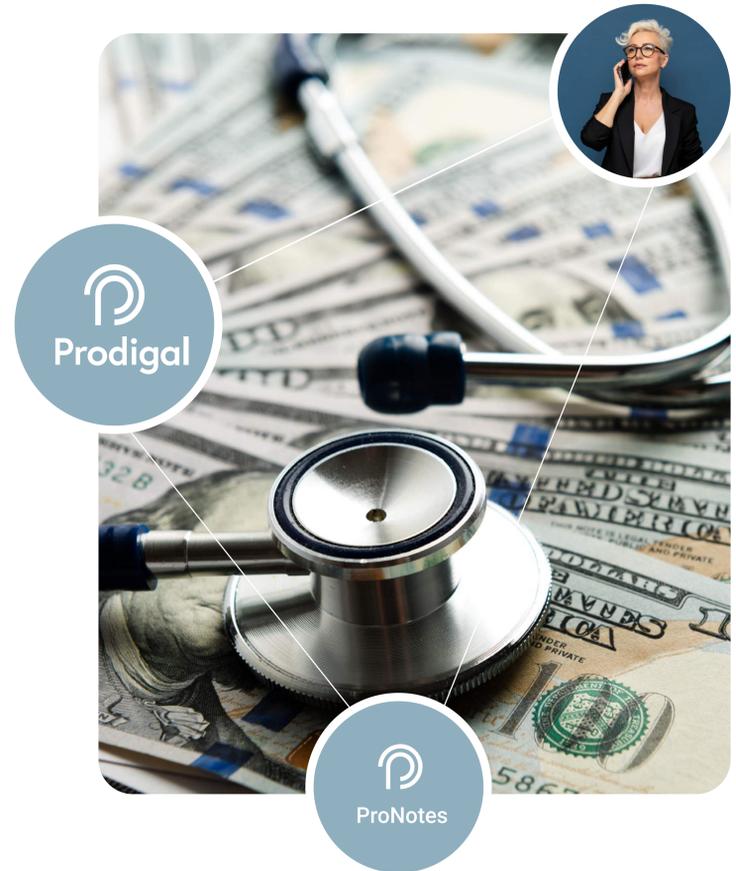**Prodigal**
Analyze. Summarize. Maximize.

Case study

Healthcare debt collections agency cuts call wrap time 50%

A leading Illinois-based collections agency focused on healthcare and retail receivables wanted to minimize after-call work for their agents and increase in-call productive time.

These changes would not only enable agents to work several more accounts, but let them focus on talking to borrowers and avoid distractions.

20% ⬆ Increase in in-call time

$8000 ⬆ Annual savings per agent

7.2% ⬇ Manual note work

The challenge

Reclaiming agent time and focus to benefit customers.

The healthcare and retail-focused collections agency had been struggling to enable their agents to have more time to talk to borrowers and minimize time spent on post-call wrap up.

Allowing agents to focus on borrowers instead of being distracted by note-taking would increase customer satisfaction, and automating and standardizing after-call work would relieve agent stress and improve efficiency.

The solution

An automated notes solution to transform the agents' days.

The agency employed Prodigal ProNotes to help reach their goals. Prodigal's proprietary speech and Natural Language Processing (NLP)-based AI engine automatically summarizes debtor conversations into succinct notes in real time.

These auto-generated notes replace manual collector notes taken during after-call wrap. The note is generated as soon as a call ends, and the collectors are given the flexibility to review and edit before submitting.

The results

ProNotes lets agents spend their time where it counts.

ProNotes delivered a massive boost to productivity. The agency saw a 50% reduction in wrap time for most agents within 2 weeks, translating to a 20% increase of in-call time across the board.

50% ⬇ Reduction in wrap time

20% ⬆ Increased in-call time

"Every agency wants to maximize the amount of time their agents are spending talking to right party contacts, and ProNotes does exactly that. I was shocked when I saw how quickly our wrap times improved. ProNotes is a must-have for collectors of all experience levels."

Chief Information Officer