

Case study

# FCS stops compliance violations in their tracks

First Credit Services (FCS) is an omnichannel debt collection agency and business process outsourcing (BPO) company. To continue building on their more-than-25-year history of compliant collections and receivables management, FCS replaced their ineffective and labor-intensive speech analytics tool with Prodigal ProInsight: a modern, AI-powered, call analysis solution.

**5x**  Faster call reviews | **35%**  Faster client responses



## The challenge

### A risk of errors in call tagging and dispositioning.

FCS feared a handful of their collection agents could be wrongly tagging events in conversations and might even be incorrectly dispositioning some calls. Their existing speech analytics tool couldn't guarantee that it would reliably catch every potential error.

Those issues risked FCS's sterling reputation. And their existing tool also required regular manual configuration, which was costly and labor-intensive for the QA team.

FCS sought to analyze all calls for compliance, boost agent productivity and effectiveness, and lower QA team labor demands.

## The solution

### ProInsight ensures coverage - quickly and easily.

FCS selected Prodigal's ProInsight, an AI-powered call analyzer and scorer, and deployed the solution within weeks.

Because ProInsight is pre-trained on over 400 million consumer finance interactions, most of its standard settings already met FCS's core requirements, including more than 200 industry-specific tags.

Prodigal's internal team of data analytics experts was standing by to create the few additional customizations FCS requested, leaving FCS's in-house team free to focus on their core responsibilities.

## The results

### Clear and actionable insights into every call.

With Prodigal ProInsight analyzing and scoring every call, FCS easily catches wrong call dispositions and never misses Do Not Call (DNC) requests and other red flag issues.

According to Rajeesh Ramakrishnan of FCS, "Some of the insights ProInsight revealed were surprising. Like the amount of time agents were padding their downtime by waiting in silence at the end of calls and voicemails." With insights like that, FCS is able to coach their agents to improve productivity and customer satisfaction.



"The problem we were seeing with other potential tools was that they would be difficult to calibrate to meet our requirements. This was because the script and other necessary elements were supposed to be established by our in-house QA team. This wasn't the case with Prodigal."

**Rajeesh Ramakrishnan, Assistant General Manager of Quality and Compliance**

