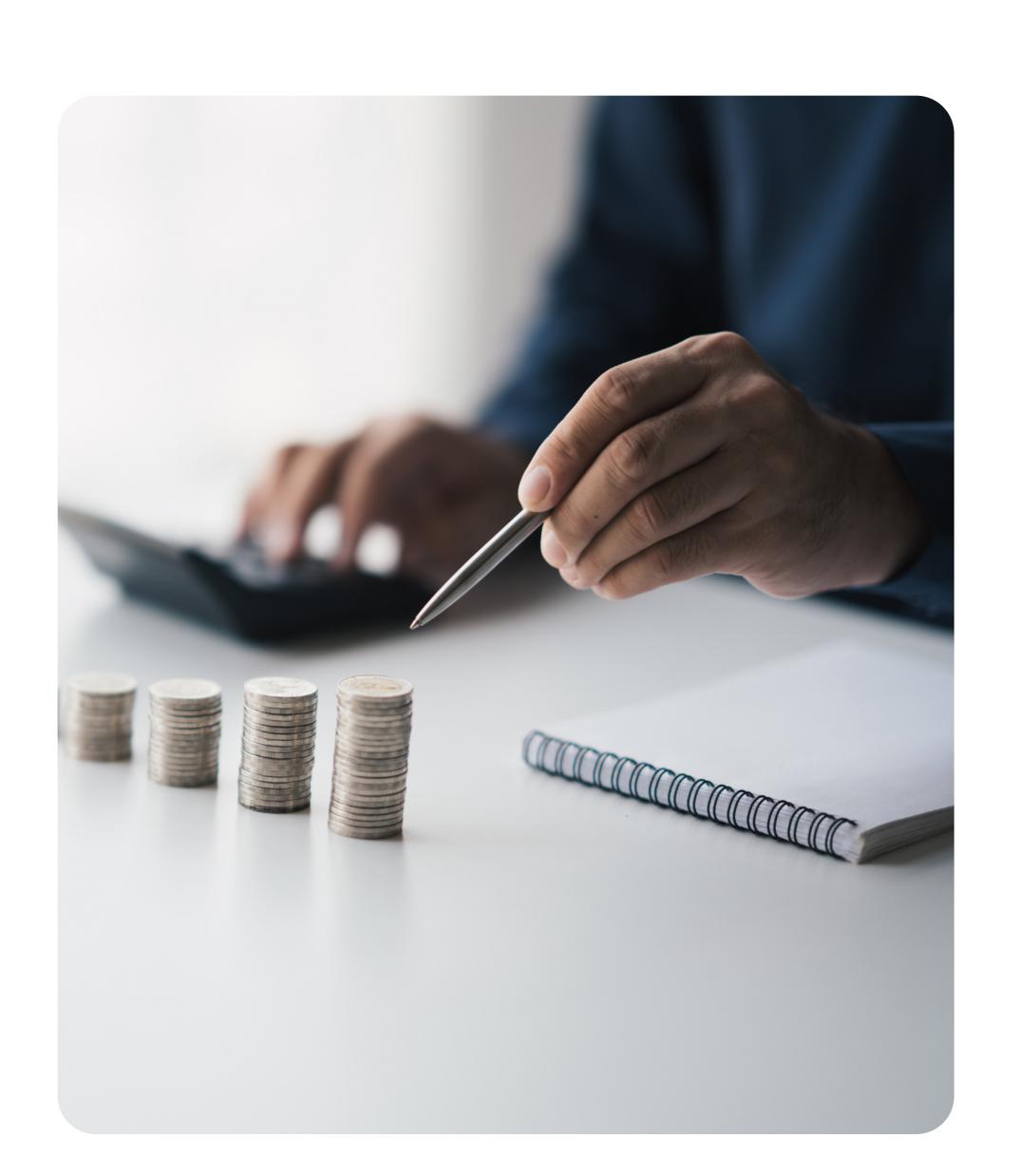
Infographic: Early-stage collections performance

## Insights that unlock opportunity for your consumer finance team.

Our AI has analyzed more than 250 million consumer finance conversations on behalf of 1,000+ creditors.

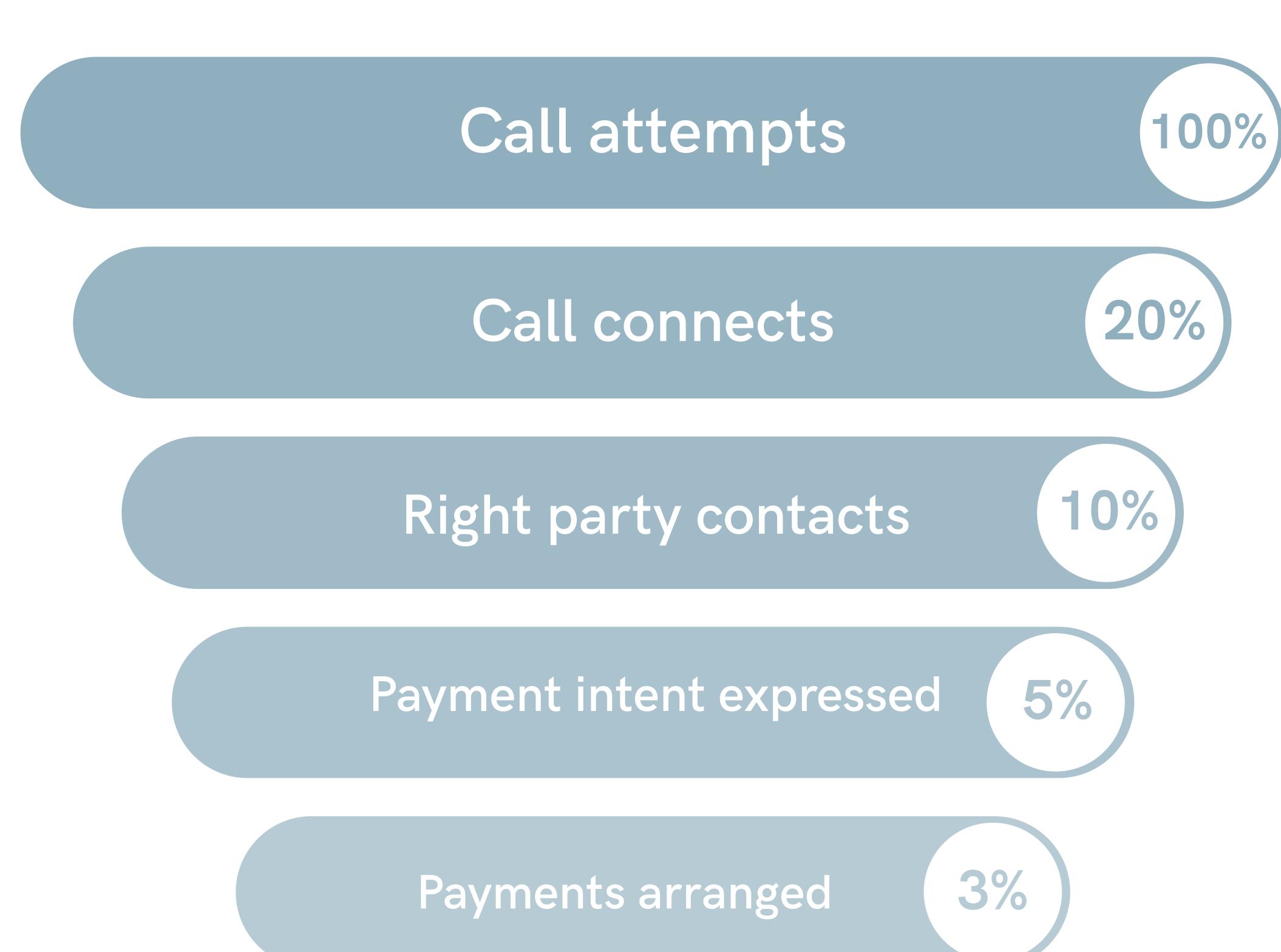
Our expertise means we surface insights like these every day:



#### Conversation funnel

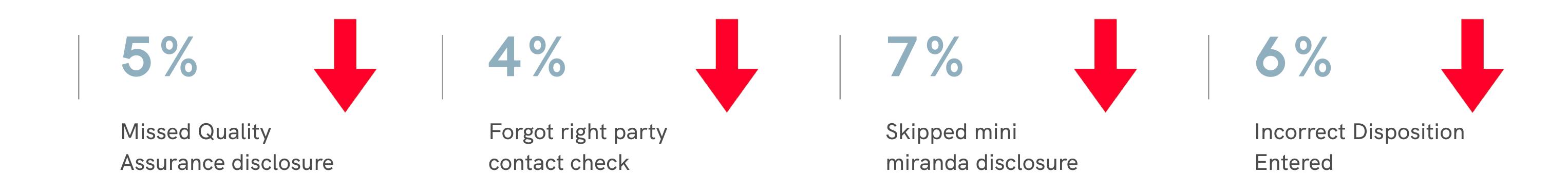
Can you measure and monitor every step in your conversation funnel? Imagine what you could accomplish with the degree of visibility in this composite from our analysis.

Composite customer data: Early-stage collections performance\*



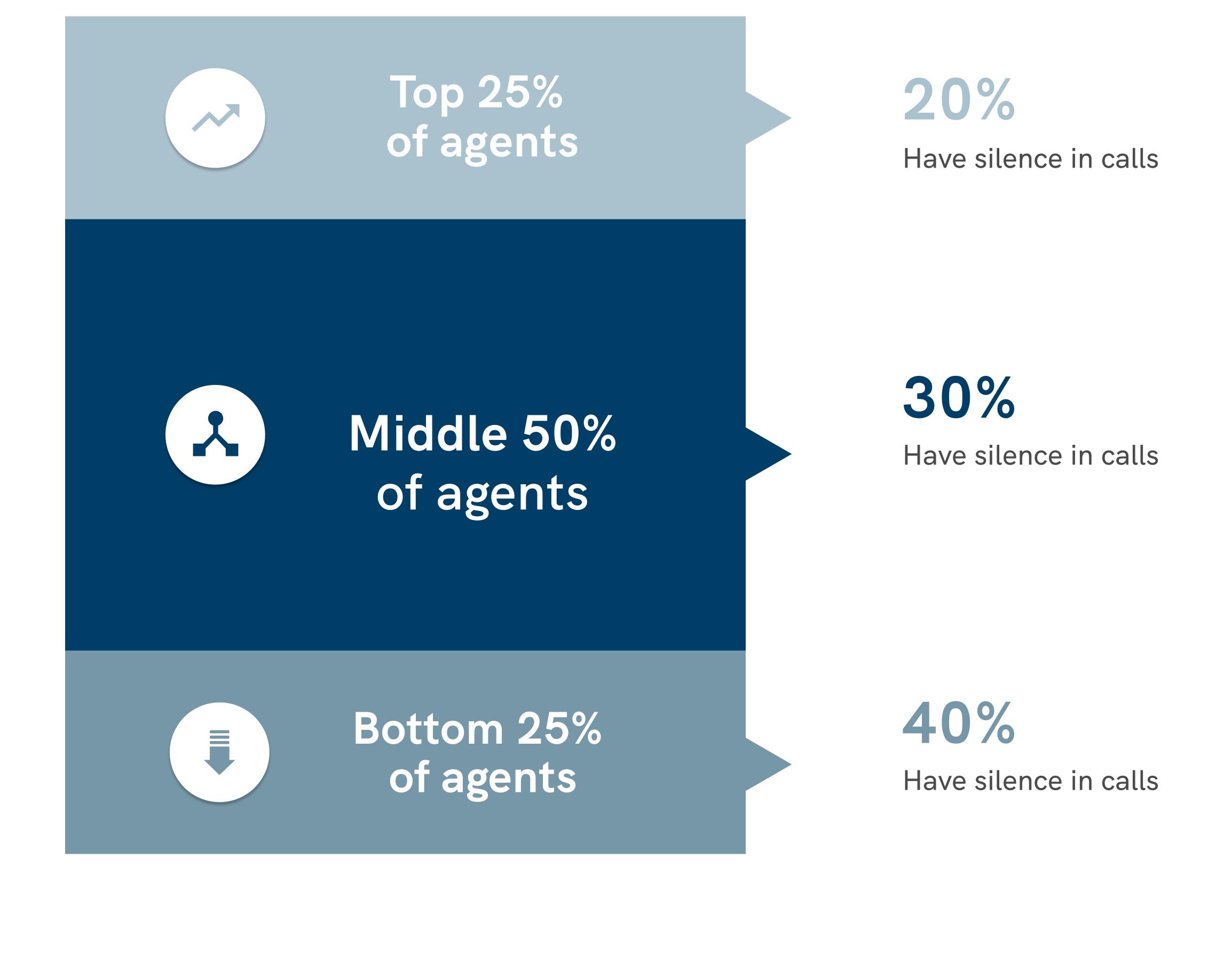
### Compliance failures

How often is your team missing regulations across every call and every agent? Our call analysis shows it could be this often - or more.



#### Silent time

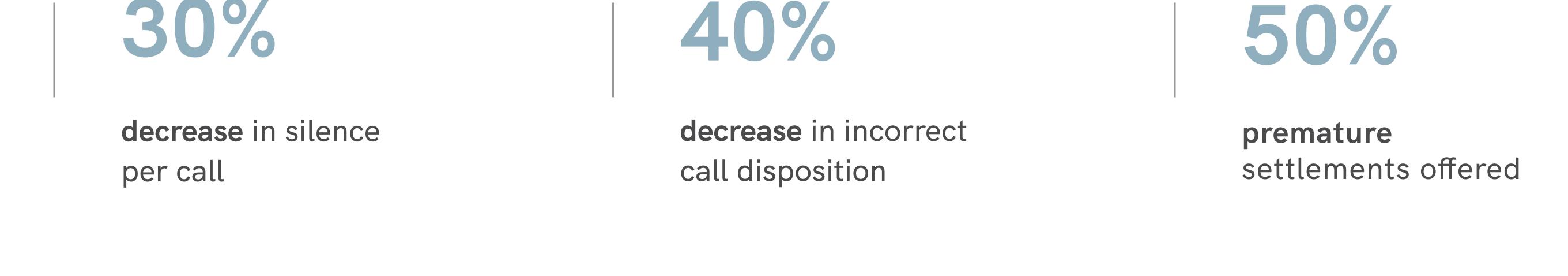
Silent time during calls doesn't contribute to customer satisfaction. Seeing a distribution like this allows you to plan to help all your agents improve.



#### Because of Prodigal's focus on consumer finance, we understand every conversation our

Customer improvements

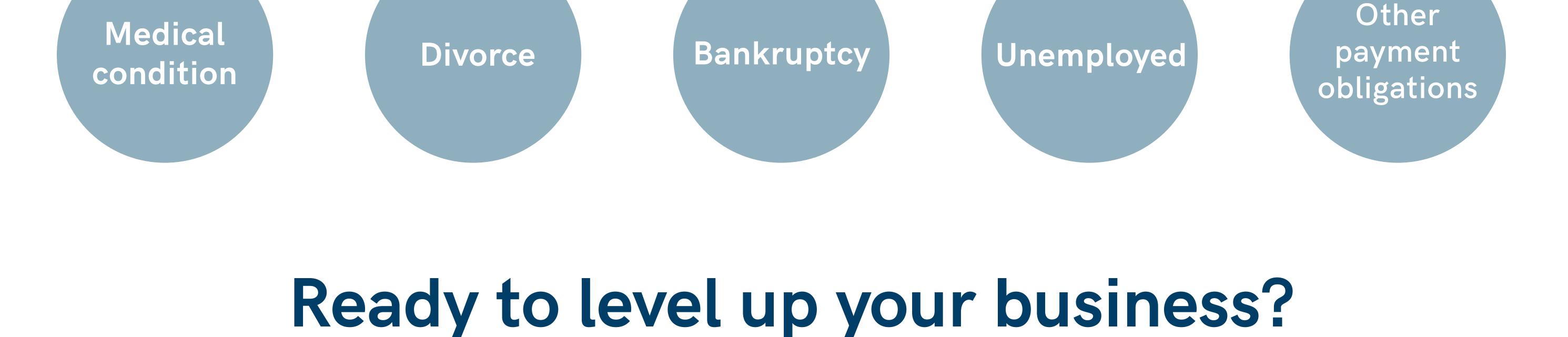
customers have with borrowers, and can help them improve efficiency and generate revenue.



# Reasons for delinquency

include life changes and financial stressors.

The most common explanations given for account delinquency, as shown by our analysis,



Prodigal shatters the call center black box to uncover opportunities to increase productivity and profit. With our portfolio of AI-powered loan servicing and collections apps, our clients can take the next step by acting on this insight to boost customer experience, increase compliance, and collect more.

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