Case study

Fintech lender achieves cost savings by reducing average call handle time

A leading fintech point-of-sale financing service wanted to reduce customer service operating costs. Their offshore staffing model meant they already had low overhead, but Prodigal was up to the challenge to help them achieve even greater efficiency.

We helped the company implement ProNotes, our automated call notes solution, and delivered the cost savings they were looking for by reducing average handle time…and got some bonus benefits along the way.

Prodigal

ProNotes

10% ⬆ Cost savings within 3 weeks

85% ⬆ Immediate agent adoption with no coaching

22% ⬇ Reduction in average handle time (AHT)

The challenge

Lean into already lean margins for cost savings.

This fintech lender had offshore teams with solid performance, but they were looking for opportunities to lower costs even more.

Because they were also interested in improving accuracy and gaining potential insights by standardizing agent call notes, they chose ProNotes to help reach all their goals.

The solution

An automated notes solution to meet every goal.

Prodigal's proprietary speech and Natural Language Processing (NLP)-based AI Intent Engine creates accurate, complete call notes in real time.

By using auto-generated notes, agents don't have to worry about note-taking, freeing them up to focus on the customer, and relieving them of laborious after-call work. And because the notes are standardized, managers can easily reveal insights from multiple calls.

The results

ProNotes delivers savings and insight.

ProNotes delivered a massive boost to productivity. 85% of the agents immediately saw the value in ProNotes and adopted it with no coaching. That delivered a 10% cost savings within three weeks of adoption due to an immediate 12% drop in AHT, growing to a 22% decrease as usage continued to grow.

And with the clarity and accuracy delivered by the new consistency in notes, this fintech financing service got their bonus - data-driven insights to power growth.

"Prodigal delivered more than double the cost savings we were looking for, as well as improving note accuracy and offering insights we can use to improve our business."

Chief Operating Officer