Prodigal

Analyze. Summarize. Maximize.

Case study

ProNotes helps Rash Curtis & Associates increase in-call time 30%

Prodigal's ProNotes uses AI to generate call notes in real time, allowing agents to focus on conversations with customers. After implementing ProNotes, Rash Curtis & Associates saw a 30% reduction in after-call wrap time, standardized their call notes, increased transparency, and directed calls to appropriate teams. And Prodigal's excellent customer service made it a long-term solution for the Rash Curtis team.

30% ⬇ Reduction in wrap time | **30%** ⬆ Increase in-call time

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The challenge

Agent time is valuable - but so are call notes.

Comprehensive note-taking is vital, but results in hours of agent call time lost daily to repetitive tasks.

The conflict arises when individual collections agents are asked to juggle quickly moving from call to call, building relationships with consumers, and comprehensive documentation - without assistance.

Rash Curtis & Associates wanted to help agents improve in-call time without sacrificing call note quality.

The solution

ProNotes automates call notes and returns time to agents.

The Rash Curtis team saw that automated call notes would reduce collection costs, standardize after-call notes, and proactively route calls to the appropriate teams.

Using artificial intelligence, ProNotes prepares call notes as agents conduct calls, allowing them to focus entirely on their conversations with customers. Once the call concludes, the agent has the opportunity to review and edit the note if necessary, and quickly move on to the next call.

The results

Clear and actionable insights into every call.

ProNotes creates standardized notes for all calls within seconds, increasing transparency and directing calls appropriately.

By implementing ProNotes, Rash Curtis experienced a 30% reduction in after-call wrap time. Agents can focus on making calls, moving the needle on increasing account profitability.

"Results were almost immediate upon introducing ProNotes to our environment. Veteran and new collectors alike are seeing up to 30% increase in-call time and decreased wrap time – we haven't seen another single product have this much impact on our stats."

Nick Keith, Head of IT   RASH·CURTIS & ASSOCIATES