



**Small Office  
Collections**

# User Interface has Familiar Look and Feel

*New features of Totality 4 include payment plans and monitoring.*

By Wendy P. Marcisofsky

**T**otality was created in 1995 by Evan Zucker, whose commercial litigation practice needed to service contingency fee collection work, a small but growing part of his legal practice.

Feeling that other collection applications were too complicated to learn and contained features not necessary to all users, Mr. Zucker designed Totality with the intent to be affordable



and easy to learn, while rich in features truly necessary to an effective collection effort.

Located in San Diego, Calif., Totality Software, Inc. is a privately held company with no outside shareholders, partners or investors. Mr. Zucker feels this independent position creates a climate where the software – Totality 4 – is thoroughly tested before enhancements are released to customers. This also allows for a true focus on customer satisfaction.

## Features

First and foremost, Totality 4 truly targets the small office environment, where account decisions are made at the user level. The user has broad discretion with the disposition of a file.

Running exclusively on a Microsoft Windows platform, the tabbed display windows have an easy look and familiar feel. Setup options are included in a startup tutorial addressing company information along with standard agency defaults, such as fee schedules and settings for interest calculations. The new Totality 4 is also fully network capable; every edition can run on a network.

New features of Totality 4 include payment plans and monitoring, and a QuickList to allow easy navigation from one account to the next. A Tickler List, organized into separate tabs for “Overdue, Today and Future,” provides even more opportunity to increase productivity and recovery.

Nearly all data fields can be changed to suit the user, and functions may be set with various levels of security: read only, standard and administrative. Totality 4 offers the core features expected in collection applications, from the ability to load new business from a standard .csv file format, to a tabbed account claim window with a very logical and easy-to-read layout.

Because most of the activity that takes place on an account is updated in a real-time environment – and due to the company’s

focused effort to market to a true smaller user – there are limited interfaces with outside vendors, such as skip trace services or outsource letter providers. However, because of client demand, plans to release an interface with YouveGotClaims is scheduled for release by the time this review is printed.

## Testing the System


Totality is so confident in its product that the company provided a complete working version of this application, along with appropriate tutorial and “help” documentation for easy install and setup. A hands-on opportunity to run this application provided the opportunity to move about the application and get a good feel for account flow; I can attest that it is straightforward and easy to grasp.

## Support

The first 30 days of support is provided at no charge; ongoing support and training are provided by phone and email. However, monthly support maintenance is so reasonably priced that the cost is virtually negligible.

## Summary

The website for Totality 4 is truly five-star, with answers to virtually every question a prospective user might have about this product. Its unique pricing platform is based on the number of active claims running on the application.

With an emphasis on ease of use and an almost unbelievably affordable cost, Totality 4 still provides the tools most necessary to a proper collection effort. Offering a 100-day money back guarantee, Totality stands behind improved cash flow, reduced overhead and the ability to handle increased business. 

## Totality Software, Inc.

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