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Social Monitoring & Debt Collection

AI-driven customer intelligence and reinforcement-learning collection strategy

Prepared by NetMind.AI | July 2026

01 - SOCIAL MONITORING

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Always-on data collection across every channel

1

Collect

Daily automated scraping across all major platforms

->

2

Tag

Auto-tagging by topic, product, sentiment & key insight

->

3

Knowledge graph

Raw data ingested into a structured knowledge graph

->

4

Answer

Ready for question-answering and analytics

Sources: App Store | Google Play | LinkedIn | Facebook | Instagram

01 - SOCIAL MONITORING

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Interactive analytics, grounded in real data

Conversational interface

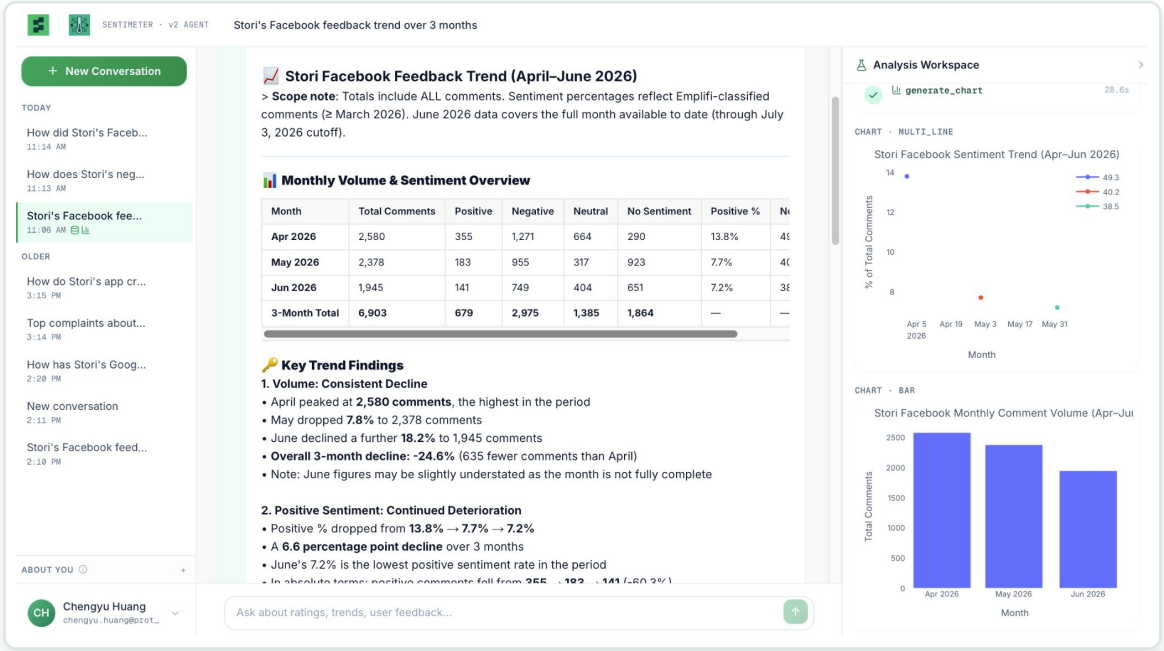
Ask questions in plain language and explore feedback on demand.

Traceable to source

Every figure is grounded in real comments and statistics.

Auto-generated reports

Trends, sentiment and charts assembled on the fly.



01 - SOCIAL MONITORING

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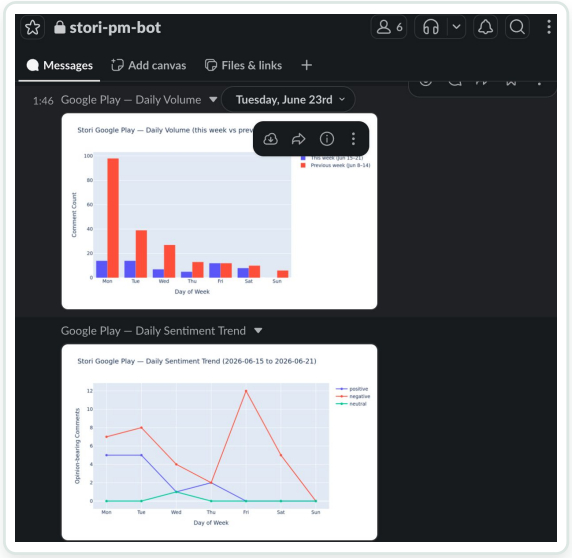
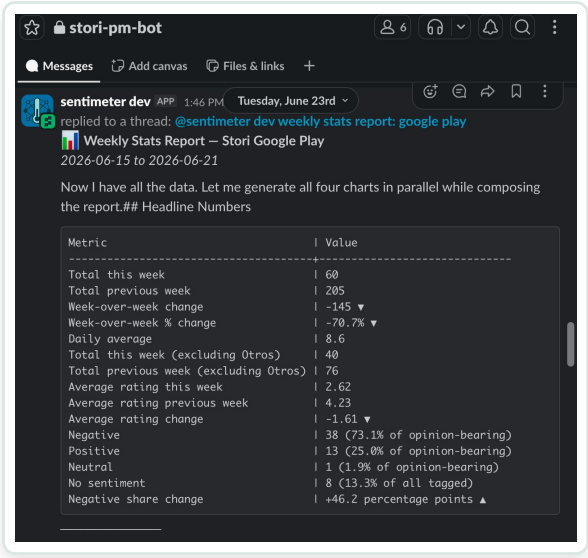
Scheduled reports & on-the-fly queries, right in your team chat

Analysts and managers request stats in natural language and receive numbers, charts and summaries directly in Slack or any IM channel - no dashboard hunting.



Charts generated on request



Weekly stats report

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02

Debt Collection Strategy Optimization

Using reinforcement learning to optimize when, how, and through which channel we reach each customer.

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Debt collection, modeled as a reinforcement-learning problem

Assumption

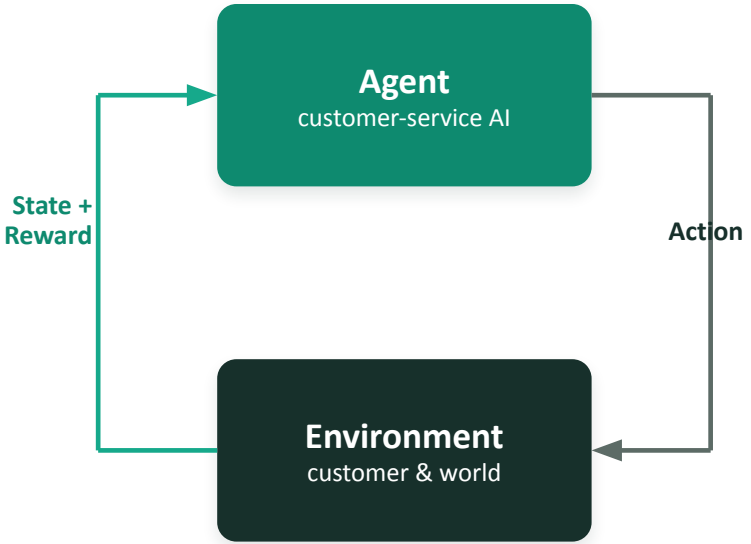
A customer's payment behavior is driven by a day-to-day sequence of actions - each daily decision is not independent.

Definitions

State customer attributes + temporal attributes + hidden attributes

Action which notifications are sent to the customer

Reward + when the customer makes the minimum payment; - cost for each notification sent



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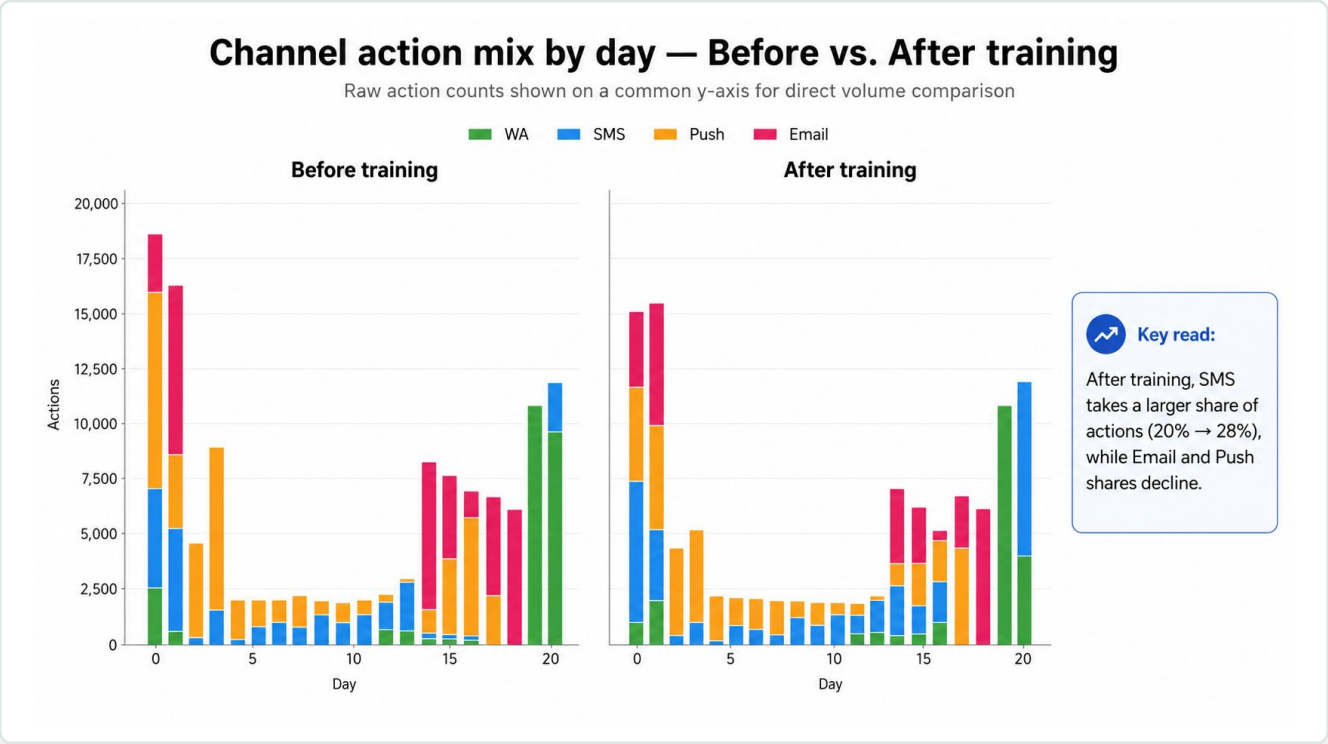
Collection behavior shifts measurably after RL optimization



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NetMind-RL sustains a higher principal-recovery rate throughout the cycle

