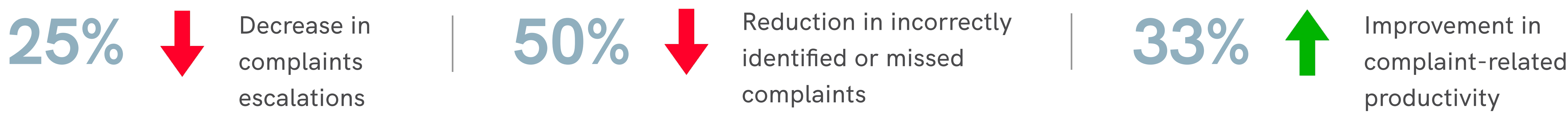


Banking & Lending

AI-powered complaints management to reduce risk and increase customer satisfaction

Capturing and managing customer complaints has always been manual and subjective, creating productivity roadblocks and risk for banking teams....until now.

Our AI Intent Engine monitors and analyzes every call, delivering real-time agent support, accurate complaints identification, and an efficient and effective research and remediation process to benefit customers.



Complaints misses create risk




1/3 of complaints are not identified properly

1/3 of complaints are not categorized correctly

Complaints management in 3 easy, AI-powered steps:

Identify	Categorize and summarize	Act
No agent judgment calls required: Our AI Intent Engine monitors the conversation during every call, identifying complaints as well as capturing customer sentiment - including pitch, word choice and tone. Real-time assistance spots complaints and supports representatives through immediate resolution.	80% of complaints come in through call centers. Instead of agents struggling to describe the issue, Prodigal’s AI automatically categorizes complaints and creates call notes, generating actionable insights for regulatory reporting, remediation research, and agent training.	AI-powered, human-led complaints management: Transform complaint processes with standardized notes and call tags to research and track issues. Delight customers with first-call resolution, or, when that’s not possible, attentive follow-up. Use standardized data to find enterprise-level insights and enterprise-wide solutions.

Implementation flow:

<div> ProInsight</div> <div>Phase 1: Leverage our AI Intent engine to listen to and tag complaints with ProInsight.</div> <div><ul style="list-style-type: none">Our model learns your team’s practices and builds their trust in the resultsYou’ll see a rapid boost to QA productivity and identify any desired adjustments</div>	<div> ProNotes</div> <div>Phase 2: Real-time complaint summary and note generation with ProNotes.</div> <div><ul style="list-style-type: none">Automated notes identify, categorize, and summarize concernsStandardized notes streamline reviews for managers and agents on follow-up calls</div>	<div> ProAssist</div> <div>Phase 3: Real-time in-call prompts help agents de-escalate and remediate with ProAssist.</div> <div><ul style="list-style-type: none">Notable improvement in NPSProactive coaching for agents during calls to support complaint management</div>
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