Intelligent Dashboards & KPIs

Empowering users with instant visibility into valuable AR and collections analytics

Credit professionals involved in the cash collections process need to know where they stand on a day-to-day basis. Esker’s Collections Management solution features three tailored dashboards to help them to work smarter and collect cash faster.

Esker’s dashboards provide relevant and actionable insight on what matters most to each user. Customizable data featuring live visual analytics is readily available giving users full visibility over the entire accounts receivable (AR) process.

**Receivables Dashboard**

The Receivables dashboard provides an overview of their AR situation in real time, helping users efficiently execute tasks and collect payment. Information on the Receivables dashboard includes:

- **Messages**: Access recent messages exchanged with customers
- **Aging graph**: View outstanding amounts by age and get in-depth details with a click
- **To-do list**: Identify priority tasks according to preset rules (e.g., collection calls, customer responses, etc.) and add customized tasks
- **Credit limits**: Keep a close eye on customers who exceed their credit limit
- **Quick reports**: Follow up on specific invoices (e.g., disputed, past due, etc.)

Quick access to required tasks

**To-Do List - overall - my to-do list**

<table>
<thead>
<tr>
<th>Task Description</th>
<th>Status</th>
<th>View</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer responses needed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Collection calls needed</td>
<td>10</td>
<td>View</td>
</tr>
<tr>
<td>Root Cause: Reasons for lateness</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Manual tasks to be completed</td>
<td>1</td>
<td>View</td>
</tr>
</tbody>
</table>

Set My To Do List Preferences

Personalize your to-do list according to your needs
Performance Dashboard

From the Performance dashboard, credit managers have access to KPIs to help them analyze and monitor their team's performance, measure effectiveness, and ensure that the company's collections strategy is on target. Dashboard metrics include:

- Collections goal: Set up an overall monthly goal and monitor progress
- Automated reminders: Track invoices without email addresses to anticipate collection issues, as well as with the number of emails sent
- Collections calls: Manage team workload and allocate the right resources according to calls needed
- Collection time: Analyze collections effectiveness with average days past due and DSO
- Response time: Ensure customers receive timely responses to their requests
- Root cause analysis: Continuously improve the collections process by monitoring reasons for lateness and disputes

Executive Summary Dashboard

The Executive Summary dashboard delivers visibility on overall AR operations for managers who need to oversee company cash and performance. With a variety of graphs containing key metrics, managers can quickly gauge their collections effectiveness, as well as gain insight into how their company is performing over time. Examples of available graphs include:

- DSO
- Collection Effectiveness Index (CEI)
- Total past due
- Total disputed
- Percent of invoices paid on time
- Total amount and number of invoices paid through Esker's solution

"Before, if I wanted to know what my team was doing on a daily/weekly basis, I'd have to meet with each one of them individually. With Esker, I literally click a button and the data is in front of me. What used to take 12-15 hours a week can now be done in a matter of minutes."

Ernie Pudliner, Credit Manager at Temperature Equipment Corporation (TEC)