

ENFORCEMENT VISIT SCHEDULING, ROUTE OPTIMISATION & AUTOMATED ALLOCATIONS

A multi-award winning scheduling, optimisation and allocations solution developed specifically for Enforcement Activity.

Enforcement Agents, Collections and Recovery staff no longer need to spend time manually planning their routes and the order in which they need to make visits for collection and recovery action.

Sphere is an AI-based visit scheduling, route optimisation and allocations tool designed to maximise the amount of visits that Agents can make on a daily basis. Not only does it monitor and automatically schedule visits, but by using algorithms, Sphere can also determine the most efficient route to take, based on traffic data, historical visit data, debtor data from internal systems and business rules set by you that best reflect your targets and goals.

Parameters can be predetermined, with visits prioritised based on any number of areas including debt type, debt value, age of debt, last attempted visit or expected outcome where a percentage of visits are likely to yield a specific outcome.

Optimising resource for visits

Sphere can also review all the different types of visits that your Agents or staff may be required to make, identify the different skills needed to complete each visit type and then ensure that only Agents or staff with the relevant expertise will be scheduled to conduct that visit.



Visit scheduling by case attribute

Sphere allows you to further determine visits based on the attributes of each case - for example, type of visit, how long has it been waiting or how many Agents are required to attend. Management can also apply constraints on when visits can be scheduled, for example, within defined timeslots.

Visit scheduling with real time learning to predict optimum visit times

Sphere uses artificial intelligence and real-time learning with every visit, constantly re-calculating based on historical data. For example, if visiting a specific debtor, Sphere will identify the times of the day and week when they have been unavailable in the past, in order to calculate the likelihood of them being present on the next attempted visit and will update the itinerary accordingly.

Sphere regularly synchronises information from the main systems your organisation uses, for example, systems containing debt data, council tax, business rates or property information, as well as your 'Line of Business' systems, so that it maintains current information on the status of visits.



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Dynamically updating schedules

The solution can automatically prioritise customers who haven't been visited within a certain time frame and can also reschedule unsuccessful visits for a different time-slot. Automatically factoring in time for fuel stops and bank visits, if an Agent or staff member is behind schedule the system dynamically updates and optimises their routing and scheduling for the remainder of the day.

Automating case allocations

Sphere also has the ability to automate the process of allocating cases based on factors such as Agent/Staff location, business goals, collection priorities and much more. Historically this has been an extremely time-consuming task with allocations teams often manually reviewing all their current caseloads. Sphere automates this entire process based on the parameters that Management set and through the creation of rules such as optimising on travel time and distance, the value of the visit, the skills/experience of an Agent and the age and

status of cases. Sphere can also process vast amounts of data from multiple data sources very quickly and can automatically identify the most advantageous debt to pursue, based on any number of factors such as age, type and value of debt, likelihood of collection and the knowledge and experience of the individual Agent.

Protecting and safeguarding staff out on visits

Sphere can also help safeguard Agents or staff when out conducting visits. It can be used to locate them and an alert can be set up to be sent to relevant Managers if a member of staff does not check in by an agreed point in time.

Reducing the costs of visits

As fuel prices fluctuate and costs of visits increase, Sphere helps alleviate the pressure by ensuring visit outcomes have a higher chance of achieving a successful result. This combined with optimised routing, results in a reduction in fuel assisting organisations in meeting their carbon usage objectives.

Key Benefits

- **Increase number of visits** – through strategic routing and removal of manual planning
- **Improve Agent/Staff performance** – increased agent availability, less time travelling means more time visiting and collecting
- **Reduce cost of enforcement visits** – through reduced overheads and travel expenses
- **Reduce average travel time per visit** – with more focussed visits in a concentrated area
- **Reduce unsuccessful visit outcomes** – by varying visit days/times and leveraging historical visit data
- **Reduce 'hard to find' unlocatable sites** – using rich location information
- **Improve monthly collection fees** – with more targeted and intelligent routing of resource
- **Ability to scale up at little cost** – take on more enforcement work with the same level of resource
- **Reduced carbon footprint** – contributes to Net Zero plans

Key Features

- **Real time visit data** – available for all Agents/Staff out on the road
- **Progress monitoring** – identifies if Agents/Staff are ahead or behind on suggested itineraries
- **Autonomy and flexibility** – gives Agents/Staff the option to postpone, reschedule and assign visits a higher or lower priority based on their case knowledge
- **Route recalculations on the fly** – when itinerary changes are made
- **Staff welfare checks** – alerts identifying if Agents/Staff don't check in at regular intervals
- **Compliance & transparency** – audit trail of how Agents/Staff are managing their day
- **Reporting and management information** – on Agent/Staff performance and case loads
- **Integration with debt recovery systems** – automatically update external systems with visit outcomes
- **Automated allocations** – bulk assign collections based on Agent/Staff location, business goals, debt priorities and more