

Rescuing Collections Teams from the Email Abyss: A Human-Centered Approach to Automation

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Collections professionals are facing a quiet crisis. Not one of capability, but of capacity. The daily grind of managing accounts receivable has become increasingly unsustainable, with inboxes overflowing and burn-out rising. The problem isn't just operational, it's strategic. When collectors are buried in administrative tasks, the financial health of the organization is at risk.

At the heart of the issue is email. According to industry data, collectors spend an average of eight minutes per email. This time isn't spent on high-value activities like negotiating payments or resolving disputes. Instead, it's consumed by context-switching: locating account details, parsing long email threads, extracting relevant information, and manually updating systems. Multiply that by hundreds of emails per week, and the cost, in both human and financial terms, becomes staggering.

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