Many collectors use sophisticated software to “maintain [ ] account-level information about debts in collection, make [ ] the information available to individual collectors, and track [ ] account activity such as calls made, the outcome of discussions with consumers, and payments made.” 394

Debt collectors may enter coded comments in their database to summarize interactions with consumers. A list of common debt collector codes is found at Appendix G [1], infra.

In an effort to motivate individual debt collectors and maximize their productivity, collection agencies may adopt techniques from video games such as allowing agents to monitor their performance and set targets, “level-up” based on amount collected, see their rank within the collection agency, obtain badges that reward achievement, or engage in competitions between agents, teams, or offices. 395

Footnotes

394 Consumer Fin. Protection Bur., Study of third-party debt collection operations 24 (July 2016).


Source URL: https://library.nclc.org/fdc/010501-0

Links
[1] https://library.nclc.org/nclc/link/FDC.AG