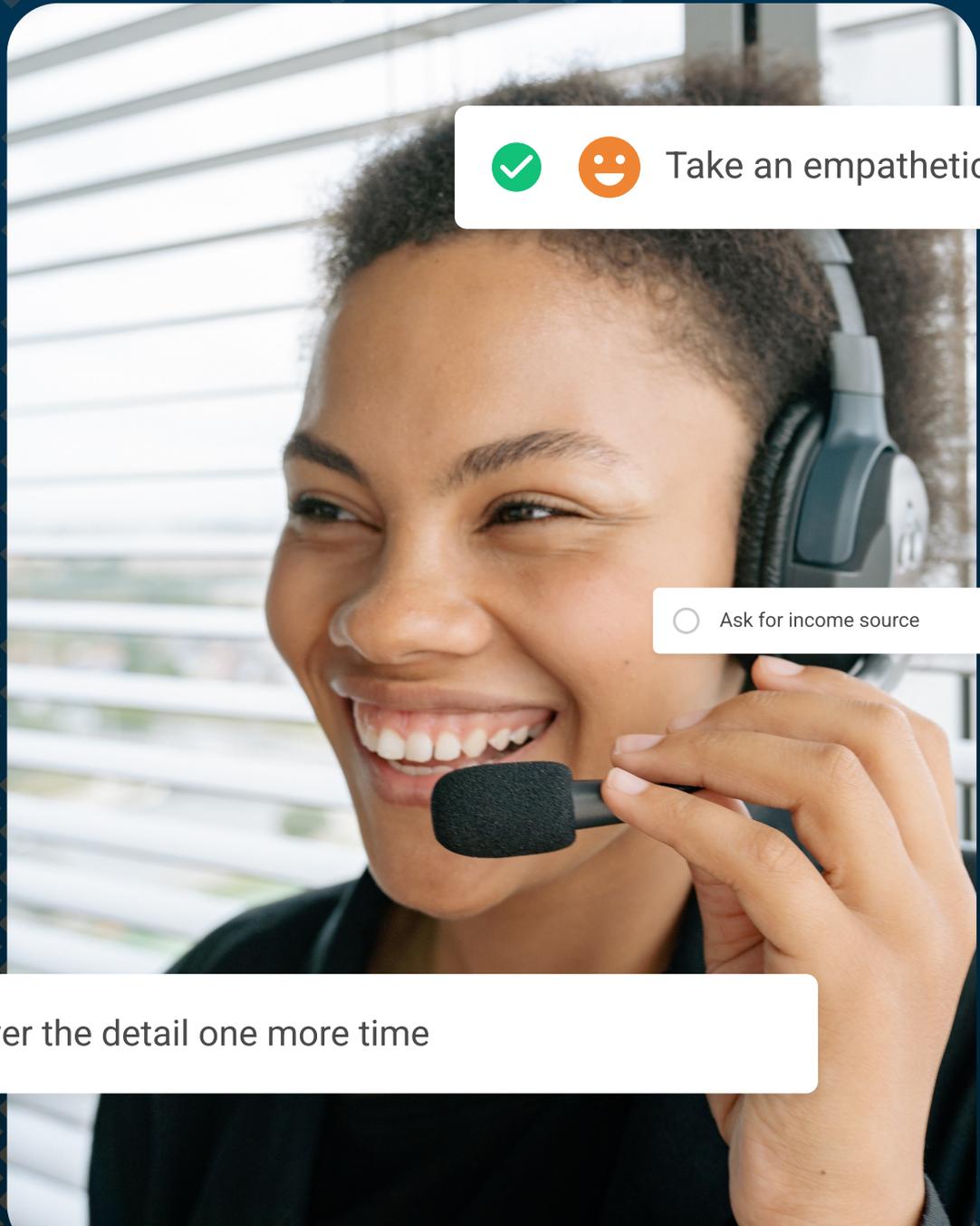


WHITE PAPER

# Why Should Debt Collectors Use Real-Time Assistance?



Take an empathetic tone



Ask for income source



Go over the detail one more time

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**Any solution you implement to improve conversations should drive toward one thing: More effective conversations.**

And the right real-time assistant can help. Our solution helps you collect more dollars in less time, with fewer calls. One client has seen improvement of over 30 percent in payment collection rate.

## 1. The Best Agent Assistance Solutions Aim for Effectiveness

What makes an effective agent? Revenue generation? In debt collections, performance may be measured on dollars collected across all agents, or on number of payments-related conversations and their outcomes.

By using machine learning to analyze the best calls — those that influence payments — your assistant can learn how to help agents reach those outcomes more efficiently.

With the right agent assistance solution, every agent and manager can apply knowledge about:

- the right points in the conversation which influence a successful outcome
- the right nudges to improve the probability of a key outcome
- the customer profiles that are most likely to pay (deal or debt history and past communication), prioritizing them for the outcome (resolution, collection)
- when an account is very unlikely to pay

Using this knowledge and application, ProAssist, Prodigal's agent assistance solution, has helped one client achieve improvements of over 30 percent in payment collection rate.

## 2. Real-Time Agent Assistance Benefits for Collections

**Reduce Cost and Time-to-Value for New Agents and Retrainings**

Imagine reducing nesting periods for every agent, and the far-reaching effects that may have. With real-time agent assistance, constant, engaging reinforcements of the things that you cover in months of training can reduce training expenditures and time taken for agents to start taking calls by over 30 percent.



**Reduce training expenditures & time taken to start taking calls**

## Increase Productivity

A great solution will help you reduce activities that are not outcome or value-focused (such as training, feedback sessions, recalibration, and training refreshers) and instead let the agent learn by doing. Real-time agent assistance improves in-call time of agents by over 20 percent.



**In call time**

## Improve Regulatory Oversight

ProAssist lets you add both your legacy compliance guidelines and new guidelines that you can configure and deploy within minutes. Ensure quality and compliance on calls and reduce the chance of lawsuits with tools designed for coaching, not distracting. Real-time agent assistance allows agents to improve their compliance adherence by 10-15 percent.



**Compliance adherence**

## Enhance Customer Experience

With ProAssist, improving the experience really happens at the conversation level: a great conversation is focused, empathetic, and draws on the right context. Speed counts, too: When something goes wrong, your quality managers and agents should know so they can make an informed change, fast.

The benefits of an ideal real-time assistance solution aren't all reserved for the customer or the contact center as a whole. Agents should benefit, too.

# 3. Benefits for Agents

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Aside from a shortened nesting period, which we're sure most agents would appreciate if it were done right, representatives might also find additional benefits: increased focus and higher satisfaction overall.

## Increase Focus

The inefficiencies agents face at work are rarely their fault. But without the right solution, those inefficiencies can hamper focus. With agent assistance, agents won't need to rely on memory or distracting note-taking in order to follow the guidelines and flow of the conversation. Instead they can focus on crafting and building a better connection and conversation.

## Learn by Doing

Research has shown that the efficacy of learning by doing is higher than theoretical training. Agent assistance can let them do what they want: get on the phone and have a quality conversation. Instead of asking agents to engage with written content long before the conversation occurs — or, even worse sometimes, as a distraction during the call — you're offering up a clear next action when they need it the most, keeping them focused and engaged.

## Increase Job Satisfaction

Better performers are much less likely to churn compared to low performers. Combining in-the-moment interaction with cool gamification and engaging leaderboards can make work just that much more interesting — and that much more rewarding.

# 4. Give Agents A Mentor on Every Call

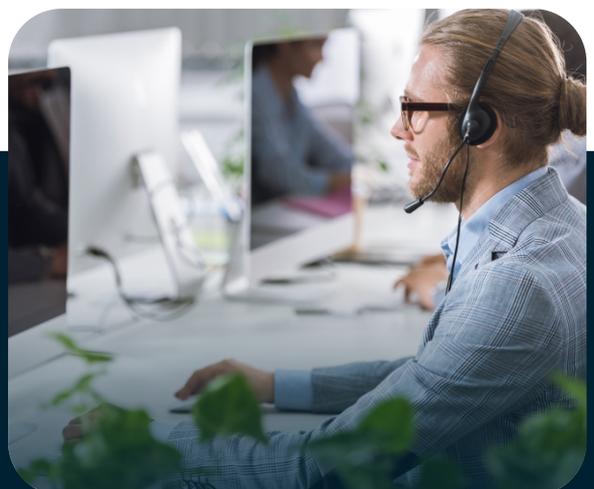
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Whatever effectiveness means to you, ProAssist is meant to help your agents achieve it, more efficiently. Even better, it can help them become more focused, productive, and empathetic during important financial conversations by giving them a constantly-learning mentor that encourages and aids them. All of that focus on the agent and the conversation can fuel a contact center built on the customer experience — while pushing payments forward.

To learn more about how ProAssist can help your agents increase payments and achieve the other benefits highlighted here, reach out to the Prodigal team.

**Book a demo today**

<https://www.prodigaltech.com/request-demo>





<https://www.prodigaltech.com/>