


# Digital Collections Roadmap for 2021

Learn where the collections industry is headed and how to get there.

As we come to the end of a tumultuous year, we're looking ahead and seeing a lot to be optimistic about in the world of collections. Our industry is becoming more innovative and more consumer-focused. Digital channels, self-serve options, & machine learning create a new industry normal in which both collectors and consumers can succeed.

On this map, we've compiled our favorite tools and resources to help guide you towards becoming a best-in-class collector in 2021.

**1**  
**BEFORE YOU DEPART**  
**Assess your collections.**



[This short quiz](#) will help you analyze your current collections processes and learn how they stack up against industry benchmarks.

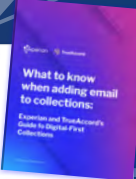
[Take the Quiz →](#)

**2**  
**MAP THE ROUTE**  
**Learn how the collections industry is changing from the inside out.**

In [our recent webinar](#), TrueAccord's product leaders forecast where the industry is headed – and explain why collectors must function like high-tech startups to thrive.

[Watch Webinar →](#)


**3**  
**PIT STOP**  
**Challenge what you think you know about email.**



Check out [our whitepaper](#) (co-authored with Experian) for insights into getting the most out of email and reaching consumers how and where they want to be reached.

[Download Whitepaper →](#)

**4**  
**ALMOST THERE**  
**Ask the right questions to optimize your collections.**



[Our new ebook](#) will help you sort through the crucial topics at the center of the digital collections revolution and empower you to make informed decisions about the future of your collections processes.

[Get the Ebook →](#)