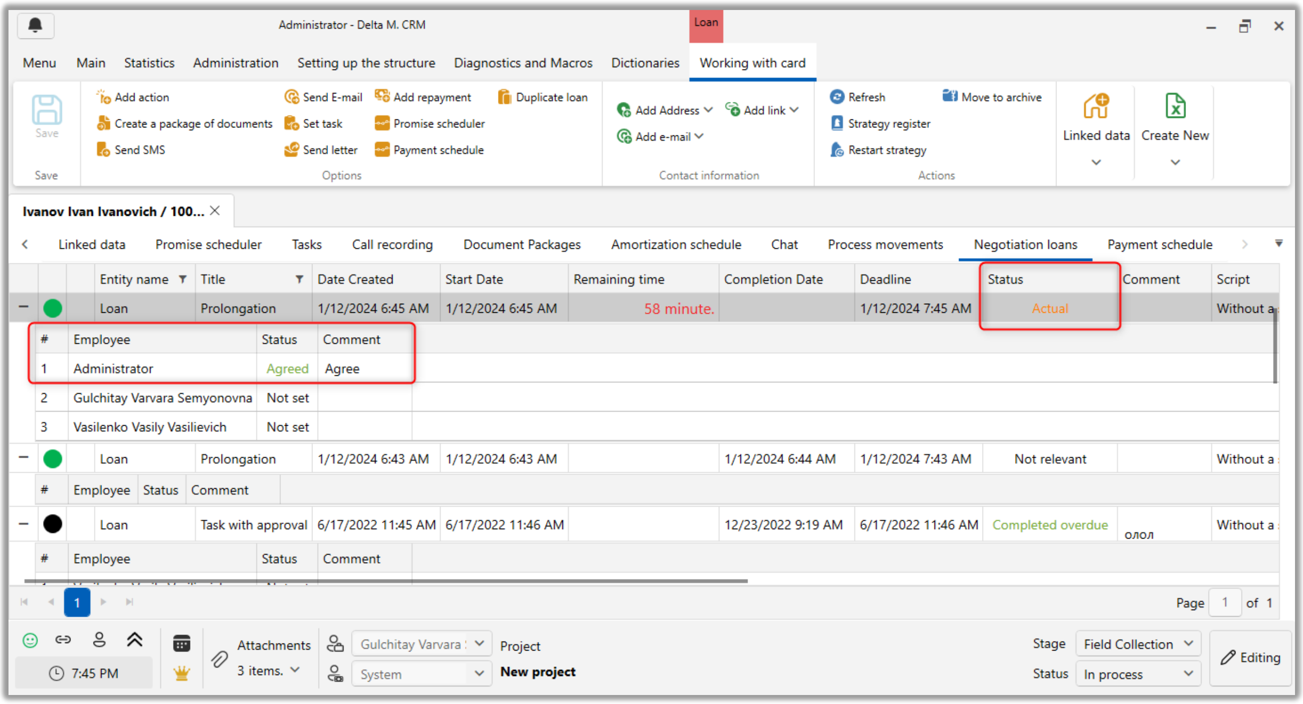
8. [Close the task when you add the schedule promises] — when adding a promise schedule to a loan, where there is an assigned task with this type and if it is in the [Actual] status, such task will change its status to [Completed], if the task was in the [Overdue] status, it will move to the [Overdue Completed] status.

9. [Close the task when you send autoexport] — in loans that were in a report or document/group of documents, when sending them for auto—export, all active tasks for which this checkbox was set will be closed. This setting does not apply to tasks that were assigned when sending a letter (such tasks are displayed in the [Correspondent] module).

10. [Unique] — tasks for which this checkbox is selected cannot be duplicated in the entity card. When adding a unique task again, the previous similar task will be set to the status of [Not relevant] if it is still in the status of [Relevant]. When adding unique tasks, the boundary date must be set, otherwise a notification will be displayed to the user.

11. [Agreement] — this task will require approval after assignment. Users who will coordinate this task are selected in the [Participants] parameter when

assigning the task (the list of available users is set on the [Groups and Users] tab). A special [Loan Approval] insert must be added in the loan card view to approve the task. After approval by all users, the task will change its status to [Completed]. This setting can be used, for example, when agreeing loans. If necessary, users can be changed to another participant (user is sick, not available, etc.), only the task creator can change participants, other participants can assign other participants only instead of themselves. Also the task creator can change its status.



Participants will be notified when a status is assigned or changed in a task with the [Reconciliation] type.

12. [Ability to edit start date] — users can edit the start date of this task. By default, the start date and time of the task is set at the moment of its adding, and this parameter is not available for editing by users.

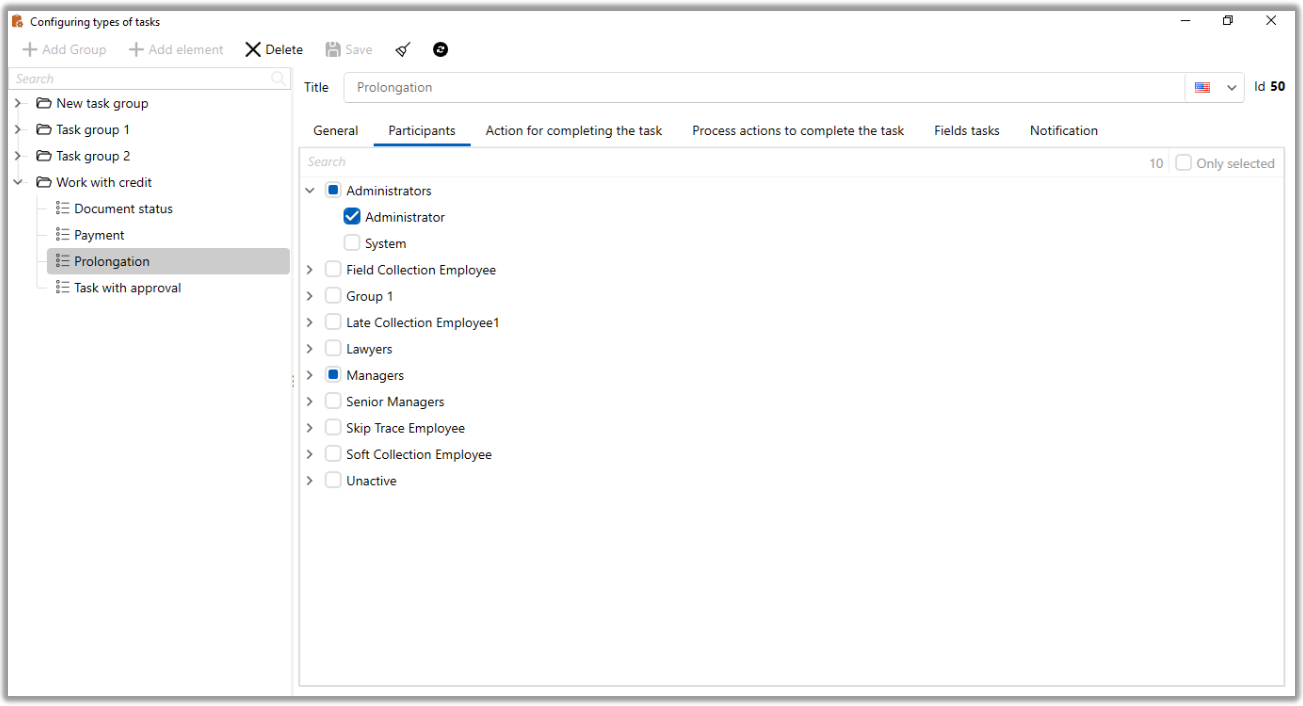
13. [Do not close tasks of the same type] — when adding a new task of this type, the previous task with the status [Active] will not be automatically closed.

14. [Meeting (event)] — create an event (meeting) in Google calendar using the mail specified in the users profile.

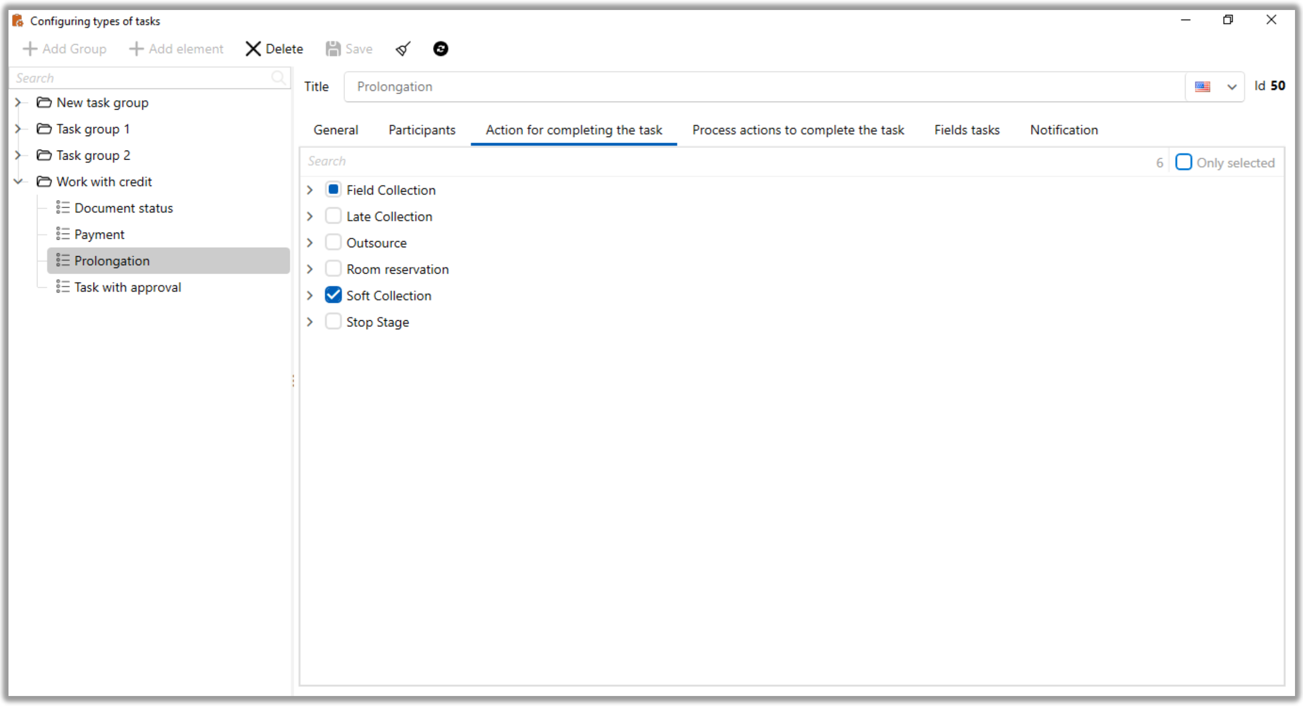
15. [Email meeting template] — Only email templates for which the [Tasks] source has been selected are available.

The [Participants] tab is used to customize user access rights to the selected task type, marked groups/users will be able to assign this task type.

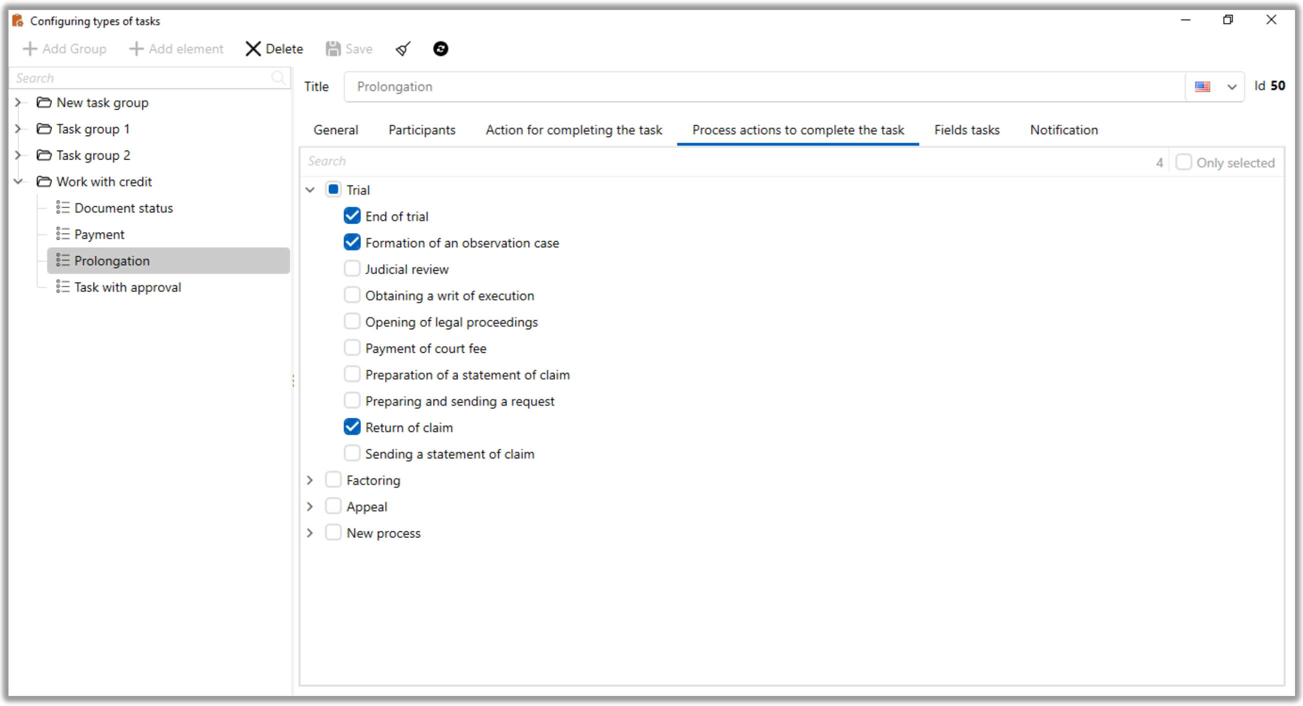
By checking the [Selected Only] checkbox, only selected user groups will be displayed.



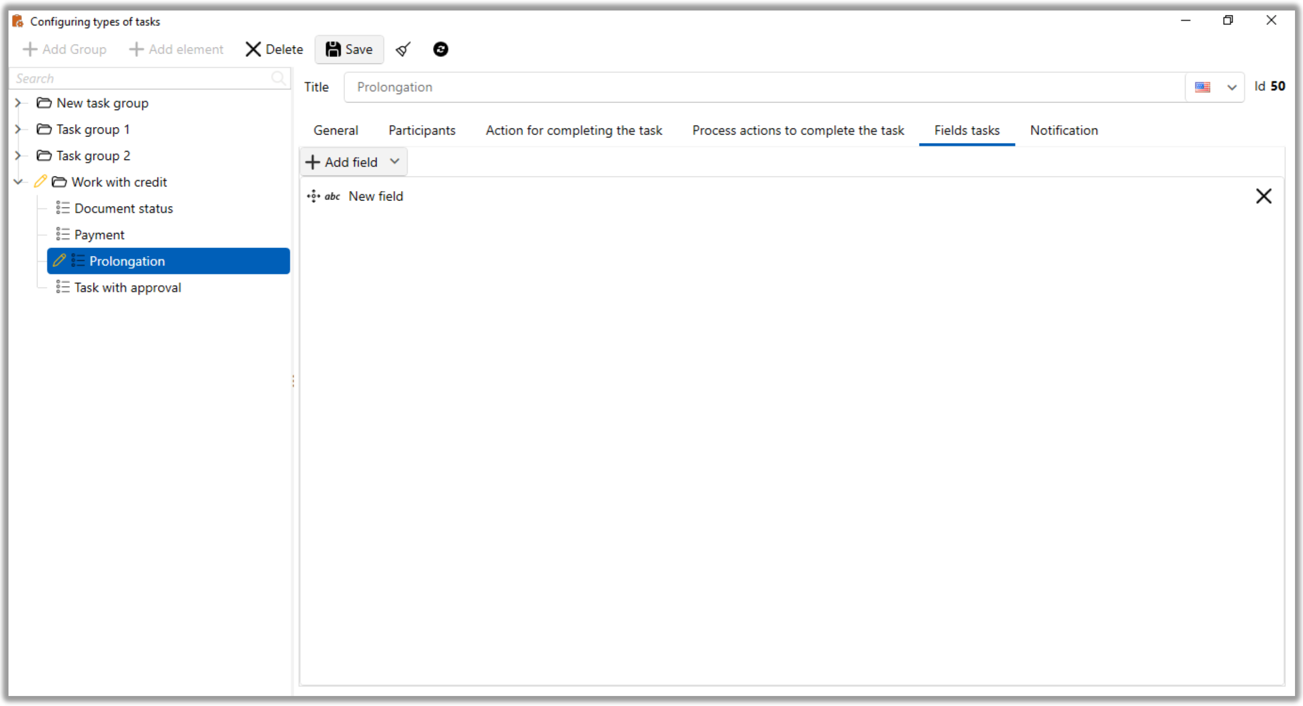
On the [Actions for completing the task] tab, you select actions (more details on setting actions in section 2.5.3.1.2), when you add them, this type of task will be completed (take the status [Completed] if the task was in the status of [Actual], or [Completed Completed] if it was in the status of [Overdue]).



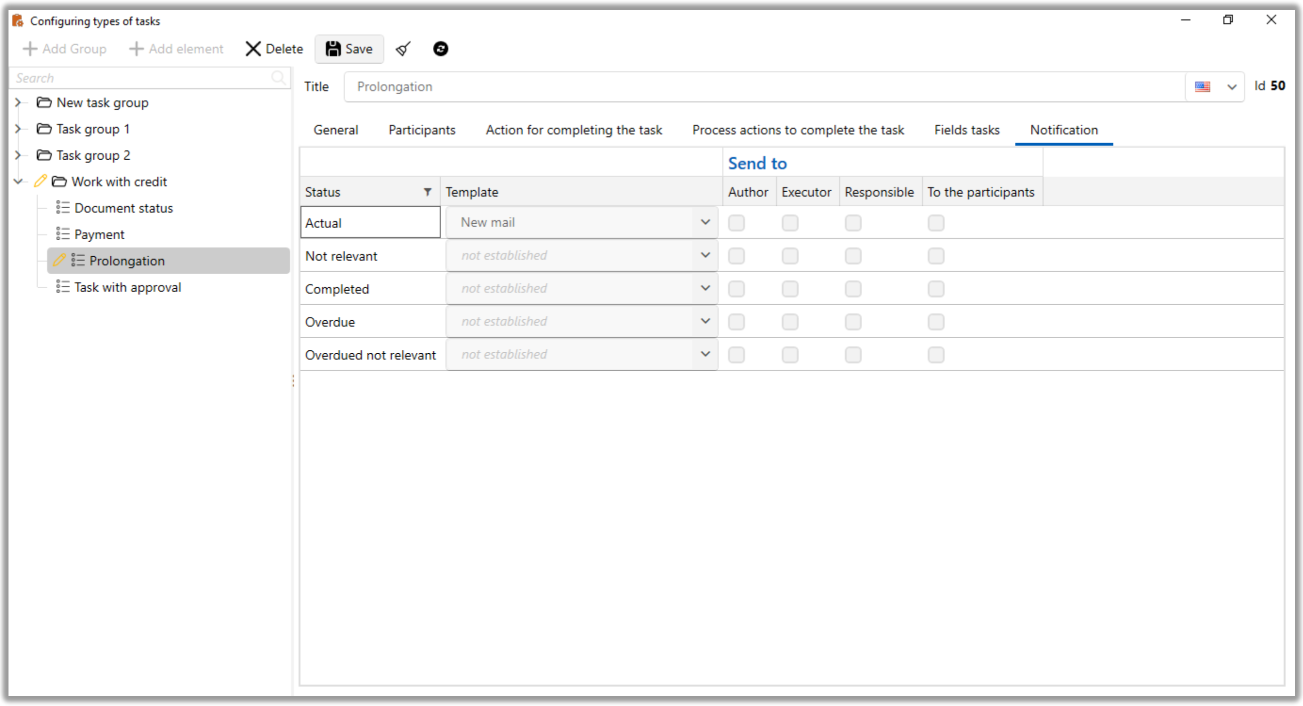
The [Process actions to complete the task] tab selects the process actions (more details about process setup in section 2.5.1.5.1), when adding which will complete this type of task (accept the status [Completed] or [Completed completed] if the status was [Overdue]). This tab displays all processes created in the system and their actions, if the current system user has access rights to them.



The [Fields tasks] tab is used to add task fields (see section 2.5.3.3.2 for details on creating and customizing task fields), which will be available for filling in when assigning tasks.



The [Notifications] tab configures reminders for each status of the selected task that it can receive. The reminder will be sent by e-mail to the marked users.

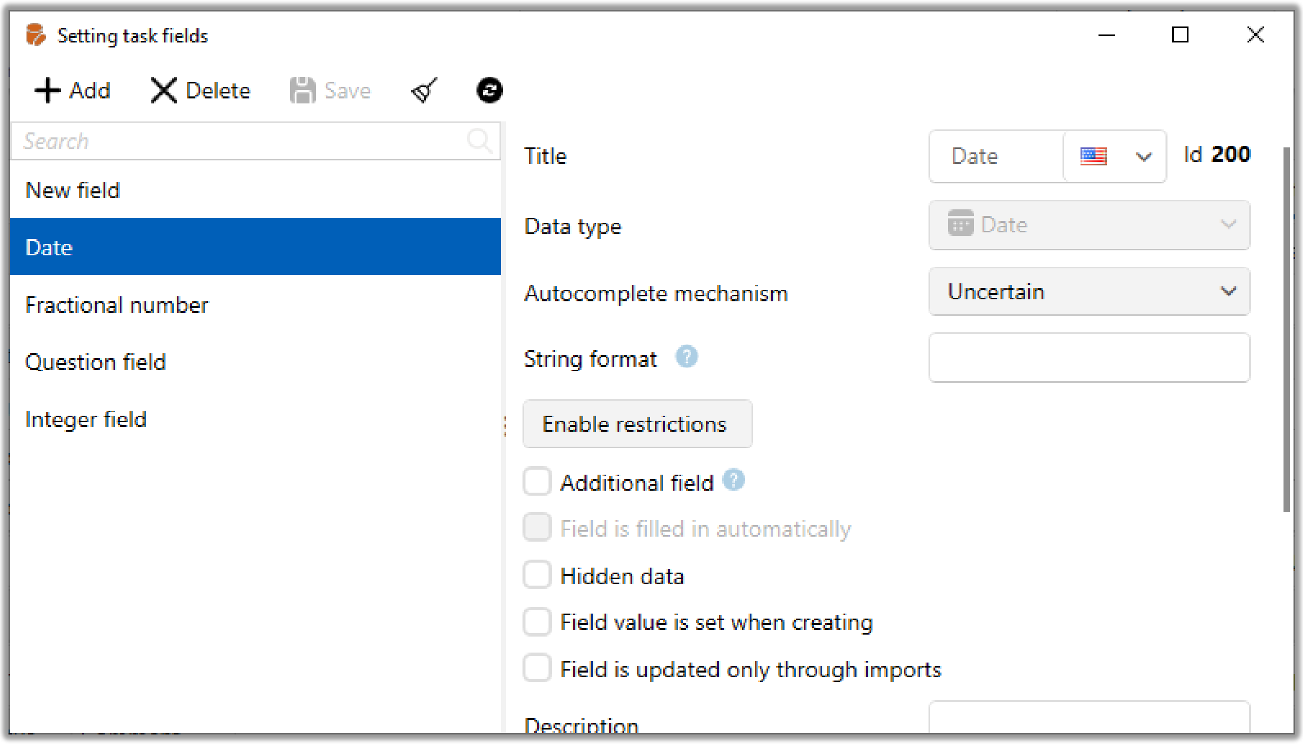


In the [Send] block, checkboxes are used to mark the types of users to whom the reminder will be displayed for the selected task, where:

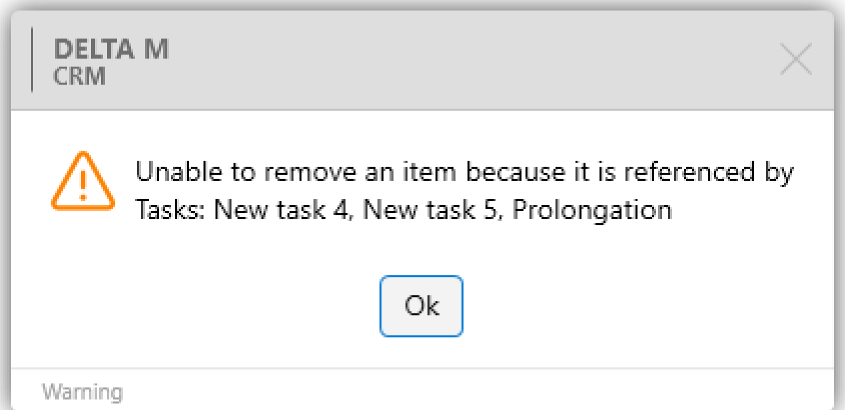
- [Author] — the user who assigned the task. The author of the task can be viewed in the [Tasks] module or on the special [Tasks] insert in the entity card.
- [Executor] — the user who is set responsible in the card.
- [Responsible] — the user who is set as responsible when assigning the task.
- [To the participants] — users and user groups that are set as participants when assigning a task.

2.5.3.3.2 Fields tasks

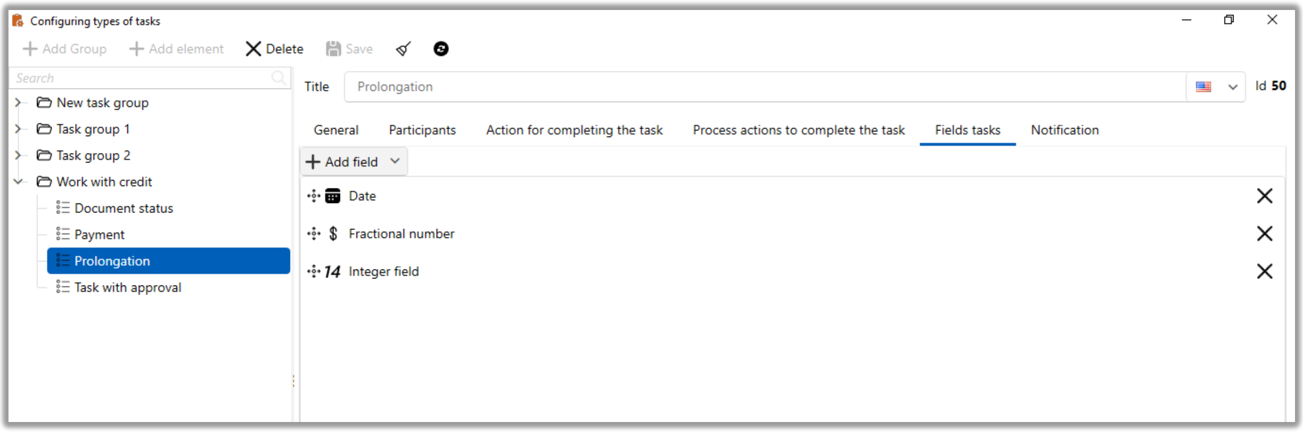
The [Setting task fields] window creates and customizes fields that can be used when users customize tasks. The default setting for this type is Custom Source ([New Field]) and only the data type can be customized.



If an attempt is made to delete a field that is already used somewhere in tasks, a corresponding notification will be displayed to the user. To delete such a field, it is necessary to remove it from all task types.



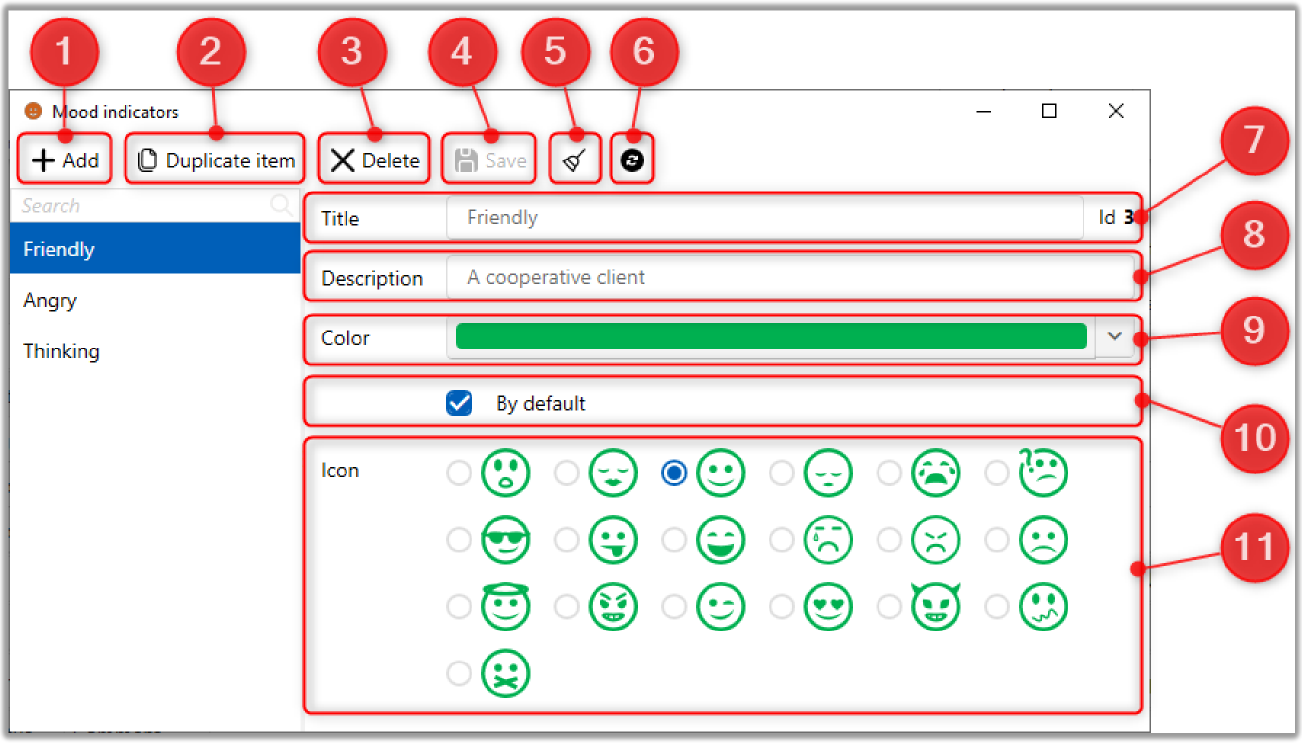
All created task fields are automatically available to add when creating and customizing task types.



2.5.3.4 Mood indicators

The [Mood Indicators] module allows you to record the client's mood while communicating with the system user.

The following parameters are present in the Mood Indicator Settings window:



1. [Add] — create a new mood indicator.
2. [Duplicate Item] — duplicate the selected item.

3. [Delete] — delete the selected item.

4. [Save] — apply the changes made.

5. [Clear selection] — deselect the item.

6. [Refresh data] — update the data in the mood indicators setup window.

7. [Title] — enter a name for the created mood indicator.

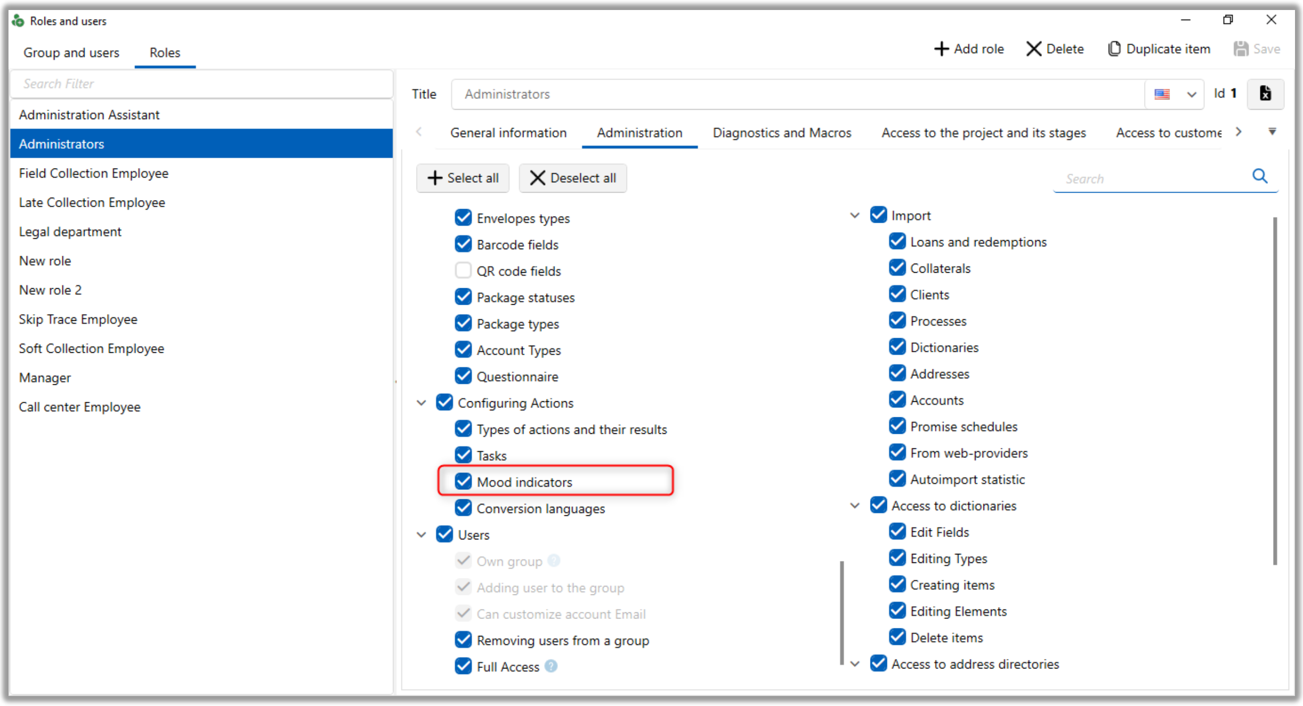
8. [Description] — enter the description that will be displayed to the user when the mood indicator is selected.

9. [Color] — selection of indicator color.

10. [By default] — set this indicator as default.

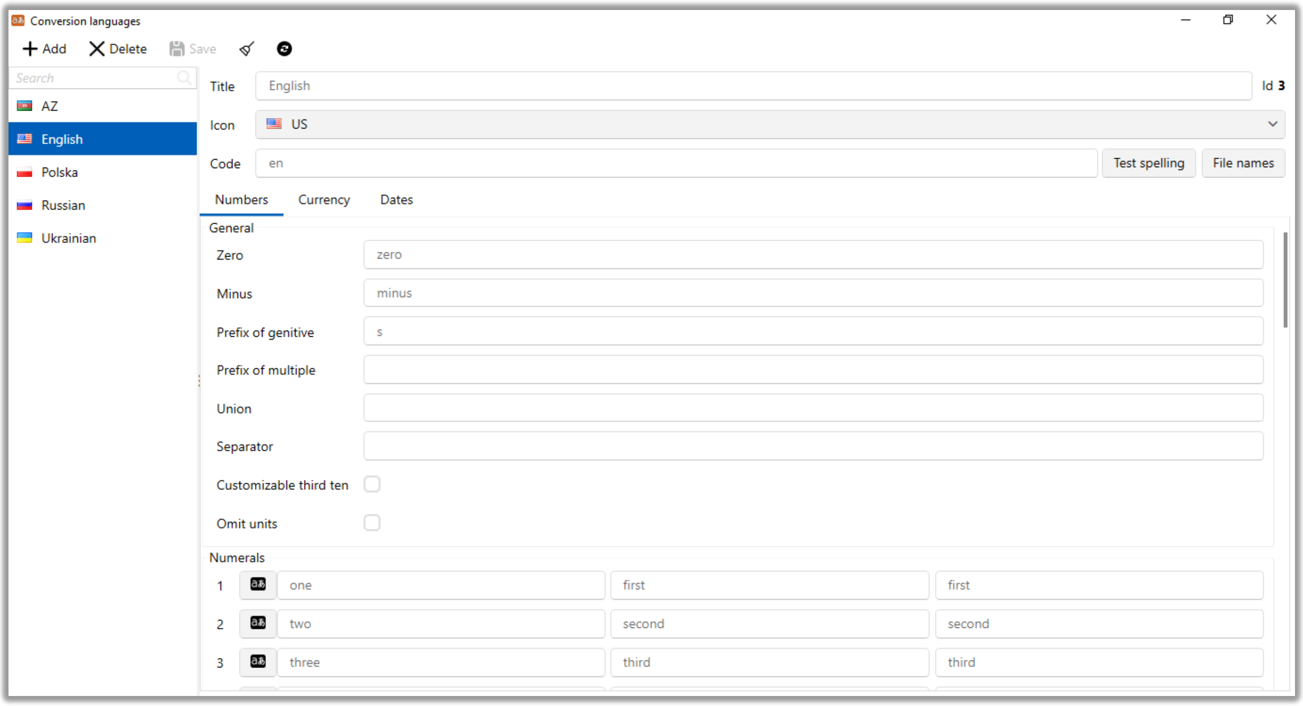
11. [Icon] — select the icon that will be displayed for this status.

The [Mood Indicators] checkbox must be selected on the [Administration] tab to access the mood indicators setting in the user role.



2.5.3.5 Conversion languages

Delta M. CRM is a multi-language system with the ability to switch between several languages. The [Conversion languages] module allows you to convert numeric values, currencies (that have been created in the system) and dates into uppercase text, and customize their case declension.



By clicking on the button  , additional cases become available for the user to fill in.

2.5.4 Setting up the structure

This wizard is designed to create and customize the data structure in Delta M. CRM.

Fields are differentiated by their source and data type.

The sources of user fields are of two types:

- System — customized and preset field types in the system (not available for editing);
- Custom ([New Field]) — A customizable field that has been created by the user.

In the Delta M. CRM system has 17 types of these fields:

[Time] — this field contains time value in 24-hour format, where hours are specified from 00 to 23, and minutes from 00 to 59.

An auto-fill mechanism is available for most of the data types. [Autocomplete mechanism] — enable autocomplete, three modes are available:

- [Undefined] — the autocomplete mechanism is disabled.
- [Actual date and time] — when the card is created by the user, the value with the current date and time is written to the selected field (available only for fields with data type: date, time, date and time, text).
- [Document sequence number] — this type of autocomplete is used only in document fields (more details on setting the document sequence number in section 2.5.1.11.5), setting the value according to the made setting for this document field.

For fields with data type [Time], [Date], [Date and Time] there is a possibility to configure an additional parameter, namely to specify the range available to the user from and to.

[Yes/No] — a choice of two options.

[USRIP data] — text field for entering data of the unified state register of individual entrepreneurs;

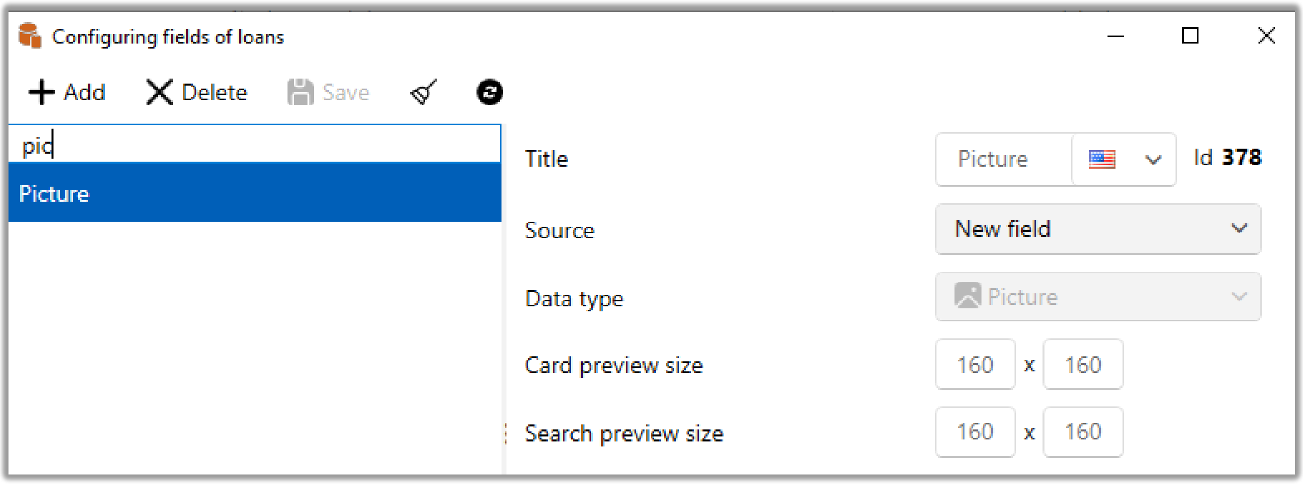
[Date] — field with date.

[Date and time] — field where you can enter the date and time.

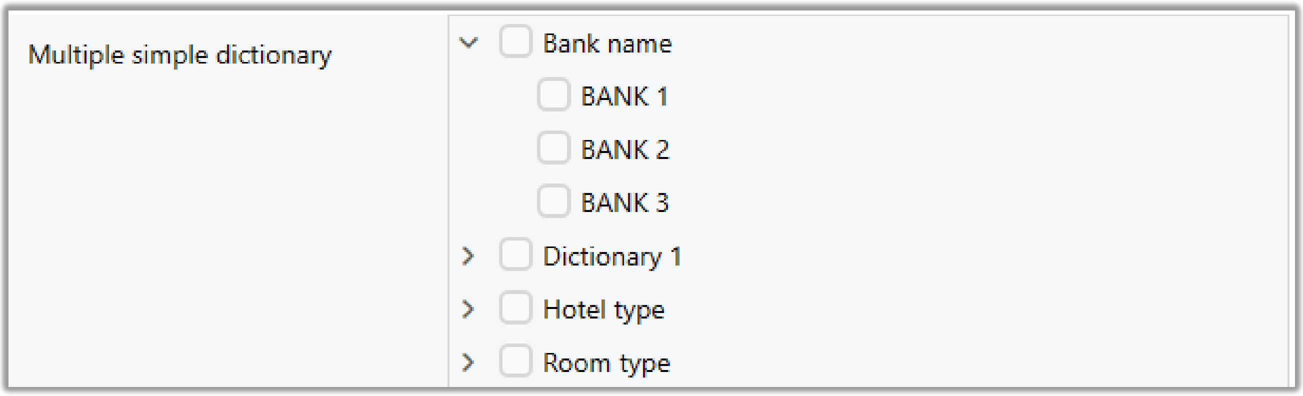
[Fractional number] — number with decimal places. It is possible to configure an additional parameter (optional)

[Picture] — field where you can upload a picture that will be displayed in the entity card as a preview.

The user can manually set the size of the displayed image preview in the card.



[Multiple Simple Dictionary] — A dictionary in the form of a set of simple dictionaries.



[Multiple Complex Dictionary] — a dictionary consisting of complex dictionaries.

[Passport] — data format that supports both numeric value and text value

[List of values] — list of values to select from a drop-down list

[Simple dictionary] — list of values to be selected from the drop-down list, to create such a list it is necessary to select a dictionary from the list.

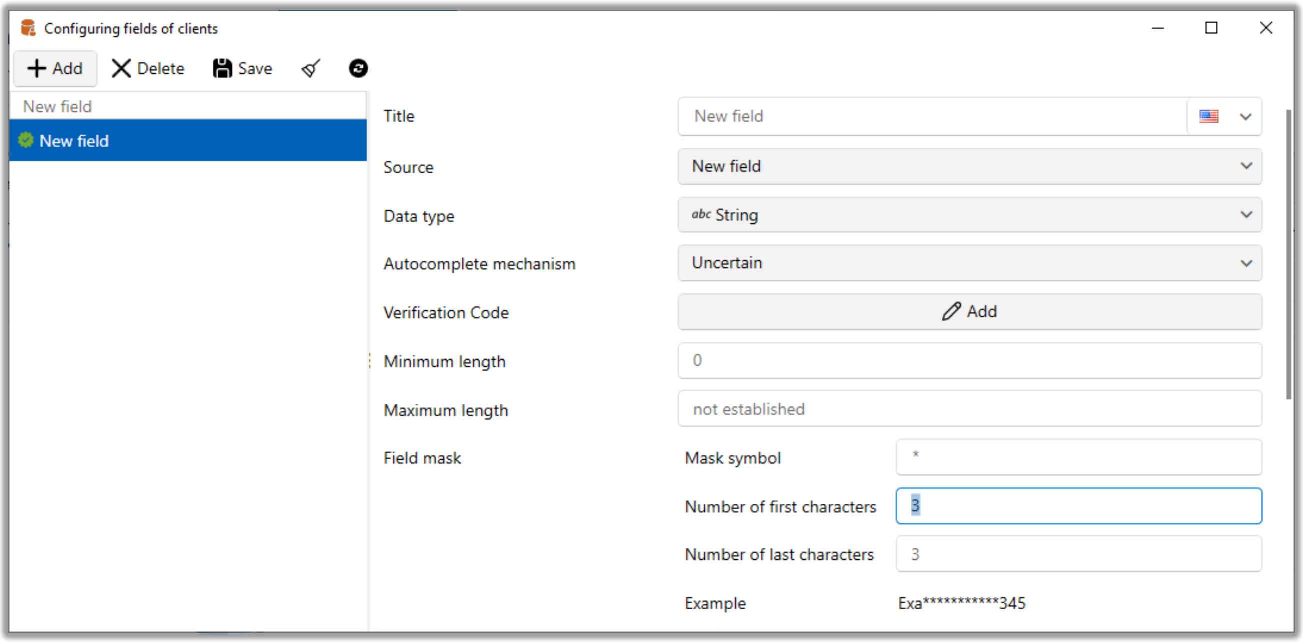
[Complex Dictionary] — list of values to select from a drop-down list, to create such a list it is necessary to select a dictionary from the list.

[Text] — field containing text format of data. In the [Validation code] parameter you can add a script that can be used to validate the input data. For example, you can add a script that will check the format of added payment cards.

For fields with such source, you can customize the mask of data display in cards and search results. The mask allows you to hide part of the data when displaying information from the selected field.

- [Mask character] — input of the character that will be used in the field to hide data.
- [Number of first characters] — specifying the number of characters at the beginning of the field that will not be hidden.
- [Number of last characters] — specifies the number of characters at the end that will be displayed without mask.

For example, if the text field contains the number "Example12345" and in its settings the mask character "*" is selected, displaying only the first 3 and last 3 characters is enabled, the hidden data in the field will be displayed as " Exa******345".



You can set a character limit for a field when entering information manually:

- [Minimum length] — the minimum number of characters required for input. If the value is set to "0", the restrictions on the minimum number of characters will be disabled.
- [Maximum size] — the maximum number of characters available for input. You can set the value up to 4000.

[Color] — field with possibility to set the color indicator.

[Integer] — number without decimal places.

For fields you can specify their display color in the entity card:

Example of displaying information in a field where green highlighting is set:

[Time zone] — this field contains information about the client's time zone.

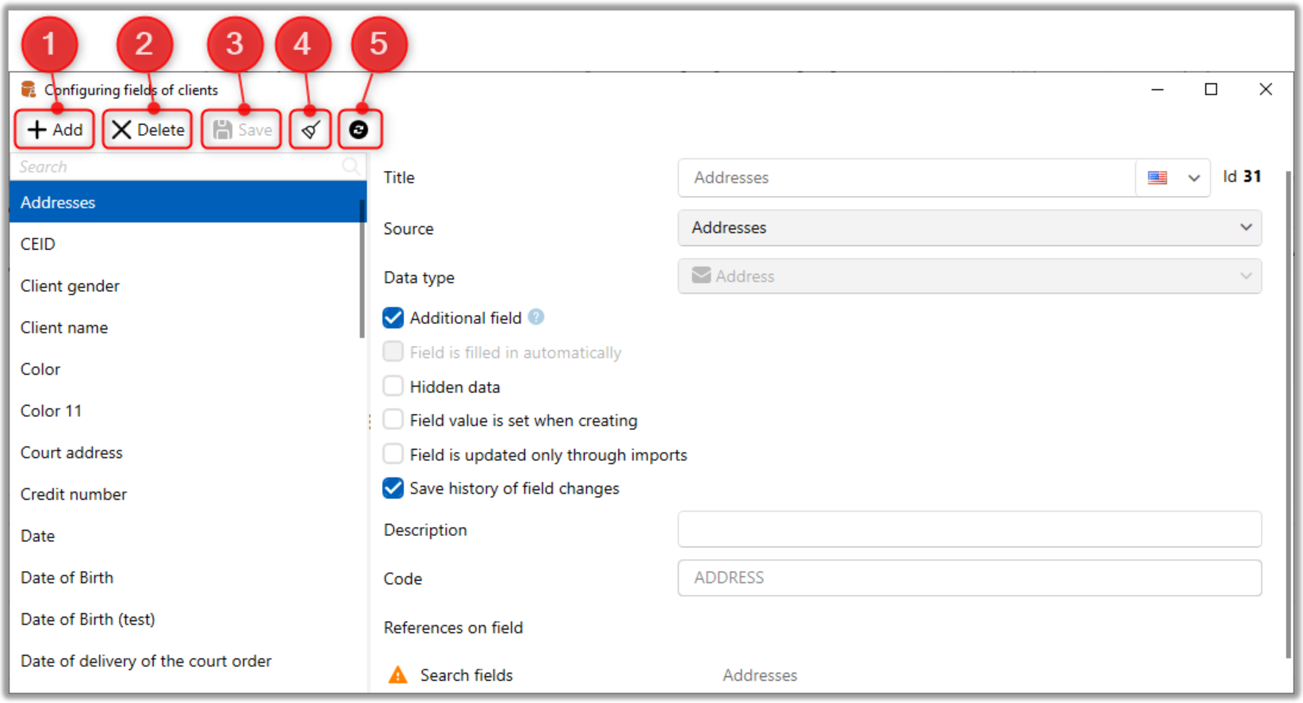
[Field references] — this block displays the list of modules that use this field in their work. The field will not be available for deletion if it is used somewhere. By canceling the use of the field by these modules, it becomes available for deletion.

IMPORTANT: Users cannot edit field data types after saving them (because this setting affects the correctness of data processing in the whole system).

2.5.4.1 Client fields

The [Customize Customer Fields] window is a list of customer fields with the ability to add, delete and customize them within the Delta M. CRM system. CRM. Customer fields are used in the system when working with the [Customer] entity.

The following functions are available in the Customize Customer Fields window:

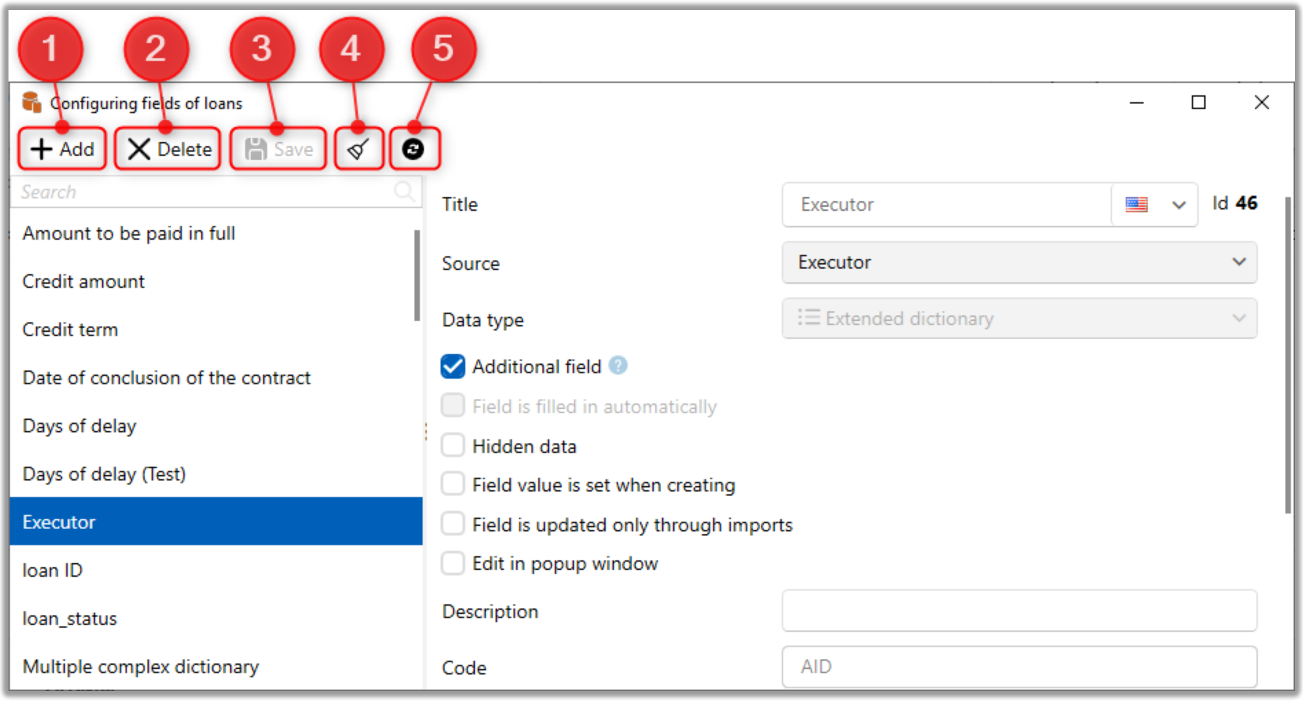


1. [Add] — creation of a new field of clients.
2. [Delete] — deleting the selected item.
3. [Save] — apply the made settings. The button will be inactive (transparent) if there are no changes made.
4. [Clear selection] — deselect the element.
5. [Refresh data] — update the data in the window of client fields settings.

2.5.4.2 Fields loans

The [Customize Loan Fields] window is a list of loan fields with the ability to add, delete and customize them within the Delta M. CRM system. CRM. Loan fields are used in the system when working with [Loan] entity.

The following functions are available in the Loan Fields Customization window:



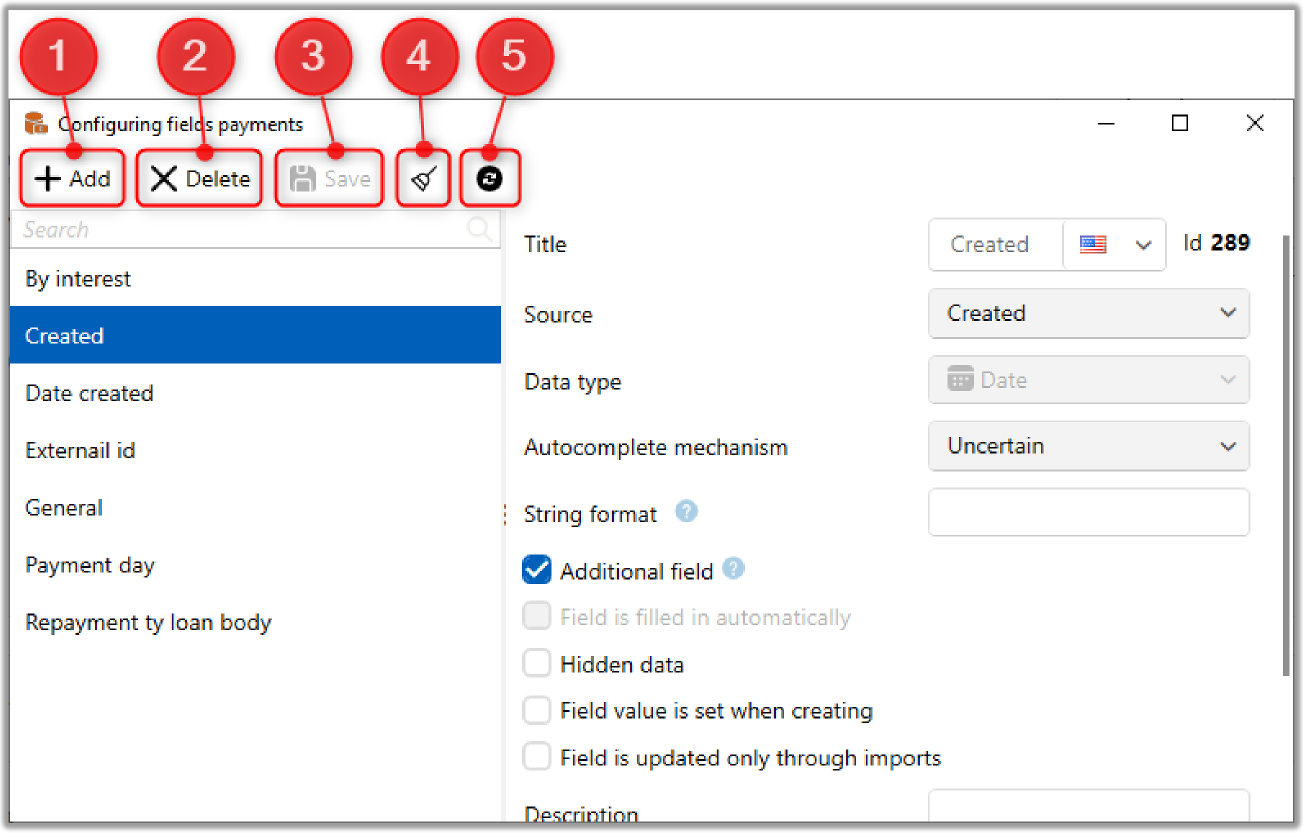
1. [Add] — creation of a new loan field.
2. [Delete] — deletion of the selected item.

3. [Save] — apply the entered settings.
4. [Clear selection] — deselect the item.
5. [Refresh data] — update data in the window of loan fields settings.

2.5.4.3 Payment fields

The [Customize Payment fields] window is a list of Payment fields with the ability to add, delete and customize them within the Delta M. CRM system. CRM. Repayment fields are used in the system when working with [Repayment] entity.

The following functions are available in the Payment fields customization window:



1. [Add] — creation of a new repayment field.
2. [Delete] — deletion of the selected item.
3. [Save] — apply the entered settings.

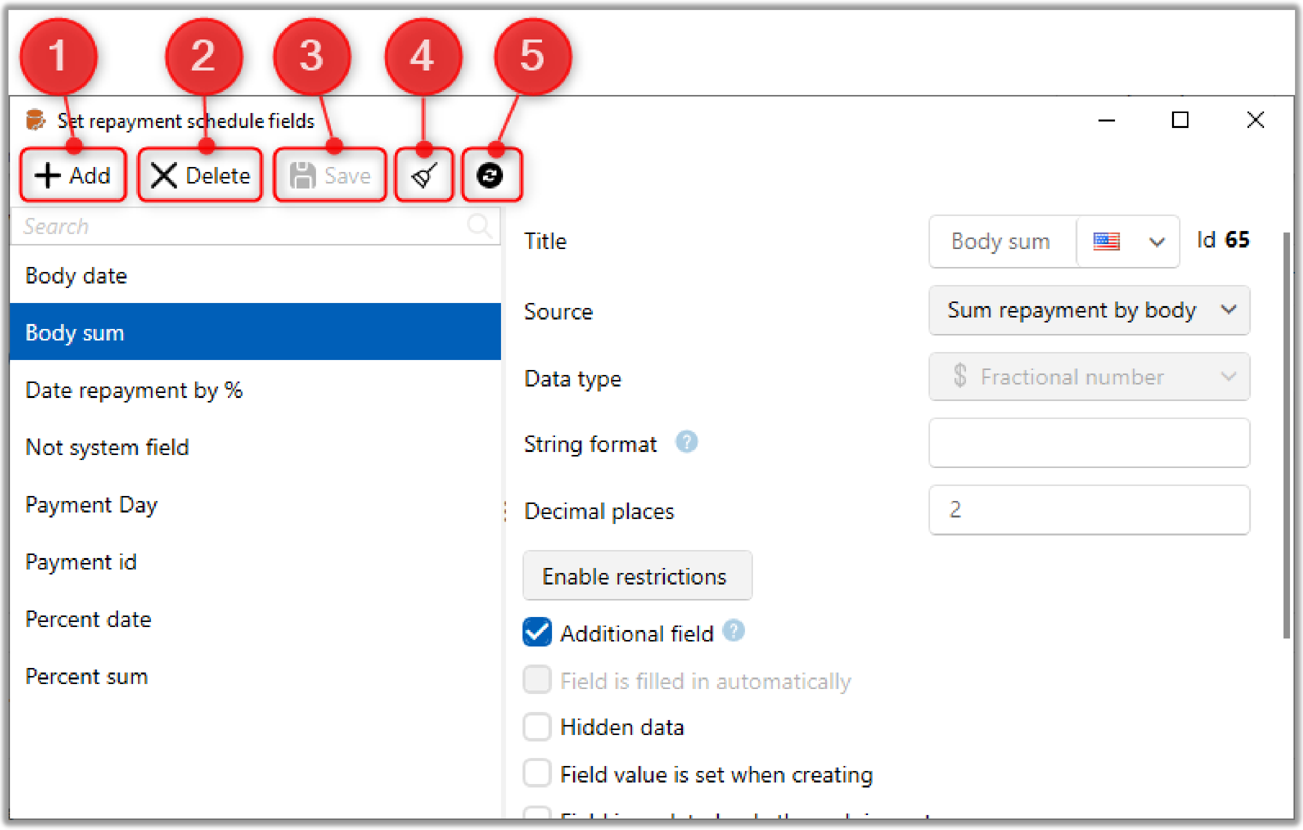
4. [Clear selection] — deselect the item.
5. [Refresh data] — update the data in the Payment fields settings window.

In the field with the selected source [Total], the system automatically enters the sum of the values that were specified in the fields with the selected source [By interest] and [Repayments by body]. Also, in the field with the selected source [Total (equivalent)], the system automatically enters the sum of the values that were specified in the [Foam(equivalent)], [Interest(equivalent)], and [Body(equivalent)] fields.

2.5.4.4 Repayment schedule fields

The [Customize Amortization schedule Fields] window is a list of amortization schedule fields with the ability to add, delete and customize them within the Delta M. CRM system. CRM. Amortization schedule fields are used in the system when working with [Amortization schedule] entity.

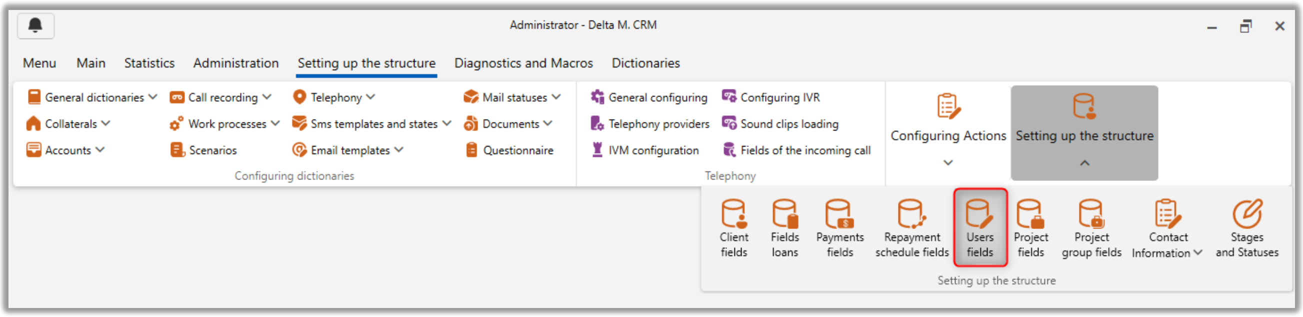
The following functions are available in the Amortization schedule fields configuration window:



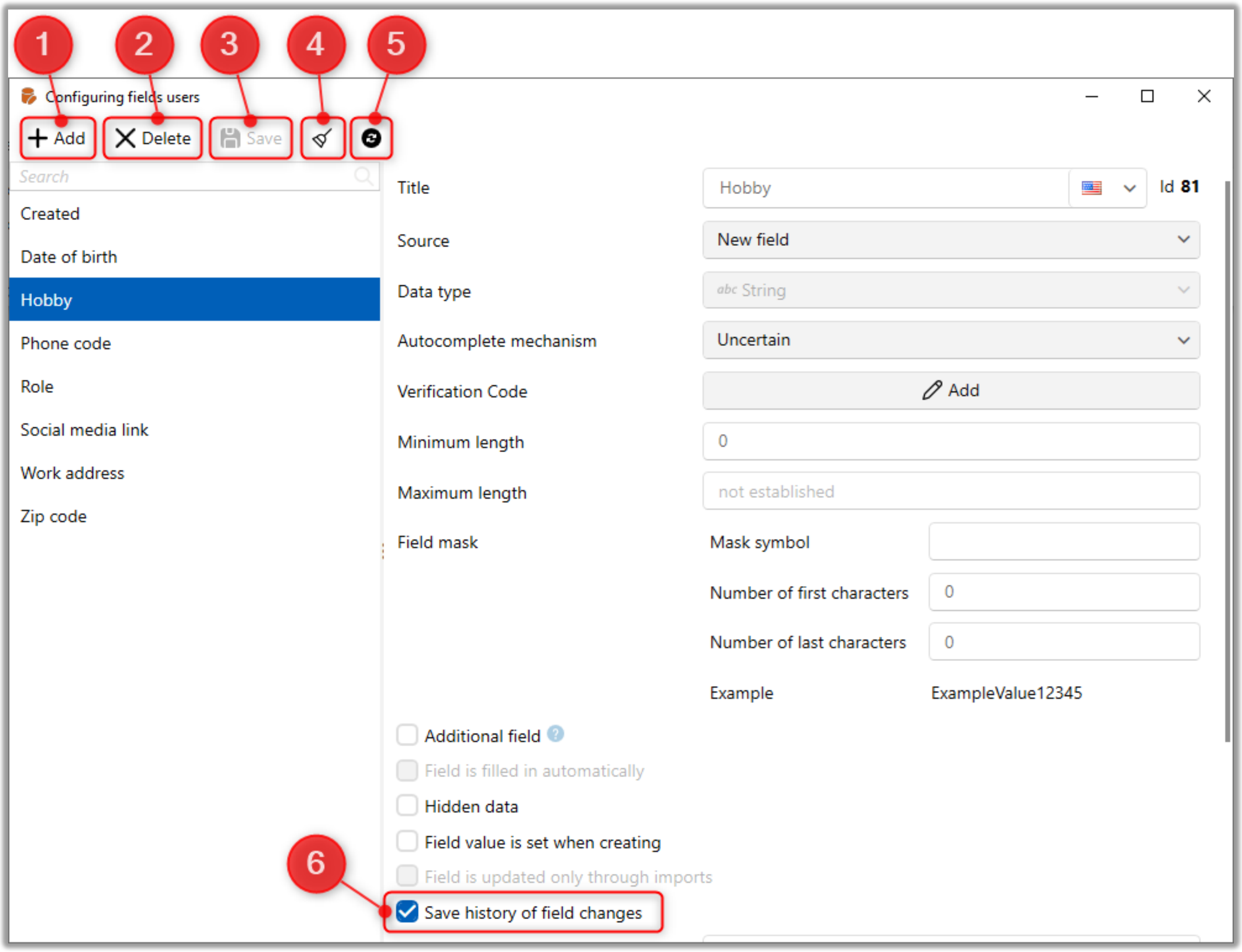
1. [Add] – creation of a new field of the amortization schedule.
2. [Delete] – deletion of the selected item.
3. [Save] – apply the entered settings.
4. [Clear selection] – deselect the item.
5. [Refresh data] – update the data in the window of setting the fields of the amortization schedule.
6. [Name] – enter the name of the amortization schedule field.
7. [Source] – select the source for the field.
8. Additional settings of the added field.
9. [Description] – enter description for the amortization schedule field, which will be displayed in the form of a tooltip when matching fields are set for importing the amortization schedule.

2.5.4.5 User fields

The [Customize User Fields] window is a list of user fields with the ability to add, delete and customize them within the Delta M. CRM.



The following functions are available in the Loan Fields Customization window:



1. [Add] — creation of a new user field.

2. [Delete] — deletion of the selected item.
3. [Save] — apply the entered settings.
4. [Clear selection] — deselect the item.
5. [Refresh data] — update data in the window of user fields settings.
6. [Save history of field changes] — save change history for the selected field.

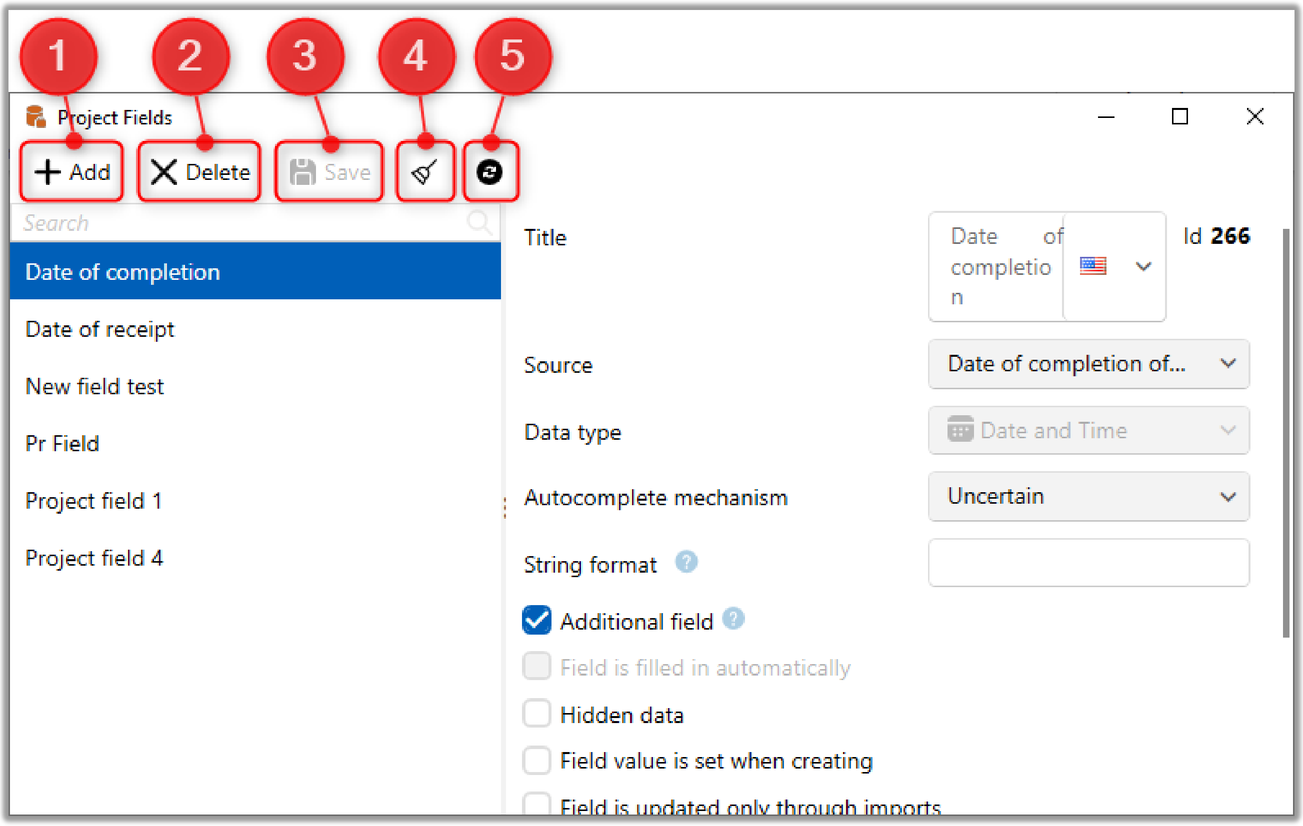
Field values for which the [Hidden data] checkbox is selected will be hidden when viewed (replaced by the [*] symbol).

User fields (with the [New Field] source selected) after creation automatically become available for filling in on the [User Fields] tab in user profiles (more information about creating and customizing users in section 2.4.1.1).

2.5.4.6 Project fields

The [Customize Project Fields] window is a list of project fields with the ability to add, delete and customize them within the Delta M. CRM system. CRM. Project fields are used to enter information on projects and when setting up search filters.

The following functions are available in the Loan Fields Customization window:

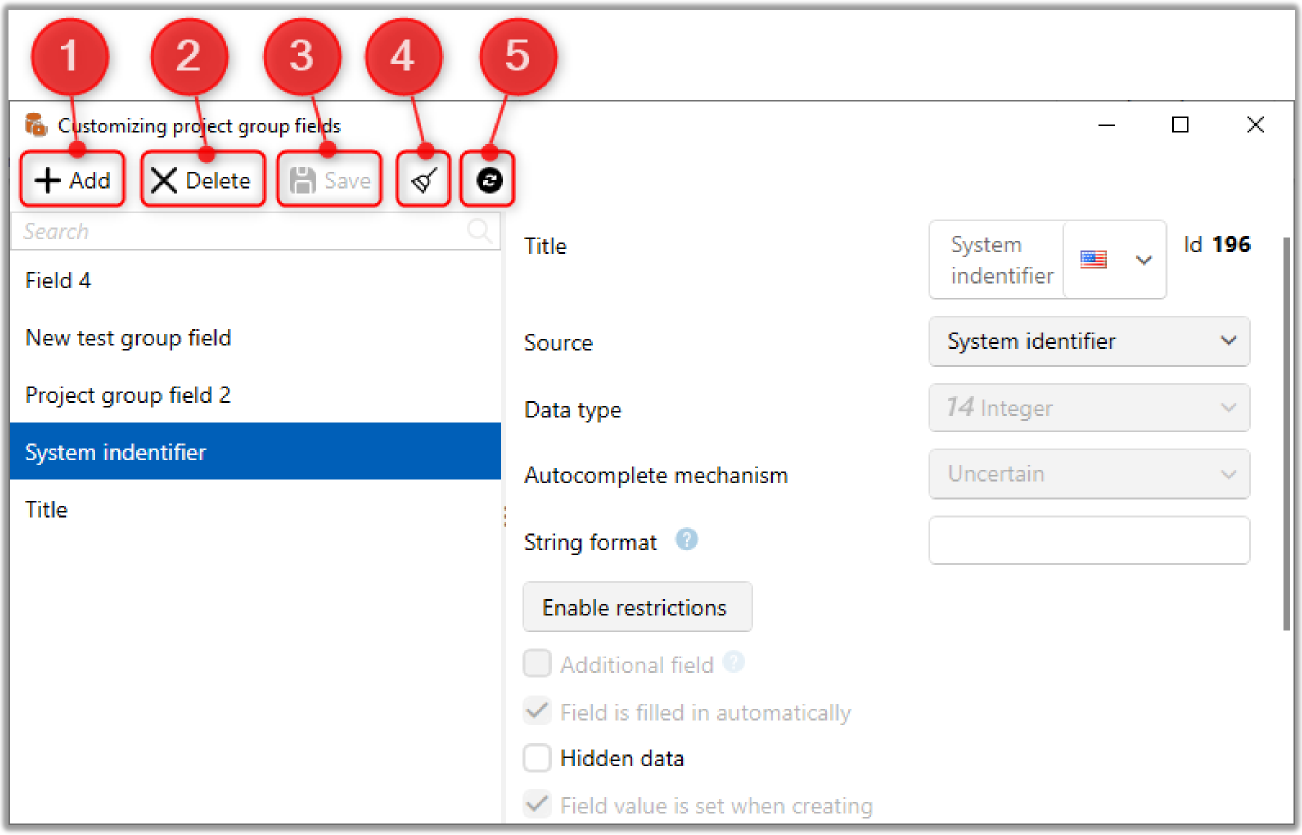


1. [Add] — creation of a new project field.
2. [Delete] — deletion of the selected element.
3. [Save] — apply the entered settings.
4. [Clear selection] — deselect the item.
5. [Refresh data] — update data in the project fields settings window.

2.5.4.7 Project group fields

The [Customize Loan Fields] window is a list of loan fields with the ability to add, delete and customize them within the Delta M. CRM system. CRM. Loan fields are used in the system when working with [Loan] entity.

The following functions are available in the Loan Fields Customization window:



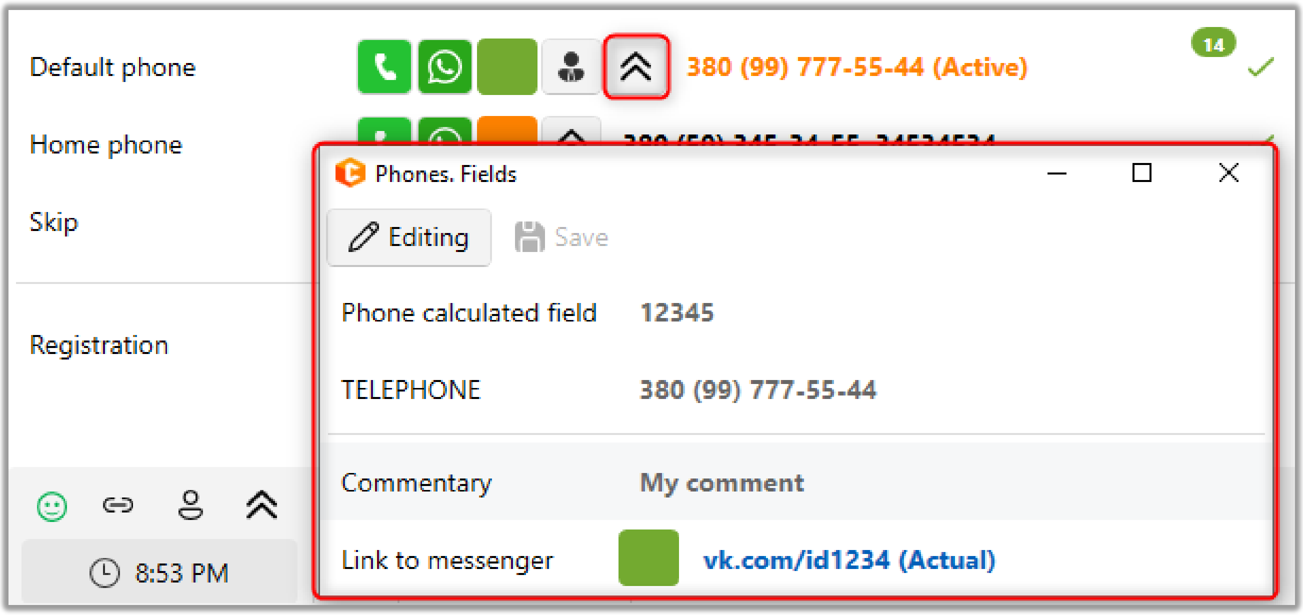
1. [Add] — creation of a new loan field.
2. [Delete] — deletion of the selected item.
3. [Save] — apply the entered settings.
4. [Clear selection] — deselect the item.
5. [Refresh data] — update data in the window of loan fields settings.

2.5.4.8 Contact information

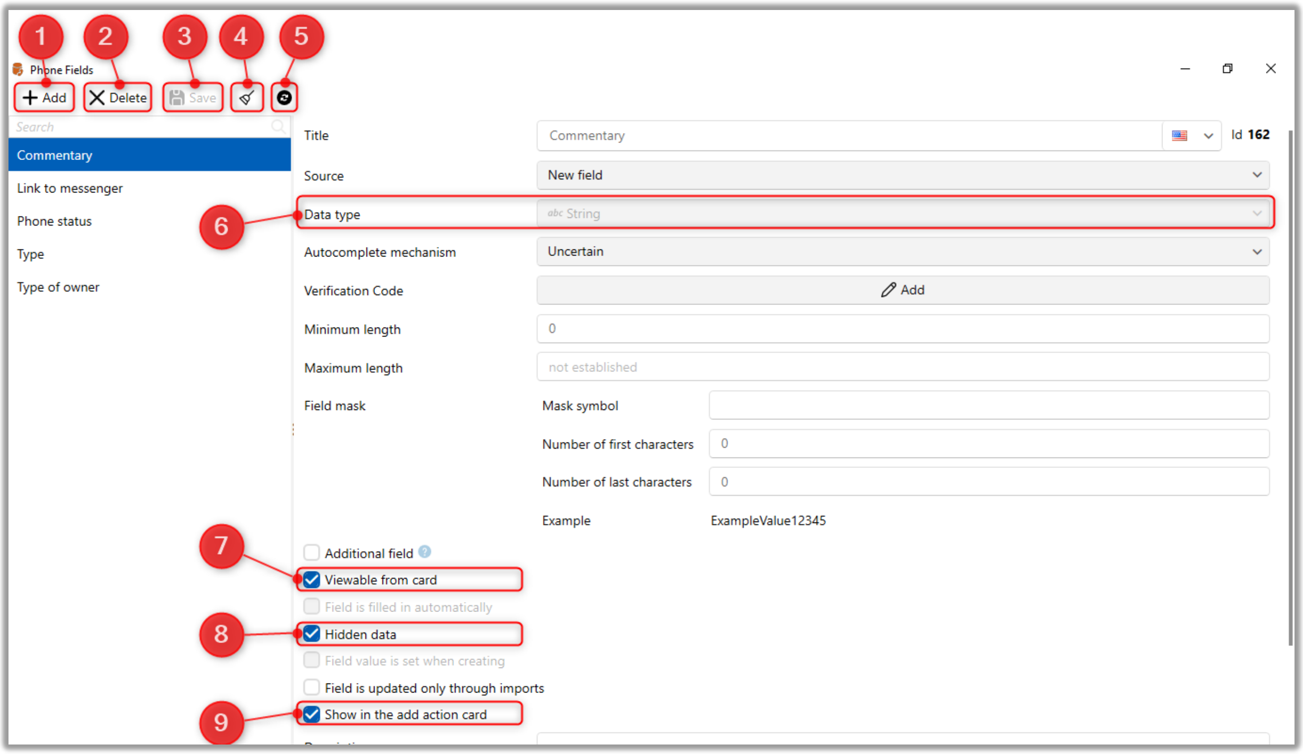
The [Contact information] functionality allows users to create custom fields for phone numbers, addresses, emails, and links.

2.5.4.8.1 Phone fields

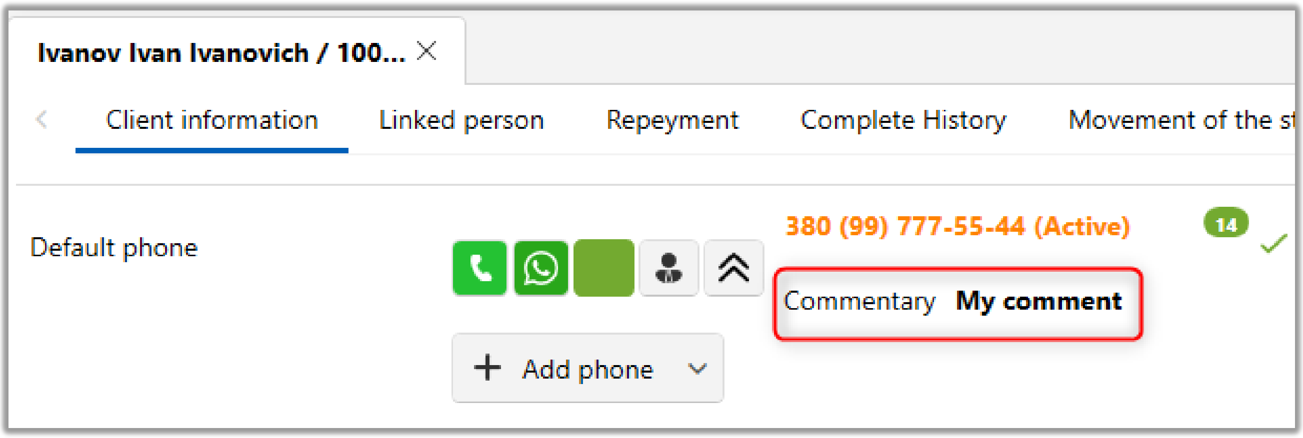
The [Phone fields] window is a list of phone fields with the ability to add, delete and customize them within the Delta M. CRM system. CRM. Phone fields are used in the system when working with strategies (sub-strategy with selected entity [Phone]), as well as additional information on phone numbers, which can be viewed in the client and loan card.



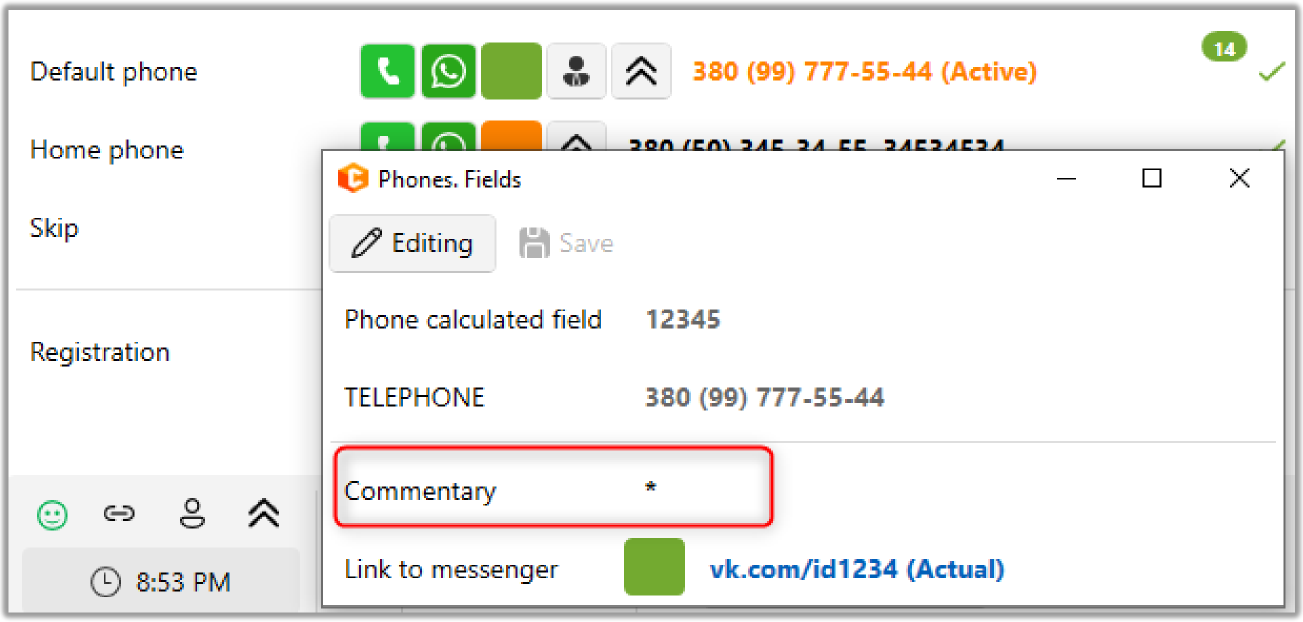
The following functions are available in the Phone Fields Setup window:



1. [Add] — creation of a new phone field.
2. [Delete] — delete the selected item.
3. [Save] — apply the entered settings.
4. [Clear selection] — deselect the item.
5. [Refresh data] — update the data in the phone fields settings window.
6. [Data type] — select the type of data in the field. The selected type affects the format of the field in the entity card, for example, if the field type [Link] has been selected, the user will be able to navigate to it from the loan card of the customer. The data type cannot be changed once the field has been saved.
7. [Viewable from card] — data from this field will be displayed as additional information with the phone number in the loan and client card.



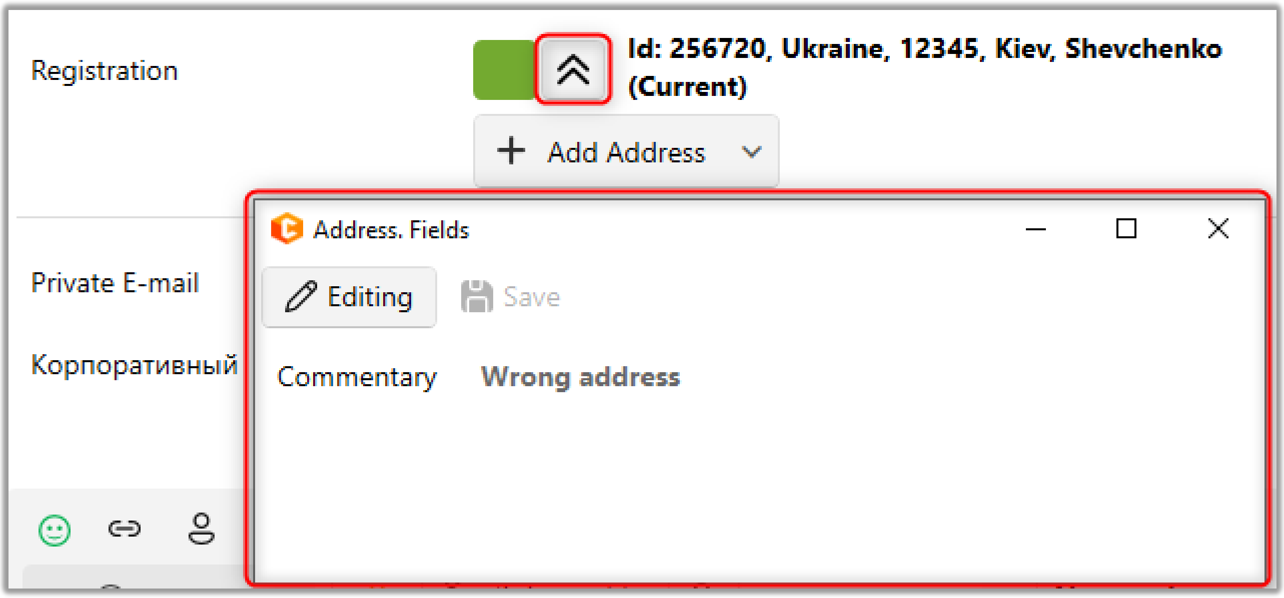
8. [Hidden data] — data from this field will be hidden and will be displayed as symbols [*]. Access to viewing of such information will be only through editing.



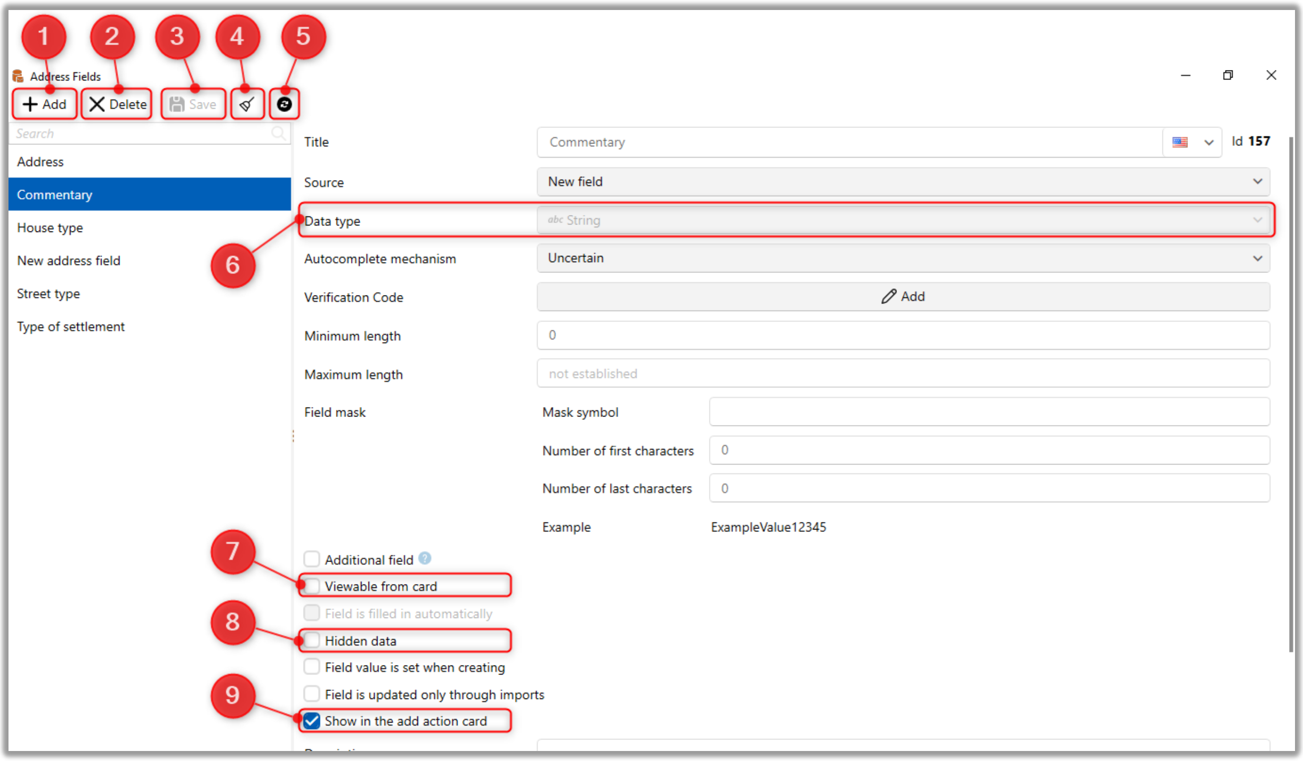
9. [Show in the add action card] — data from the phone field, if it is filled in, will be displayed next to the phone number in the action add card when an automatic call is made. As a result of the action, the [Phone selection] nested data must be set.

2.5.4.8.2 Address fields

The [Address Fields] window is a list of address fields that can be added, deleted and customized within the Delta M. CRM system. CRM. Address fields are used in the system as additional information on entered addresses, which can be viewed in the client and loan card.



The following functions are available in the Address Fields Setup window:



1. [Add] — creation of a new address field.
2. [Delete] — deletion of the selected item.

[Save] — apply the entered settings.

3. [Clear selection] — deselect the item.

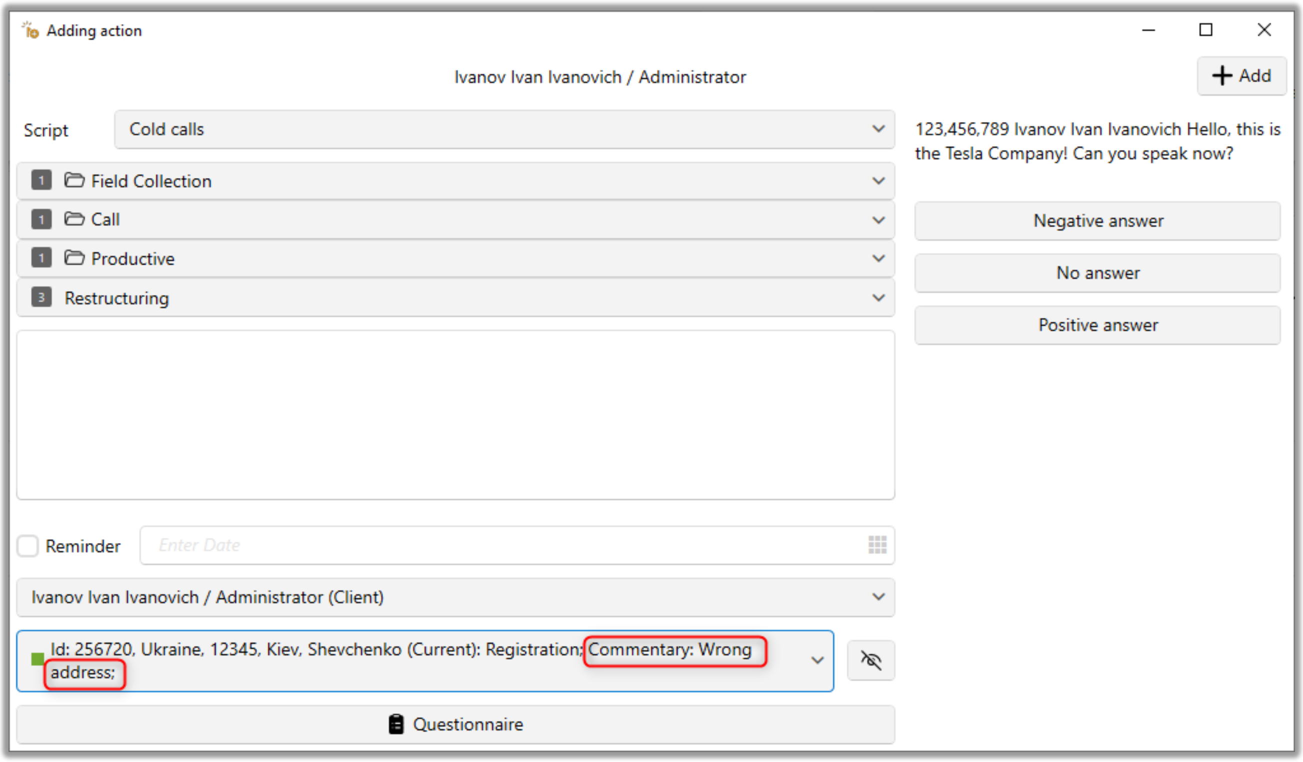
4. [Refresh data] — update the data in the address fields settings window.

5. [Data type] — select the type of data in the field. The selected type affects the format of the field in the entity card, for example, if the field type [Link] has been selected, the user will be able to navigate to it from the loan or customer card. The data type cannot be changed once the field has been saved.

6. [Viewable from card] — data from this field will be displayed as additional information with the address in the loan and client card.

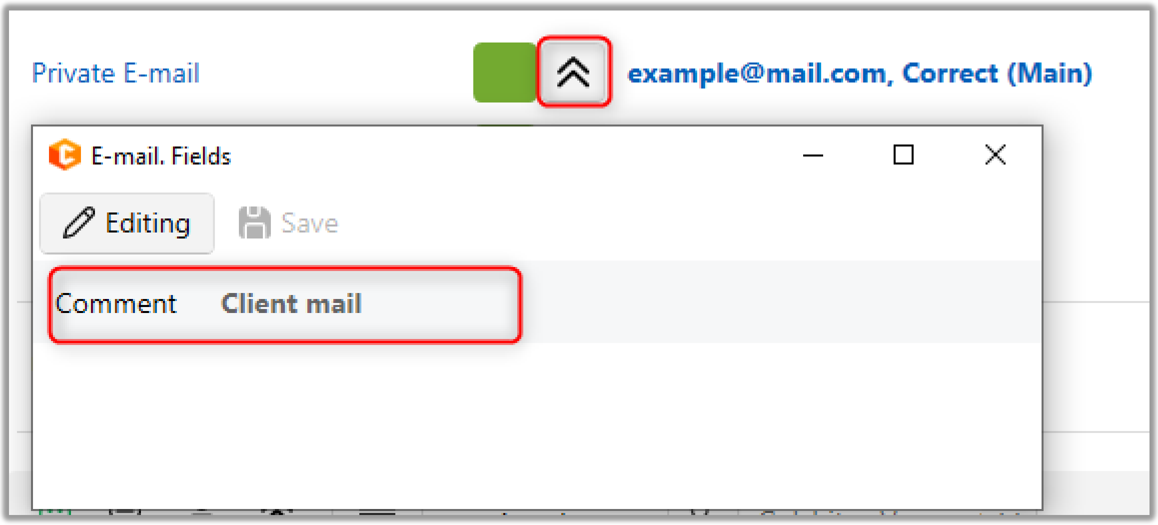
7. [Hidden data] — data from this field will be hidden and displayed as symbols [*]. To view the information contained in the field, click on it.

8. [Display in action addition card] — data from the address field, if it is filled in, will be displayed when selecting an address in the action addition (as a result of the action, the [Address selection] nested data must be set).

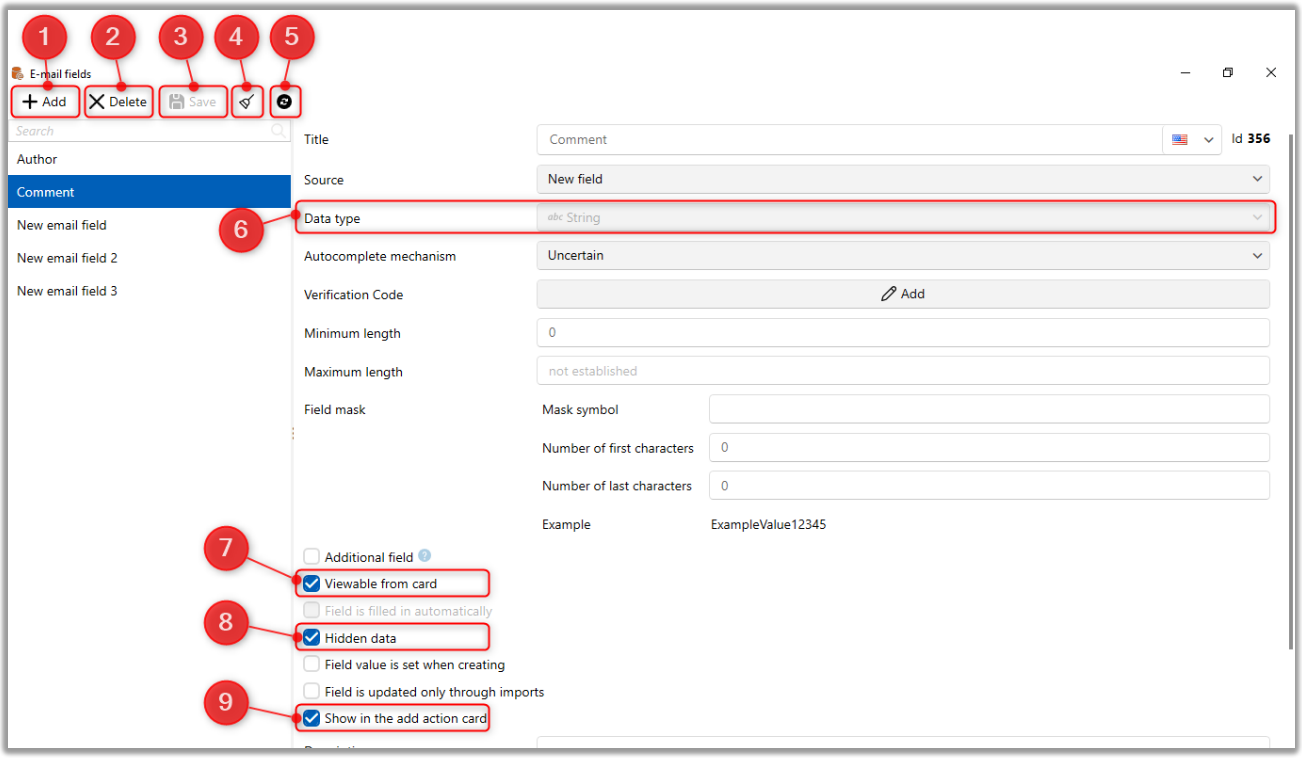


2.5.4.8.3 E-mail fields

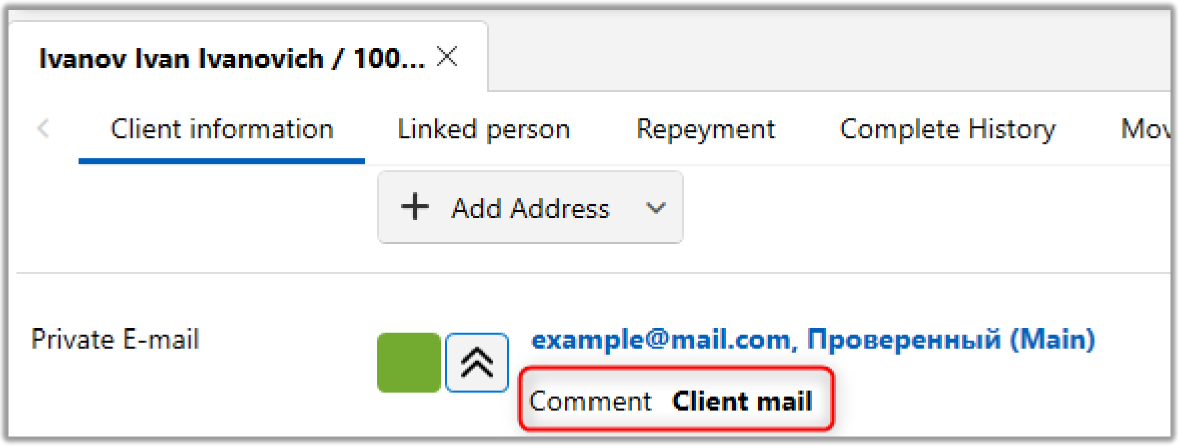
In the [E-mail fields] window e-mail fields are created, which can be used when working with clients' e-mail. E-mail fields are used in the system when working with strategies (sub-strategy with selected entity [E-mail]), and also as additional e-mail information, which can be viewed in the client and loan card.



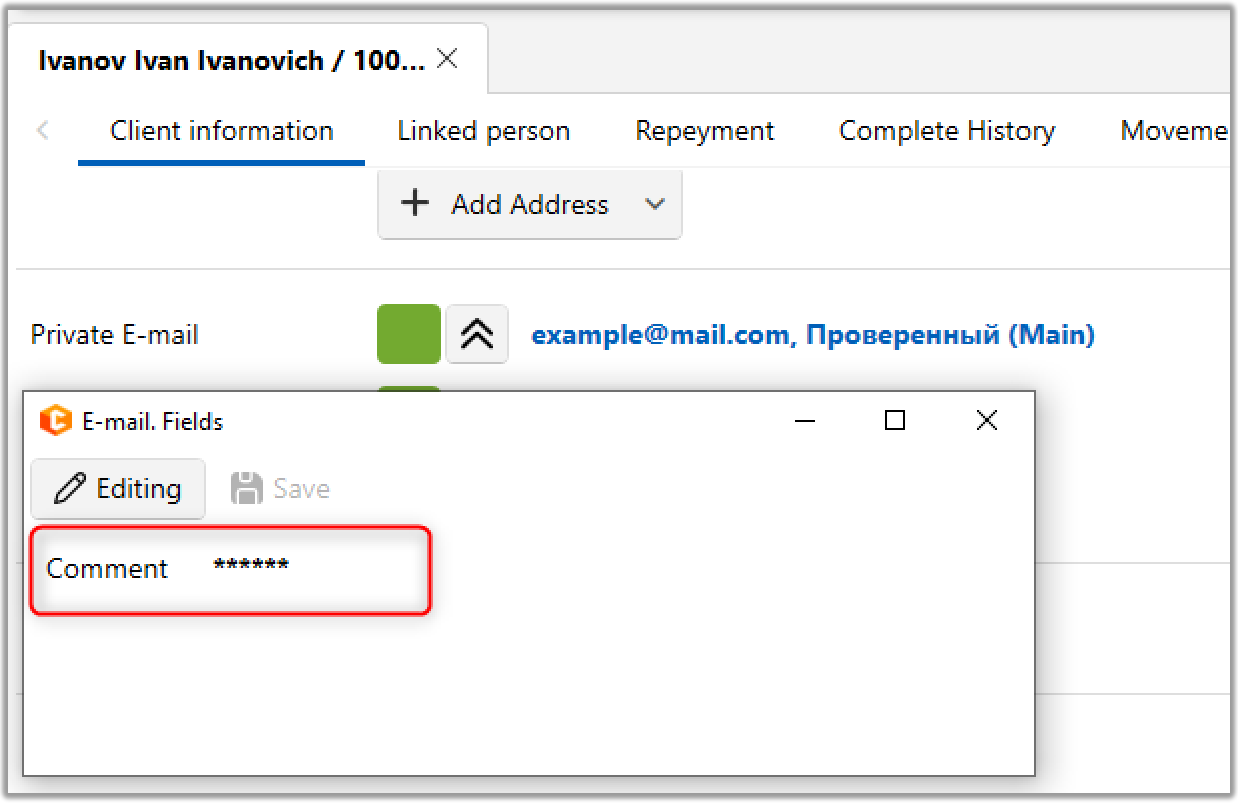
The following options are available in the e-mail field customization window:



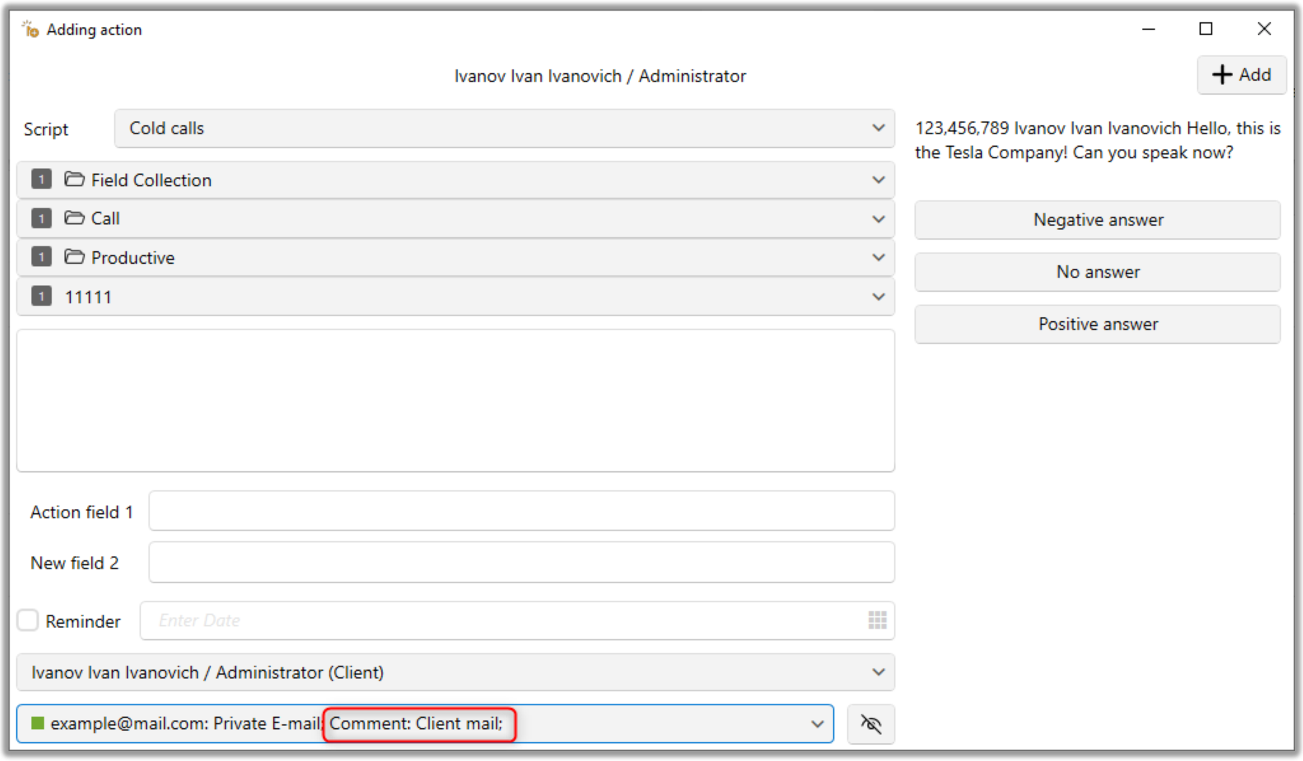
1. [Add] — creation of a new e-mail field.
2. [Delete] — delete the selected item.
3. [Save] — apply the entered settings.
4. [Clear selection] — deselect the item.
5. [Refresh data] — update the data in the e-mail fields settings window.
6. [Data type] — select the type of data in the field. The selected type affects the format of the field in the entity card, for example, if the field type [Link] was selected, the user will be able to navigate through it from the loan card of the customer. The data type cannot be changed after saving the field.
7. [Viewable from card] — data from this field will be displayed as additional information with the email address in the loan and customer card.



8. [Hidden data] — data from this field will be hidden and displayed as symbols [*]. To view the information contained in the field, click on it.

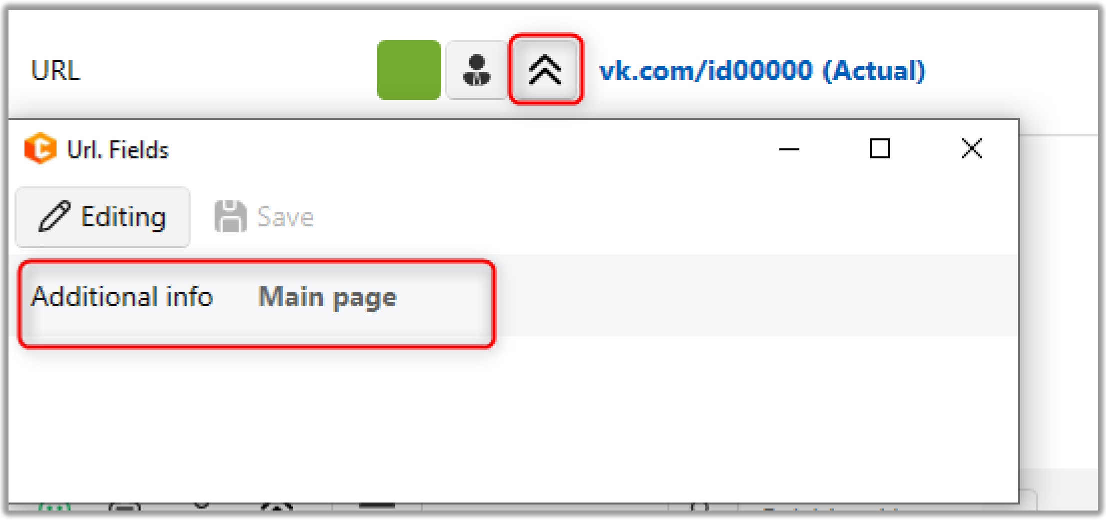


9. [Display in action addition card] — data from e-mail field, if it is filled in, will be displayed when selecting e-mail address in action addition (the [Select e-mail] attachment must be set as a result of the action).

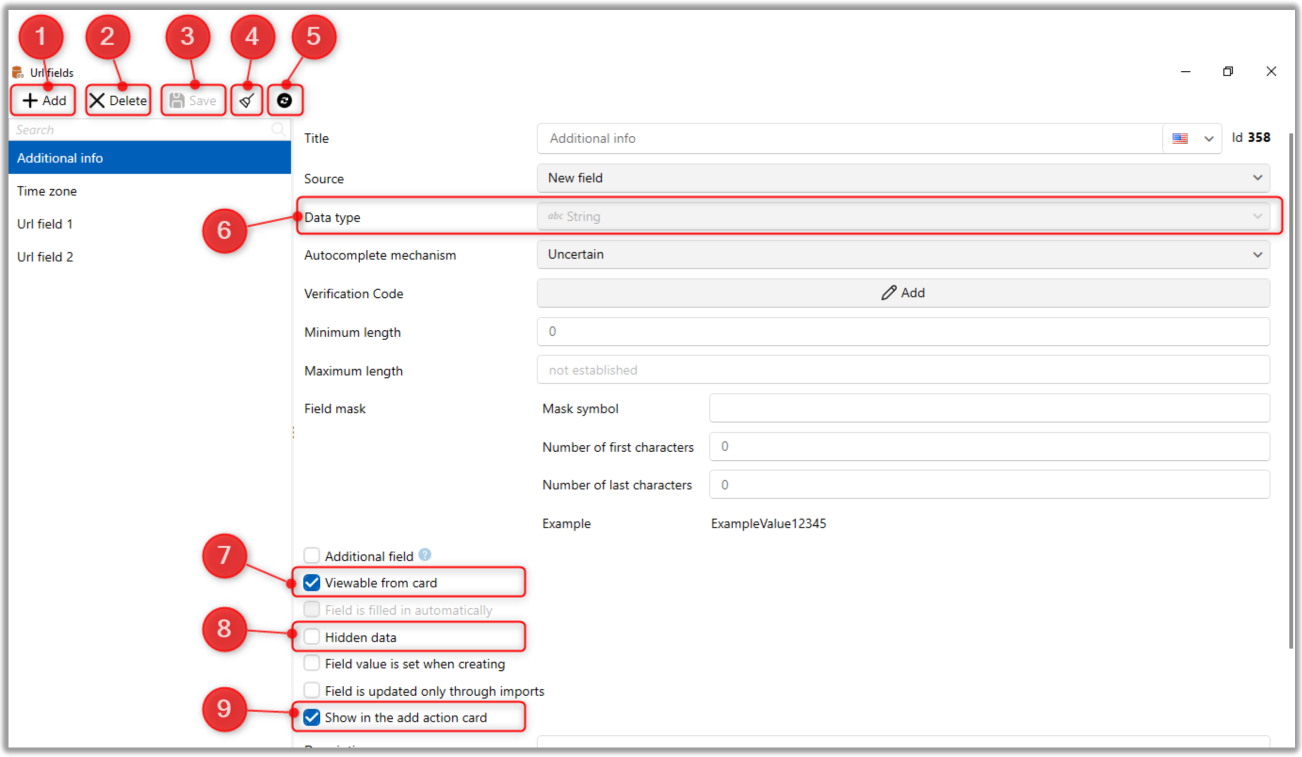


2.5.4.8.4 Url fields

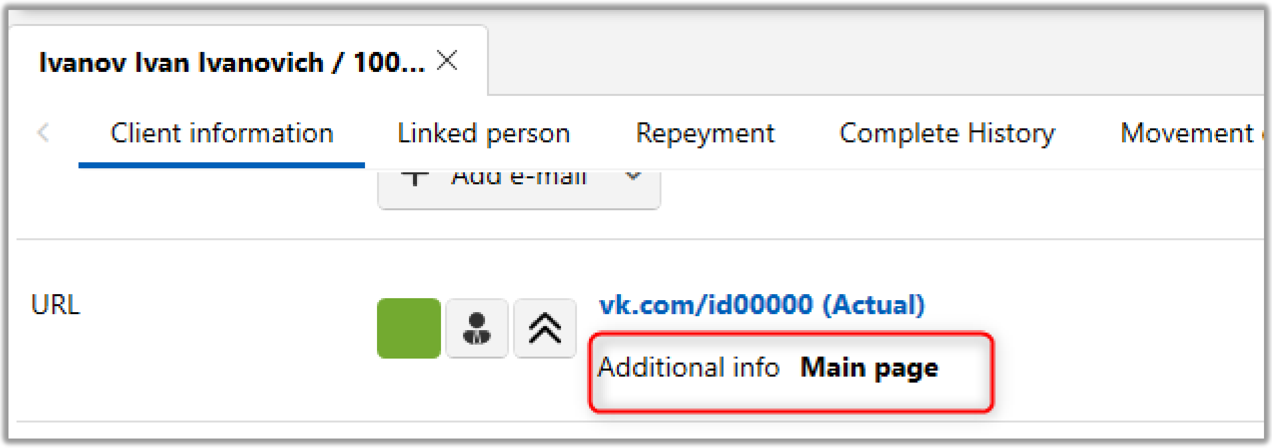
The [Link Fields] window is a list of web link fields with the ability to add, delete and customize them within the Delta M. CRM system. CRM. Link fields are used in the system as additional information for web links, which can be viewed in the client and loan card.



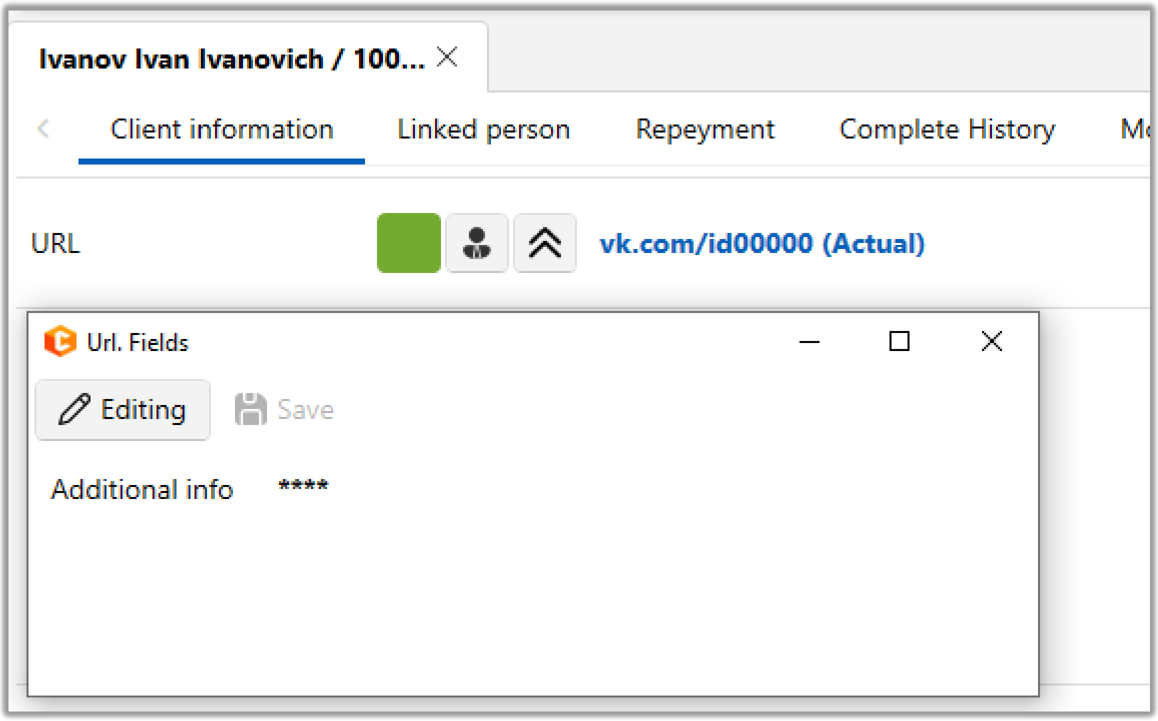
The following functions are available in the Reference Fields Customization window:



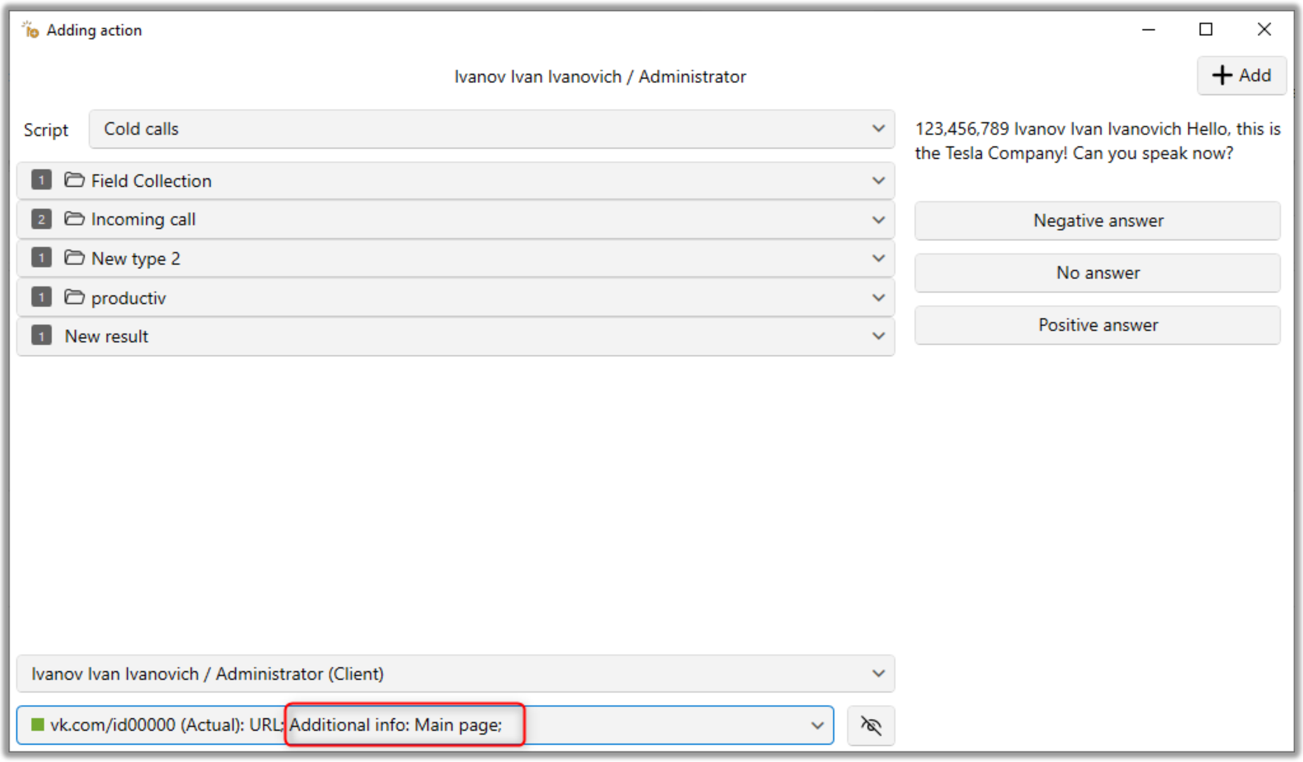
1. [Add] — creation of a new reference field.
2. [Delete] — deletion of the selected item.
3. [Save] — apply the settings.
4. [Clear selection] — deselect the item.
5. [Refresh data] — update the data in the web links fields settings window.
6. [Data type] — select the type of data in the field. The selected type affects the format of the field in the entity card, for example, if the [Link] field type was selected, the user will be able to navigate through it from the loan card of the customer. The data type cannot be changed once the field has been saved.
7. [Viewable from card] — data from this field will be displayed as additional information with web link in the loan and client card.



8. [Hidden data] — data from this field will be hidden (will be displayed as symbols). Access to viewing of such information will be only through editing.



9. [Show in the add action card] — data from the link field, if it is filled in, will be displayed when selecting a web link in the action add (as a result of the action, nested data with the [Link Selection] type must be set).

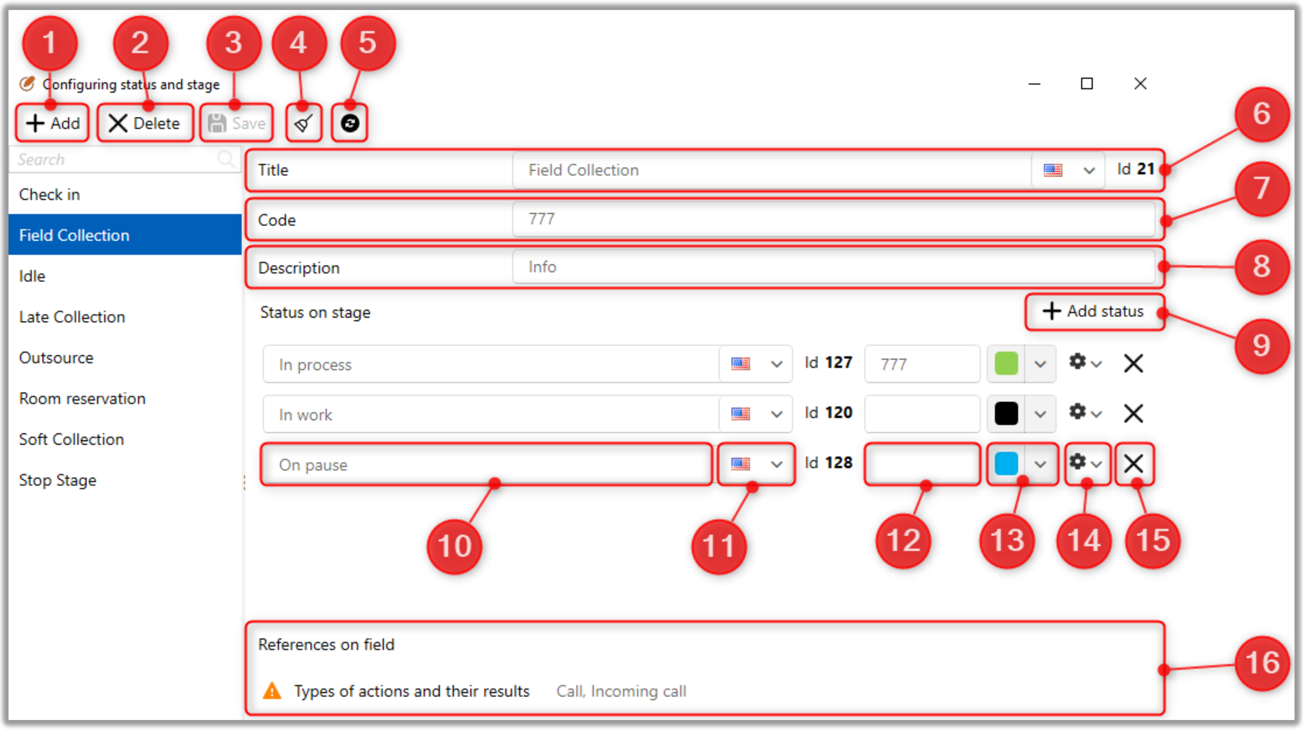


2.5.4.9 Stages and Statuses

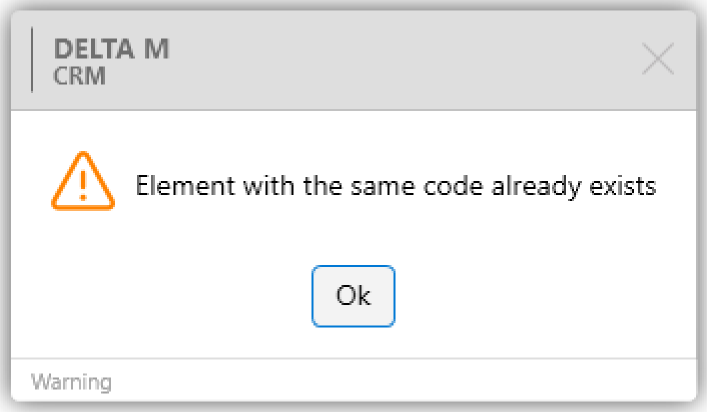
In the [Configuring Program Statuses and Stages] window, you add stages and statuses that are used when configuring the business logic in the Delta M. CRM.

Stages represent the various phases of the customer life cycle through which the customer is progressing, and statuses reflect the processing of the customer at a particular step. For example, in debt collection, a customer may go through several stages, starting with pre—trial activities and, if necessary, moving to litigation. Each stage has its own set of statuses that reflect the client's state at this stage.

The following functions are available in the program statuses and stages setting window:



1. [Add] — create a new stage.
2. [Delete] — delete the selected step.
3. [Save] — apply the settings you have made.
4. [Clear selection] — deselect the item.
5. [Refresh data] — update the data in the window of setting the statuses and program stages.
6. [Name] — enter a name for the stage with the possibility to specify the name in several languages (when changing the system language). The stage id is also displayed (after saving it).
7. [Code] — assign a unique numeric code for the selected status, which can be used for interaction with external systems via API or plugin. The code assigned to the stage must be unique. Otherwise, a corresponding warning will be displayed to the user, and an additional numeric index will be automatically added to the entered code.



8. [Description] — enter description for the stage, which will be displayed as a tooltip when customizing projects.

9. [Add Status] — add a new status for the selected stage.

10. Enter the name of the added status of the stage.

11. Multilanguage function, which allows you to set the name for the selected status in several languages.

12. [Code] — field for entering a numeric unique code for the selected stage, which can then be used to interact with external systems via API.

13. Select the color for the stage status (black color is selected by default).

14. Option to set the selected status as default for this stage. If there are no statuses for which the [default] checkbox is set, then when creating a loan with the selected stage, the status that is first in the list is selected for it.

15. Deleting a selected stage status. When trying to delete a status that is used in the system, the user will get an error indicating the entities for which this status is set.

16. [Field references] — this block displays the list of modules that use this field in their work. It will also display detailed information about where these modules use this step and the number of elements involved, broken down by steps (entity cards, etc.). The field will not be available for deletion if it is used somewhere. If you cancel the use of the field by these modules, it will become available for deletion.

2.6 Diagnostics and Macros

The [Diagnostics and Macros] tab provides the user with tools for working with entity processing algorithms and entity diagnostics.

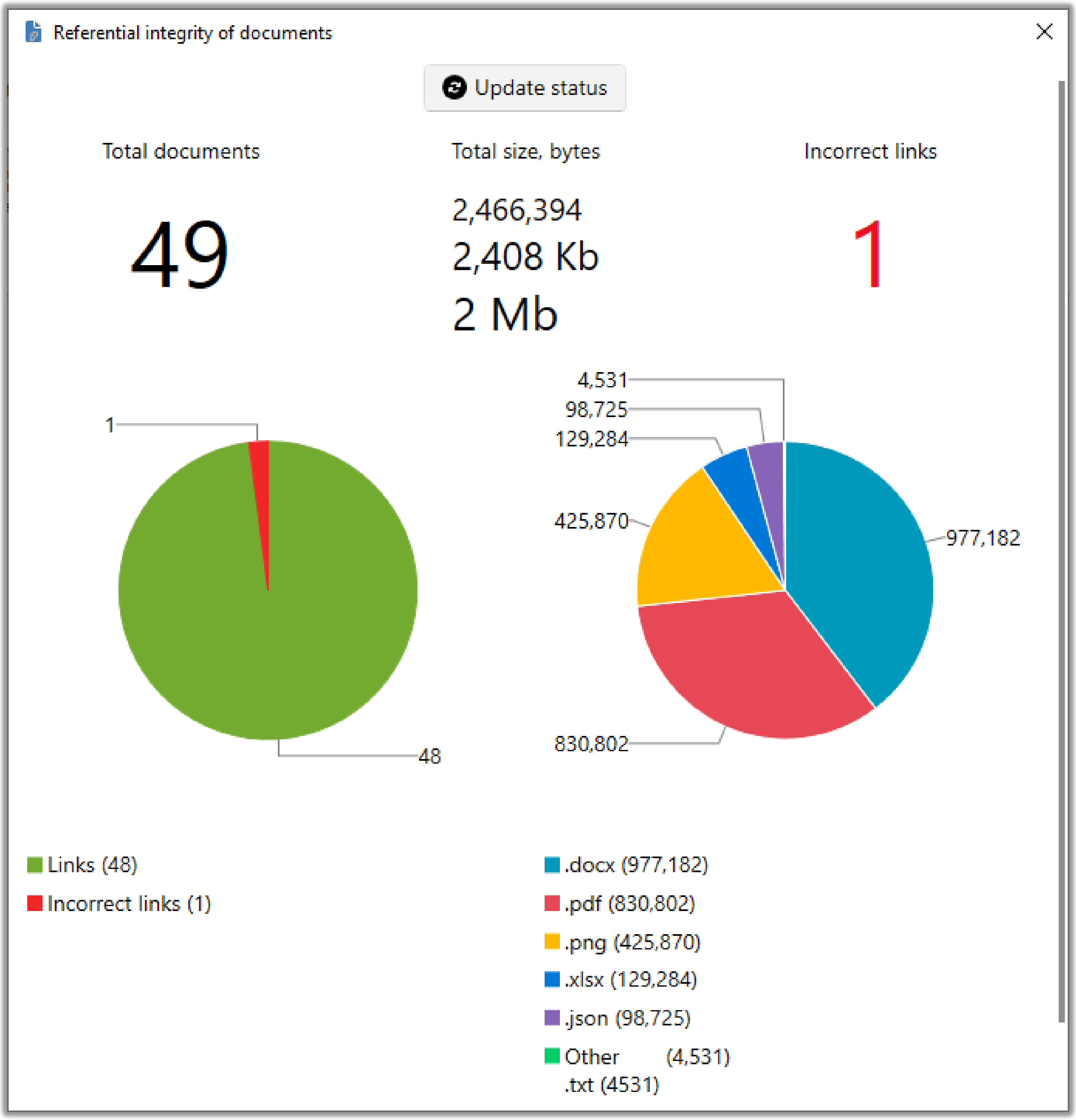
2.6.1 System Diagnostics

The [System Diagnostics] module provides the user with access to diagnostic tools.

2.6.1.1 Attachments

This functionality allows you to track and remove invalid references to attached document files, which are displayed on the special [Documents] insert in the entity card. For example, if the document files have been moved, deleted on the server or the file path has been changed in WPF Server settings. If you try to view a document that has an invalid link, the system will generate a [This document was not found] error. A link is an entry on a special [Documents] insert with information about the location of the attached document.

The [Document Link Integrity] window displays the total number of documents in the system, the amount of memory they occupy (in bytes, kilobytes, megabytes), and the number of documents with invalid links. The document statistics are also presented in the form of two pie charts. The first diagram shows the ratio of the number of links to the number of incorrect links, and the second diagram shows the number of documents in a certain format (.docx, .pdf, etc.) from their total number.



The following functions are available in this window:

[Update Status] — updates the displayed information on the links in the [Document Link Integrity] window.

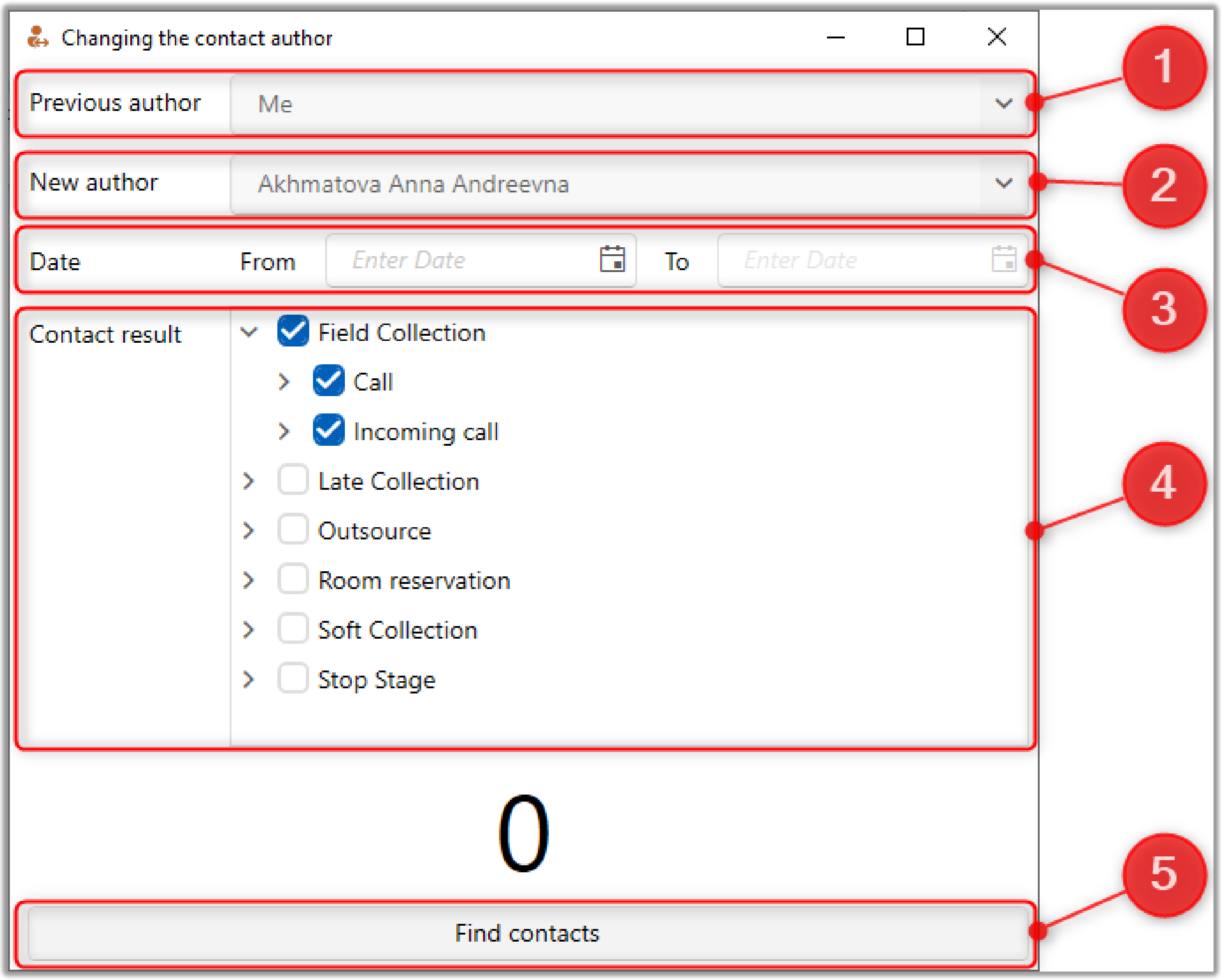
[Delete incorrect links] — all links to attached documents that do not have a corresponding file to view will be deleted in all entity cards.

2.6.2 Macros

The Macros module allows you to customize the algorithm of actions when working with contacts, payments, clients, loans and documents.

2.6.2.1 Change the contact author

The functionality is designed to change the author of a certain type of contact within a specified period of time. When you click the [Change the contact author] button, a window opens with the following settings:



1. [Previous Author] — select the current author of the contact;

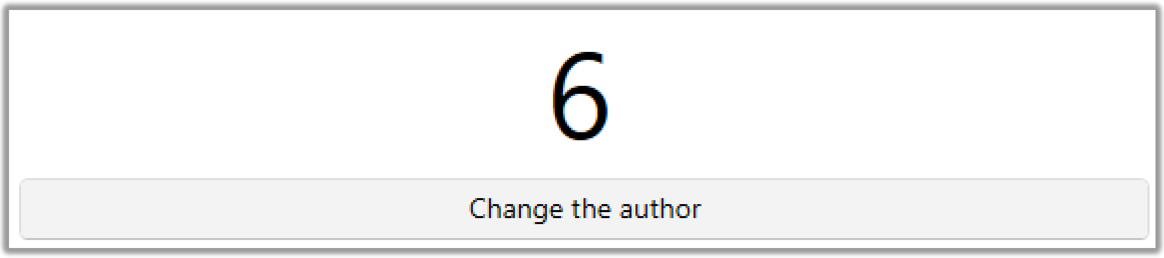
2. [New Author] — select the new contact author you want to set;

3. [Date] — select the contact date period for which you want to make changes;

4. [Contact Result] — select the result of the contact for which you want to change the author.

5. [Find Contacts] – start search for contacts by specified parameters.

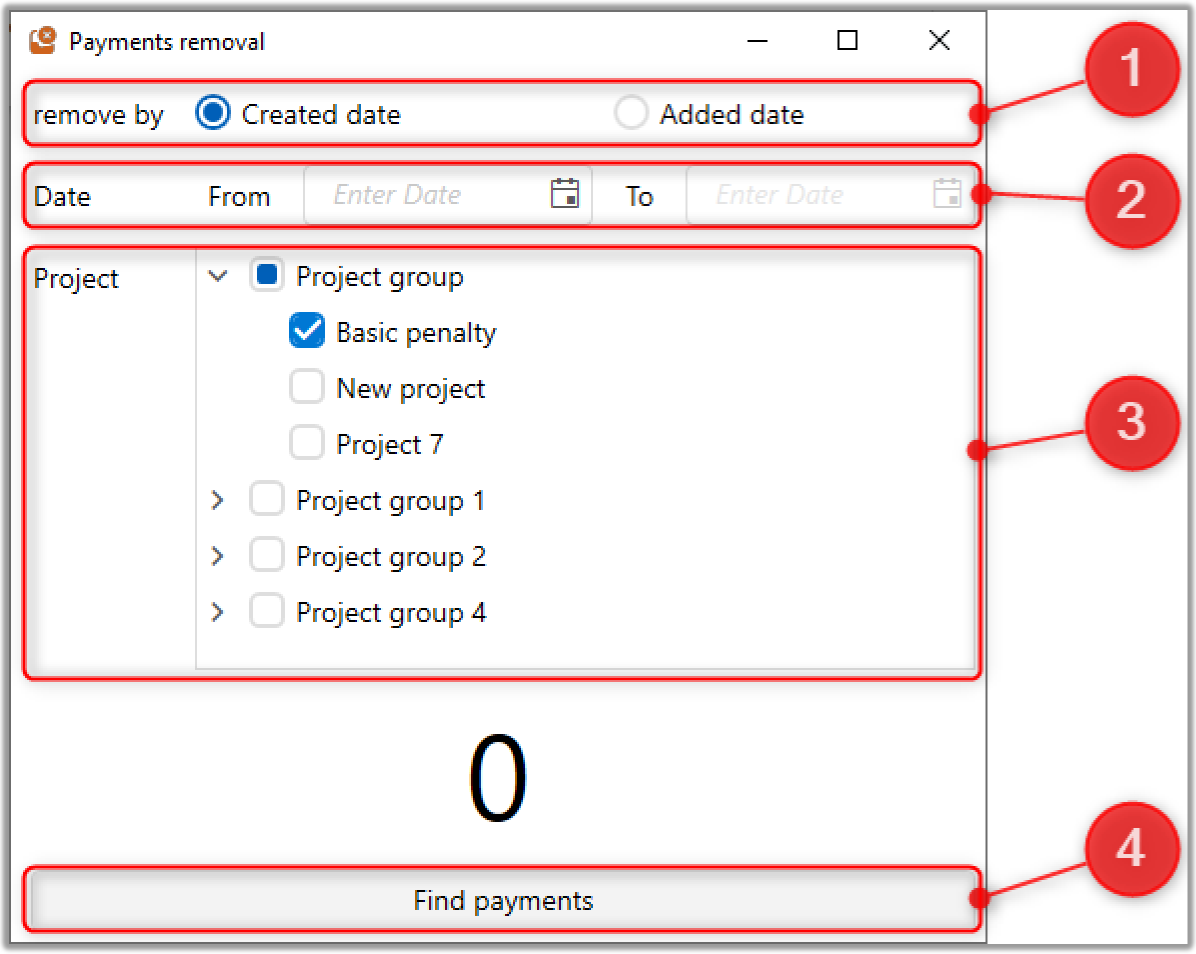
If the search results are not null, the [Find contacts] button changes to [Change the author] with the found contacts counter displayed above it, clicking which will change the authors for the contacts found by the specified parameters.



After pressing it, the user will be notified that the contact author has been successfully changed.

2.6.2.2 Payment removal

The functionality is designed to delete Payments depending on the date of Payment or the date of filling in the database, within a set period of time on a certain project. The following settings are available for deleting Payments:



1. [Remove by] — select the required parameter, by which Payments will be deleted:

- [Created date] — repayments will be filtered by the date of repayment making;
- [Added date] — repayments will be filtered by the date of adding repayment to the system.

2. [Date] — select the date period within which Payments were loaded and for which you want to delete Payments;

3. [Project] — select projects in which you want to delete repayments;

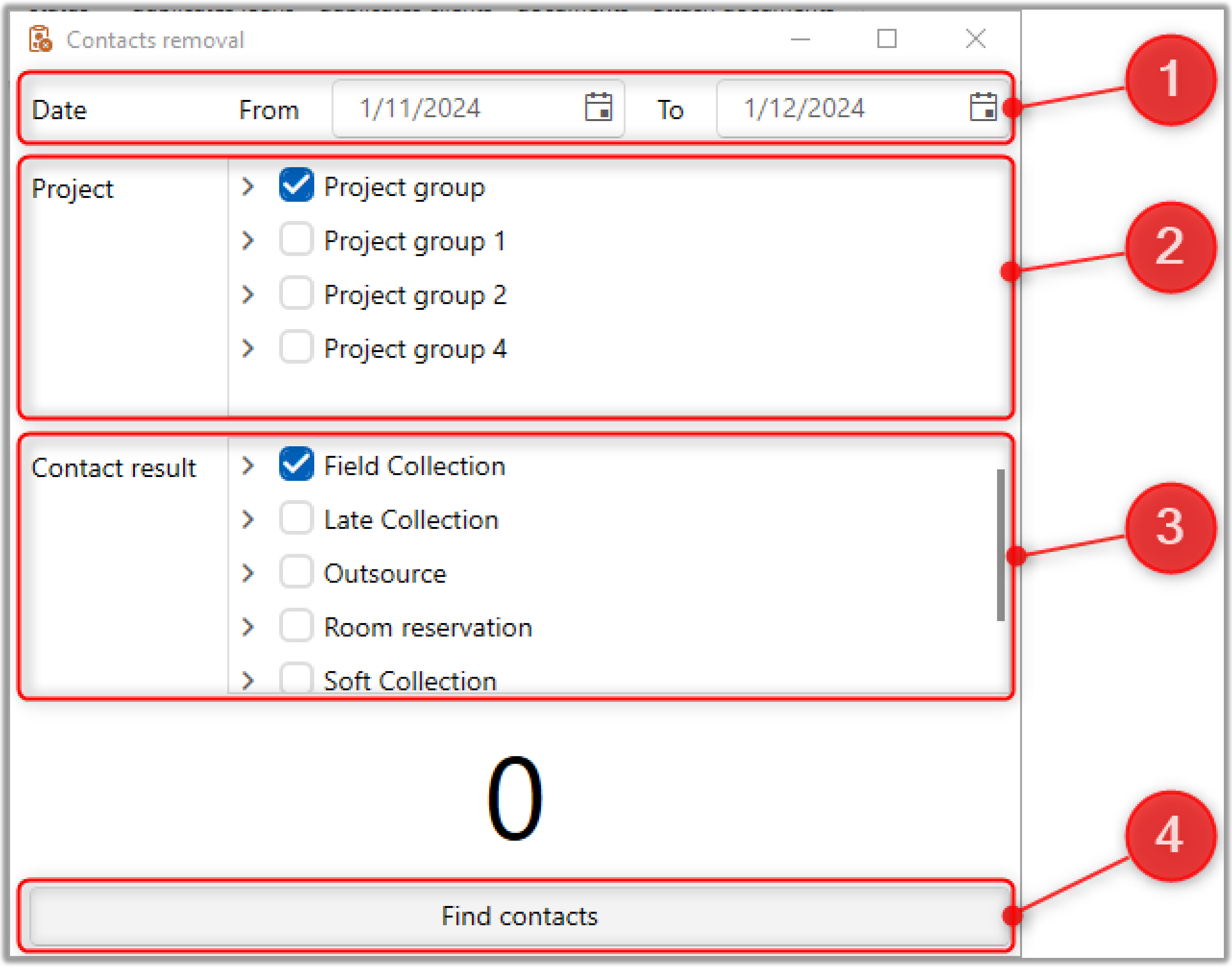
4. [Find payments] — the button to start searching for Payments by specified parameters. If the user has not entered all the necessary data for searching for repayments, a corresponding notification will be displayed.

If the search results are not zero, the [Find Payments] button changes to [Remove payments] with the counter of found Payments displayed above it, pressing which will delete the Payments found according to the specified parameters.

2.6.2.3 Contact removal

The functionality is intended for deleting contacts of a certain type within a specified period of time on a certain project.

The following settings are available when deleting contacts:



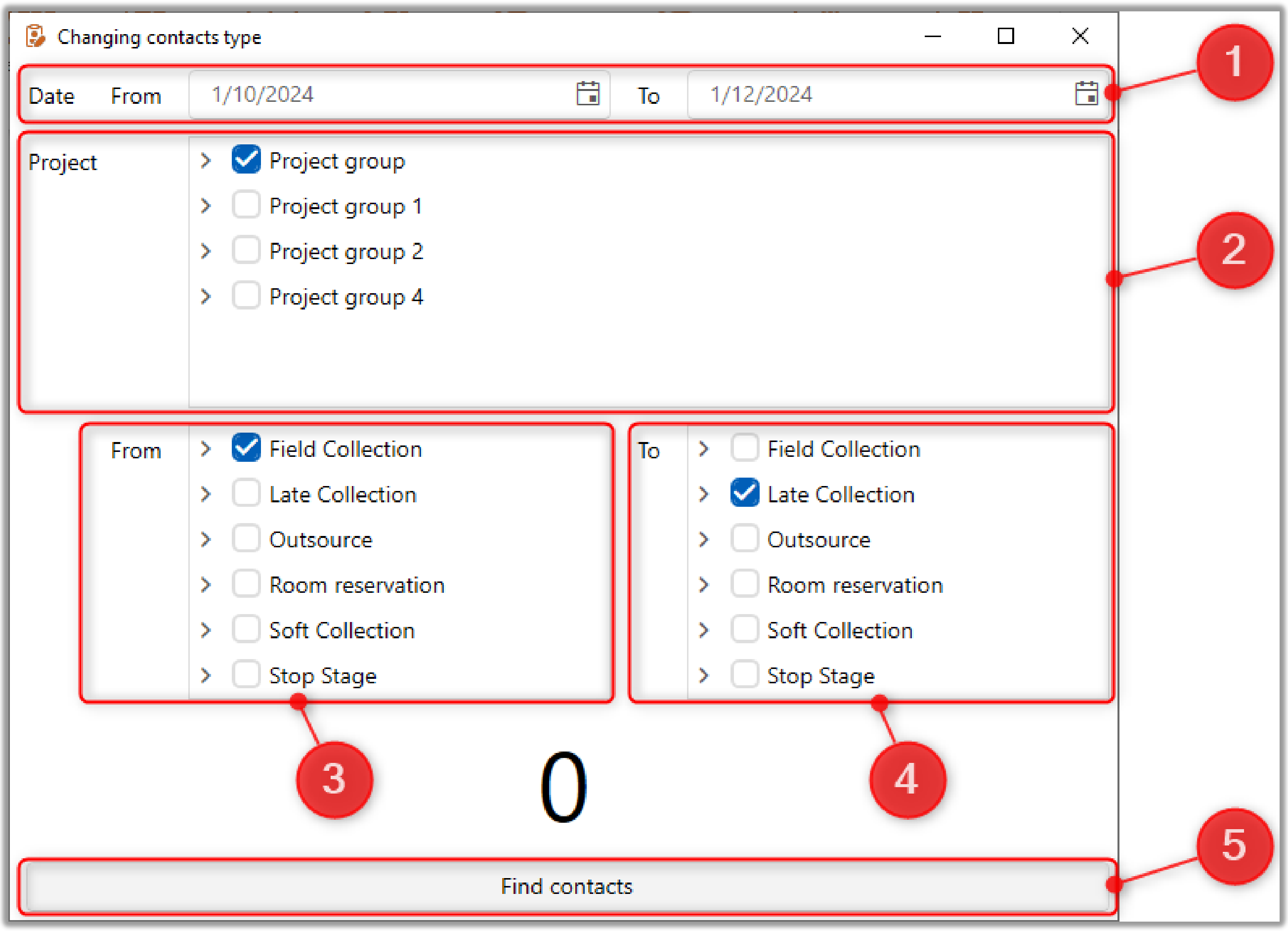
1. [Date] – set the period of dates of contacts to be deleted;
2. [Project] – select projects in which you want to find and delete contacts;
3. [Contact result] – select the results of contacts to be deleted;
4. [Find contacts] – start search for contacts to delete.

If the search results are not zero, the [Find contacts] button changes to [Delete contacts] with the counter of found contacts displayed above it, pressing which will delete the contacts found according to the specified parameters.

2.6.2.4 Change contacts type

The functionality is intended for changing the type of contact with a client within a specified date period.

The following parameters are available in the window of changing contact types:

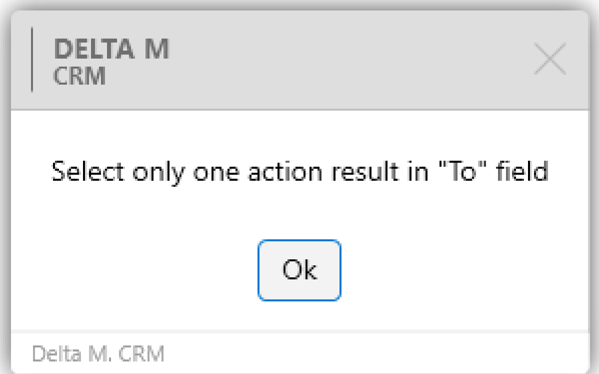


1. [Date] — set the period of dates, by which you want to change the type of contacts;

2. [Project] — mark the projects for which you want to change the type of contacts;

3. [From] — select the type of contact to be changed;

4. [To] — select the type of contact to be set. Only one action result can be selected, if the user tries to select more, he/she will be notified with a warning.



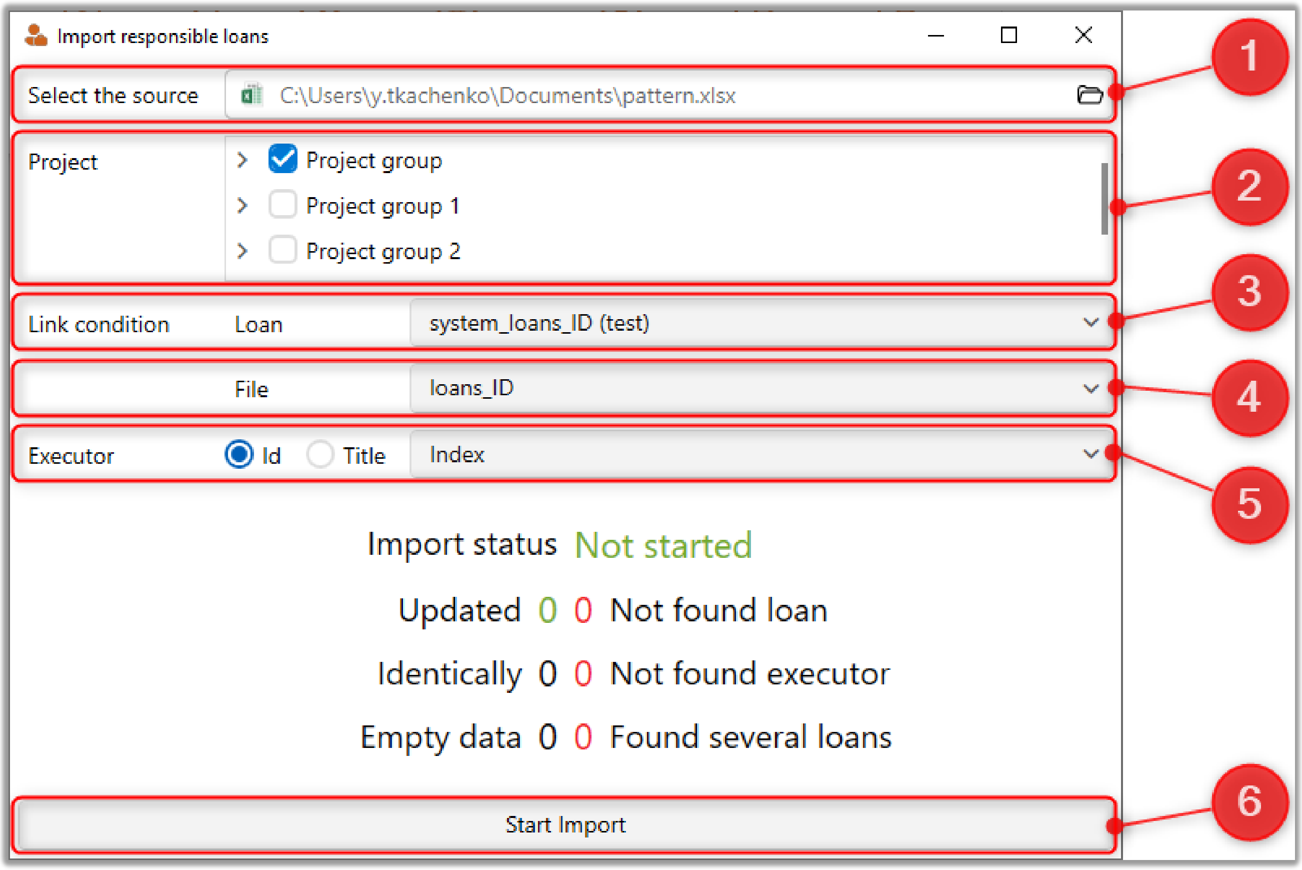
5. [Find contacts] — start searching for contacts.

If the search results are not zero, the [Find Contacts] button changes to [Transfer contacts] with the counter of found and ready to transfer contacts displayed above it, clicking which will transfer the contacts found according to the specified parameters.

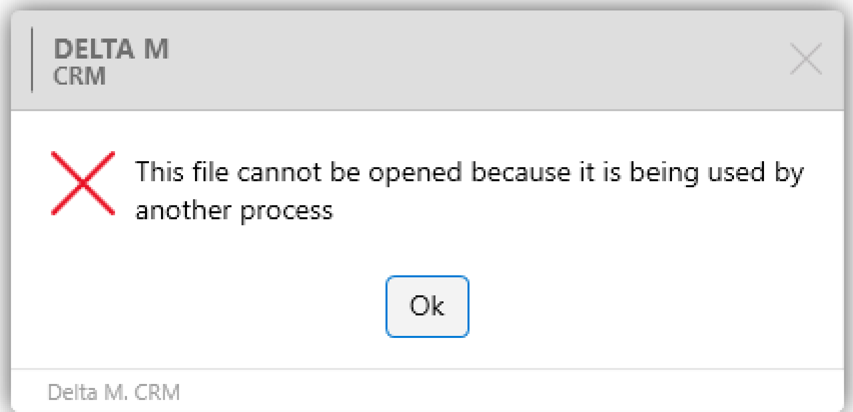
2.6.2.5 Attaching responsible

The functionality is intended for importing responsible persons for loans from an Excel file.

The following parameters are available in the window of importing the persons responsible for loans:



1. [Select the source] — specify the location with Excel file to perform import of responsible persons. Before adding the file, it must be saved and closed, otherwise a corresponding warning will be displayed.



2. [Project] — select the project for which the responsible persons are to be assigned.

3. [Loan] — set the system loan field as a sign of connection.

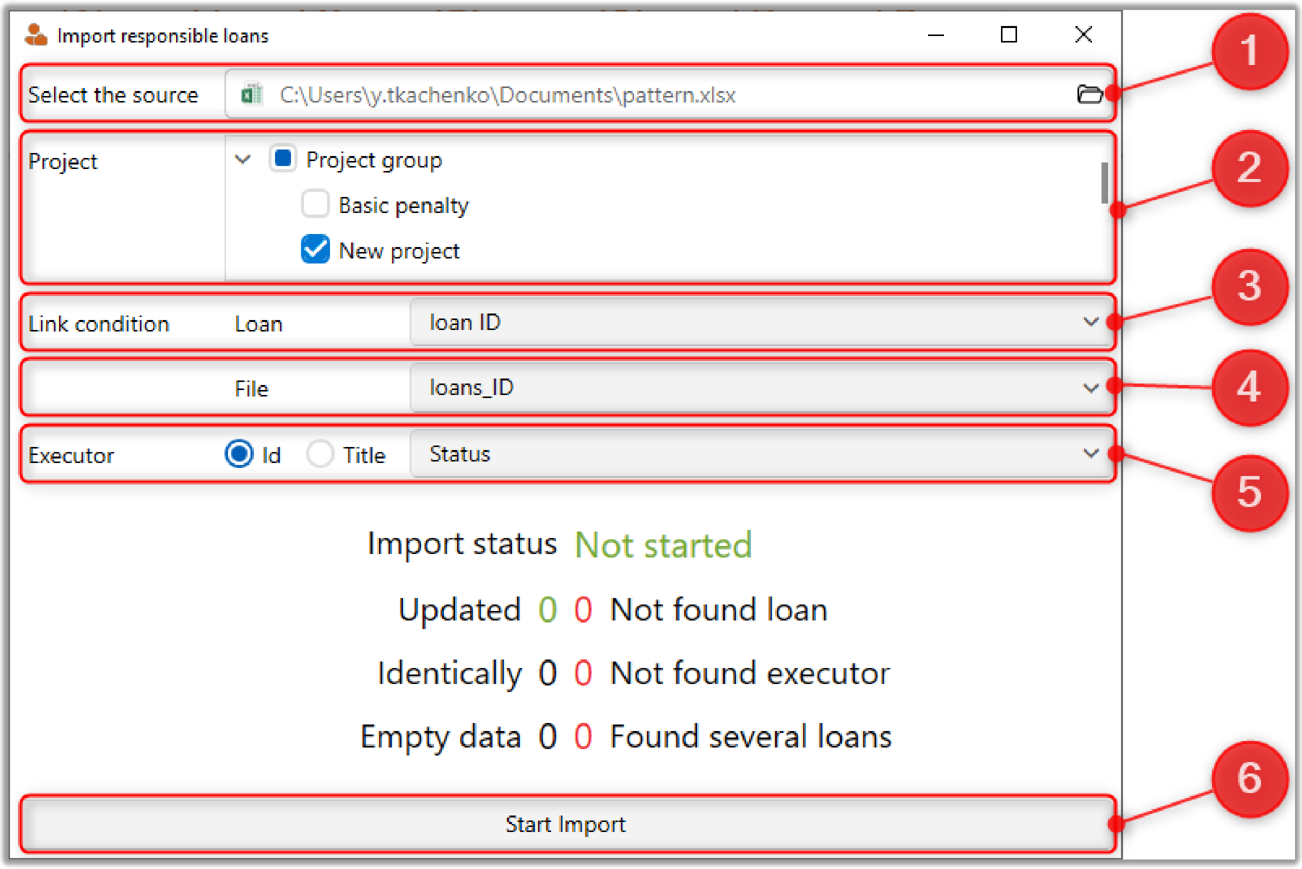
4. [File] — set the column header from the import file as a link attribute.

5. [Executor] Select the required parameter and the column header of the import file that contains the responsible person.

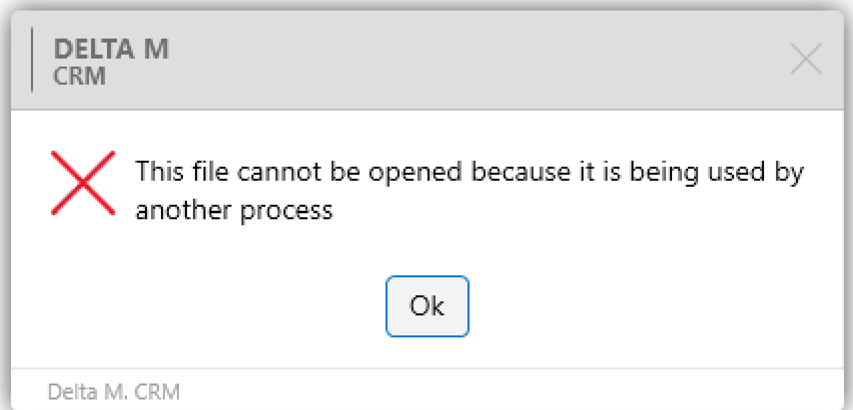
6. [Start import] — if all required fields are filled in, the [Start import] button will be displayed, by pressing which the import of responsible persons according to the specified parameters will be started.

2.6.2.6 Attaching status

This module allows you to import loan statuses from an Excel file, if the value of the selected field from the file matches the loan field. The following parameters are available in the import window of loan statuses:



1. [Select the source] — specify the location with Excel file to perform import of loan statuses. Before adding the file, it must be saved and closed, otherwise a corresponding warning will be displayed.



2. [Project] — select the project, for which you want to fix the statuses of loans.

3. [Loan] — set the loan field of the system as a linkage attribute.

4. [File] — set the column header from the import file as the linkage sign.

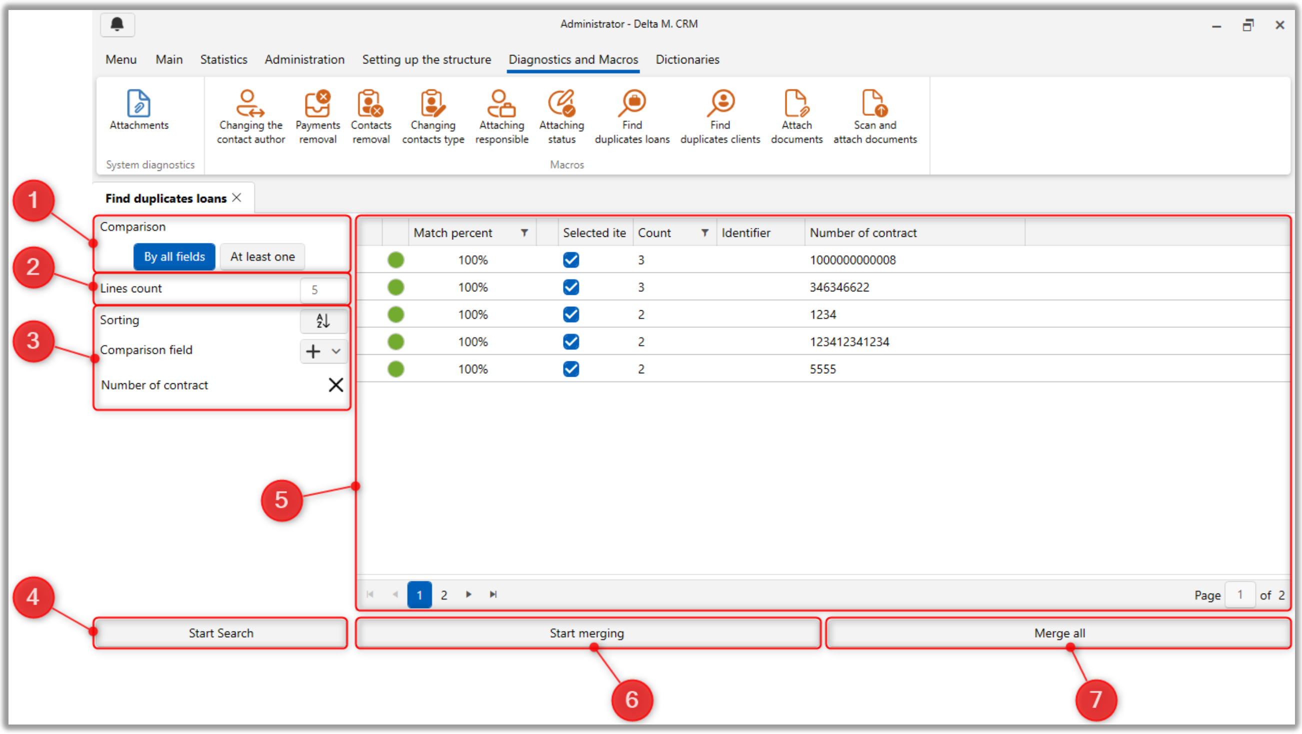
5. [Status] — selection of the column in the import file that contains the status of the loan in the form of id or name. If the [Name] checkbox is checked, it is possible to select the column in the import file with the id or name of the loan stage (since status names may coincide for different stages). You can view the id of the status and stage respectively in the [Stages and Statuses] module (more details in the section 2.5.4.12).

6. [Start import] — if all required fields are filled in, the button to start import is displayed, pressing it will start import of responsible data according to the specified parameters.

2.6.2.7 Find duplicates loans

The functionality is designed to search for duplicate loans in the system and their subsequent merging.

IMPORTANT: it is impossible to return loans to their original appearance after merging.



1. Selection of comparison type:

- [By all fields] — the loans that have matches by all selected fields will be found;
- [At least one] — loans will be found that have matches by at least one of the selected fields.

2. [Lines count] — set the number of displayed rows per page in search results.

3. [Match conditions] — selection of sorting (from greater to lesser and from lesser to greater) and fields, by which you want to search for a match in loan cards (empty fields are not considered).

4. [Start search] — start the search by the set parameters.

5. In the block of search results the table will be displayed, which contains the found cards with matches by the set parameters and their data. You can also use the checkboxes to mark the necessary loans for merging and set the card that will be considered as the main one for merging (if the cards to be merged have the same

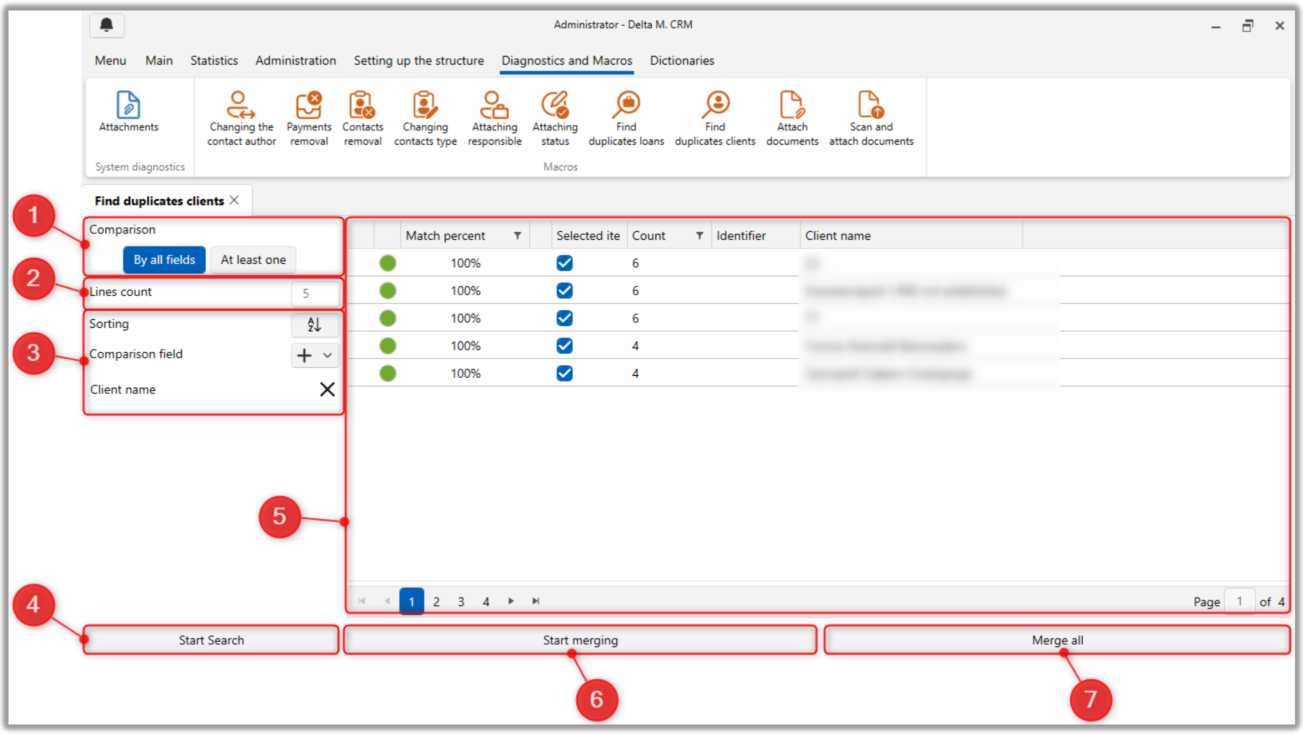
fields, but with different values, then this field will be filled with the value that is set in the main card).

6. [Start merging] — merge the marked client's cards in the search results.
7. [Merge all] — merge all found client cards.

2.6.2.8 Find duplicates clients

The functionality is designed to search for duplicate clients in the system and their subsequent merging.

IMPORTANT: client cards cannot be restored to their original appearance after merging.



1. Selecting the type of comparison:

- [By all fields] — clients that have matches for all selected fields will be found;

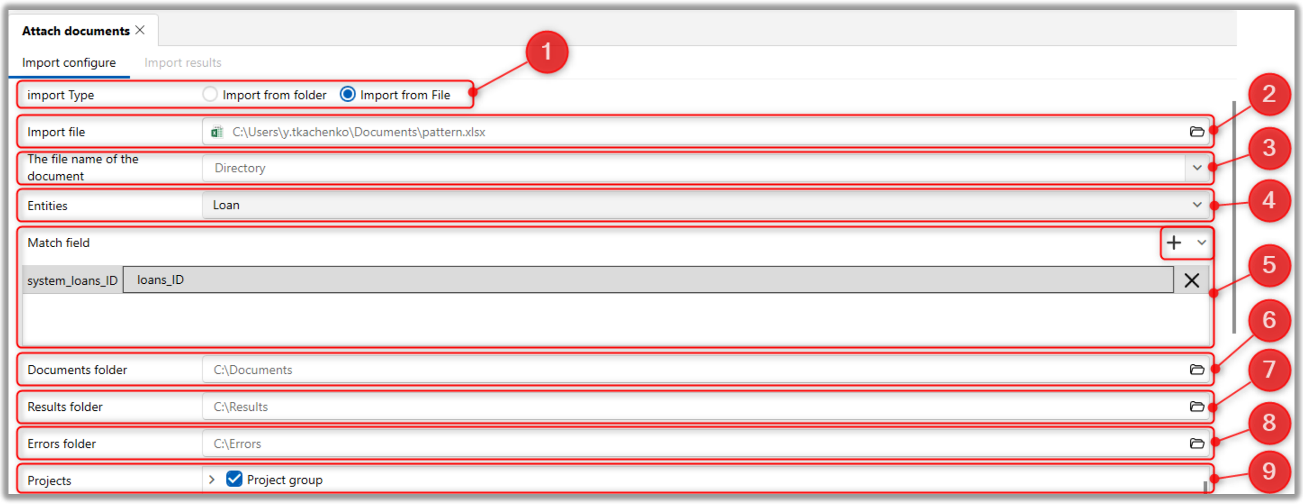
- [At least one] — clients that have matches by at least one of the selected fields will be found.

2. [Lines count] — sets the number of displayed rows per page in search results.
3. [Match conditions] — selection of sorting (from more to less and from less to more) and fields, by which you want to search for a match in client cards (empty fields are not considered).
4. [Start search] — start search by set parameters.
5. In the search results block, a table will be displayed that contains the found cards with matches according to the set parameters and their data. You can also use the checkboxes to mark the necessary client cards for merging and set the card that will be considered as the main card for merging. If the cards to be merged have the same fields, but with different values, then this field will be filled with the value that is set in the main card. If the field in the main card is empty (Null), then it will be filled with a non-empty value.
6. [Start merge] — merge marked client cards in search results.
7. [Merge all] — merge all found client cards.

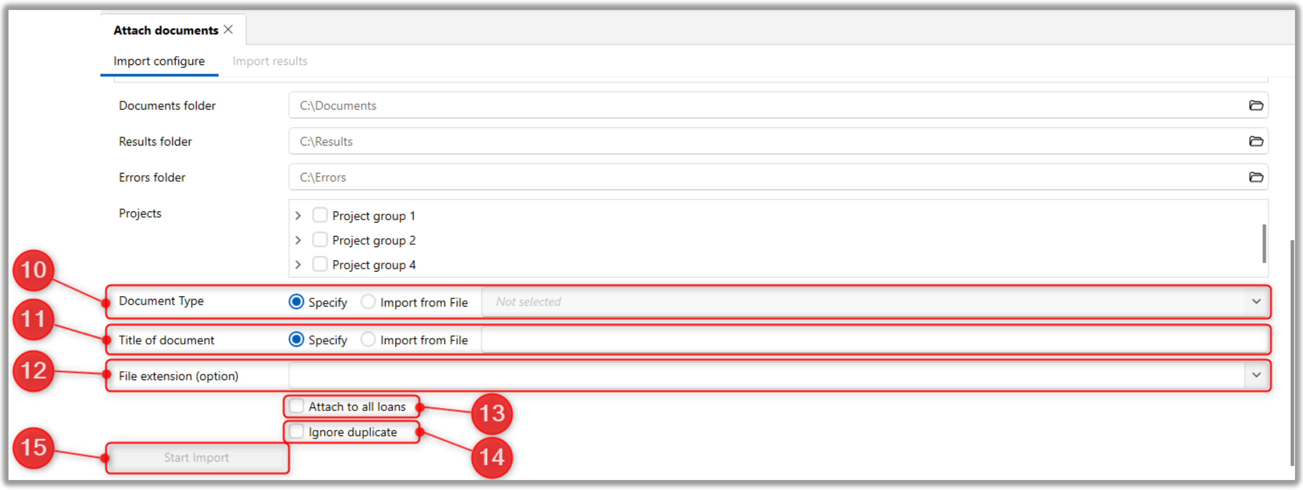
2.6.2.9 Attach documents

The system provides possibility of mass attachment of documents to loans (import of physical documents). The system also provides two types of import: import from folder, import from file.

[Import from file] — import of documents from a loaded file, where the following settings are available:



1. [Import type] — select the type of documents import into the system.
2. [Import file] — load the Excel file containing necessary information for importing.
3. [The file name of the document] — specify the column from the file containing the names of physical files (necessarily including file extensions) to be loaded into the system. There must not be repeated files with the same name and extension (otherwise the corresponding error will be displayed in the import results).
4. [Entity] — select an entity for attaching documents.
5. [Match field] — set the relation with the loan ([key]), using the button (+) the necessary fields are added. After that it is necessary to set the mapping between the loan field in CRM and the column from the file.
6. [Documents folder] — specify the path to the folder with documents, from where the program will take documents to attach to loans (only one folder can be selected).
7. [Results Folder] — specify the path to the CRM system folder (it is necessary to specify it as [X:\Documents\ClientsDocuments]).
8. [Error folder] — specify the path to any folder where the files, which were attached with an error, will be saved. Files from this folder are not deleted automatically, it must be cleared manually.
9. [Projects] — specify projects, to which loans files will be attached.



10. [Document type] — specify the document type manually for all imported files, or a column from the file where the document type will be specified;

11. [Title of document] — specify the column from the file, which contains the name of documents (documents will be imported into the system with this name), or specify the file name manually, which will be assigned to all import files;

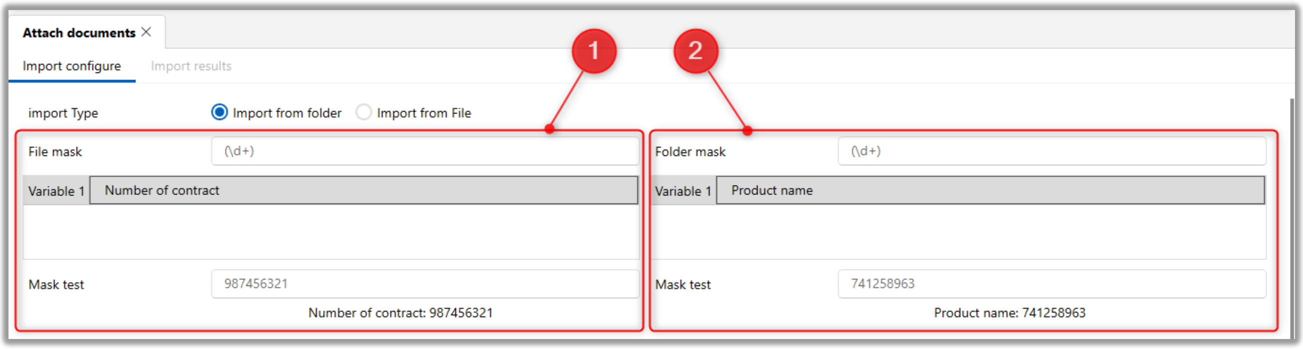
12. [File extensions (optional)] — specify the column in the file that contains the file extension, if necessary (for example: .pdf, .word, .txt, etc.);

13. [Attach to all loans] — the specified files will be attached to all loans that are specified in the Excel file.

14. [Ignore duplicates] — allow attaching a file even if a file with this name has already been attached to this loan.

15. [Start import] — button to activate the start of document import.

[Import documents from folder] has similar settings, except that the mapping files for the system are specified not using an Excel file, but using regular expressions in the [File Mask] and [Folder Mask] fields (for more information about regular expressions, see the resource regex101.com).



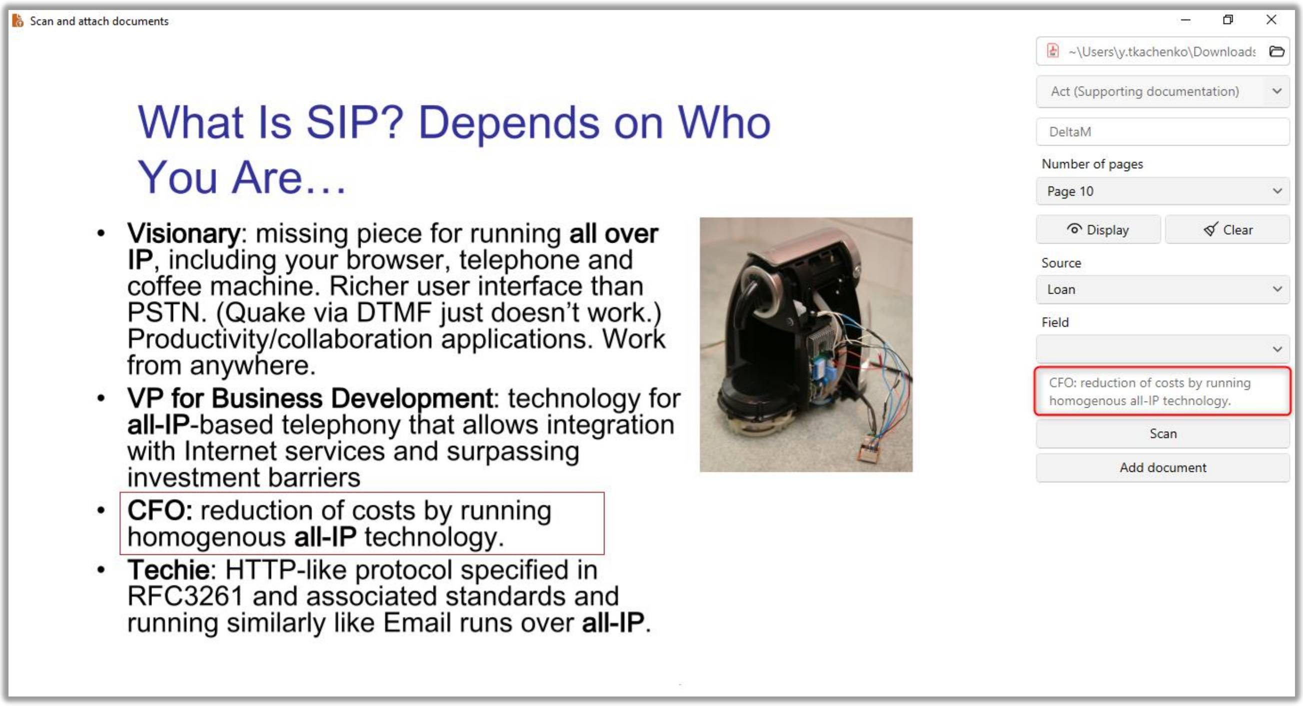
1. [File mask] — specify a regular expression by which files will be searched. After that it is necessary to specify the loan or client field in [Variable], which will be the key for import by file name (the value from this field will be matched with the file name by mask). To check the mask, enter the file name in the [Mask Check] field, if the search is successful, the specified value will appear under the [Mask Check] field (according to the set mask), if the mask was entered incorrectly, then the system will not display anything. Useful masks: (\d+\W\d+); (\d+).
2. [Folder mask] — the setting is similar to [File mask], except that it is necessary to specify the mask for searching folders from which the import will be performed, provided that the debit folder name contains data on the client or loan. If the import will be performed from one folder, it is not necessary to set the mask.

Attached documents can be viewed in the special insert [Documents].

NOTE: Using this method it is possible to import a file if the names of physical files will contain data on the client or loan, for which it is possible to establish a connection with the field of the client or loan system. For example: the file name will contain the client's IIN, contract No. or other information. If there is no valid data of the same type in the file name, [Import from folder] is used.

2.6.2.10 Scan and attach documents

The system has the ability to add documents by scanning them and uploading them to the system. Users can also scan the text they need and use it in working with the system, for example, it is possible to insert a number into a field instead of typing it manually.



2.7 Dictionaries

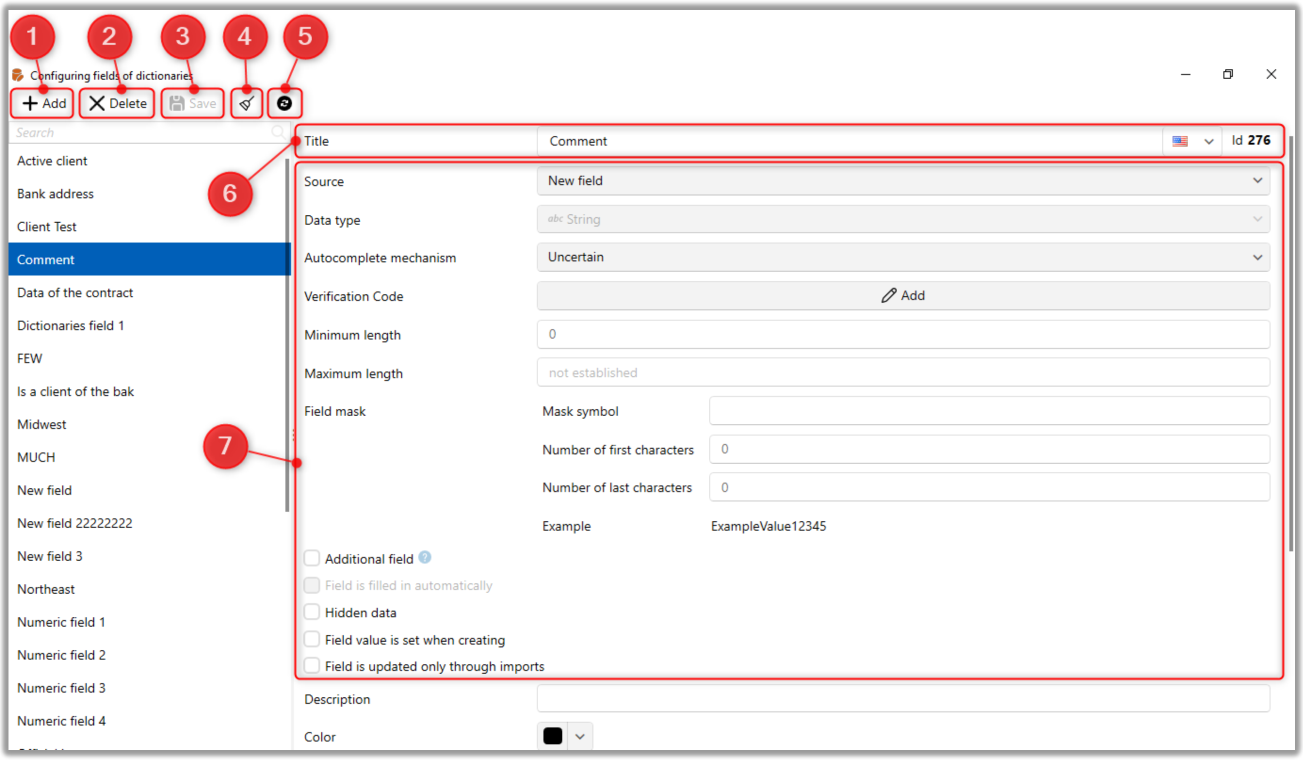
The system can create directories (dictionaries) of different purposes based on the needs of business logic. Types of dictionaries were considered in detail in the section 2.5.1.

2.7.1 Configuration

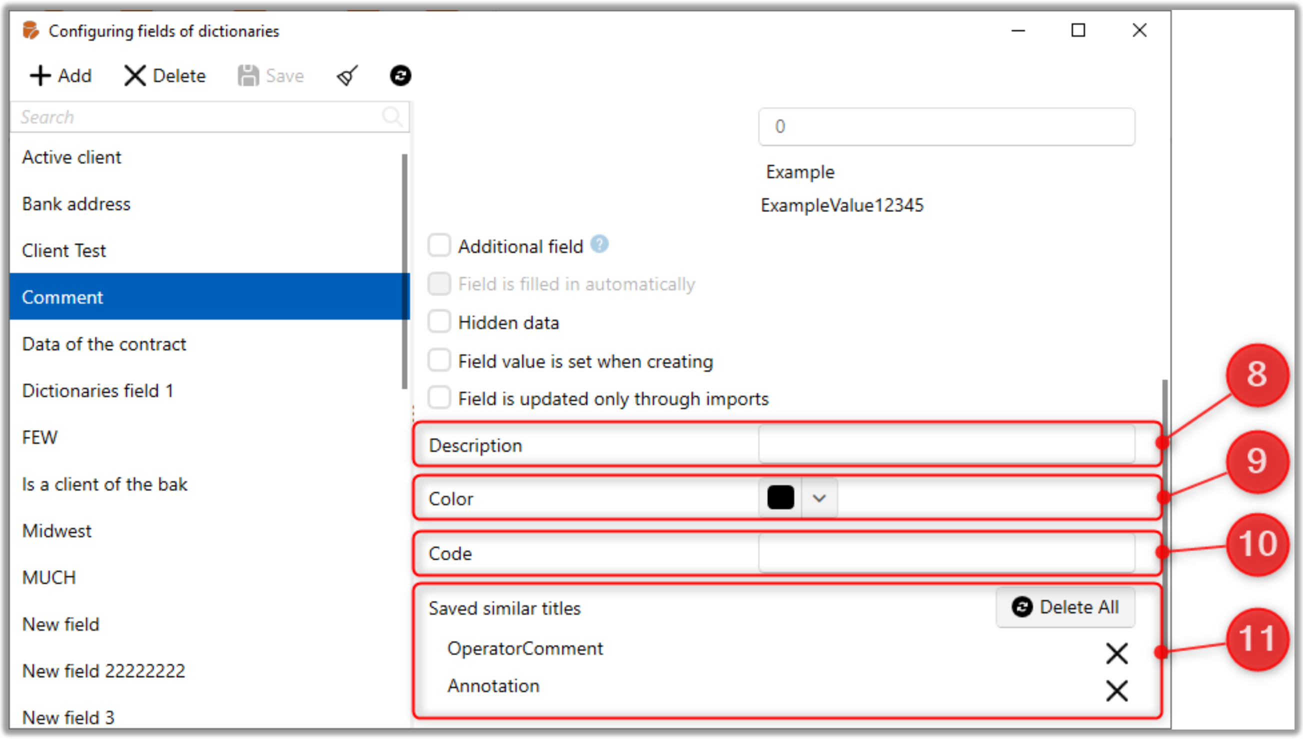
In the [Configuration] block you can customize the fields and types of dictionaries that are used when working with the Delta M. CRM.

2.7.1.1 Dictionaries fields

The [Configuring fields of dictionaries] window adds, deletes, and customizes fields for complex custom dictionaries. Adding items for simple custom dictionaries is described in the following section 2.5.1.1.3.



1. [Add] — adding a field for dictionaries.
2. [Delete] — delete the selected item.
3. [Save] — save the entered settings.
4. [Clear selection] — deselect the selected item.
5. [Refresh data] — update data in the Dictionary fields settings window.
6. [Title] — enter a name for the created field of dictionaries.
7. Customizable parameters of dictionary fields.



8. [Description] — field for entering a description, which will be displayed as a hint for this field when importing dictionaries.

9. [Color] – the value of this field will be highlighted in the selected color in the dictionary window.

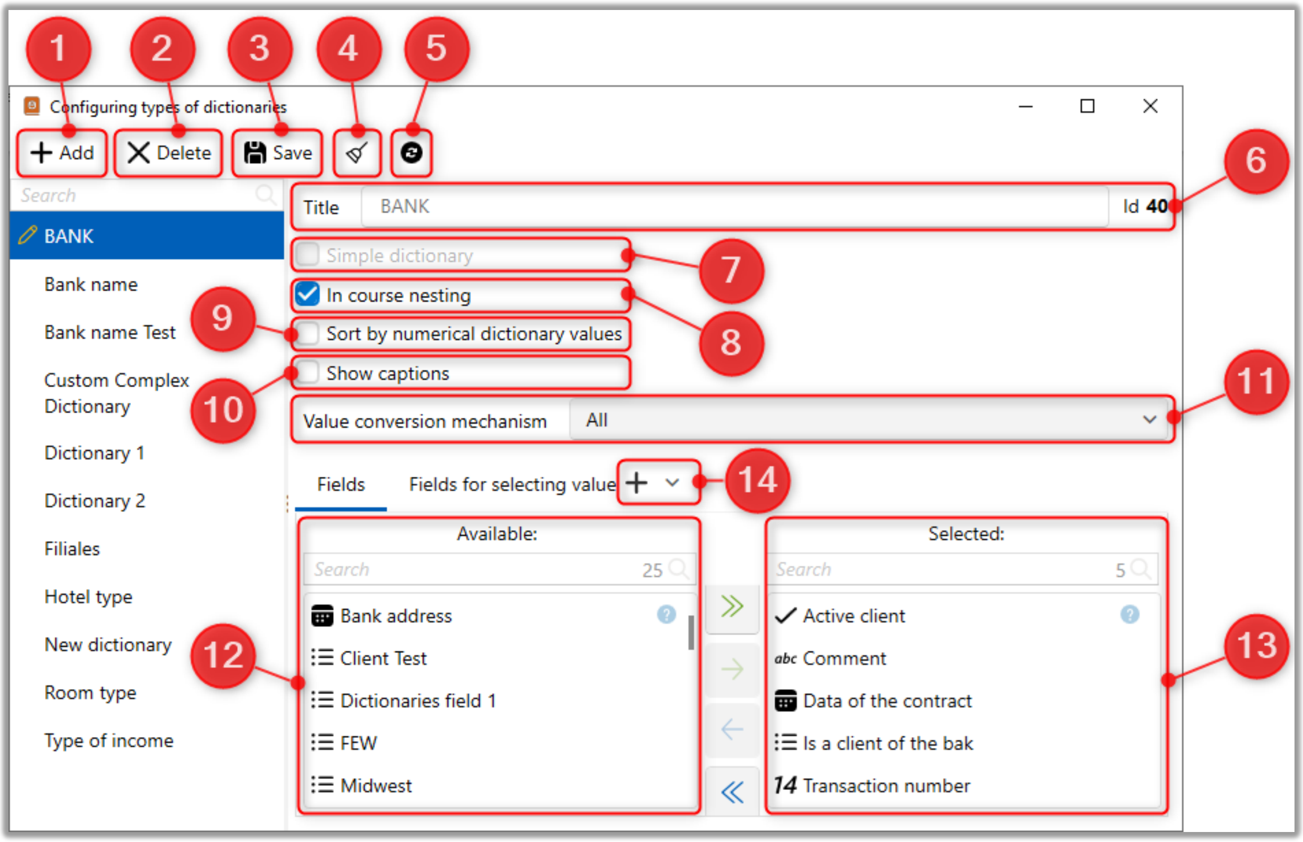
10. [Code] — field code.

11. [Saved similar titles] — the system saves the names of fields from the import file, for which correspondence with the selected field was set when importing data. Such matches will be automatically set during the next data imports into the system. The [Delete All] button deletes all items from the list.

Dictionary fields are available for manual editing only if the [Additional field] checkbox is checked.

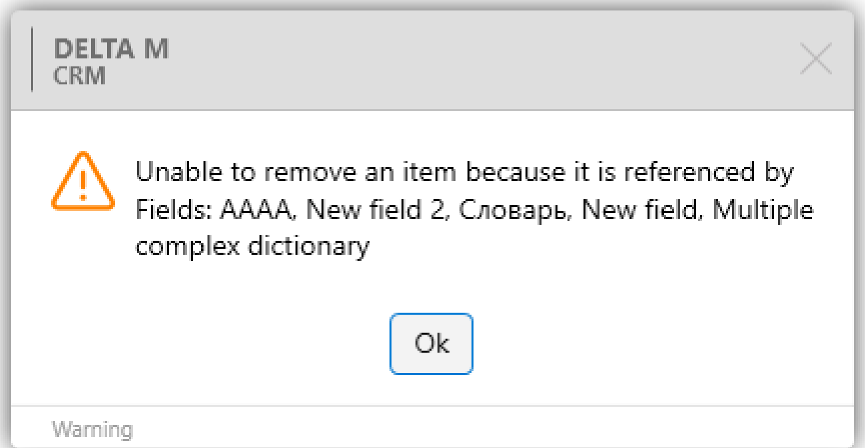
2.7.1.2 Dictionaries types

The [Customize Dictionary Types] window creates all types of custom dictionaries and sets the parameters of complex custom dictionaries created in the system.



1. [Add] — adding a new type of dictionary.

2. [Delete] — deletion of the selected dictionary. It is impossible to delete an item if fields refer to it.



3. [Save] — saves the entered settings.

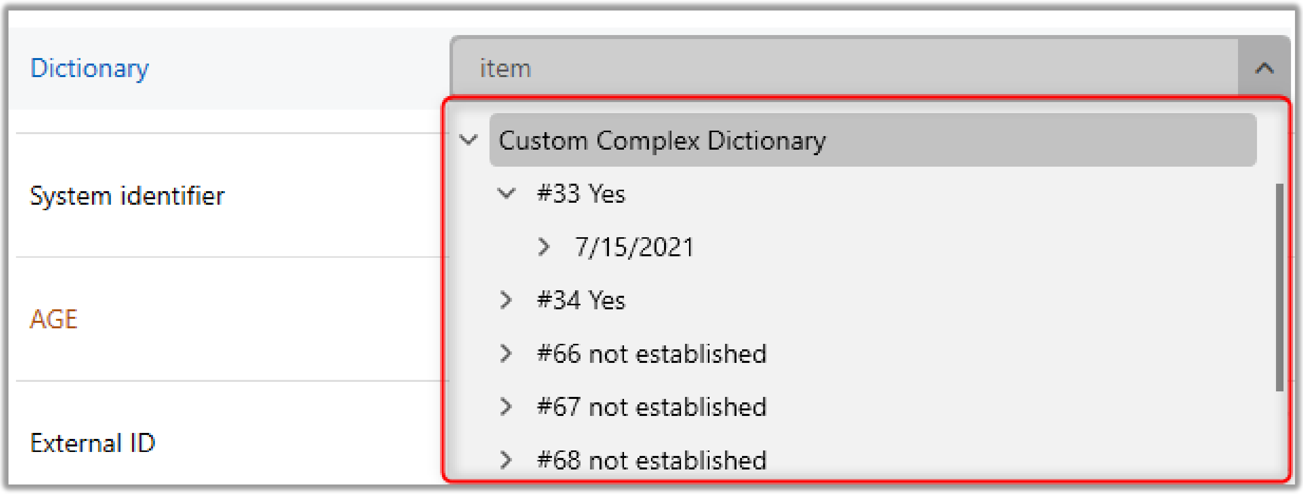
4. [Clear selection] — deselect the selected item.

5. [Refresh data] — actualization of data in the Dictionary types setting window.

6. [Name] — enter dictionary name.

7. [Simple dictionary] — creation of a simple type of dictionary (by default, a complex dictionary is created).

8. [Alternate nesting] — when selecting the required value, dictionary elements will be divided into levels and arranged sequentially (tree—like graph).



9. [Sort by dictionary numeric value] — numeric values of the selected dictionary will be sorted in ascending order.

10. [Show captions] — enable display of captions.

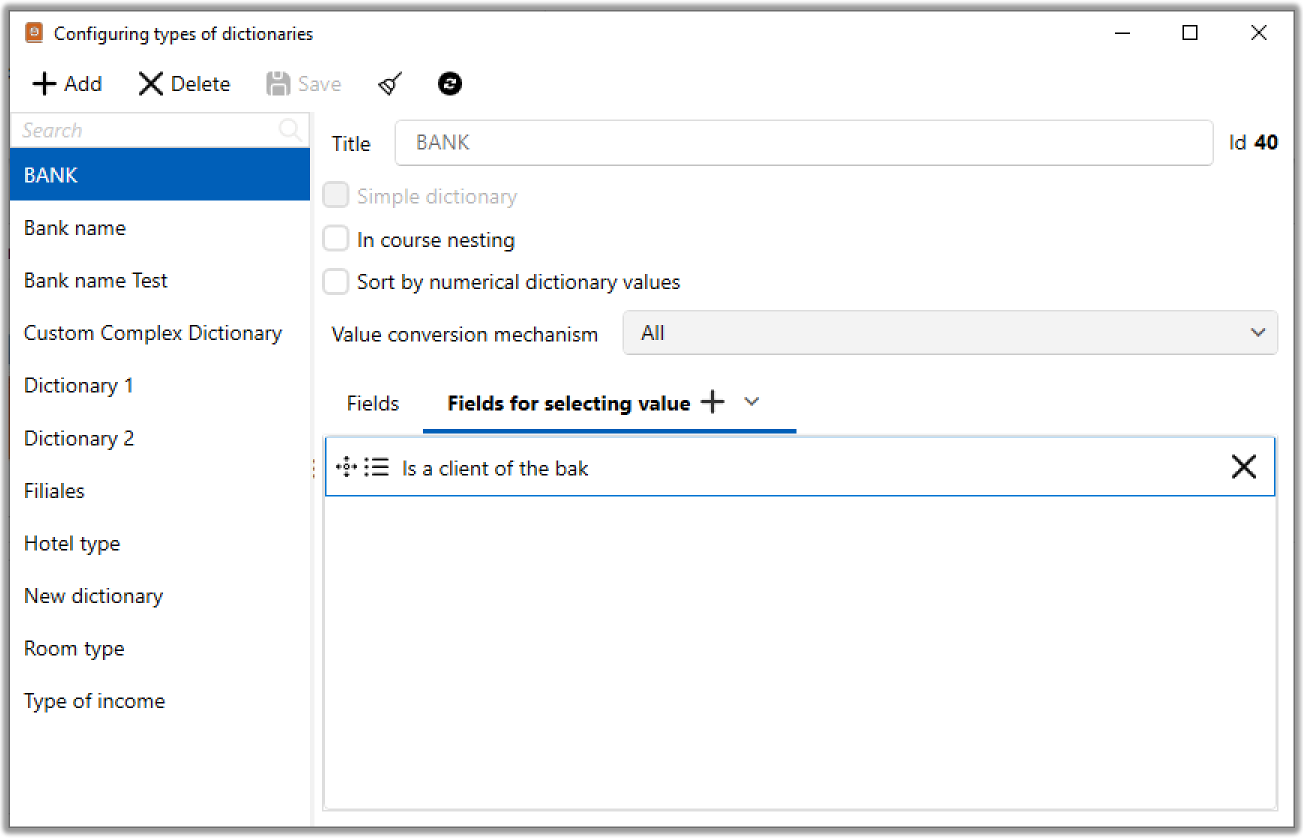
11. [Value conversion mechanism] — selection of mechanism for converting imported values into values from existing dictionaries:

- [All] — filling data from existing dictionaries by name, code and identifier;
- [By name and code] — filling data from existing dictionaries by name and code;
- [By code] — fill data from existing dictionaries by name and code;
- [By name] — filling data from existing dictionaries by name and code;
- [By identifier] — filling data by element id from existing dictionaries. ID value is stored in the database (tables [Dictionary] and [Constants]).

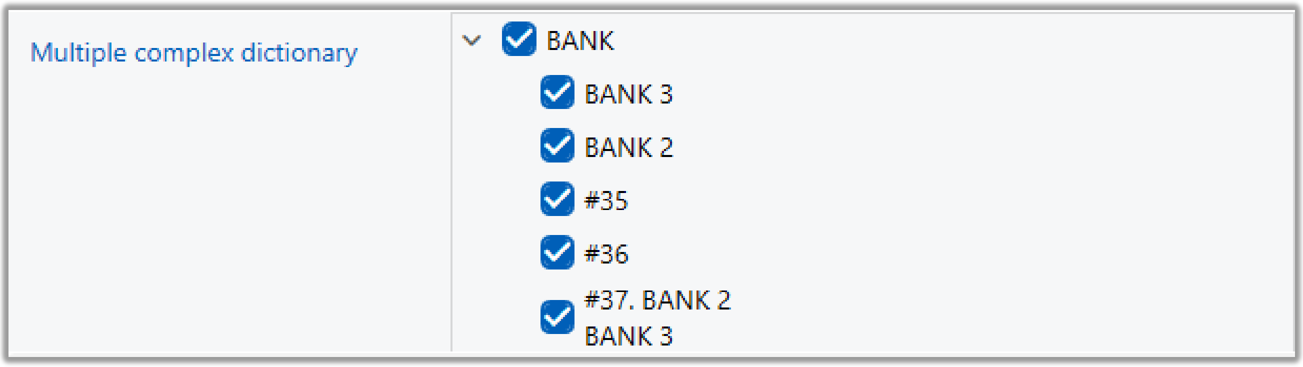
12. The [Available] block on the [Fields] tab displays the dictionary fields created in the system that are available for selection.

13. The [Selected] block on the [Fields] tab displays the dictionary fields that have been mapped for the selected dictionary.

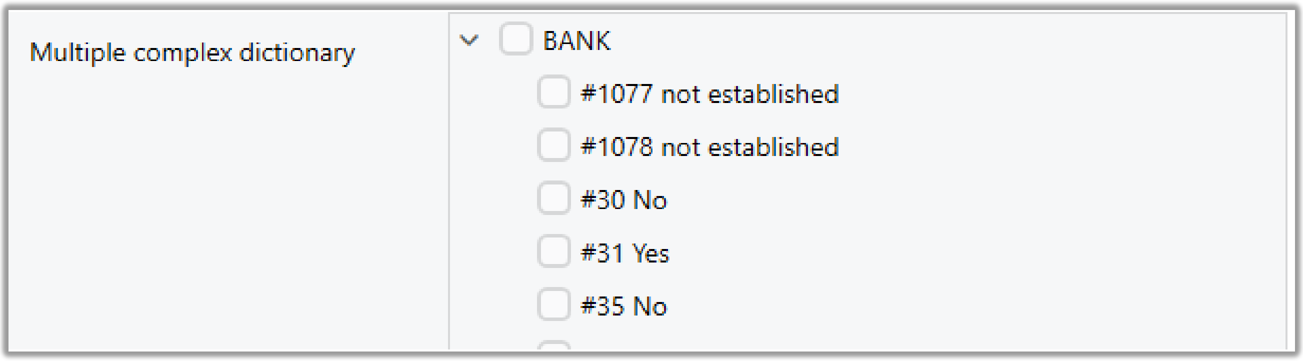
14. [Fields for value selection] — selection of fields that will be available for selection when users fill in the entity card.



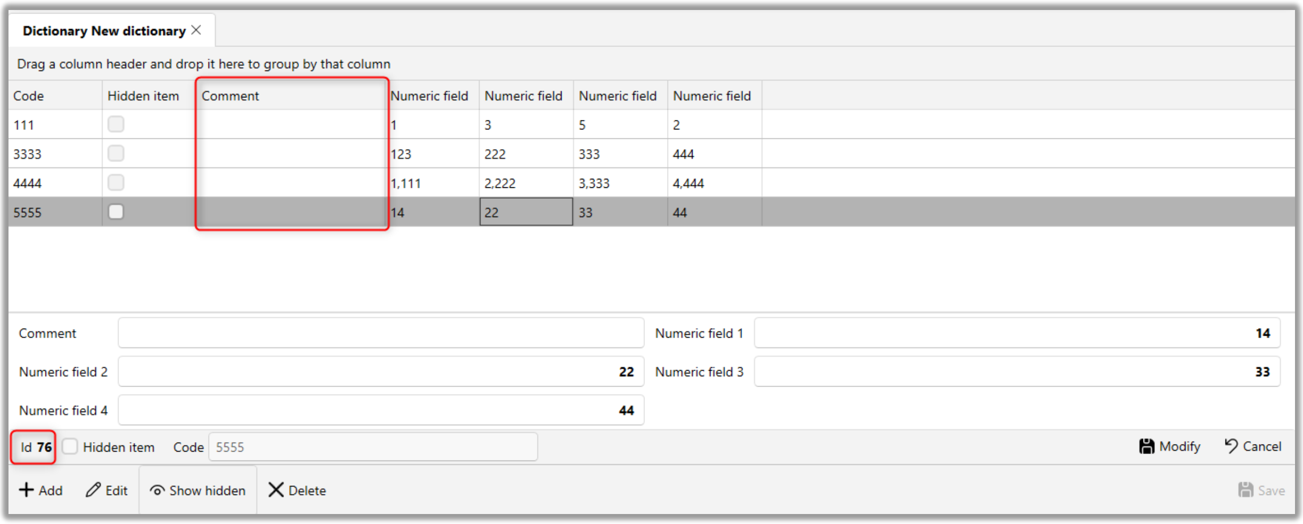
The values from the selected field will be displayed in the entity card and can be used to select the required items.



If a field with data type [Yes/No] is selected, the card will display the dictionary value id and the selected value (Yes/No/not set).

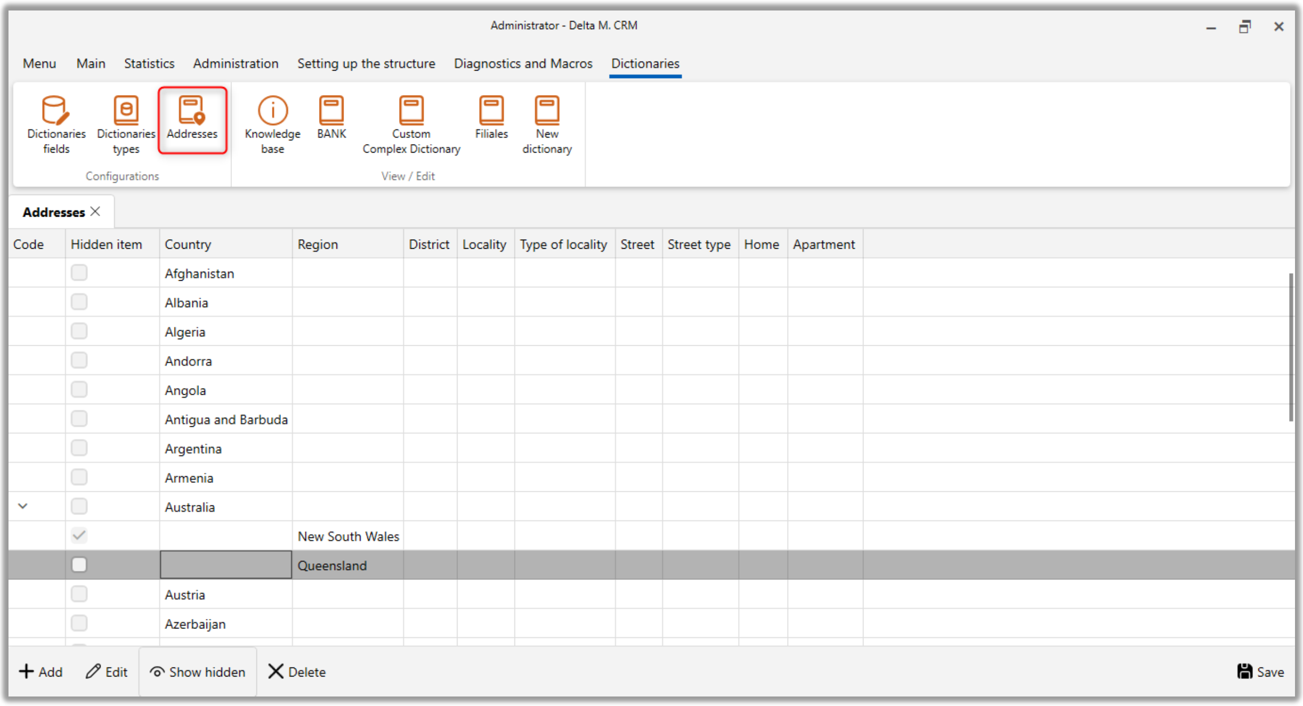


If the field is empty (no values), the entity card will only display the id of the dictionary value from the database (#37, #42, etc.).



2.7.1.3 Addresses

[Addresses] — is a system dictionary of addresses and their fields, which becomes available after setting the checkbox [Use address field directories in general system settings]. This dictionary can be filled both manually and through import, if necessary the user can edit its values. Import of values of this word is performed through the [Addresses] module (more details in the section 2.2.5.7).



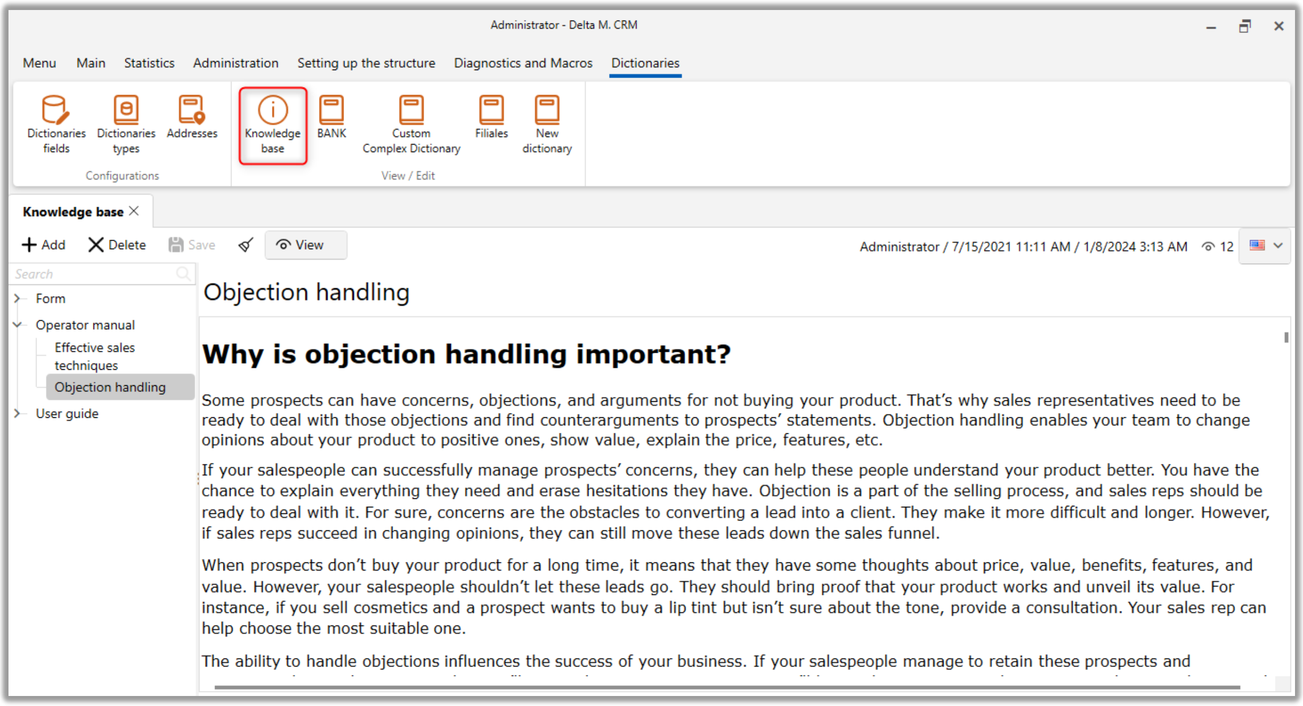
2.7.2 View / Edit

This block contains the built—in knowledge base and presents user-created sophisticated vocabularies.

2.7.2.1 Knowledge base

[Knowledge Base] is an online library filled by users, which can store information about a product, services, department, management, and more. There is also a possibility of attaching documents with customization of viewing rights restrictions in the context of groups or individual users.

The built—in functionality allows you to fill the knowledge base in several languages. To do this, click on the flag on the left side of the text, set the required language and enter the text in the selected language.

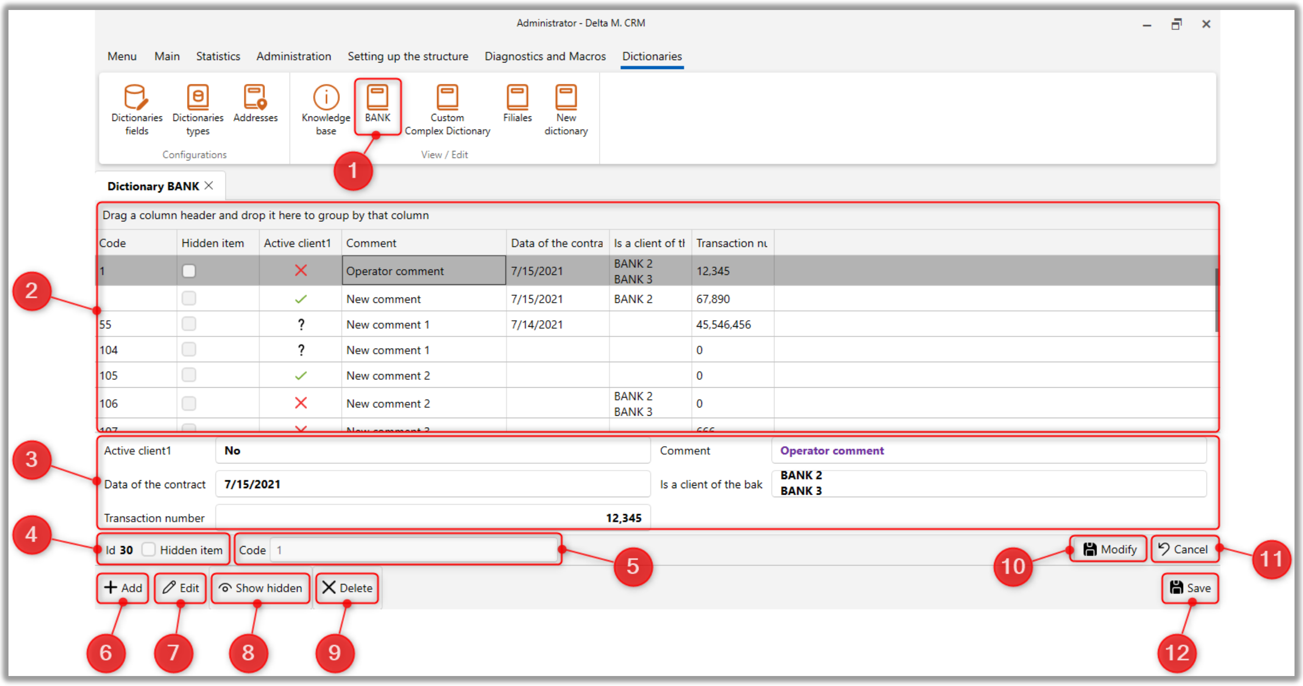


The [Knowledge Base] window displays the number of views of this information section to the user, as well as the name of the user who edited it and the date of the last modification.

2.7.2.2 Complex user dictionaries

The [View / Edit Dictionaries] block displays all complex user dictionaries created in the system (creation of complex dictionaries is described in detail in section 2.7.1.2).

You can customize dictionaries by clicking on the icon of the dictionary of interest, after which the user will see the following window with its parameters:



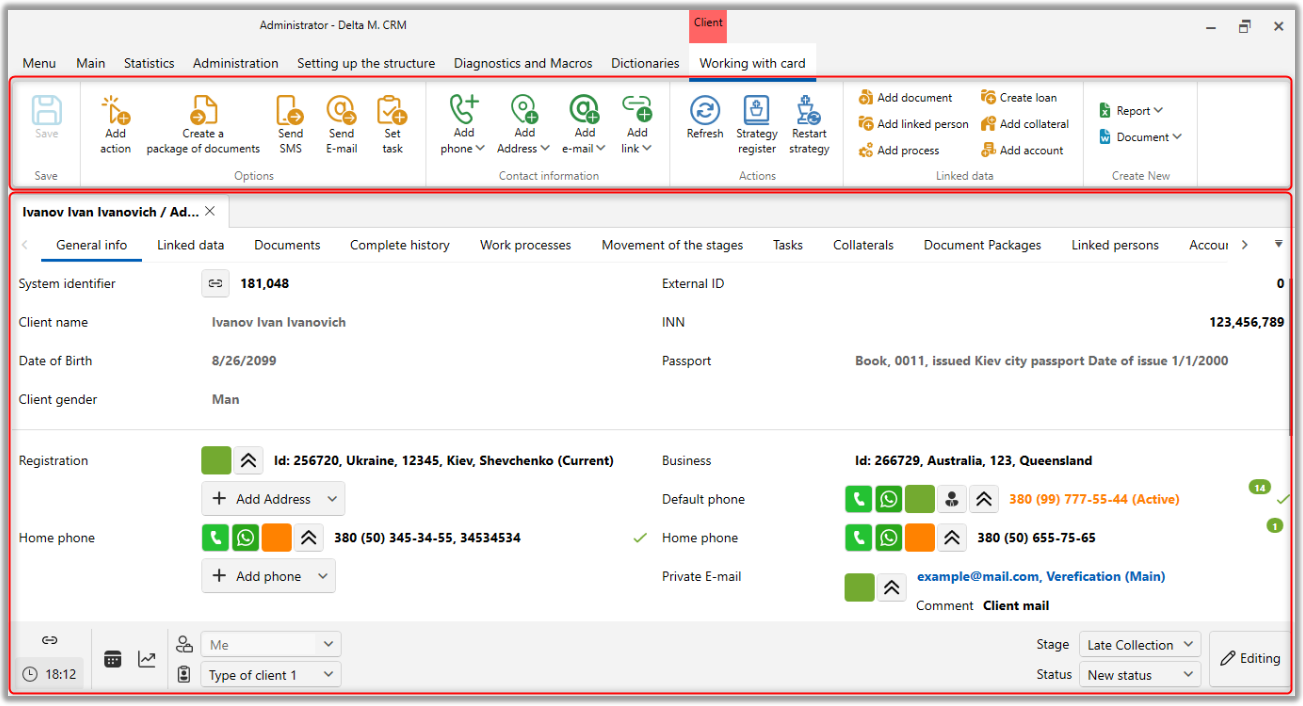
1. Icon with the dictionary name.
2. Block of created values for the dictionary. 3.
3. Block for entering new values into the dictionary fields or editing the already entered ones. 3.
4. Display id of dictionary value from database and checkbox [Hidden element] allowing to hide the created dictionary value.
5. [Code] — setting the code for the created value. The specified value in this field must be unique for all dictionaries created in the system (one and the same code cannot be used repeatedly).
6. [Add] — add new value to the dictionary.
7. [Edit] — modify the selected item.
8. [Show hidden] — enable display of hidden values (for which the [Hidden item] checkbox is checked).
9. [Delete] — delete the selected value.
10. [Modify] — apply changes to the created dictionary value (with the possibility of editing).
11. [Cancel] — cancel the changes made.

12. [Save] — apply the made settings to the dictionary values (without the possibility to edit them).

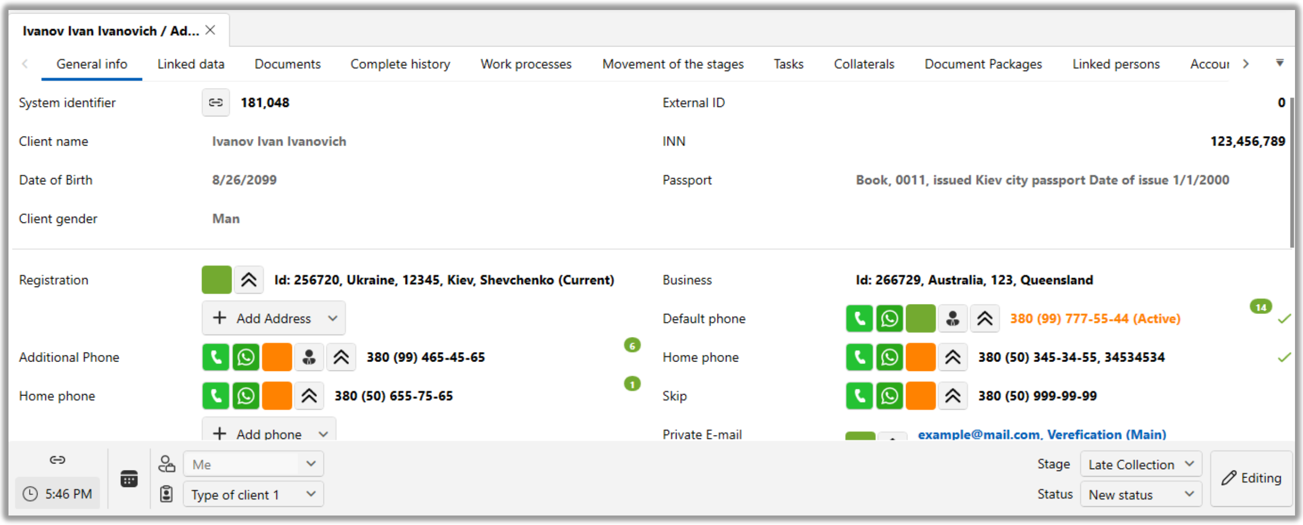
3. Client card management

Work with the client card is performed in a separate tab within the client Delta M. CRM. The client card is used to edit, update and add new information about the client.

You can open a created client card by searching for clients or by quick access in the [Menu] tab, [Opened] section (only the last opened cards). After opening a card, the [Work with card] tab (above which the type of its entity is displayed) becomes available on the navigation bar, where the functionality for working with the card is located.



The tab itself consists of a header, sections and a set of data fields and special inserts.



The default header of the card displays the value of the customer field with the set system source [Name]. The displayed header can be customized in the Client card view settings.

The following elements are located in the footer (bottom part of the window) of the client card:

1. [Link] — copying the link address of an open client card to the clipboard. The copied link can be used to quickly go to the client card by pasting it into the address bar of the browser (Internet Explorer, Google Chrome, FireFox, etc.). This function, for example, can be used to quickly exchange links to cards between users using chat rooms. To click on the copied link, the user must have closed the card window to which the link leads, and no more than one Delta M.CRM client application running on the PC.

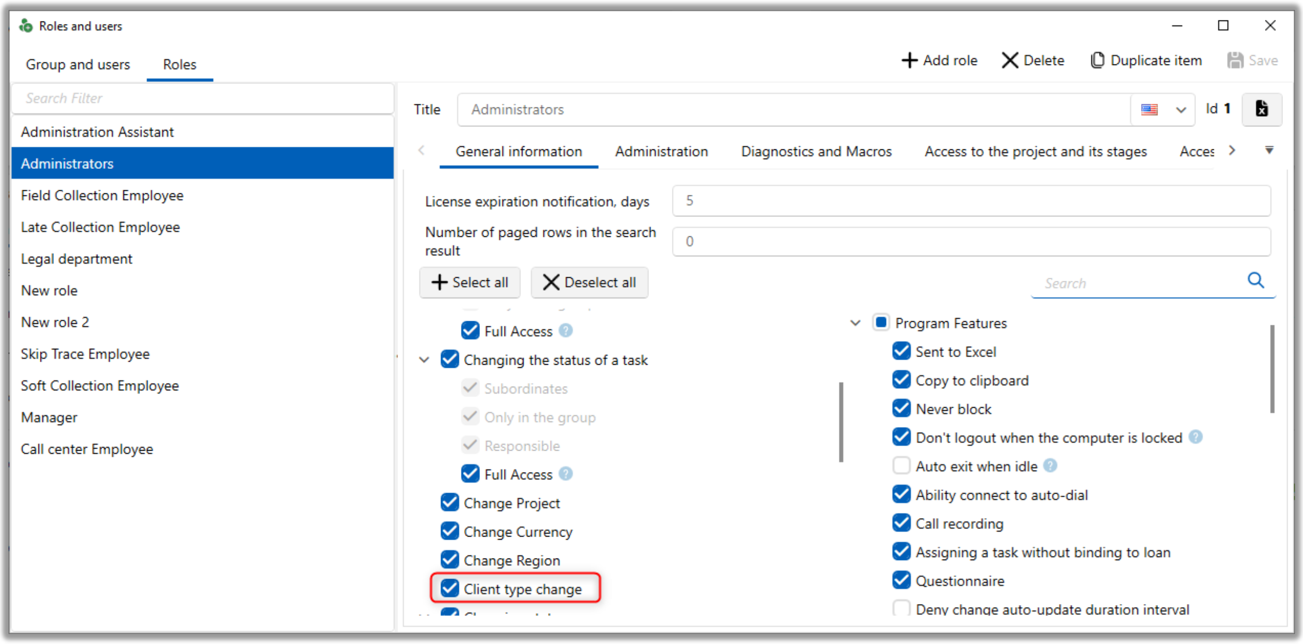
2. [Client time] — display of client's time taking into account his time zone. In the general settings the checkbox [Output current time of client's time zone] must be checked, and a system field with selected source [Time zone] must be added in the client card view (the field must be filled in).

3. [Change history] — displaying of changes of fields made in the client card by dates. Also in this window you will see information about import statistics with possibility to sort by date and type.

4. [Limiting contacts by customers] — displaying the number of contacts by client for the set interval, where [day] — day, [week] — week, [month] — month, [year] — year: [d.] — day, [n.] — week, [m.] — month, [y.] — year. If there are no limits set for some interval, it will not be displayed in the list. This element becomes available only after you enable the restriction of contacts by client in the general settings (for more details, see section 2.4.2.1.12). You can also set a line-by-line display of customer contact data if you check the corresponding checkbox in the general settings.

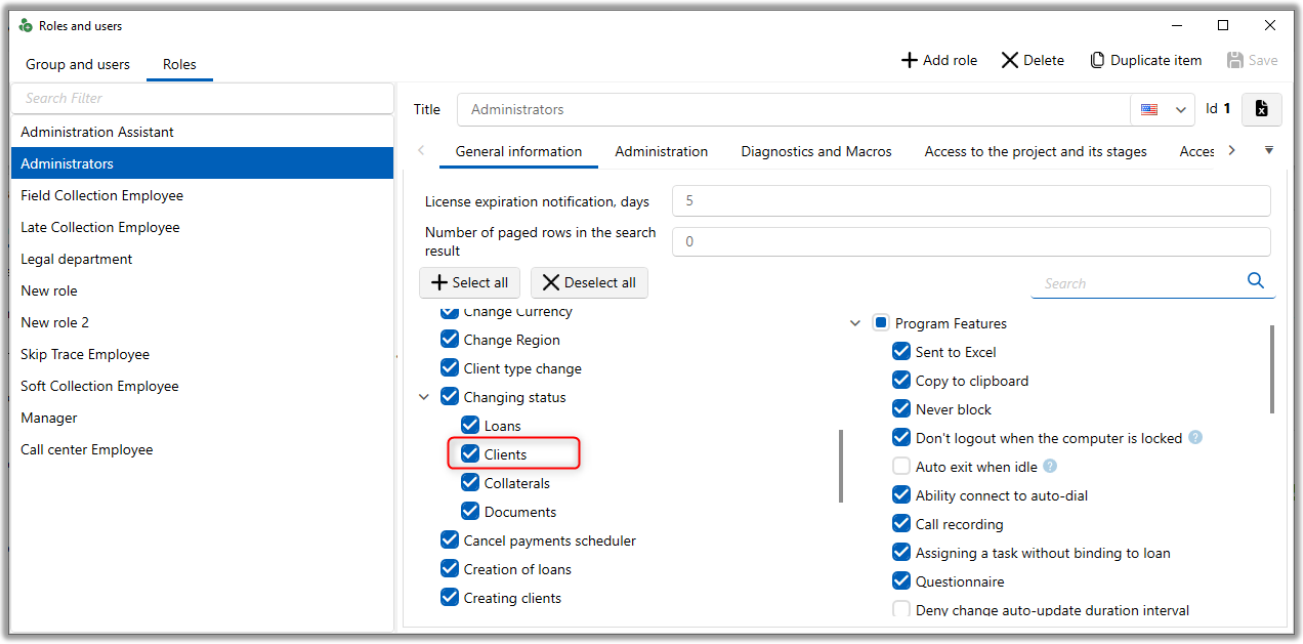
- [Number of Successful Contacts] — displays the number of successful contacts that were selected in [Successful Filter].
- [Number of unsuccessful contacts] — displays the number of unsuccessful contacts that were selected in [Filter unsuccessful].
- [Number of delivered messages] — displays the number of delivered messages.
- [SMS and E-mail quantity] — displays the number of sent SMS and E-mail. If the limit is exceeded, the corresponding SMS and E-mail sending functions will become inactive.

5. [Client type] — selection of client type. Client types are created and configured in the [Person Types] system dictionary (see Section 2.5.1.1.3 for details). By default, the type that is marked with the [Select by default] checkbox is selected. Also, the corresponding checkbox in the role settings ([Client type change]) must be checked to access the client type change.



6. [Executor] — assignment of the responsible person to the client's card. Changing the responsible person also changes the card view. Fired users cannot be assigned as a responsible person.

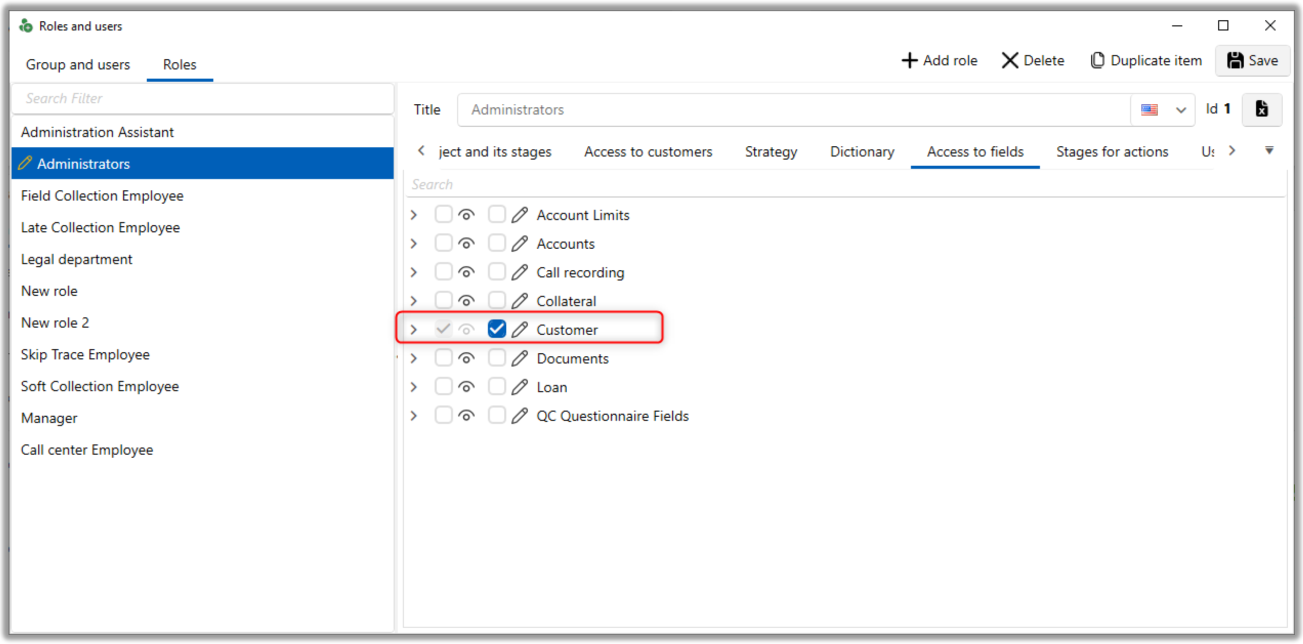
7. [Stage and status] — stages and their statuses available for selection are set in the client card settings (more details in section 2.4.2.2). Also, to be able to change the stage and its status, the corresponding rights must be set in the role settings (checkbox [Clients] in the [Change status] section) of the current user (more details about role settings in section 2.4.1.1).



If the corresponding rights are not set, then the user will see the current stage and status in the client card, but without the ability to edit.

Stage and status [not set] is selected by default when creating a client card. If stage [not set] is selected, the status [not set] is also automatically selected (can be used, for example, if the client card should not move through the stages and change its status).

8. [Editing] — to switch between editing and viewing modes of the card. To edit client card entities, the user must have appropriate rights to change these entities (more details in section 2.4.1.1) and access to edit client fields (on the [Access to fields] tab in the role settings).



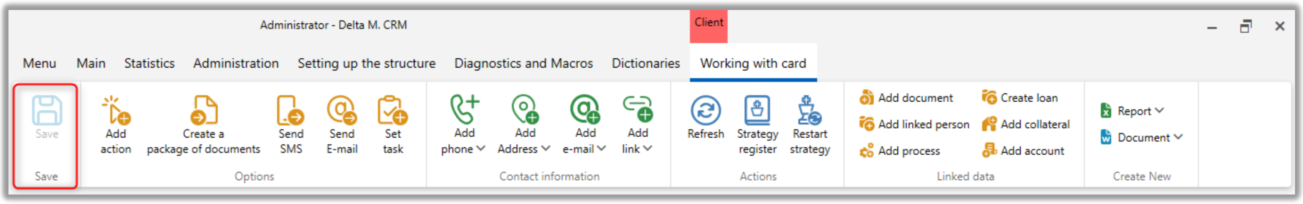
Inside the client card there are client fields, which contain information on the selected client and are arranged depending on the configured client card view (more details in section 2.4.2.2).

Fields that have a numeric data type (integers and fractions) are highlighted in orange to emphasize them for quick analysis by the user when opening a client card.

Functions for working with the client card are divided into five blocks: [Save], [Functions], [Contact information], [Actions], [Linked Data].

3.1 Block [Save]

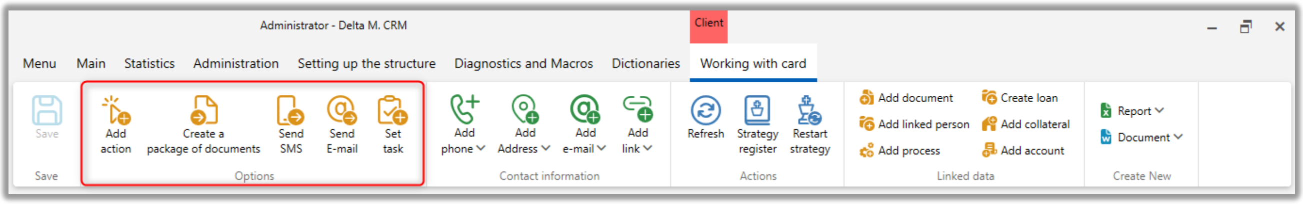
In the [Save] block there is a button:



[Save] — saves the changes made in the user card.

3.2 Block [Options]

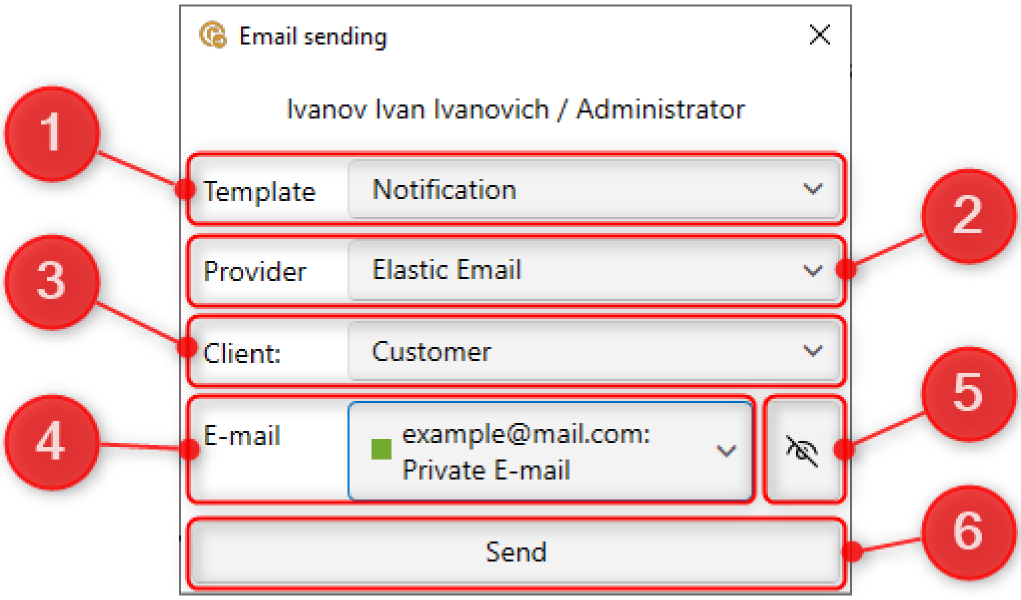
The [Options] block contains the functions:



- [Add action] — add action according to the selected scenario with selection of action type and its result. This function will be hidden for users, whose role settings do not set the corresponding rights to add action in the client card.
- [Create a package of documents] — create document package. To create document packages, document types must be created and mail operators must be added to them (more details in section 2.5.1.11.7). If the current system user is not set the right to create a document package as an author in any of the created package types, the button of document package creation will not be available. In the [Configuring of process] block select the processes from which files will be taken and attached when creating a document package. The files to be attached will be selected from the special [Documents] insert according to the marked type in the [Attachments] block.
- [Set task] — open the window of task assignment by client (the system automatically opens the tab where the special insert [Tasks] is placed, if it is present). The button will be inactive if there is not at least one marked necessary task in the client's card settings (for more details see section 2.4.2.2).
- [Send SMS] — sending SMS message from the client card according to the selected template. To access the SMS sending function, SMS providers must be

configured and enabled in the system, as well as the template with the selected source [Client] must be configured. The SMS sending button will be disabled if the set limit of contacts by client has been reached (see details on setting limits in section2.4.2.1.15.1) and if there are no templates created with the checkbox [Do not include in contact count] checked. This function will not be available until the authorized period for sending in any of the previously created SMS templates.

- [Send E-mail] — function of sending e-mail to the client from the loan card according to the set template. The button of sending e-mail will be inactive, if the set limit in the limits of contacts by client is reached (more details about setting limits in section 2.4.2.1.15.1).



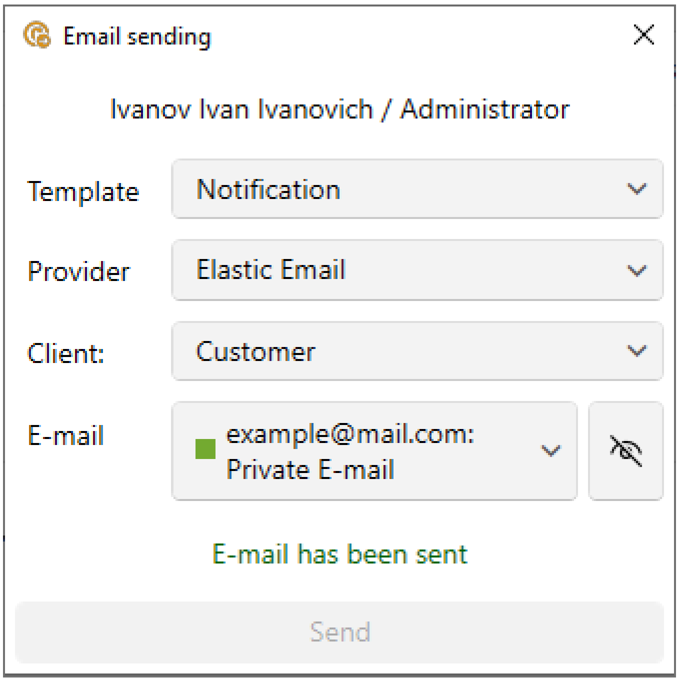
1. [Template] — selection of a template for sending E-mail (more details about E-mail templates setting in section 2.5.1.9). Empty templates with no fields added on the [Template] tab are not available for selection.
2. [Provider] — selection of provider, through which e-mail will be sent to the client (more details about setting E-mail providers in section 2.4.2.7). The list of available providers also depends on the settings of the selected template.
3. [Client] — selection of the client to whom the e-mail will be sent according to the selected template, also linked persons are available for selection (in

the client card view the special insert [Linked persons] must be added and the linked persons themselves must be added accordingly).

4. [E-mail] — selection of the client's e-mail to which the e-mail will be sent.

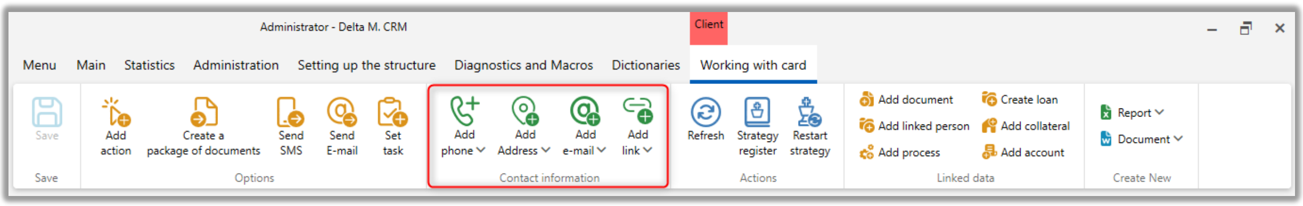
5. [Show all states] — enable/disable display of all hidden mailboxes (for which the [Hidden Item] checkbox is checked).

6. [Send] — send e-mail to the client according to the selected template. In case of successful sending, the user will receive a message that E-mail has been sent.



3.3 Block [Contact information]

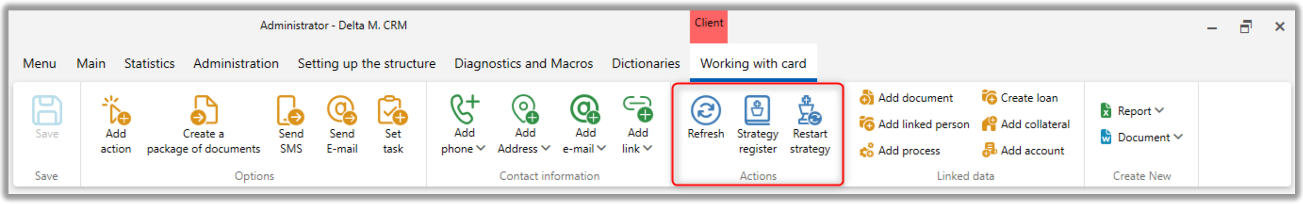
The following functions can be found in the [Contact information] block:



- [Add phone] — allows to quickly add a phone number by one of the created phone types (more details in section 2.5.1.1.9), for an open client card. The Add Phone button is hidden if the user does not have the appropriate permissions or if all phone types have been added.
- [Add Address] — allows to quickly add an address by one of the created address types (more details in section 2.5.1.1.10), for an open client card.
- [Add e-mail] — allows to quickly add e-mail address by one of the created e-mail types (more details in section 2.5.1.1.7), for an open client card.
- [Add link] — allows to quickly add a web link by one of the created web link types (details in section 2.5.1.1.8), for an open client card.

3.4 Block [Actions]

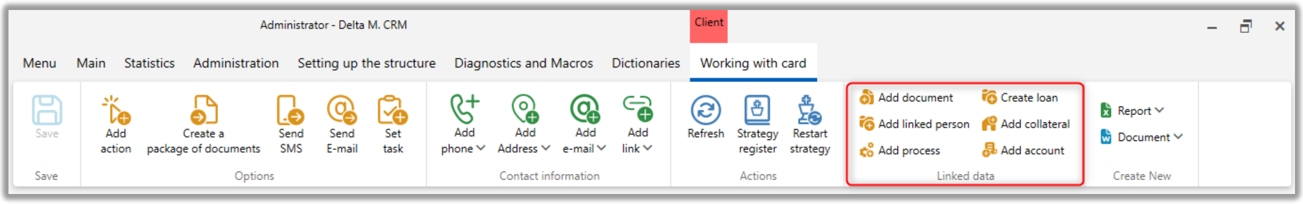
The [Actions] block contains the following functions:



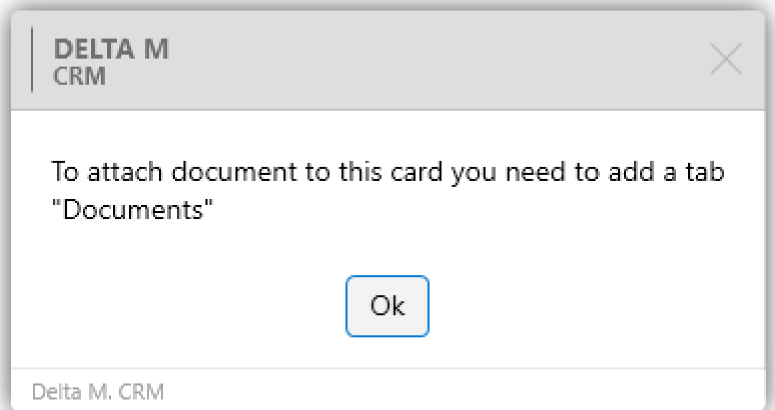
- [Refresh] — actualization of displayed data in the client card. If there are changes in the system for this client, then after pressing this function they will be displayed in the card.
- [Strategy register] — open the window of viewing the strategy log. The opened window will show the history of passing through the strategy blocks of the current client's card.
- [Restart strategy] — button to restart the strategy for the client, after pressing it, confirm the action in the opened window.

3.5 Block [Linked data]

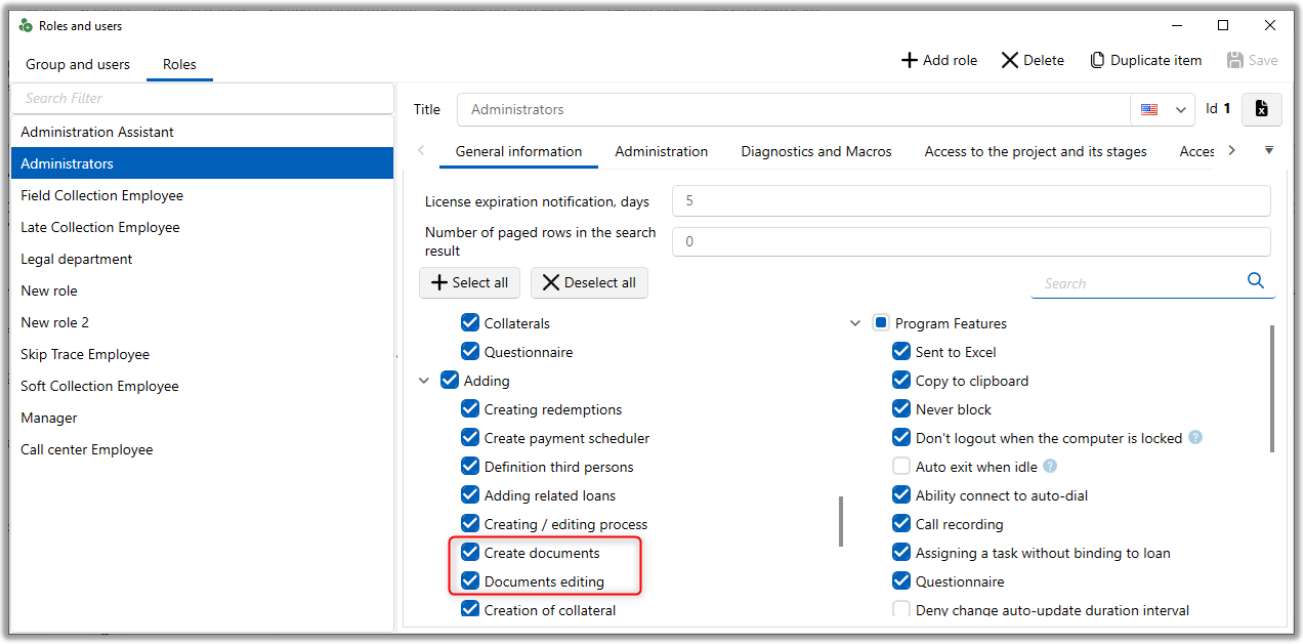
The following functions are located in the [Linked data] block:



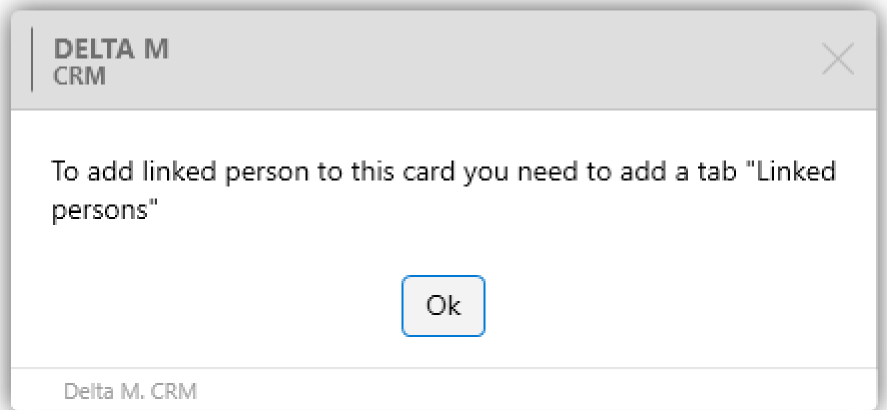
- [Add document] — attaching a document to the client card. To attach documents to the client card it is necessary to add a special insert [Documents], when customizing the client card view (more details about the client card view in section 2.4.2.2), otherwise the document cannot be added and a warning message will be displayed to the user.



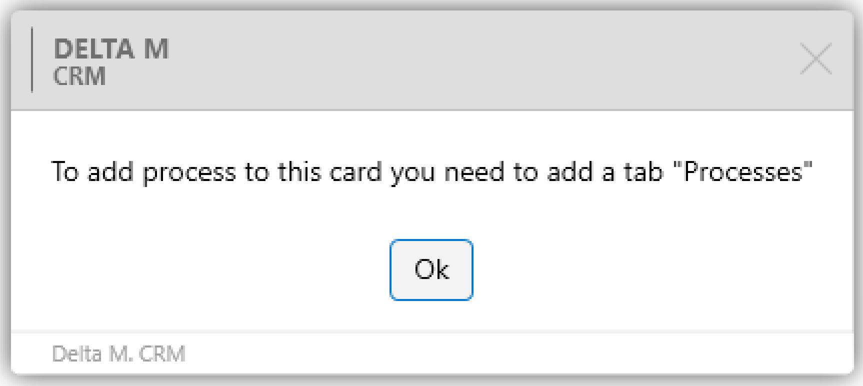
The function of adding documents becomes available only for users whose role settings have the [Creating documents] and [Documents editing] checkboxes checked (in the [Adding] block).



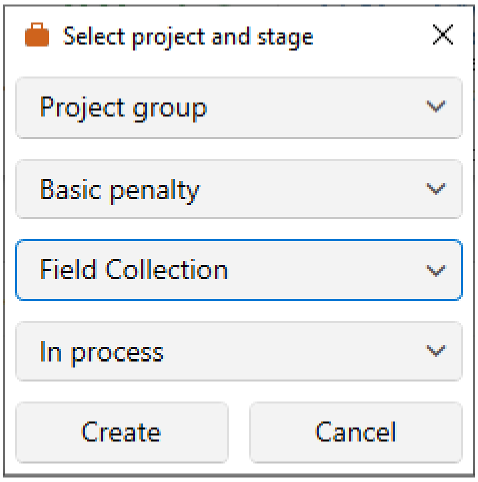
- [Add linked person] — add a new linked person for a client. If an error occurs, it is necessary to add a special insert [Linked persons] in the settings of the client card view (more details in section 2.4.2.2).



- [Add process] — adding a new process for the selected client. To add a new process, a special [Work Process] insert must be added in the settings of the client card view, otherwise a corresponding warning will be displayed to the user.

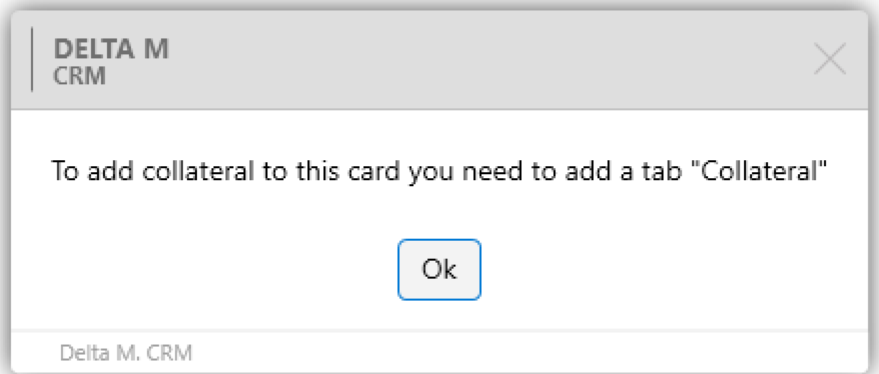


- [Create loan] — creation of a new loan for the selected client, to which its data will be automatically transferred. After pressing this button in the opened window you should select a group of projects, a project (if there is one project in the group, it will be set automatically when selecting the group) and its stage for which the loan will be created.



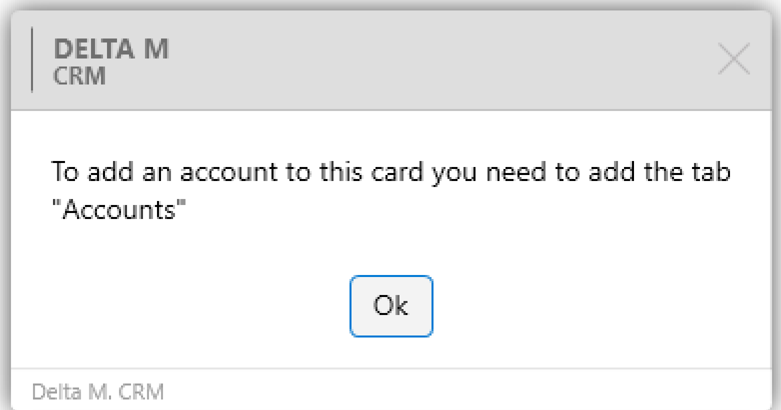
After pressing [Create] the user will be opened the window of work with the loan card.

- [Add collateral] — add collateral to the client card. To create collateral in the client's card a special insert [Collateral] must be added, if it is not added, then a corresponding notification will be displayed to the user. And fields and types of collateral are configured.

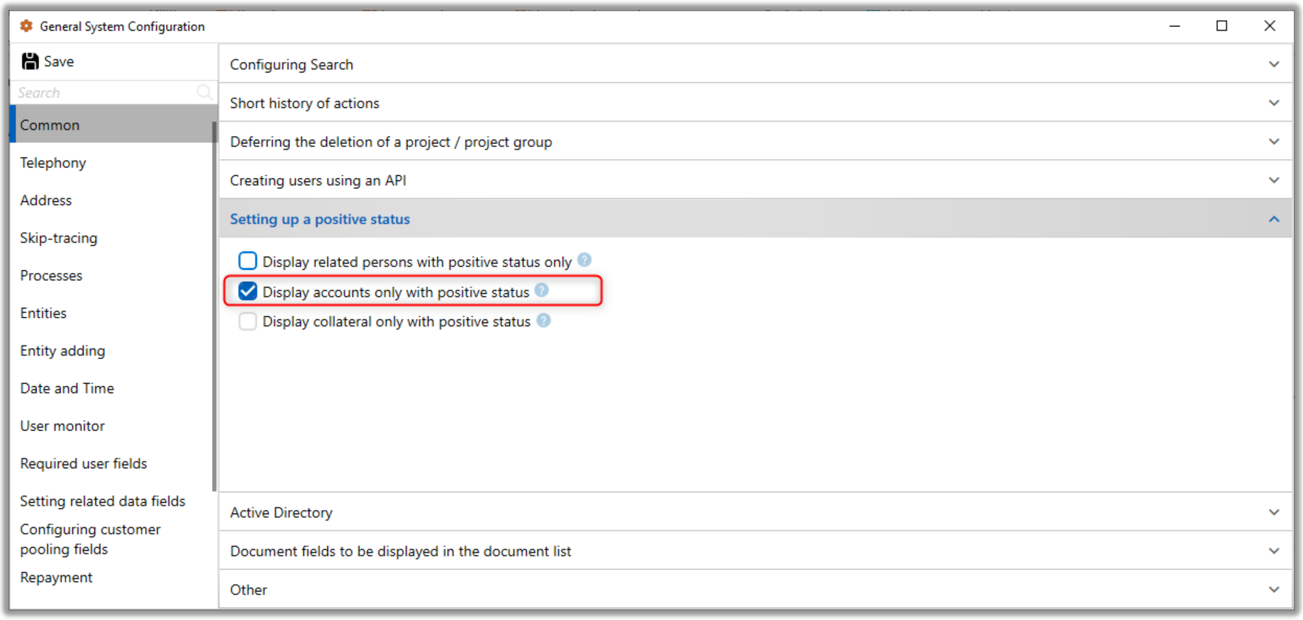


Also, to create collateral, the [Create Collateral] checkbox must be selected in the role settings (the [Add] block).

- [Add account] — function of adding an account to the loan card. In the role settings of the current user the checkbox [Create account] must be set, otherwise the function will be hidden. To create an account, a special [Accounts] insert must be added in the client card settings, if it is not added, a corresponding notification will be displayed to the user.

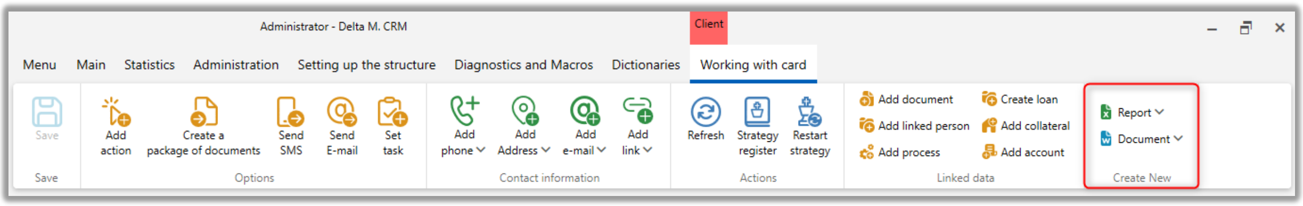


It is necessary to take into consideration that accounts with type that has unchecked [Positive status] checkbox (details in section 2.5.1.3.1), will be hidden (available for viewing only in the card editing mode), if the [Display accounts only with positive status] checkbox is checked in the general system settings (details in section 2.4.2.1.1.5).



3.6 Block [Create New]

In the [Create New] block the user can generate reports and documents according to the created templates with the selected source [Customer]. If there are no suitable templates in the system, then this block will be hidden.



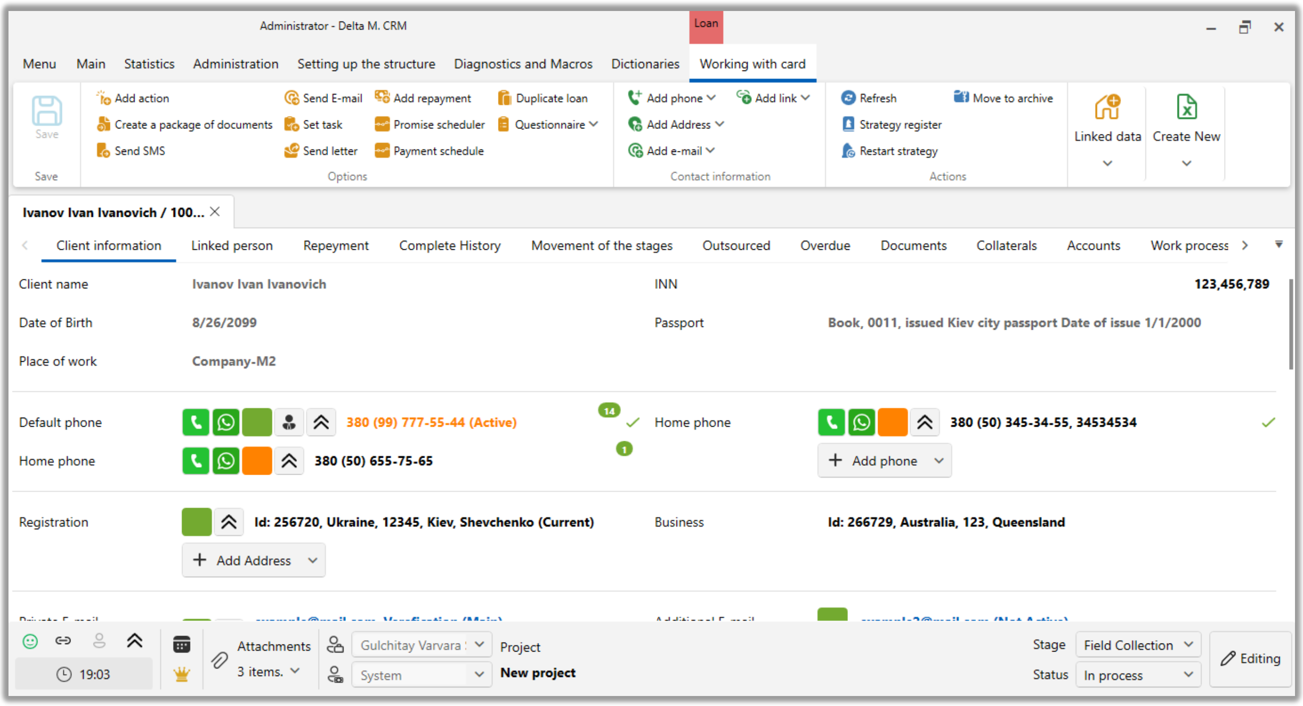
- [Report] — generation of a report based on a previously created template (more details in section 2.3.2.2). Only those report templates are available, in which at least one variable has been added and the corresponding source has been selected.

- [Document] — generation of a document by a previously created template (more details in section 2.3.2.1). Only those document templates are available, in which at least one variable has been added and the corresponding source has been selected.

4. Loan card management

Work with the [Loan] entity has been moved to a separate tab within the Delta M. CRM client. The loan card is used to customize and edit loan data. The loan card is always assigned to the client card. When creating a loan card via the [Menu] tab, a loan card will be automatically created.

You can open the created customer card using the customer search or by quick access in the [Menu] tab under [Opened], where the ten most recently opened cards are displayed. After opening a customer card, the [Work with card] tab appears in the navigation bar, above which the entity type is displayed. Here you can find the functionality for working with the loan card.

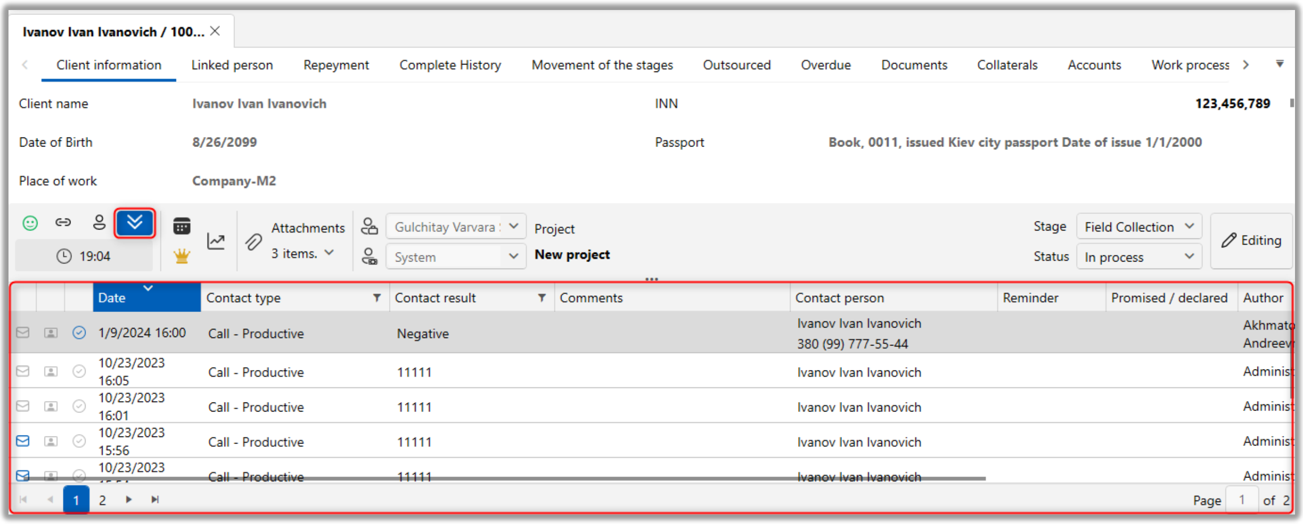


Fields that have a numeric data type (integers and fractions) are highlighted in orange to emphasize them for quick analysis by the user when opening a loan card.

The displayed text in the card title is customized separately for each project on the [Title] tab (for more details see section 2.4.2.3.2). By default, the value of the field with the [Name] source set is displayed.

The following loan card controls are located in the footer (bottom panel):

1. Displaying the client's mood indicator (creating and configuring indicators is described in section 2.5.3.4). If several actions with different mood indicators were added to a trade, then the trade card will display the indicator that was selected the maximum number of times when adding actions.
2. [Copy link address] — copy the link address to the opened Loan card.
3. [Go to the client's card] — move to the linked client card.
4. [Recent activity] — display of the last performed actions on the selected loan card (for more details on customizing the displayed actions see section 2.4.2.1.1.2).



5. [Customer time] — display of client's time taking into account his time zone. In the general settings the checkbox [Display current time of the client's time zone] must be checked, and a system field with the selected source [Time zone] must be added in the card view (the field must be filled in).

6. [Change history] — display of changes made by users in the section of dates. The status of the card for the selected date will be displayed to the user. Also in this window will be presented information about import statistics with the possibility of sorting by date and type.

7. Display of the last strategy block through which this card has passed.

8. [Limiting contacts by customer] — displaying the number of contacts by client for the set interval, where: [d.] — day, [n.] — week, [m.] — month, [y.] — year. If there are no limits set for some interval, it will not be displayed in the list. This item becomes available only after the client contact restriction is enabled in the general settings (more details in section 2.4.2.1.16).

- [Number of Successful Contacts] — displays the number of successful contacts that were selected in [Successful Filter].

- Number of unsuccessful contacts] — displays the number of unsuccessful contacts that were selected in [Filter unsuccessful].

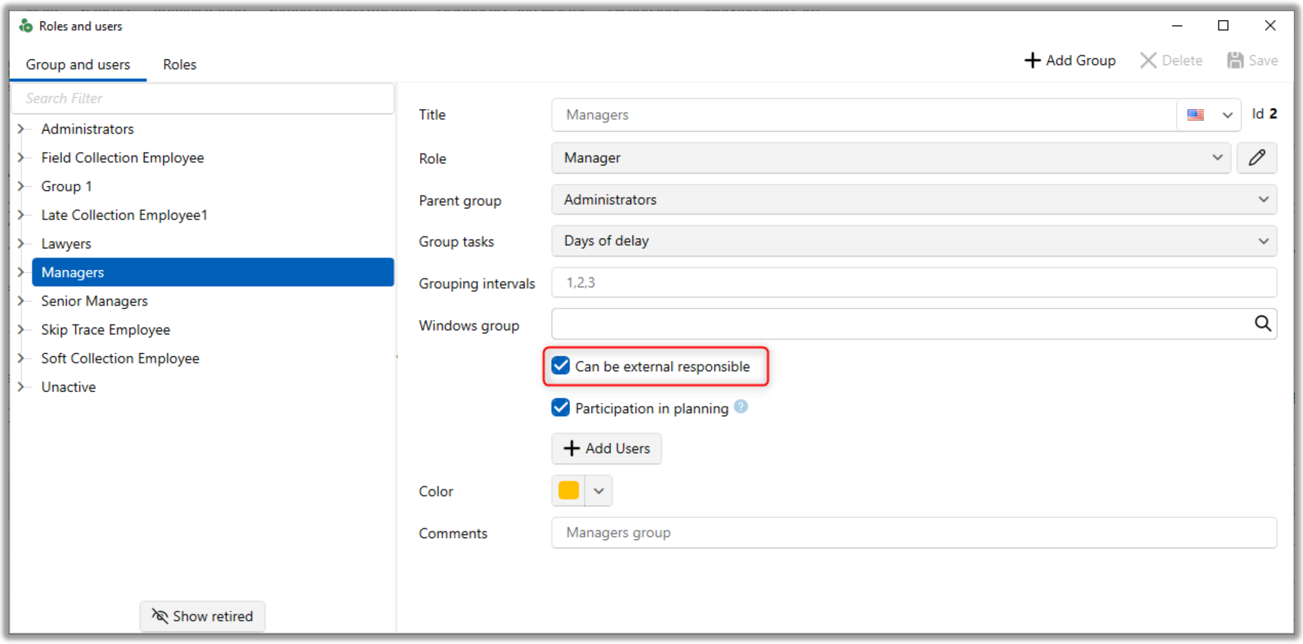
- [Number of delivered messages] — displays the number of delivered messages.
- [SMS and E-mail quantity] — displays the number of sent SMS and E-mail. If the limit is exceeded, the corresponding SMS and E-mail sending functions will become inactive.

9. [Attachments] — quick access to documents that have been uploaded for this project. More information about adding attachments in the section 2.4.2.3.2.

10. [Executor] — setting the responsible person for the selected loan.

11. [External user] — setting of external user for the selected loan. External responsible can be used to automate sending of reports and information on the loan to external companies.

Only users with the [Can be externally responsible] checkbox checked in the user group settings can be externally responsible. By default, the system user [System] is assigned as the external responsible person.



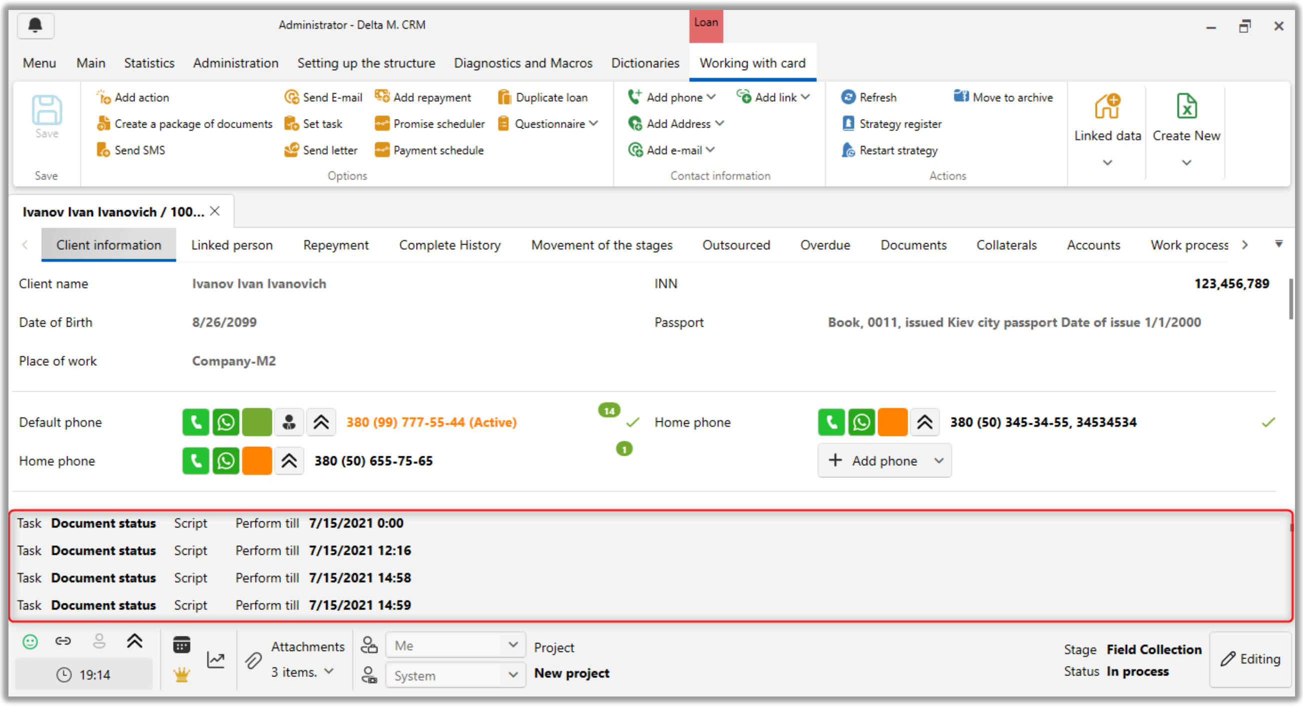
12. [Project] — display of the project to which this Loan will be assigned. The project cannot be changed in the Loan card, but it can be changed through the item

[Change project] in the context menu in the search for loans (if the corresponding rights are set in the role of the current user) or using the strategy.

13. [Stage and status] — selection of stage and status of the loan. To be able to change the stage and its status, the corresponding rights must be set in the role settings (checkbox [Loans] in the [Changing status] section), for the current user (more information about role settings in section 2.4.1.1.2.1).

If the corresponding rights are not set, then the user will see the current stage and status in the client card, but without the ability to edit.

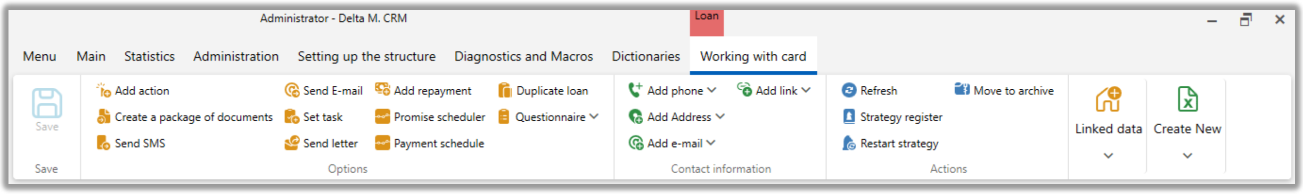
Permissions must also be set for the corresponding milestones on the [Access to projects and its milestones] tab in the role settings.



Above the footer, you can enable the display of a list of tasks that have been assigned to this loan. Only tasks that have not been completed are displayed.

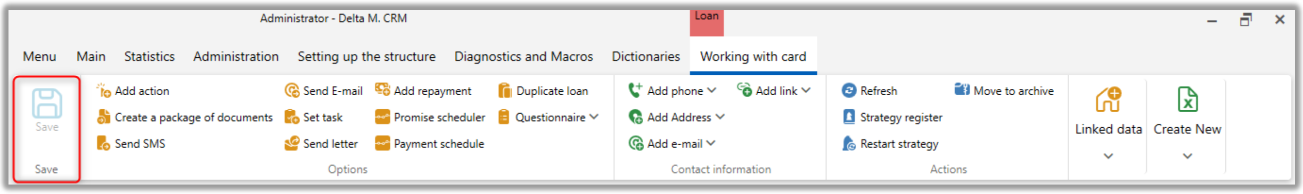
14. [Editing] — to switch between editing and viewing modes of the card. To edit client card entities, the user must have appropriate rights to modify these entities (more details in section 2.4.1.1.2) and access to edit client fields (on the [Access to fields] tab in the role settings).

The navigation bar contains the following blocks: [Save], [Options], [Contact information], [Actions], [Linked Data], [Create New].



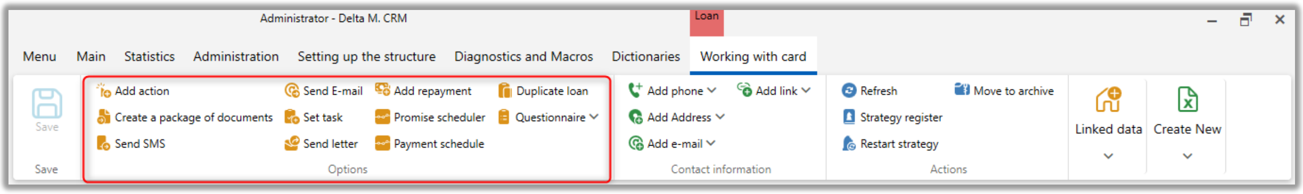
4.1 Block [Save]

In the [Save] block there is a button to save the changes made to the loan card.



4.2 Block [Options]

The [Functions] block contains the main functions for working with the loan card.



4.2.1 Add action

[Add action] — add action on the selected scenario with selection of action type and its result, setup and operation are similar to adding action in the client card. When adding an action it is possible to quickly go through the scenario using hotkeys 1,2,3,4, etc.

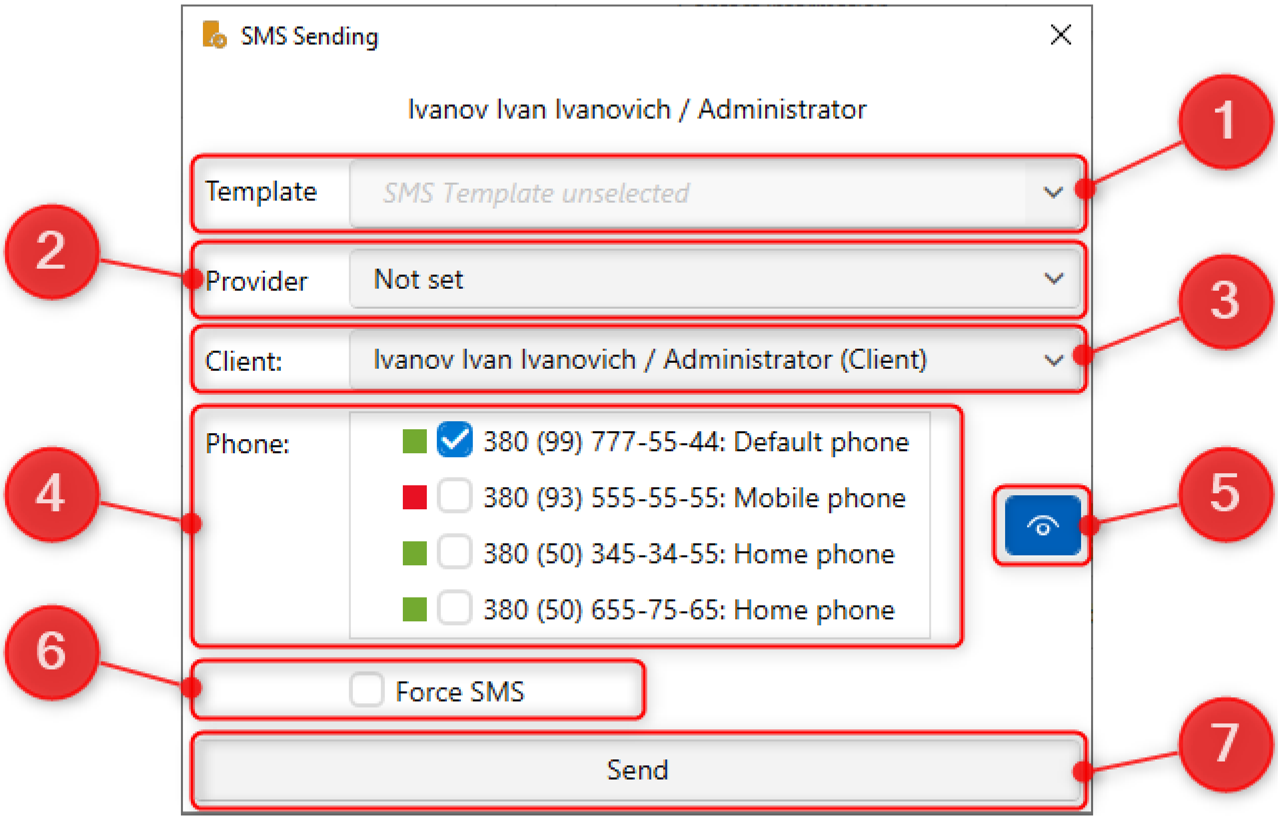
4.2.2 Create a package of documents

[Create a package of documents] — formation of document package for sending. To create document packages, document types must be created and mail operators must be added to them (more details in section 2.5.1.11.7). If the current system user is not set as an author in any of the created package types, the button of creating a document package will not be available. Attached files will be selected from the special [Documents] inset according to the marked type in the [Attachments] block.

4.2.3 Send SMS

[Send SMS] — the function of sending SMS to the client numbers according to one of the created templates. To send messages, SMS providers must be configured and enabled in the system, and a template with selected source [Loan] must be configured. The button of sending SMS will be disabled, if the set limit in the client contact limits is reached (for more details on setting limits, see section 2.4.2.1.15.1).

This function will not be available until the authorized period for sending in any of the previously created SMS templates.



1. [Template] — selection of a template for sending SMS (more details on creating and customizing SMS templates in section 2.5.1.8.1). The current user must have access rights to the required template set. Also, templates and groups of templates that fall under the conditions of template hiding will not be displayed in the list.

2. [Provider] — selection of provider from the list of providers available for sending the message (for more details on setting up SMS providers, see section 2.4.2.6).

3. [Client] — selection of SMS recipient. It can be either the client itself or persons linked to it (with their type displayed in brackets).

4. [Phone] — select the phone number to which the SMS will be sent. It is possible to select several numbers for sending SMS simultaneously, if the [Select

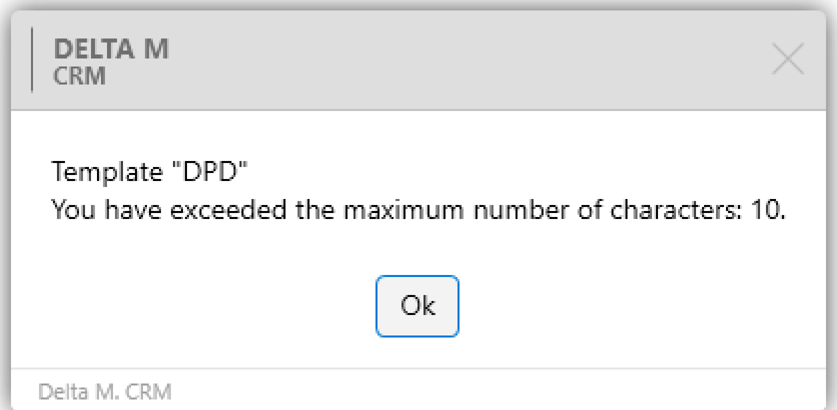
several phones when sending SMS] checkbox is checked in the general system settings.

5. [Show all states] — the button to enable/disable displaying of phones with hidden statuses.

6. [Force SMS] — if this checkbox is checked, SMS will be sent ignoring the schedule set in the SMS template.

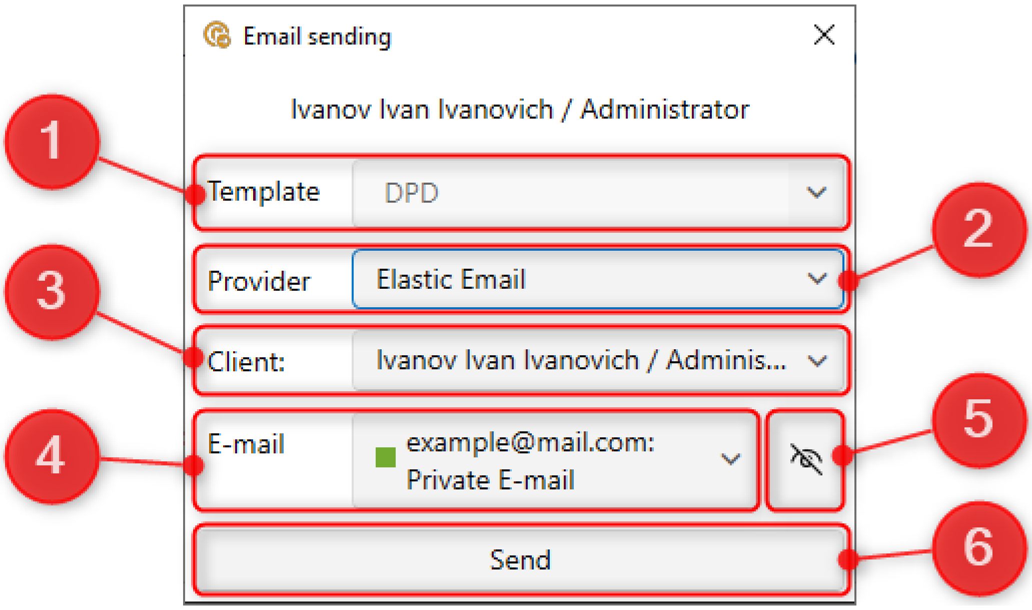
7. [Send] — SMS will be sent according to the preset settings.

If the set character limit in the selected SMS template is exceeded, the user will be notified accordingly.



4.2.4 Send E-mail

[Send E-mail] — function of sending e-mail to the client from the loan card according to the set template. The button of sending e-mail will be inactive, if the set limit in the limits of contacts by client is reached (more details about setting limits in section 2.4.2.1.15.1).



1. [Template] — selection of a template for sending E-mail (more details about E-mail templates setting in section 2.5.1.9). Empty templates that have no fields added on the [Template] tab are not available for selection.

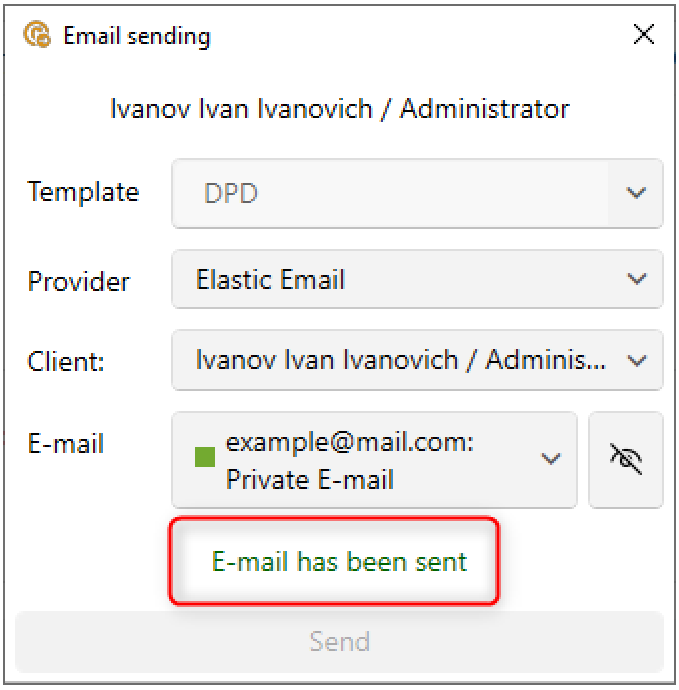
2. [Provider] — selection of provider, through which e-mail will be sent to the client (more details about setting E-mail providers in section 2.4.2.7). The list of available providers also depends on the settings of the selected template.

3. [Client] — selection of the client to whom the e-mail will be sent according to the selected template, also linked persons are available for selection (in the view of the loan card the special insert [Linked persons] must be added and the linked persons themselves must be added accordingly).

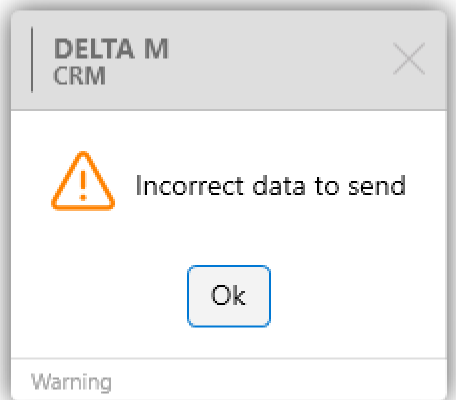
4. [E-mail] — selection of the client's e-mail to which the e-mail will be sent.

5. [Show all states] — enable/disable the display of e-mail addresses that do not have a positive status selected (status with the checkbox [Positive status] checked).

6. [Send] — send e-mail to the client according to the selected template. In case of successful sending, the user will receive a message that E-mail has been sent.

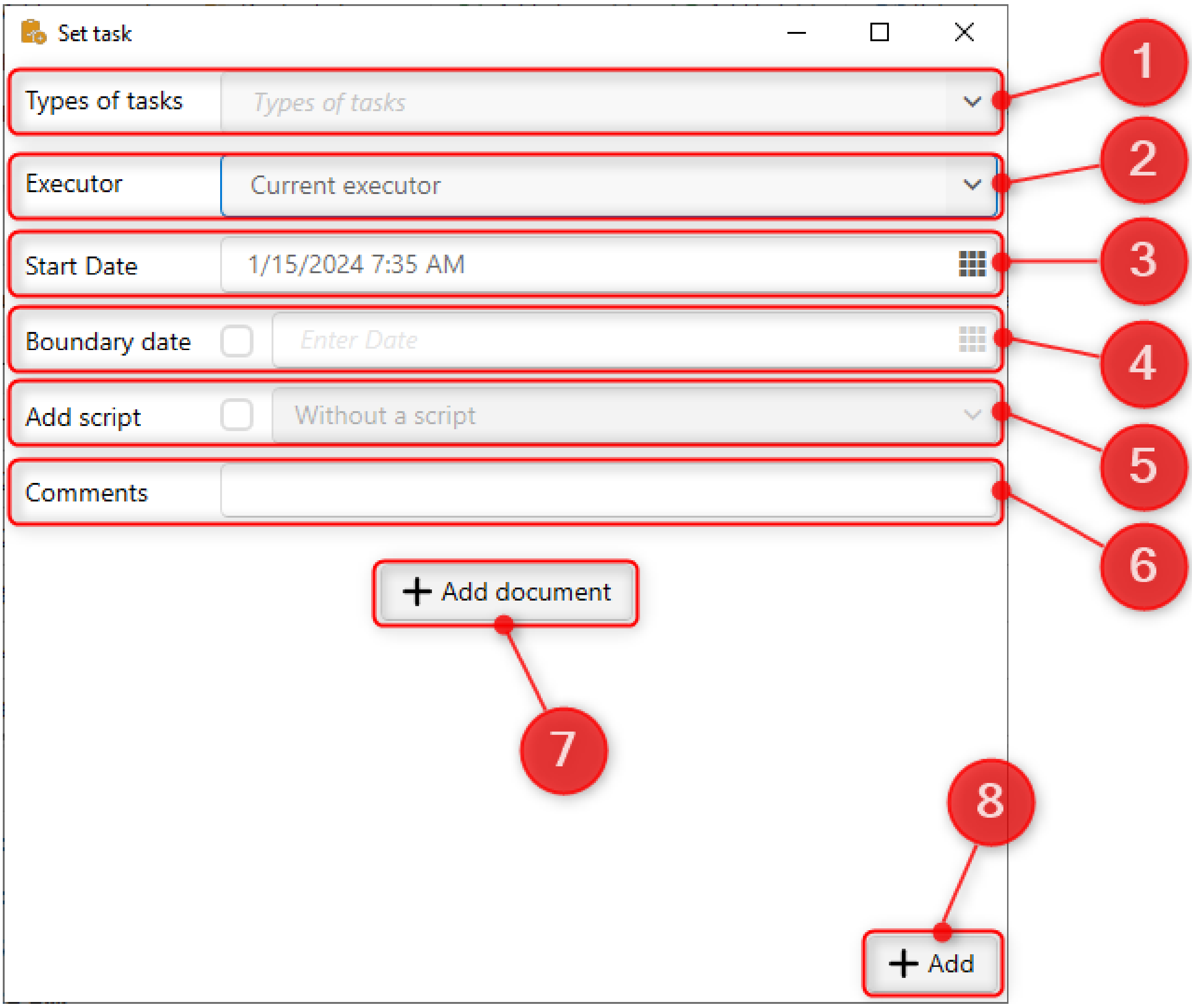


If any fields were not filled in, the system will give an error and the email will not be sent.



4.2.5 Set task

[Set task] — function of assigning a task to the current loan.



1. [Types of tasks] — selection of task type (creation and customization of types are described in section 2.5.3.3.1).

2. [Executor] — selection of responsible person for the assigned task.

3. [Start date] — set the start date of task execution (by default, the time and date of task creation start are set).

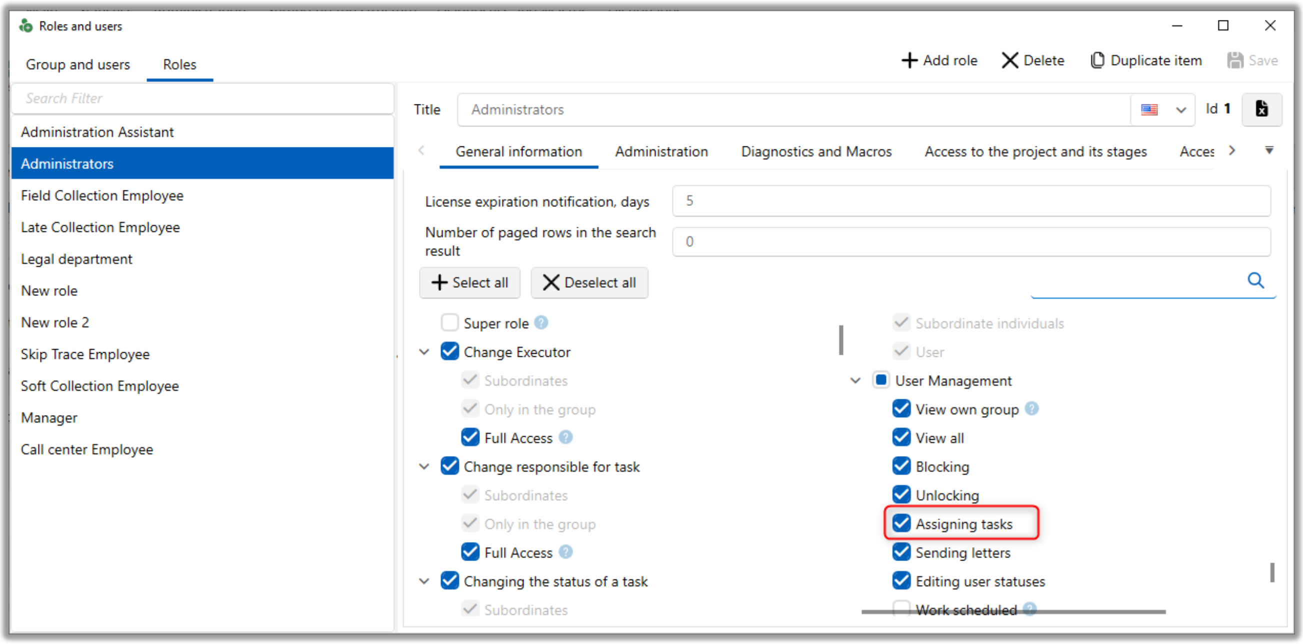
4. [Boundary date] — set the deadline date for execution of the created task. After this date, if the task has not been executed, it will be assigned the status [Overdue] (you can change the deadline of the task in the organizer, for more details see section 2.2.4.2).

5. [Add script] — adding a scenario for the selected task (customization and creation of scenarios are described in section 2.5.1.6). Only scenarios that are created for the stage the loan is in are available. When assigning a task with a selected

scenario, such scenario will be selected by default when adding an action, also it will take precedence over the default one until the completion of this task.

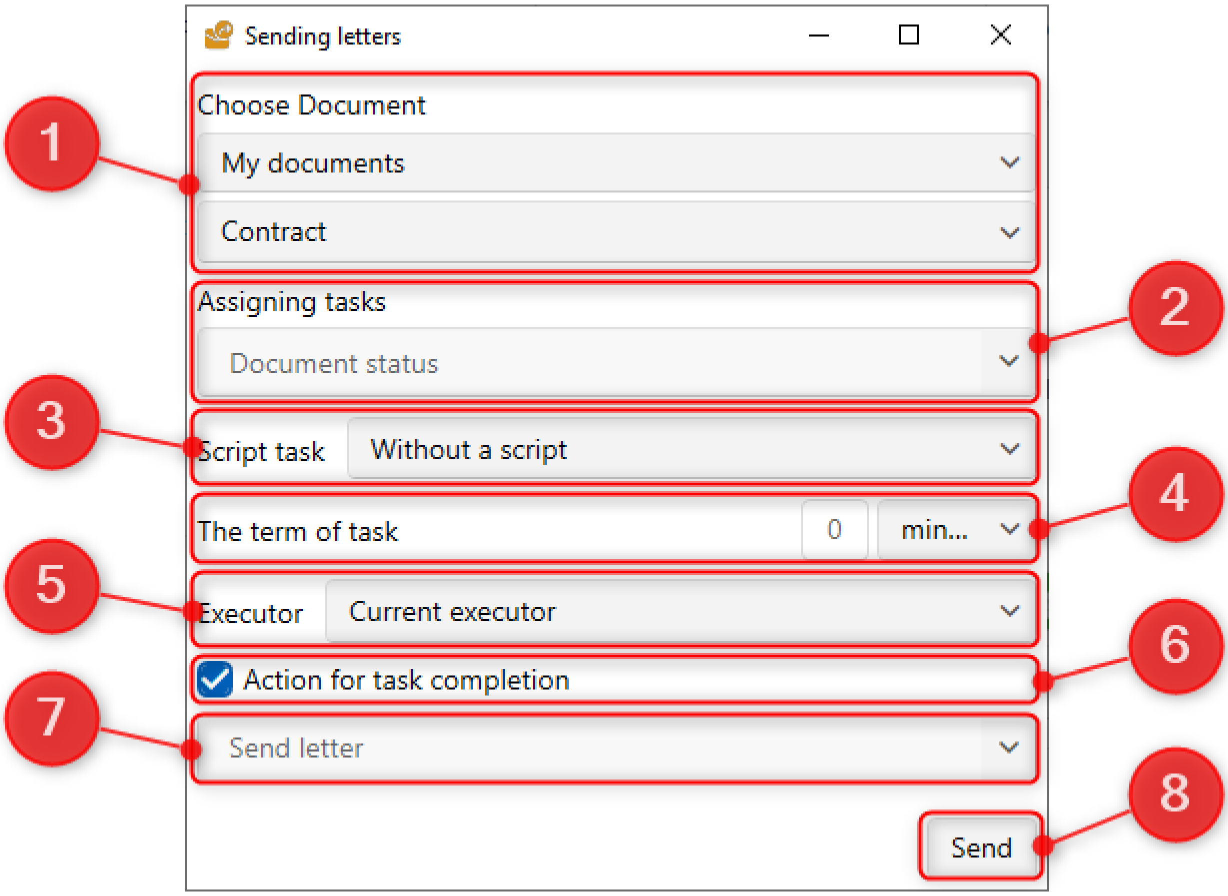
6. [Comments] — field for entering a comment.
7. [Add document] — attaching documents to the task. The user can upload the required document by selecting its location in the system, specify the type of documentation and set the document name.
8. [Add] — add task to the current Loan with set parameters.

To access the task assignment button, a user must have the [Task Assignment] checkbox set in their role settings.



4.2.6 Send letter

[Send letter] — the function of sending mails.

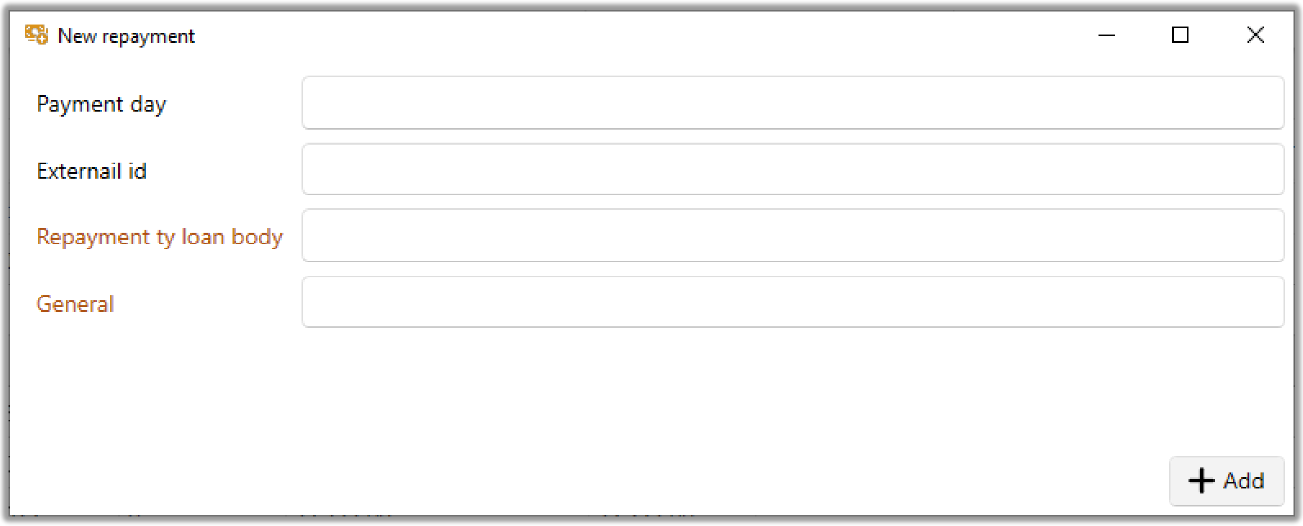


1. [Choose document] — select a group of documents and a document to send to the client from the drop-down list. Only documents with the checkbox [Yes] checked in the [Attach a copy of the letter to the card] option are available for selection (setting and adding documents is described in section 2.3.2.1).
2. [Assignment task] — selection of the type of task to be assigned (for more details on tasks, see section 2.5.3.3.1).
3. [Script task] — selection of a scenario from the list (more information about work scenarios 2.5.1.6).
4. [The term of task] — setting the boundary date for execution.
5. [Executor] — selection of responsible person.
6. [Action form task completion] — select the action that will be set after task completion.
7. Selects the action from the drop-down list that will be set when the task is completed.

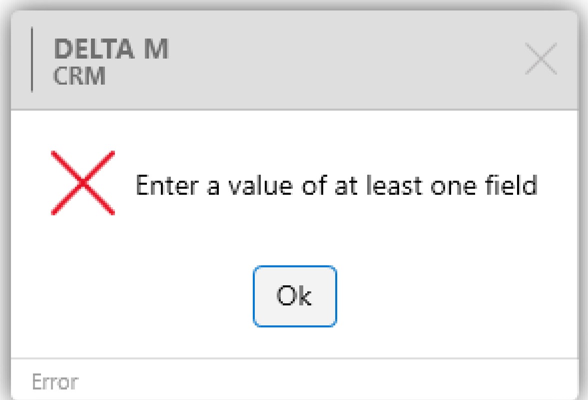
8. [Send] — button to send an mail.

4.2.7 Add repayment

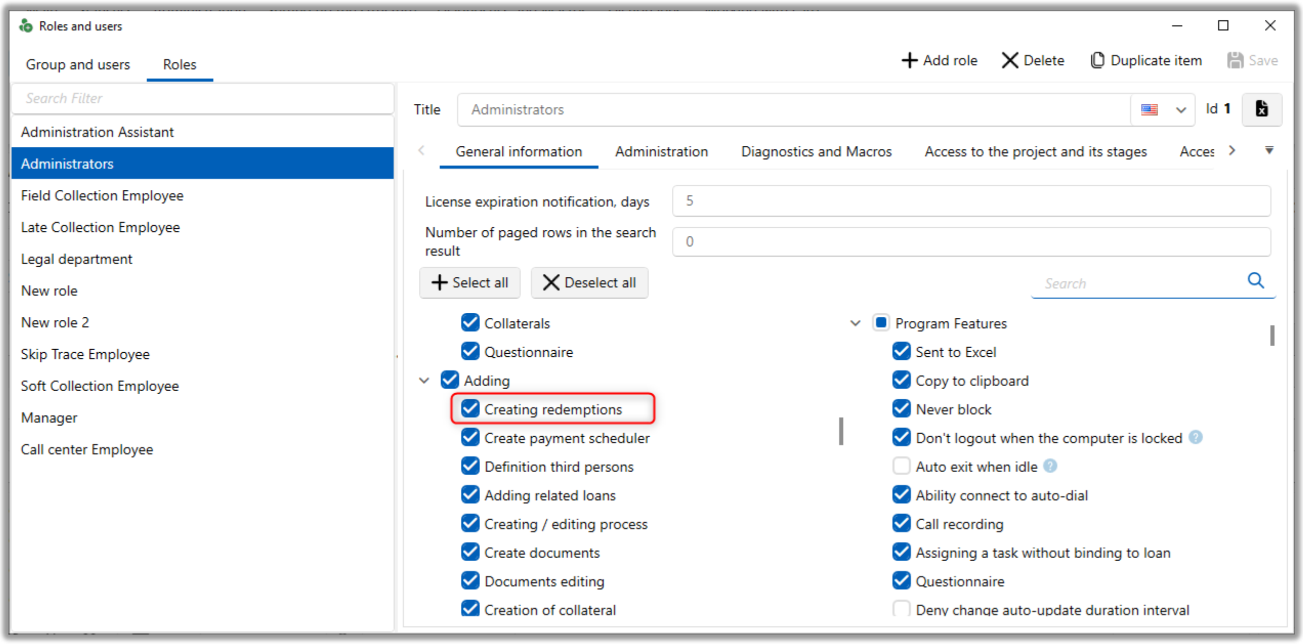
[Add repayment] — function of adding repayment for the selected loan. In the opened window fill in the fields and click the [Add] button.



The Payment fields are configured under [Required fields] on the [For Payments] tab in the project or project group settings (depending on the inheritance settings). At least one field must be filled in, otherwise the system will not allow you to add a Payment and will display a warning message.



Also, to add Payments, the [Create redemptions] checkbox must be checked in the user role settings.

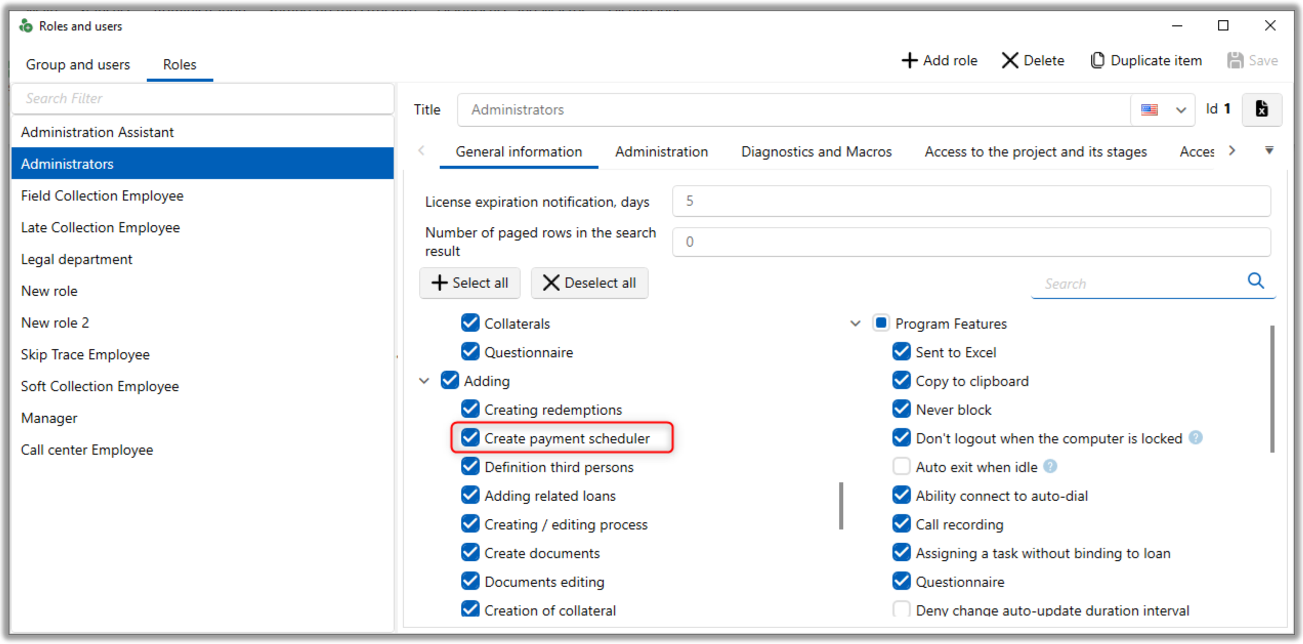


Repayments that were added before the promise schedule was created are not counted in it. Even if the recalculation time has not yet occurred.

4.2.8 Promise scheduler

[Promise scheduler] — function of adding a promise schedule for a Loan. To work with this function in the loan card it is necessary to add a special insert [Promise Schedule], otherwise the button of adding a promise schedule will be inactive.

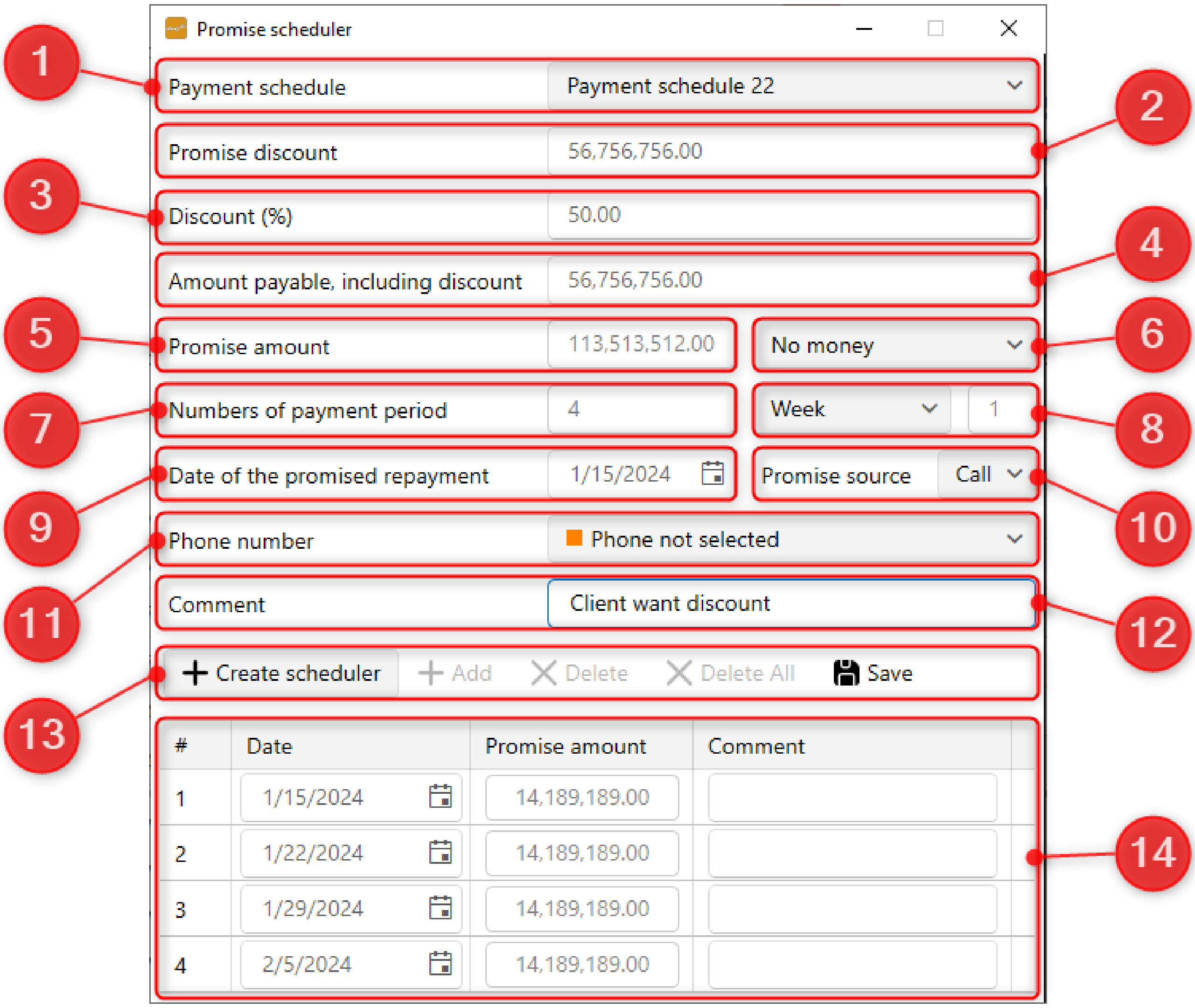
To create a promise schedule, the [Create payment scheduler] checkbox must be set in the user role settings.



Also, in the settings of projects or a group of projects (depending on inheritance), you must select the field in [Repayment field setting] (it must have an integer or fractional data type). When creating a promise schedule, it is necessary to take into account that this field must not be empty, and its value must be equal to or greater than the value set in the [Minimum amount per one promise] field, otherwise the button for creating a promise schedule will not be active. Also in the settings of the loan card view a special [Promise Schedule] insert must be added (adding fields to the card view is described in more detail in section 2.4.2.3.1).

It is not possible to create a new promise schedule if a promise schedule with the status [Pending] already exists.

After clicking [Payment schedule] to the client, the user is presented with the Promise Schedule Customization window, where:



1. [Payment schedule] — selection of payment schedule as a template.

2. [Promise discount] — display of the discount amount according to the set percentage in the payment schedule template. The user can edit this value, if the [Change discount when creating a schedule of promises] checkbox is selected in the general system settings.

3. [Discount %] — setting the percentage by which the payment amount will be reduced. This parameter becomes available only when using the payment schedule.

4. [Amount payable, including discount] — total amount payable, taking into account the specified discount.

5. [Promise amount] — payment amount. By default, the amount recorded in the field selected in [Configuring fields payments] on the [General] tab, in the project or project group settings (depending on the inheritance settings) is set.

You can increase the payment amount by no more than the percentage that is set in [Percentage of promise amount increase] (project settings).

The payment amount is automatically increased by the percentage that is set in [Percentage of increase in the amount of a promise] (project settings).

6. [Overdue reason] — selection of the reason for overdue (for more details on creating and customizing overdue in the section 2.5.3.1.4).

7. [Number of payment period] — setting the number of overdue periods (intervals) that will be created after clicking [Create schedule].

8. Creating a time segment with selection of the unit of measurement (day, week, month) and its duration to be given to each of the periods.

9. [Date of the promised repayment] — setting the date of the first promised payment of the client. Weekends and holidays, which were set in the general system settings, will be unavailable for selection.

10. [Promise source] — selection of a promise source (for more information on creating promise sources, see section 2.5.3.1.5).

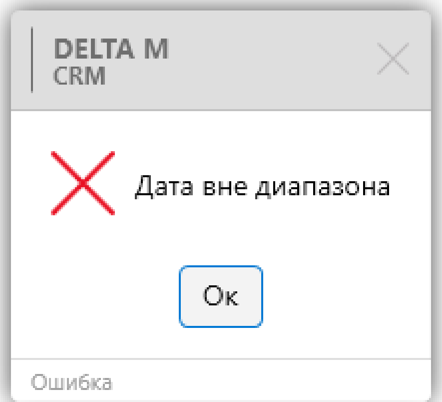
11. [Phone number] — selection of the client's phone number. The field is mandatory for filling.

12. [Comment] — text field where the user can enter a comment that will be displayed in the created promise graph.

13. The Promise Graph Settings panel, where the following functions are located:

- [Create schedule] — creation of a promise schedule according to the set settings (payments will be partitioned for the number of periods specified in the [Number of periods] parameter, by the set time interval).
- [Add] — add an additional period to the created ones (the value in the [Number of periods] parameter is increased automatically). When adding a promise

schedule, it is necessary to take into account the value that is set in the [Maximum term of promise schedule] parameter, if this value is exceeded, then a warning will be displayed to the user: [Date Out of Range].



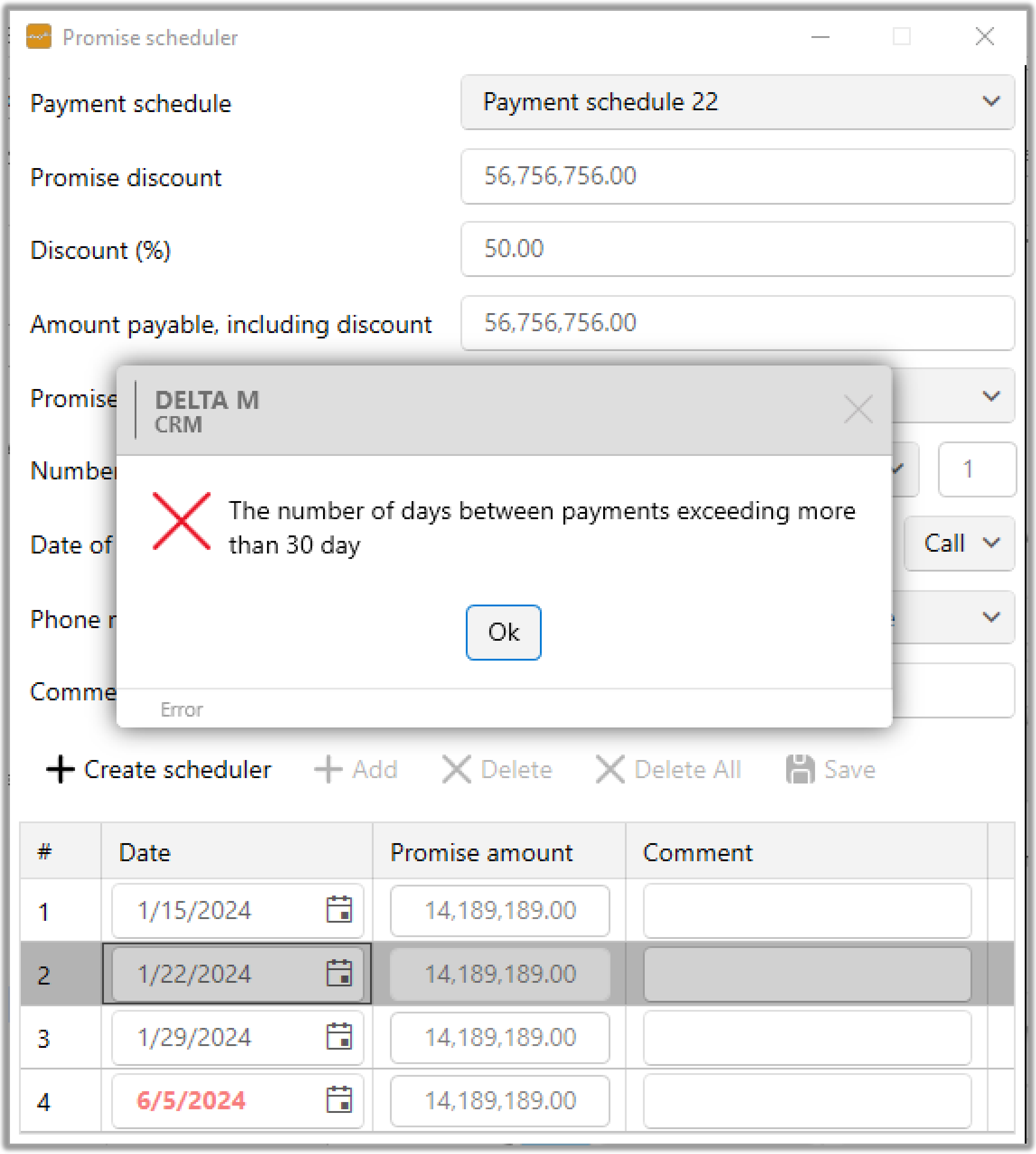
For example: the [Maximum Promise Schedule Period] is set to 365 days, then when adding a promise schedule with a period longer than 1 year, a warning will be displayed to the user.

- [Delete] — delete the selected promise period (the payment amount is automatically recalculated when the period is deleted).
- [Delete All] — deletion of all created periods.
- [Save]—save the changes you made and create a promise schedule.

14. After clicking [Create Schedule], a table appears that contains the periods for the lower-level promise schedule with the following parameters:

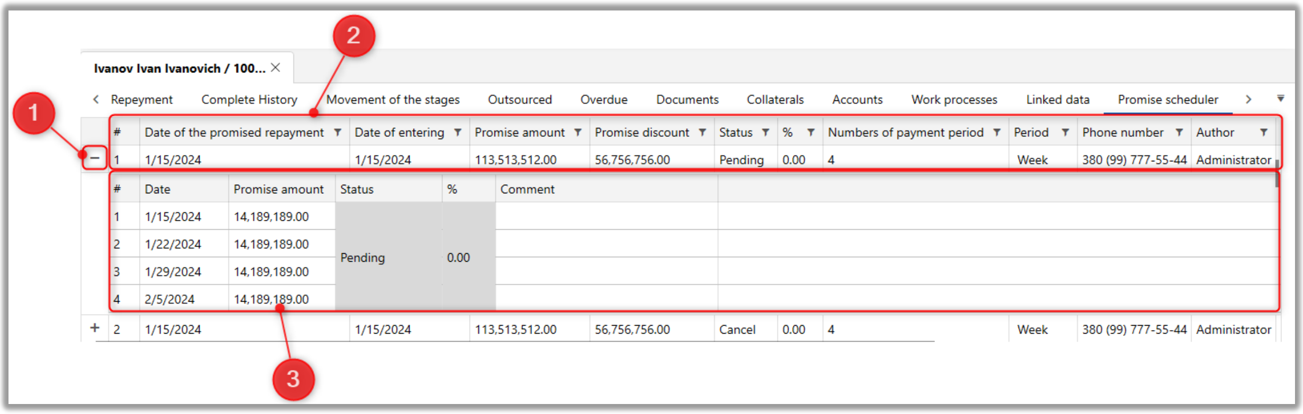
- [Payment number] — sequence number of the created Payment.
- [Date] — date of promised repayment for each of the periods, after which the repayment will take the status [Broken], if no payment has been made. When creating the schedule of promises in the field with setting the payment date, weekends and holidays will not be available for selection (weekends and holidays are set in the general system settings on the tabs: [Work Schedule] and [Holidays]). The

set date is highlighted in red color if the payday is shifted due to holidays or weekends. When attempting to save a promise schedule that exceeds the set limit in the system, a warning will be displayed to the user with the maximum number of days per period and the schedule will not be saved. The Payment date will not be available for selection if the [Edit first promise amount only] checkbox is selected in the system general settings.



- [Promise amount] — automatically calculated payment amount for each repayment (the default amount is divided into equal parts). The user can edit only the amount of the first repayment, if the [Edit only the first repayment amount] checkbox is selected in the general system settings (section [General], tab [Other]). Also note that the payment amount for each period cannot be less than the minimum amount of one promise set in the projects settings, which is set in [Minimum amount per one promise]. Otherwise, a corresponding warning will be displayed to the user and the communication schedule will not be created.
- [Comment] — field for entering a custom comment to the Payment.

After creating a promise schedule, it will be displayed in the Loan card on the tab with the added special insert [Promise Schedule]. The created promise is divided into [Upper-level promise] and [Lower-level promises].



1. Button for displaying the parameters of the lower-level promise.
2. The top-level presents the overall data for the created promise graph, where the following parameters are present:

[#] — ordinal number of added amortization schedule.

[Date of the promised repayment] — date of the last period

[Date of entering] — the date when the promise schedule was created.

[Promise amount] — total payment amount for repayment under the created promise.

[Promise discount] — display of the discount amount.

[Status] — display the status of the top-level promise at the current moment. There are 5 types of promise statuses:

- Kept — the promise has been paid in full or in the percentage that was set in the [%] parameter.
- Broken — the top-level communication takes this status if no repayments (or partial repayments) have been made on the created lower-level promises for the whole period.
- Active — the promise is in the process of fulfillment and no repayments have been received yet.
- Canceled — the promise has been canceled by the system user.
- Partial payment — there were repayments on the promise, but their amount was less than the amount set in the [Promise amount] parameter and less than the percentage of this amount, which is set in the [%] parameter.

[%] — displaying of the client's repayment of a part of the total payment amount as a percentage. By double-clicking the left mouse button you can view the amount of made repayment for each period.

[Numbers of payment period] — number of lower-level promises in the given schedule.

[Period] — selected time interval between periods in lower level promises (day, week, month).

[Phone Number] — the phone number of the client that was selected when creating the promise graph.

[Author] — the name of the user (full name) who created the promise schedule.

[Promise sources] — selection of a promise source (for more details on creating and customizing a promise source, see section 2.5.3.1.5). It could be, for example, a phone call from a customer with a promise of payment.

[Comment] — custom comment on the promise schedule.

[Delay reason] — selection of delinquency reason (more details on creating and customizing delinquency reasons in section 2.5.3.1.4).

3. Lower-level promises are presented in the form of a table where:

[#] — serial number of the period in the amortization schedule.

[Date] — setting the deadline for making repayment for the created period, after which this period will be set to [Broken] status, if no payment has been made. This setting is affected by the [Maximum Promise Schedule Deadline] parameter that was set in the project settings, the value from this parameter is added to the one set for this period. For example: for a period in the [Date] parameter [01.01.2022] is displayed, and in the [Maximum Promise Schedule Period] parameter is set to 4, then the last date to make a payment before going to the [Broken] status will be [05.01.2022].

[Promise amount] — displays the required repayment amount to transition a lower-level promise to [Retained] status. If several periods are created in the lower-level promise schedule, and if the amount of the made repayment exceeds the set amount for one of the periods, the balance of this amount is carried over to the next period.

[Status] — displays the status of the lower-level promise in the context of each of the created periods. By double-clicking the left mouse button you can view the status for each of the periods. There are only 5 statuses of a promise:

- [Kept] — the promise was paid in full or the percentage that was set in [%].
- [Broken] — a lower-level communication accepts this status if no repayment (or partial repayment) has been made during the set period.
- [Pending] — the promise is in progress and no repayments have yet been received for this period.

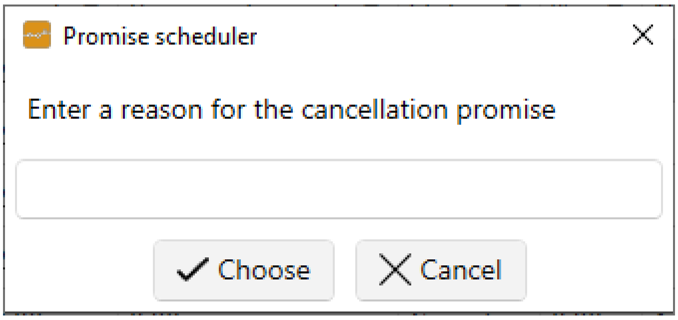
- [Canceled] — the promise was canceled by the system user. If a lower-level promise is canceled, the upper-level promise is also canceled.
- [Partial payment] — there were repayments as promised, but their amount was less than the amount set in [Promise amount] and less than the percentage set in [%].

[%] — displaying the percentage of the client's repayment of a part of the total payment amount. By double-clicking the left mouse button you can view the amount of made repayment for each period.

[Comment] — comment entered by the user for the period.

IMPORTANT: It is necessary to take into account that the promise schedule is updated daily according to the time that was specified in the general settings, in the [Promise schedule, overdue recalculation time] parameter (for more details, see the section 2.4.2.1.1.7).

To cancel a promise schedule, right-click on it and click the [Cancel] button in the menu that appears, then you can enter the reason for canceling the promise and click the [Select] button, then the promise schedule will change its status to [Canceled]. To cancel a promise schedule, the [Cancel Promise Schedule] checkbox must be selected in the role settings of the current system user.

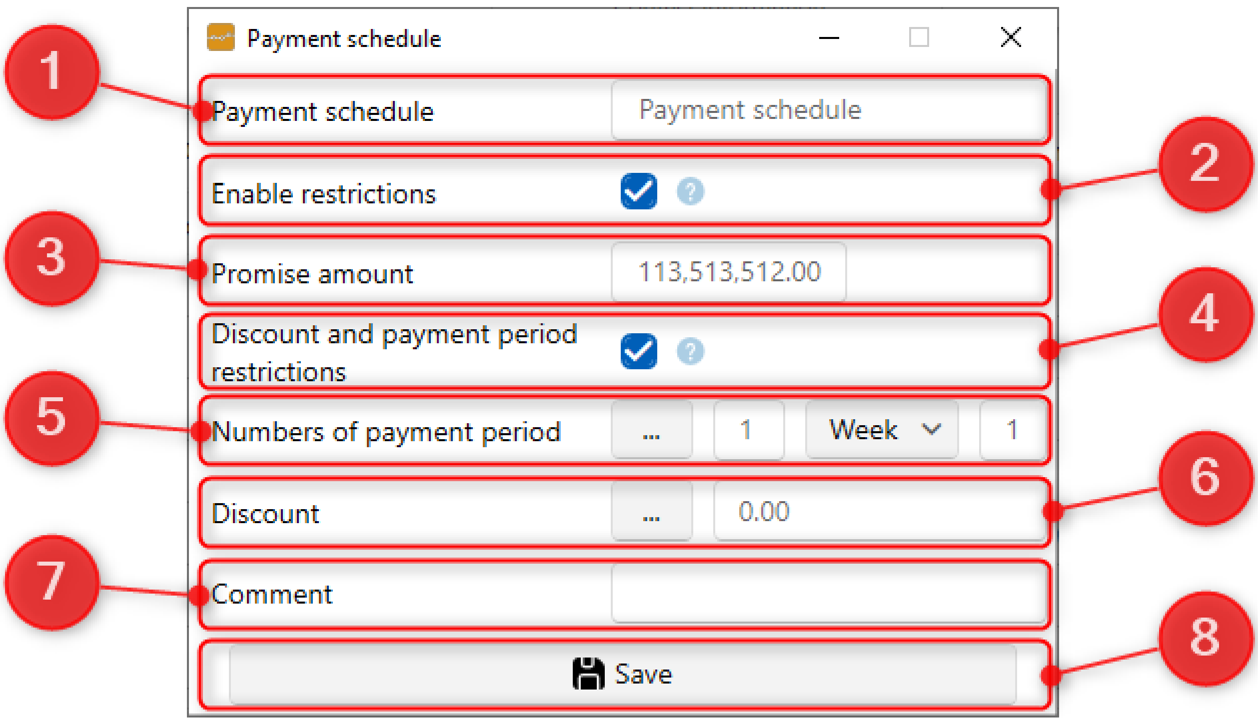


After canceling the promise schedule, you need to reload the Loan card (press the [Refresh] button in the Actions block) to add a new one.

4.2.9 Payment schedule

[Payment schedule] — adding a payment schedule to a Loan. The payment schedule can be used as a template when creating a promise schedule. For example, it can be used as sets of offers coming from banks for loan restructuring or as promotional offers in marketing. The [Payment schedule] button will be hidden if the [Create payment scheduler] checkbox is not checked in the role settings of the current user.

The following options are available in the window that opens:



1. [Payment schedule] — entering a name for the payment schedule.
2. [Enable restrictions] — enable or disable limits set in the system for payment amount and number of periods. This parameter works similarly to setting limits of the schedule of promises in projects.
3. [Promise amount] — display of payment amount. If the field that was selected in [Configuring fields payments] in the project settings is empty or absent

(was not added to the card view), the system automatically substitutes the value specified in [Minimum amount per one promise].

4. [Discount and payment period restrictions] — when creating the promise schedule, the discount and payment period limits will be set according to the values that were specified in the settings in the payment schedule. If this parameter is enabled and an interval is set in the discount, then when creating a promise schedule, its minimum value will be automatically set in the [Discount amount] field (parameter [From]). Also note that if this parameter is disabled, when creating a promise schedule where an interval is set for the number of periods and discount, their values will not be automatically substituted.

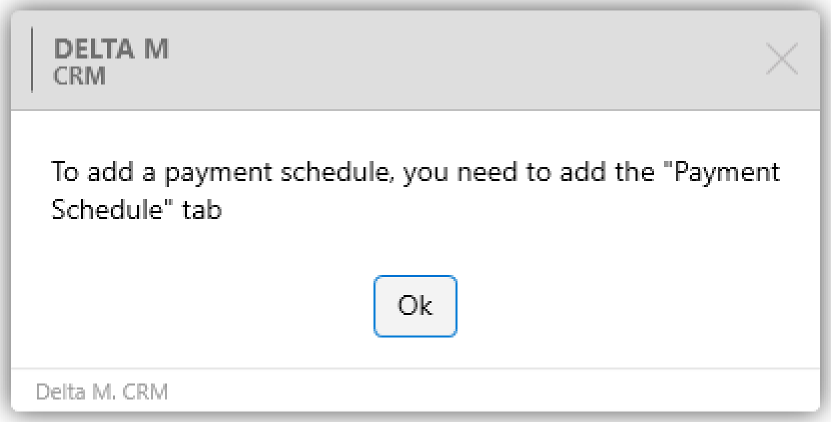
5. [Numbers of payment period] — specifies the number of periods for the payment schedule, which will be set by default. If necessary, you can click the [Interval] button and specify the range of values for this parameter ([From] and [To]), which will be available to users when creating the promise schedule.

6. [Discount] — field for entering the percentage by which the payment amount will be reduced. If necessary, you can click the [Interval] button and specify a range of values for this parameter ([From] and [To]), which will be available to users when creating a promise schedule.

7. [Comment] — enter a comment for the added payment schedule, which will be available for viewing on the special [Payment Schedule] insert.

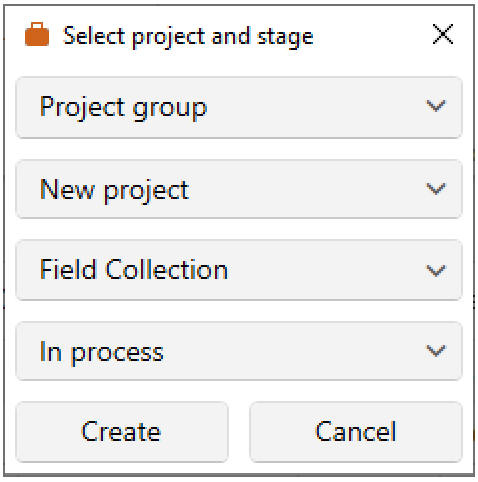
8. [Save] — creation of the payment schedule according to the set parameters.

To add a payment schedule, a special insert [Payment Schedule] must be added in the settings of the loan card view, otherwise a corresponding warning will be displayed to the user and the payment schedule will not be created.



4.2.10 Duplicate loan

[Duplicate loan] — function of creating a duplicate of an open loan card. When using this function, the user must select the project group, project and stage in which the duplicate loan will be created. After that it is necessary to click the [Create] button to create a duplicate loan.



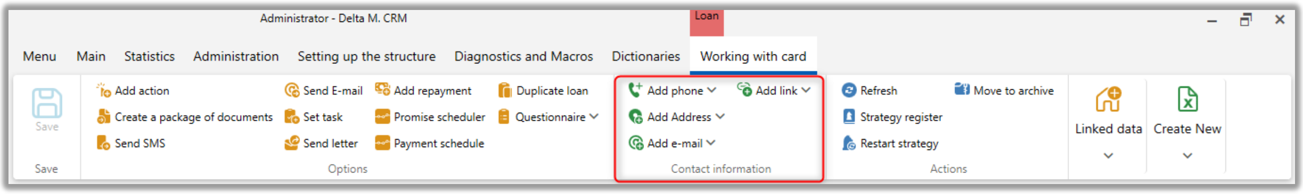
4.2.11 Questionnaire

[Questionnaire] — entering data using questionnaire. This function will be hidden, if there are no available questionnaires for the stage and status in the open loan card (more information about creating and customizing questionnaires in section

2.5.1.12). The data entered via the questionnaire will be recorded in the appropriate fields of the loan card.

4.3 Block [Contact information]

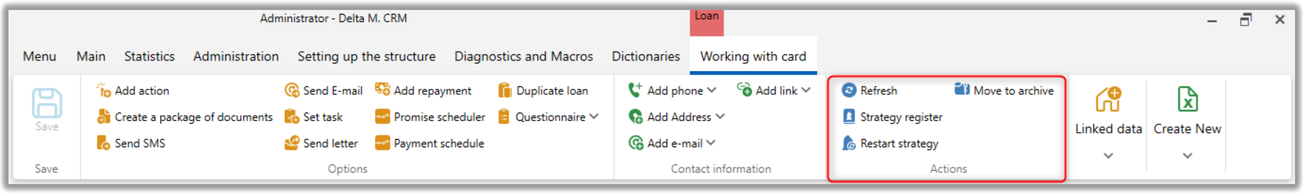
The [Contact information] block contains functions for entering contact information:



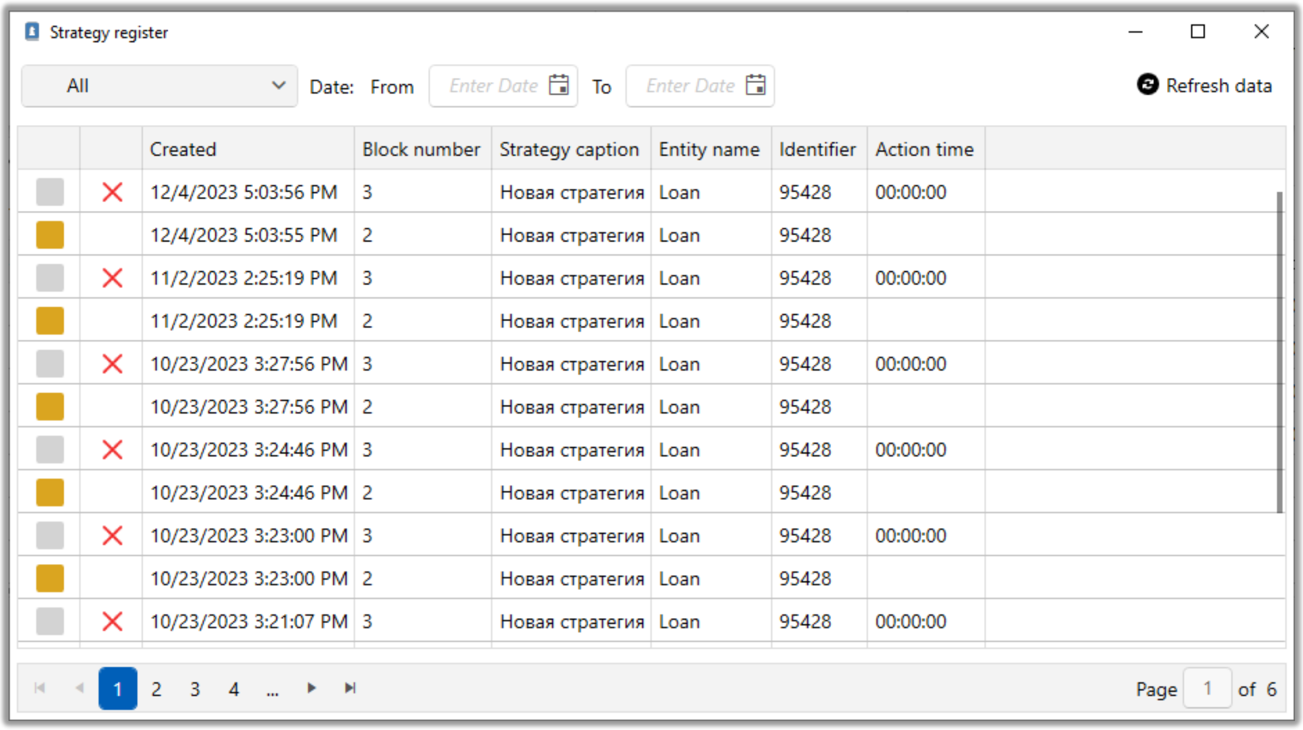
- [Add phone] — add phone number by one of the created types (more details in section 2.5.1.1.9), to the loan card. The Add Phone button is hidden if the user does not have the appropriate permissions or if all phone types have already been added (the checkbox [Contact types are unique when added] must be checked in the general settings).
- [Add address] — allows to quickly add an address by one of the created address types (more details in section 2.5.1.1.10), for an open client card.
- [Add E-mail] — allows to quickly add e-mail address by one of the created e-mail types (more details in section 2.5.1.1.7), for an open client card.
- [Add Link] — allows you to quickly add a web link by one of the created web link types (more details in section 2.5.1.1.8), or an open customer card.

4.4 Block [Actions]

The [Actions] block contains the following functions for working with the loan card:



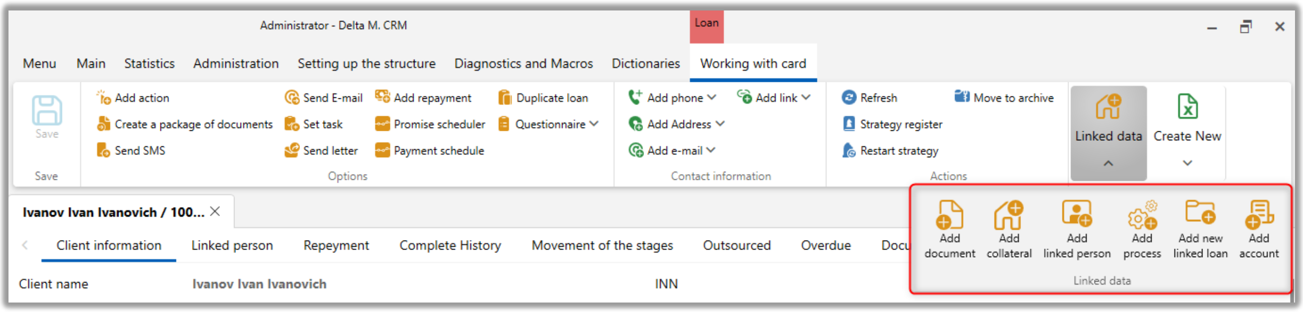
- [Refresh] — actualization of data in the loan card.
- [Strategy register] — displaying the history of the loan by blocks of all strategies, you can also select a particular strategy or sub-strategy, which allows you to track how the strategy worked on this loan.



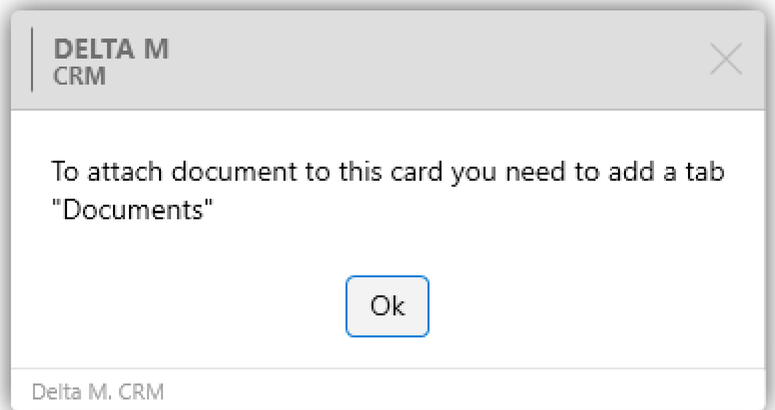
- [Restart strategy] — button to restart the strategy.
- [Move to archive] — transfer the Loan to the archive, if the Loan is already in the archive, then the button will be replaced by [Remove from archive] respectively.

4.5 Block [Linked data]

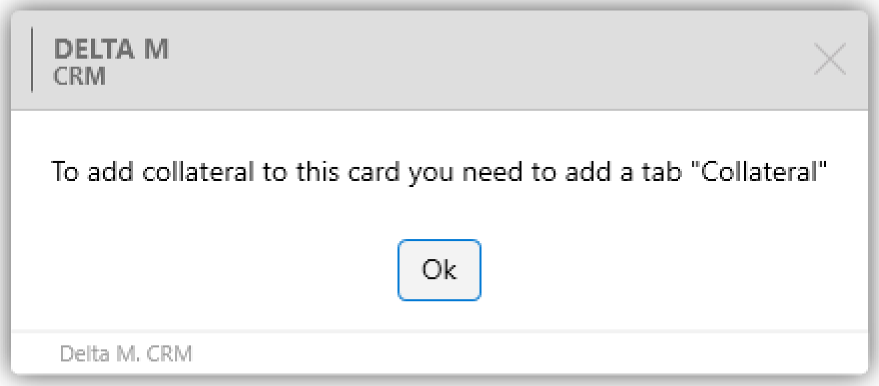
The [Linked data] block contains functions for adding data that can be used as a link when working with different entities in the loan card.



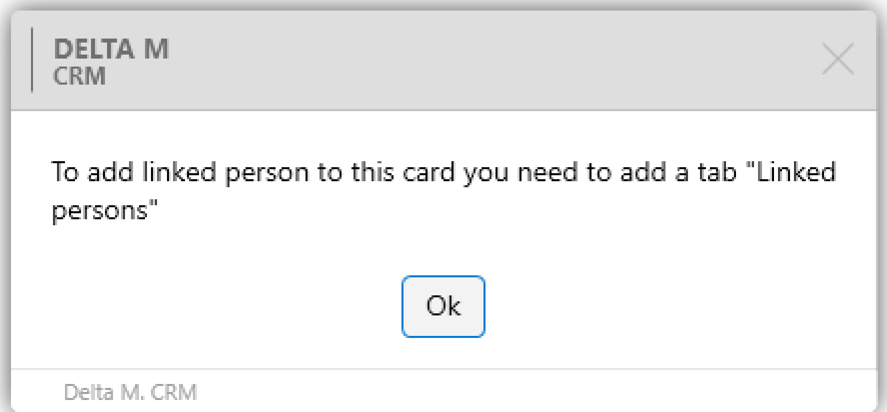
[Add document] — function of adding a document to the loan card. To work with this function in the role settings of the current user the [Create Documents] checkbox must be set. Also in the settings of the loan card view a special insert [Documents] must be added, otherwise a warning will be displayed to the user.



[Add collateral] — function of adding collateral to the loan card. To work with this function, the [Create collateral] checkbox must be set in the role settings of the current user. Also in the settings of the loan card view a special insert [Collateral] must be added, otherwise a warning will be displayed to the user.

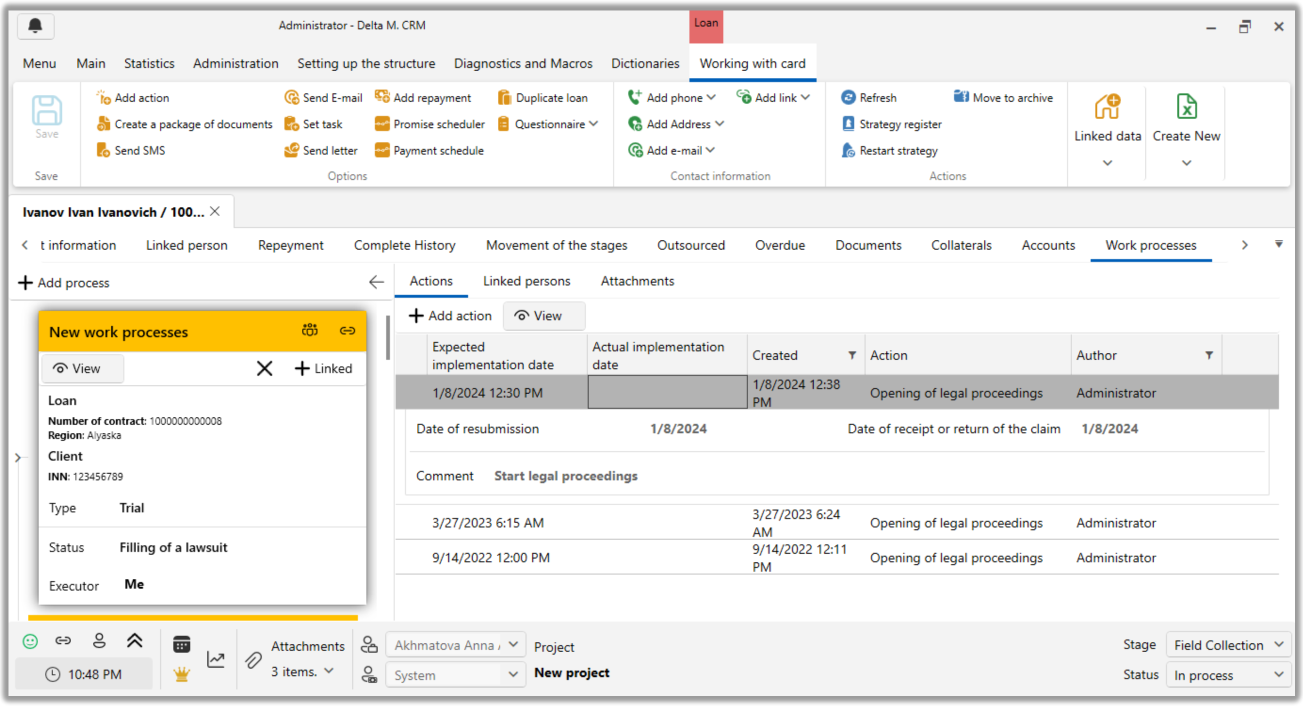


[Add linked person] — function of adding linked persons to the loan card. To work with this function in the role settings of the current user must be set the checkbox [Define 3 persons]. Also in the settings of the loan card view a special insert [Linked persons] must be added, otherwise a warning will be displayed to the user.

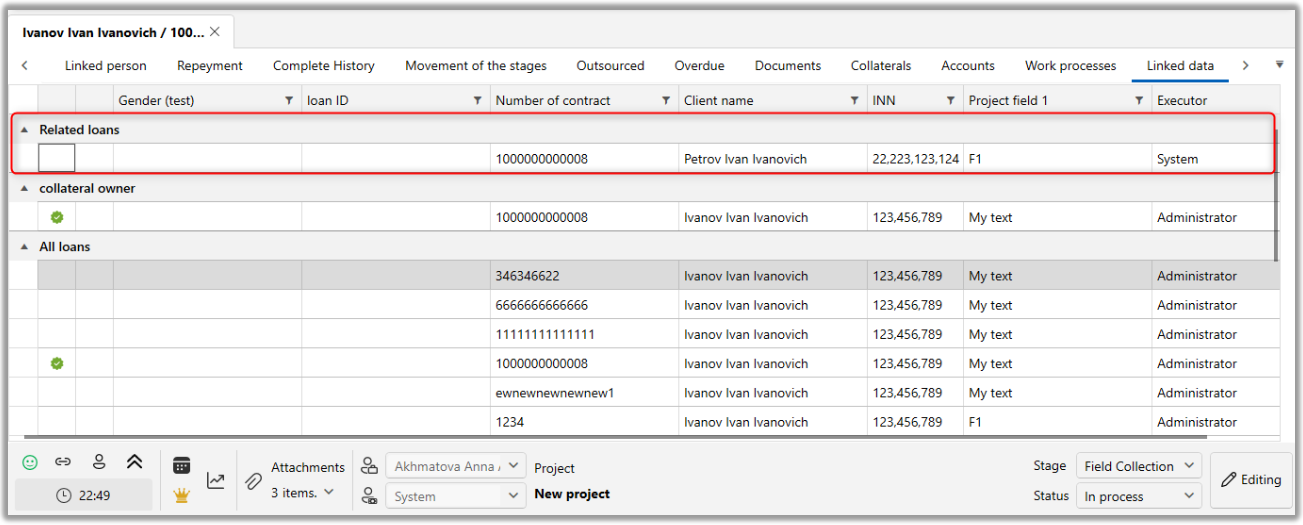


It should be taken into account that linked persons, whose type is selected with [Positive status] checkbox unchecked, will be hidden (but will be available for viewing in the card editing mode), if [Display linked persons with positive status only] checkbox is set in the general system settings (for details see section 2.4.2.1.1.5).

[Add process] — function of adding processes to the loan card. To work with this function the [Create/edit processes] checkbox must be set in the role settings of the current user. The function of adding a new process becomes inactive if the special insert [Work Processes] has not been added, as well as if the user is not on the tab with the added special insert [Work Processes]. The user must also have editing and modification rights for the process types created in the system.

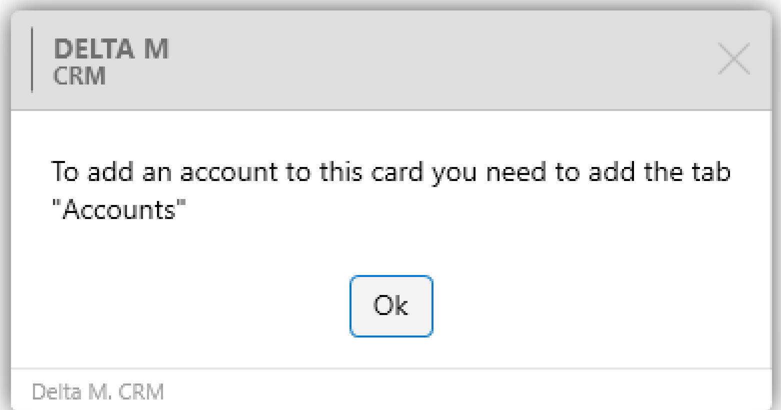


[Add new linked loan] — function of creating a new linked loan. It is necessary to set the type of relation in the opened loan search window and select the necessary loan. After selecting the necessary card, it will be added to the current one as [subordinate] and will be displayed on the tab with a special insert [Linked data] in the [Linked loans] section. When changing the values of fields (or stage and status) of the [main] Loan, changes will also occur in the [subordinate] Loan. A single loan can be the [master] of multiple loans, but a loan can be the [subordinate] of only one loan. A loan cannot be [subordinate] if it is [main] in at least one loan. This function will be hidden unless a special [Linked Data] insert has been added, and the [Add Linked Loans] checkbox in the role settings of the current user must be checked.



For each column within this special insert, data filtering is available according to the selected values.

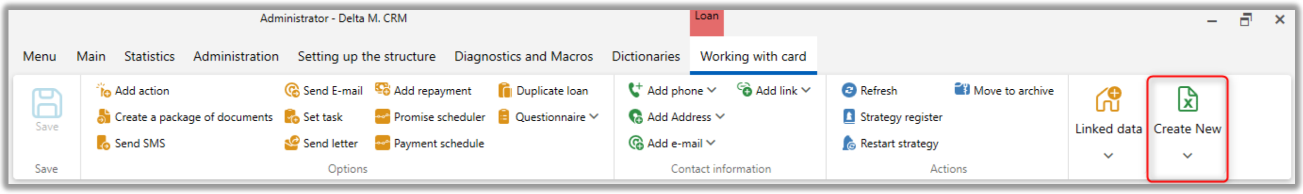
[Add account] — function of adding an account to the loan card. In the settings of the current user's role the checkbox [Create account] must be set, otherwise this function will be hidden. Also in the settings of the loan card view a special insert [Accounts] must be added, otherwise a corresponding warning will be displayed to the user when trying to add an account.



It is necessary to take into consideration that accounts with type that has unchecked [Positive status] checkbox (details in section 2.5.1.3.1), will be hidden (available for viewing only in the card editing mode), if the [Display accounts only with positive status] checkbox is checked in the general system settings (more details in section 2.4.2.1.1.5).

4.6 Block [Create New]

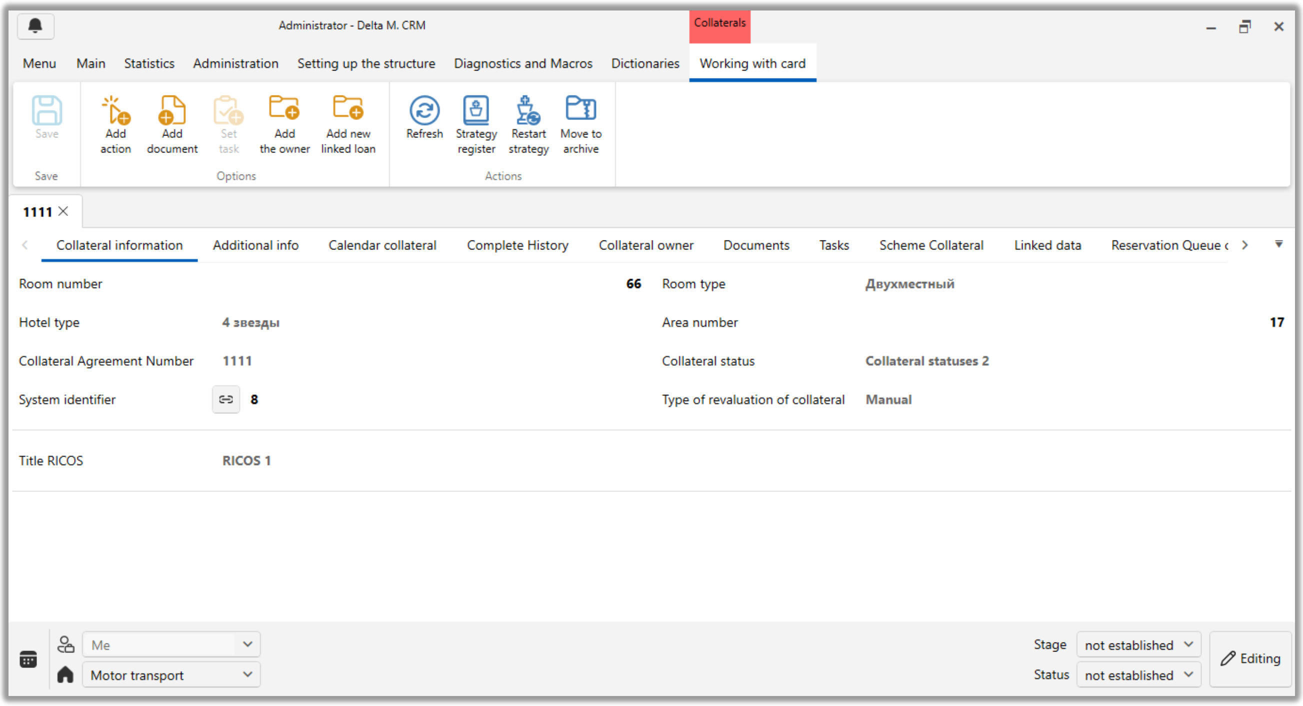
In the [Create New] block the user can generate reports and documents according to the created templates.



- [Report] — generation of a report based on a previously created template (more details in section 2.3.2.2). Only templates with at least one variable added are available.
- [Document] — generation of a document by a previously created template (more details in section 2.3.2.1). Only templates with at least one variable added are available.

5. Collateral card management

The collateral card allows you to view collateral information. It can be opened via a customized collateral search or a loan/customer card (if a special [Collateral] box has been added).



To view the collateral card, the [View collateral cards] checkbox must be selected in the user role settings.

The following blocks are located on the navigation bar of the Collateraling card: [Save], [Functions], [Actions].

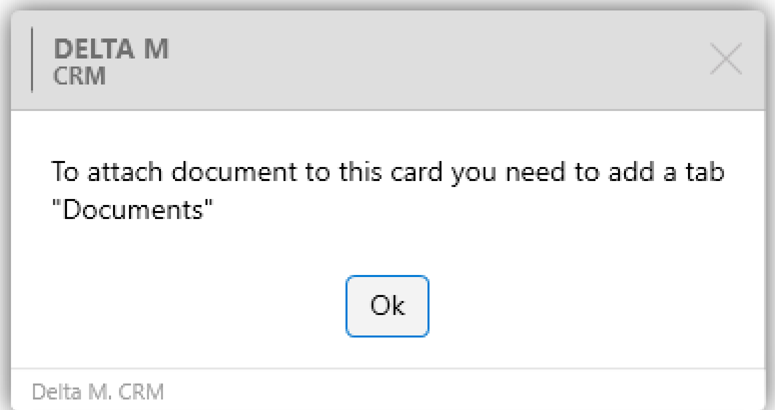
The [Save] box contains the following functions:

- [Save] — save the changes made to the collateral card.

The following functions can be found in the [Functions] block:

- [Add action] — add action. This function will be hidden for users, whose role settings do not set the corresponding rights to add an action in the Collateraling card.

- [Set task] — assign a task. To view the assigned tasks, a special tab [Tasks] should be added in the view settings of the Collateraling card.
- [Add document] — attach document to collateral. A special tab [Documents] must be added in the security card view settings, otherwise a corresponding warning will be displayed to the user when trying to attach a document.



- [Add the owner] — add owner of the collateral (one collateral can have several owners). This function is available only to users with the [Define collateral owners] checkbox set in the role rights settings. Also, a special [Security Owner] box must be added in the view settings of the collateral card, otherwise the Add Owner button will be inactive.
- [Add new linked loan] — adding one or more linked loans. In this way you can specify all linked loans to which this collateral belongs.

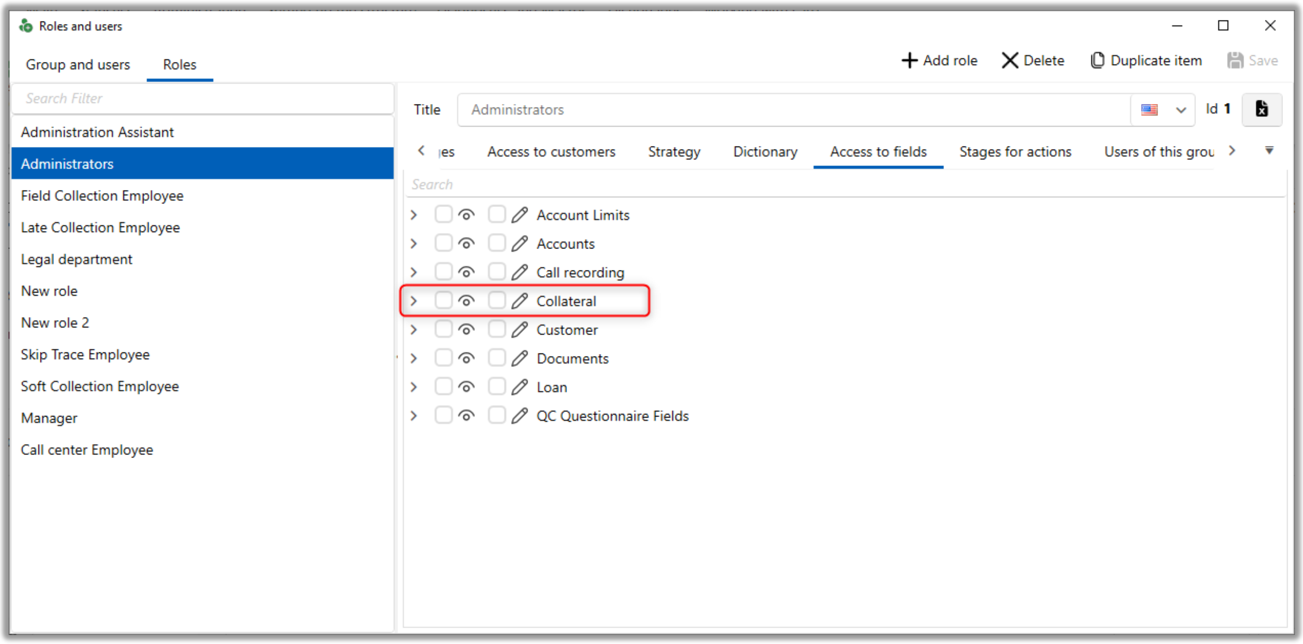
The [Actions] block contains the following functions:

- [Refresh] — actualization of data in the window of working with the collateral card.

- [Strategy register] — displaying the history of the collateral passing through the blocks of all strategies, you can also select a particular strategy or sub-strategy, which allows you to see how the strategy worked for this collateral.
- [Restart strategy] — restart the strategy.
- [Move to archive] — transfer a Loan to the archive, if the Loan is already in the archive, then the button will be replaced by [Remove from archive] respectively.

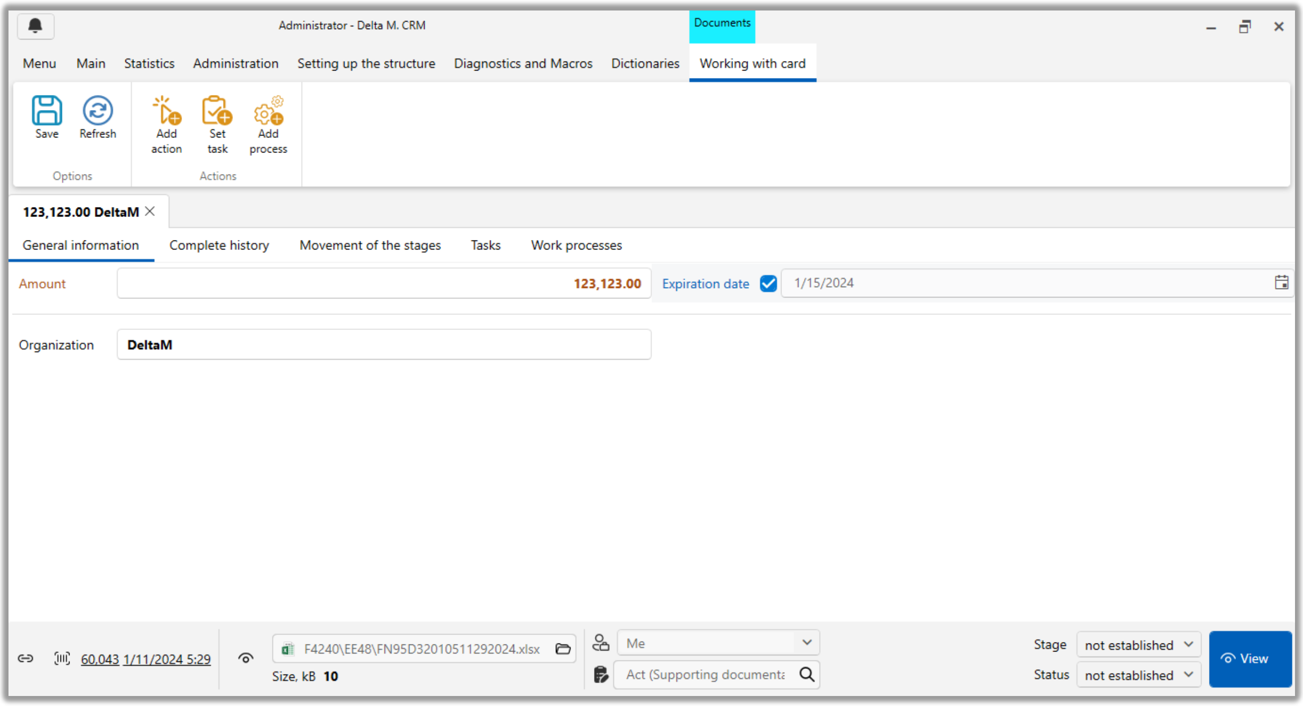
The following collateral card controls are located in the footer (bottom panel):

1. [Change history] — display the history of changes for the selected date. Also in this window you will see information about import statistics with the possibility to sort by date and type.
2. [Executor] — displays the current responsible for the Collateral, with the possibility to assign a new one.
3. [Collateral type] — display of the current collateral type. User can change the collateral type.
4. [Stage and Status] — display of the current stage and status. User can change status and stage of collateral, if he/she has set appropriate rights (in role rights checkbox [Collateral], block [Change status]).
5. [Editing] — to switch between editing and viewing modes of the card. To edit the collateral card entities, the user must have the appropriate permissions to modify these entities (more details in section 2.4.1.1) and access to edit collateral fields is available (on the [Field Access] tab in the role settings).



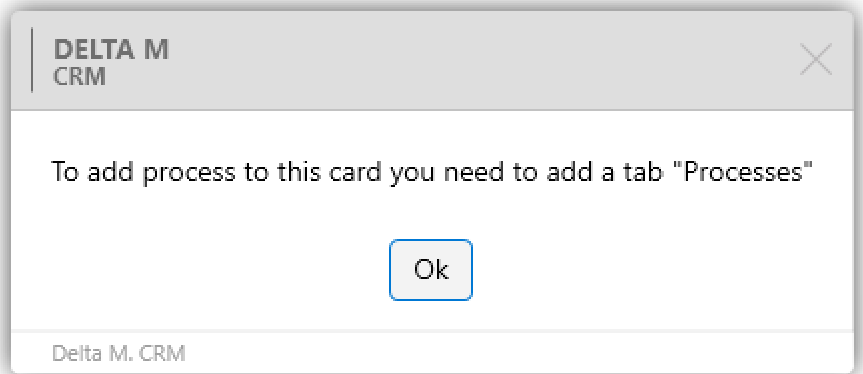
6. Document card management

The document card allows you to view complete information about the document, add actions and assign tasks. Customizing the document card view is described in the section 2.5.1.11.1.



The following functions are located in the header of the document card:

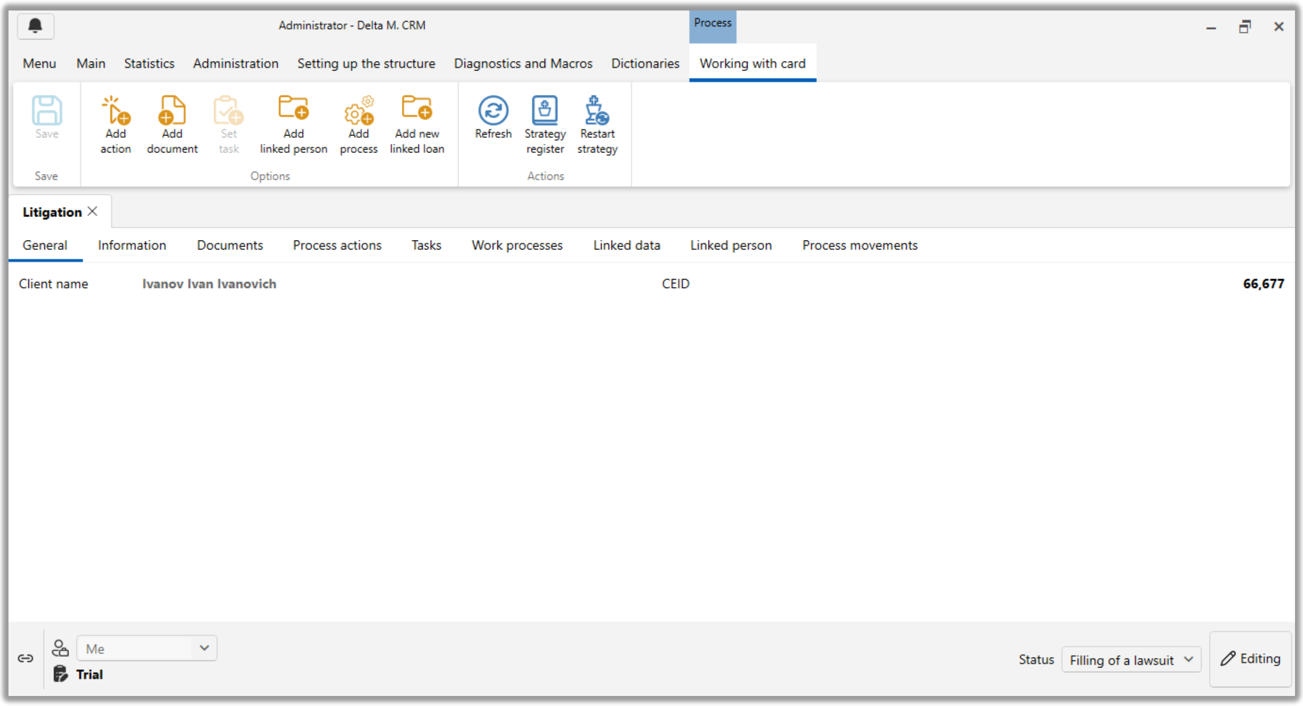
- [Save] — saves the changes made.
- [Refresh] — actualization of information in the window of work with the document card.
- [Add action] — add action on selected card. This function will be hidden for users, whose role settings do not set appropriate rights to add action to the document card.
- [Set task] — the button of task assignment. This button will be inactive, if in the settings of the document card on the Required tasks tab there is no at least one task type marked for selection.
- [Add process] — add a new process, where [Document] will be selected as the object. This button will be hidden if at least one process is not marked as available in the document card settings. It is also necessary to add a special insert [Process] in the settings of the document card view (more details in the section 2.5.1.11.1). Otherwise, the user will not be able to add a new process and a warning will be displayed.



The list of documents that have been added to work processes can be viewed on the special insert [Documents] in the entity cards, with the possibility to switch to the document card.

7. Process card management

The process card allows you to work with processes created in the system for different types of objects. To view process cards, the corresponding checkbox [View process cards] must be set in the role settings of the current user.



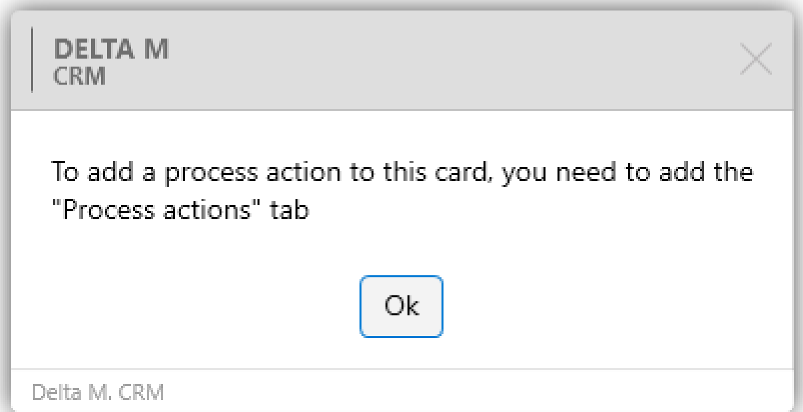
The changes made will be duplicated for all objects within the selected process (adding an action, document, etc.), both in the process card itself and in the special [Work Processes] insert.

When opening a process card for which no view has been preconfigured, the user will be presented with an empty card with the warning [Access Denied].

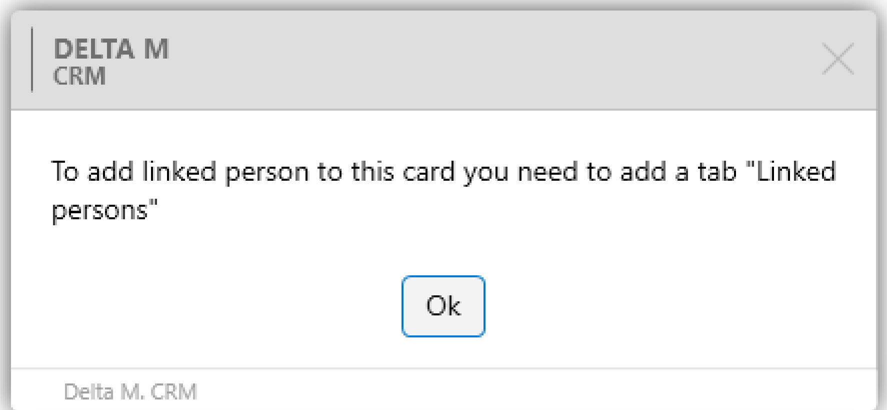
The following functions for working with the process card are located in the upper part of the window:

- **[Save]** — apply the changes made to the process card.
- **[Add action]** — add action on selected scenario with selection of action type and its result. In the settings of the process card view a special insert [Actions by

process] must be added, otherwise a corresponding warning will be displayed and the possibility to add an action will be unavailable.



- **[Add document]** — function of adding a document to the loan card. To work with this function the [Create documents] checkbox must be set in the role settings of the current user.
- **[Set task]** — function of task assignment. This button will be inactive if for the selected process type there are no marked necessary tasks in the process card.
- **[Add linked person]** — function of adding linked persons to the process card. To work with this function, the [Define 3 persons] checkbox must be set in the role settings of the current user. Also a special insert [Linked persons] must be added in the loan card view settings, otherwise a warning will be displayed to the user.

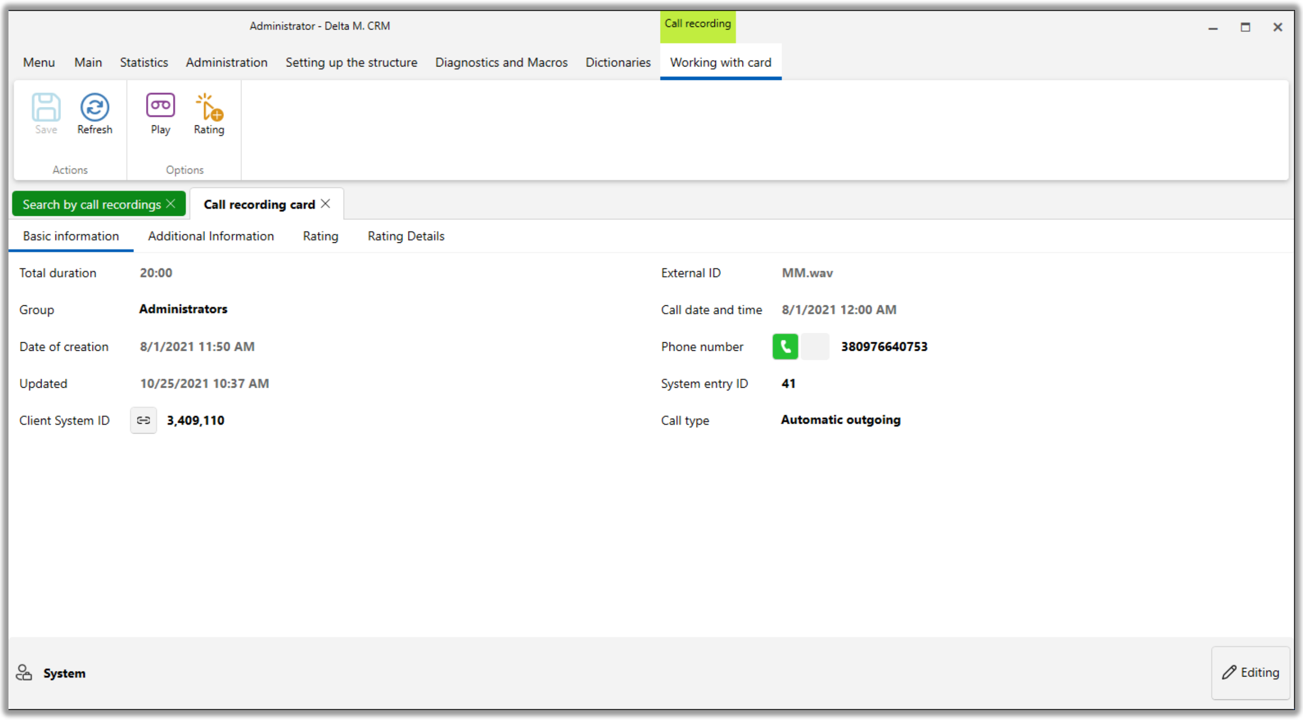


It should be taken into account that linked persons, whose type is selected with [Positive status] checkbox unchecked, will be hidden (but will be available for viewing in the card editing mode), if [Display linked persons with positive status only] checkbox is set in the general system settings (for details see section 2.4.2.1.1.5).

- **[Add process]** — adding a linked process. This function will be hidden if there is no configured process movement for this process type (it is impossible to create linked processes).
- **[Add new linked loan]** — adding a new linked loan for this process.
- **[Refresh]** — update information in the window of work with the process card.
- **[Strategy register]** — display the history of the process by blocks of all strategies, you can also select a particular strategy or sub-strategy, which allows you to see how the strategy has worked for this process.
- **[Restart strategy]** — restart the strategy.

8. Conversation record card management

The conversation record card is used to play back the conversation between an operator and a customer, control the level of customer service and add to the queue. The conversation record card also displays information from the fields that have been added to the view (more details in the section 2.5.1.4.1).

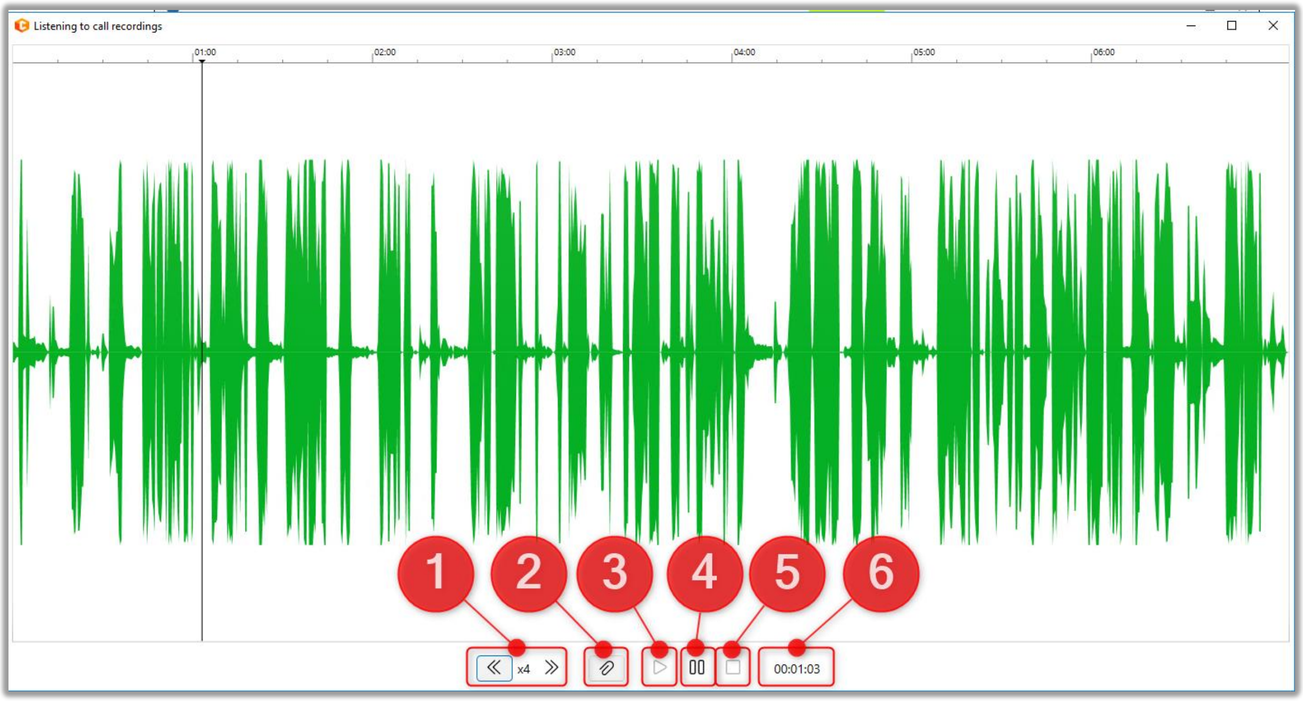


The [Actions] block contains the following functions:

- [Save] — button to save the changes made.
- [Refresh] — actualization of data in the window of work with the record card.

The [Functions] block contains the following functions:

- [Play] — play and listen to the recorded clip of the conversation.

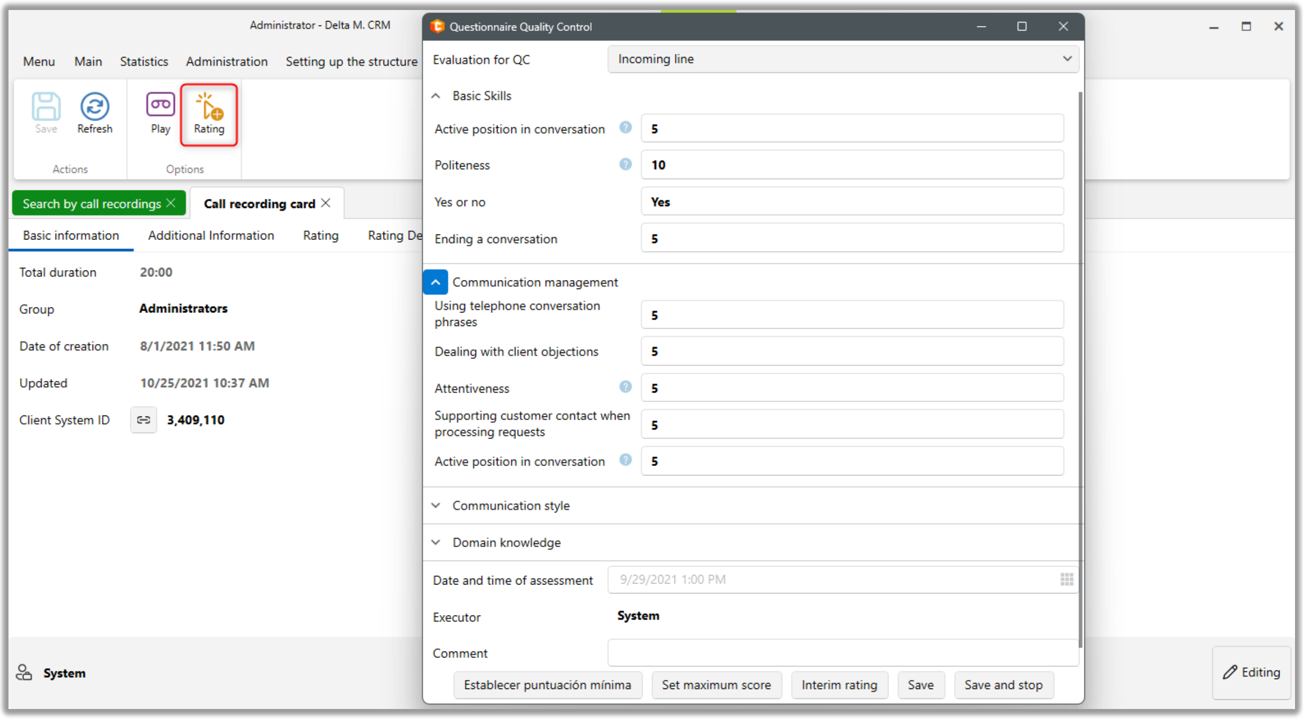


1. The function to speed up and slow down the playback speed of the recording.
2. Button to download the call recording.
3. The [Play] button to start playback of the recording.
4. The [Pause] button — to pause listening to the recording.
5. The [Stop] button — stops the conversation recording.
6. Playback timer.

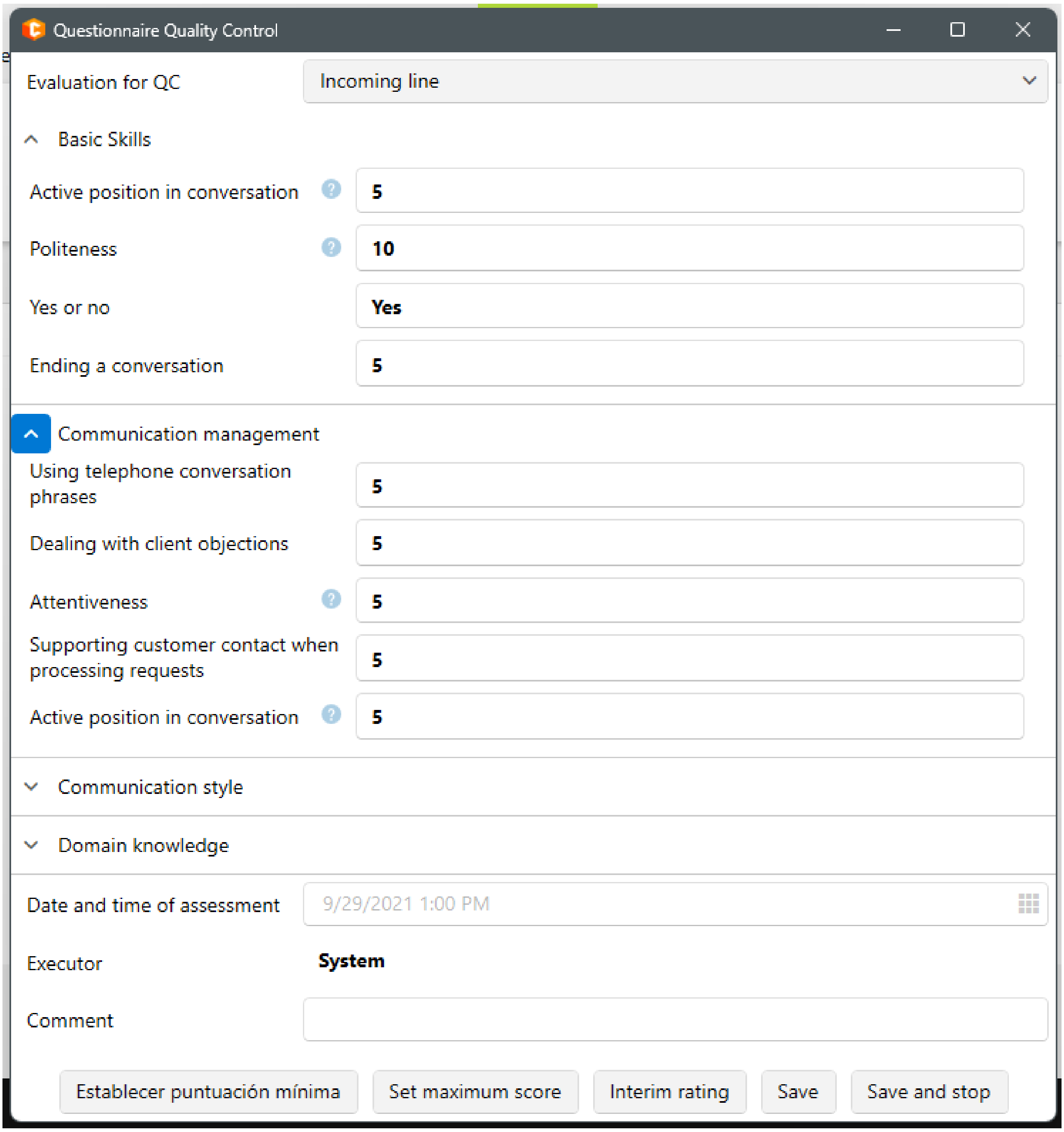
Rewind is performed by setting a pause on the recording and pressing the LKM slider to the desired minute/second of playback.

It is possible to loop the playback of one interval, for this purpose it is necessary to pause the recording, select the necessary area of the recording with the LKM and press playback.

- [Evaluation] — opening of a card of conversation record evaluation (more details about setting up Quality Control questionnaires in the section 2.5.1.4.2).



The user can set maximum or minimum values for the fields in the window that opens by pressing the corresponding [Set Maximum Score] and [Set Minimum Score] keys.



- [Add to queue] — add recordings of conversations to the queue.

The bottom footer displays the [Edit] function, which allows you to modify the fields of the questionnaire, and also displays the name of the user who conducted the conversation with the customer.

9. Hotkeys

Delta M. CRM has keyboard shortcuts that can be used to perform tasks that normally require the use of a mouse.

Key combination	Description
Ctrl+C	copy to clipboard
Ctrl+V	paste from clipboard
Ctrl+X	cut to clipboard
Ctrl+Z	Cancel (back)
Ctrl+Y	Cancel (forward)
Ctrl+A	highlight everything
Ctrl+F	open a search window in the loan or client card
Ctrl+S	save
Ctrl+Tab	direct navigation through the tabs in the main window
Ctrl + Shift + Tab	backtracking through tabs in the main window
Ctrl + N	the system focuses the cursor in the name input control (when creating fields)
Ctrl+L	the loans search tab opens
Ctrl+K	opens the client search tab
Ctrl+Alt+L	search window by loan ID opens
Ctrl+Alt+K	client ID search window opens
Ctrl+O	open the window of adding actions in the opened client's loan card
Esc	closing system pop-ups
Ctrl+F4	close open tabs
Tab	switching to another control or data entry field

10. Contact information

Customer support contacts:

Skype: support.itd

E-mail: support@delta-m.com.ua

Phone: +38 044 593 88 41

Bug-tracking system:

https://helpdesk.delta-m.it/