


Case study

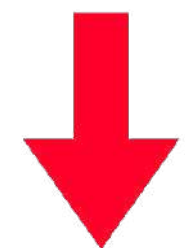
# Time and cost savings at Optio Solutions with ProInsight

Optio Solutions is a leading accounts receivable management agency managing first and third-party portfolios. Optio employs hundreds of experienced agents who utilize effective communication strategies to deliver consistent ROI.

With Prodigal ProInsight, Optio radically transformed call reviews and realized significant savings in both time and money while ensuring industry-leading call compliance and agent productivity.



**35%**  Faster call reviews

**50%**  decrease in review time

**100%**  Compliance coverage

## The challenge

### A lack of insight into QA and compliance on calls.

Optio's reputation for consistent ROI and deep industry experience brought plenty of business. But with growth came the challenge of reviewing tens of thousands of calls every month.

Even with a dedicated team of Quality Management (QM) analysts, Optio could review only a small percentage of calls, leaving question marks about the rest. Additionally, their existing call review and speech analytics tools were slow and laborious.

## The solution

### ProInsight delivers 100% call coverage.

Optio needed a solution to efficiently process all agent calls, transcribe them accurately, and flag compliance issues and coaching moments.

After testing several options, Optio chose Prodigal ProInsight for its consumer finance industry-specific focus, streamlined call review workflow, and high accuracy with dialects and accents. ProInsight transformed Optio's QM workflow by ensuring every call is analyzed, rather than the small percentage that can be done manually.

## The results

### Clear and actionable insights into every call.

With AI-driven speech analytics and insights, ProInsight analyzes every call to ensure compliant and highly effective operations.

The QM team now handles over 2X more call reviews because of the simplified workflows in ProInsight.

For calls over 6 minutes, Optio's review time is cut to almost half, and the average process over 35% faster, translating to saving hundreds of hours per month.



"Prodigal Voice has made call reviews over 35% faster and saves our team hundreds of work hours every month."

Phil Cooper, Director of Compliance

