Expand the possible

C&R Agentic Framework

Create, test, and deploy AI agents within C&R Software's Agentic Framework.

String together pre-built agents and Debt Manager functions to create custom AI agents for any use case. Leveraging Amazon Bedrock, the solution supports multi-model, multimodal AI agents that integrate ML, LLM, and Generative AI across the C&R tech stack.

What will you build first?

Collector Assist

Challenge

Teams struggle to maintain consistency across countless policies, processes, and regulations, especially in the call center environment.

Solution

This AI agent plugs directly into a client-specific knowledge base of documents, policies, and regulations. Teams can query it via chat or custom cards to receive the relevant information in real time.

Outcome

- Consistent adherence to policies and regulations across the workforce
- Faster, compliant responses with real-time access to up-to-date guidance
- Reduced training time and onboarding effort for new hires
- Improved customer satisfaction through accurate, reliable information

SQL Optimizer

Challenge

System admins can create custom SQL filters in Debt Manager, but poorly written queries slow job performance, increase end-of-day processing time, and reduce overall throughput.

Solution

When the feature toggle is on, admins with the right privileges can invoke the AI agent to view the optimized query and choose to use it for the job.

Outcome

10x
improvement in job performance

End-of-day processing time reduced by a substantial margin

80+
hours saved per optimization project

Workflow Visualizer

Coming Soon

Challenge

Debt Manager workflows can become complex as jobs scale, making it difficult for non-technical stakeholders to understand their impact.

Solution

This AI agent generates clear, visual representations of DM workflows. It displays all jobs within a job flow, reveals connections to other job flows, and maps related workflows configured in Debt Manager.

Outcome

- Improved change impact analysis by visualizing interdependencies
- Greater collaboration across teams through shareable workflow diagrams
- Faster identification of bottlenecks and misconfigurations in end-to-end processes

Enter the agentic future

Agentic AI is changing how collections teams work, how customers are supported, and how outcomes are achieved.

Unlock greater efficiency, smarter outcomes, and seamless experiences within the C&R Software ecosystem. Prioritizing a flexible adoption approach means aligning AI solutions with your organization's unique needs to deliver real, measurable value.

To learn more about C&R Software's AI-native approach, **visit our website.**