



CollectAI

Collection intelligence. Resolution at scale.

CollectAI Field Operative Network

A governed field execution pathway for certified operatives supporting agencies and lenders through proof-first visits.



**Verified visits. Professional
conduct. Field credibility.**



Field execution must be governed

The field network should be professional, trained, supervised and evidence-backed.

- ✓ Assignment availability depends on eligibility, partner demand and approval.
- ✓ Every visit must follow timing, conduct and authorized action rules.
- ✓ No aggressive, unlawful or non-policy behaviour is acceptable.
- ✓ Proof quality, respectful conduct and accurate reporting matter as much as collection outcome.

Field network stance

This is certified field execution - not uncontrolled gig recovery.



Field operative journey

From registration to proof-backed visit completion.

Register

Identity, contact, city, coverage and experience details

Screen

Eligibility, documentation and background checks subject to policy

Certify

Training, conduct acknowledgement and operating rules

Accept

Route-based assignments through approved agency/lender programs

Execute

GPS visit, disposition, PTP, documents and escalation

Improve

Performance scorecard, proof quality and reliability history



What operatives get

A more professional operating model than manual calls and WhatsApp-only instructions.

- ✓ Mobile assignment view with route and case context.
- ✓ GPS-stamped visit evidence and disposition capture.
- ✓ Permitted action prompts and escalation guidance.
- ✓ Performance profile based on visits, outcomes, proof and conduct.

Professional benefit

Reliable field operatives can build credibility through measurable proof and disciplined conduct.



Conduct principles

Protect borrower dignity, lender reputation and personal safety.

Respect

Polite, non-threatening communication at all times

Permission

Only perform actions explicitly assigned and authorized

Accuracy

Log outcomes, PTPs, disputes and customer responses honestly

Proof

Capture required evidence without misuse or exaggeration

Escalation

Report disputes, hardship, complaints or safety concerns

Confidentiality

Protect customer and lender information



Onboarding information

Profile attributes that help matching and governance.

Coverage

City, pincode, radius, availability and travel readiness

Language

Local language capability and customer handling comfort

Experience

Collections, field sales, BFSI, legal/repo or customer service

Tools

Smartphone, internet, maps and document/photo capture ability

Preference

Part-time, assignment-based or agency-linked model

Declarations

Conduct, confidentiality, safety and policy acknowledgements



Recommended next step

A structured discovery discussion can map current gaps, target controls and first pilot scope.

Profile

who you are

Scope

portfolio or coverage

Pilot

first use case

Plan

30-60-90 days

support@collectai.in | info@collectai.in