

e-book

Why should debt collectors use real-time assistance?

Effective communication is key when improving conversations, and a real-time agent assistance solution can be a helpful aid.

Prodigal created ProAssist to support agents on all fronts, including optimizing payment collection, resulting in faster payments with fewer calls.



ProAssist

The best agent assistance solutions aim for effectiveness

What makes an effective agent? In debt collections, it's about revenue. Performance may be measured on dollars collected across all agents, or on number of payment-related conversations and their results.

Some agents achieve better payment outcomes than others. But determining how they achieve those results and getting other agents to be able to replicate them has been tricky...until now.

ProAssist uses machine learning to analyze calls with the best payment outcomes to learn what works and coaches agents to reach those same outcomes more efficiently.

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

- the right talking points that lead to a desired resolution
- the best nudges to improve the probability of a key outcome
- which customers are most likely to agree to a best result
- which accounts are unlikely to reach a positive conclusion

Using this information, ProAssist, Prodigal's agent assistance solution, has helped one of our clients achieve improvements of over 30 percent in payment collection rate.

Real-time agent assistance improvements for collections

+50% 

Reduction in agent ramp time

Using real-time agent assistance simplifies training and dramatically shortens agent ramp time.

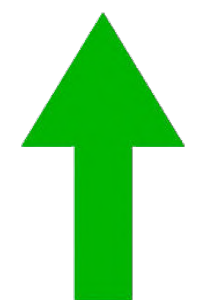
After implementing ProAssist, our client FFAM360 has seen a 50% reduction in ramp time for agents new to the industry, and a 75% reduction for experienced agents.

+20% 

Increase in in-call time

A top-notch solution streamlines training and feedback processes, enabling agents to learn by doing.

And real-time agent assistance empowers agents to improve their in-call time, resulting in a more efficient and effective performance.

+15% 

Improved compliance adherence

With ProAssist, you can quickly integrate both legacy and new compliance guidelines, minimizing the risk of lawsuits. Our solution offers coaching tools to improve adherence without distraction, empowering agents to enhance their performance.

Benefits for agents



Increased focus

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

Instead, ProAssist's prompts allow them to focus on crafting and building a better connection and conversation with customers.



Learn by doing

Research has shown that the efficacy of learning by doing is higher than theoretical training.

Instead of asking agents to engage with written content long before the conversation occurs — or, even worse, as a distraction during the call — ProAssist offers up a clear next action when they need it the most, keeping them focused.



Increased job satisfaction

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

Give agents a mentor on every call

Whatever effectiveness means to you, ProAssist is designed 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 team built on the customer experience — while pushing payments forward.

Prodigaltech.com

Get a free personalized demo

In this personalized product tour, learn how AI can maximize your revenue & agent productivity.

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