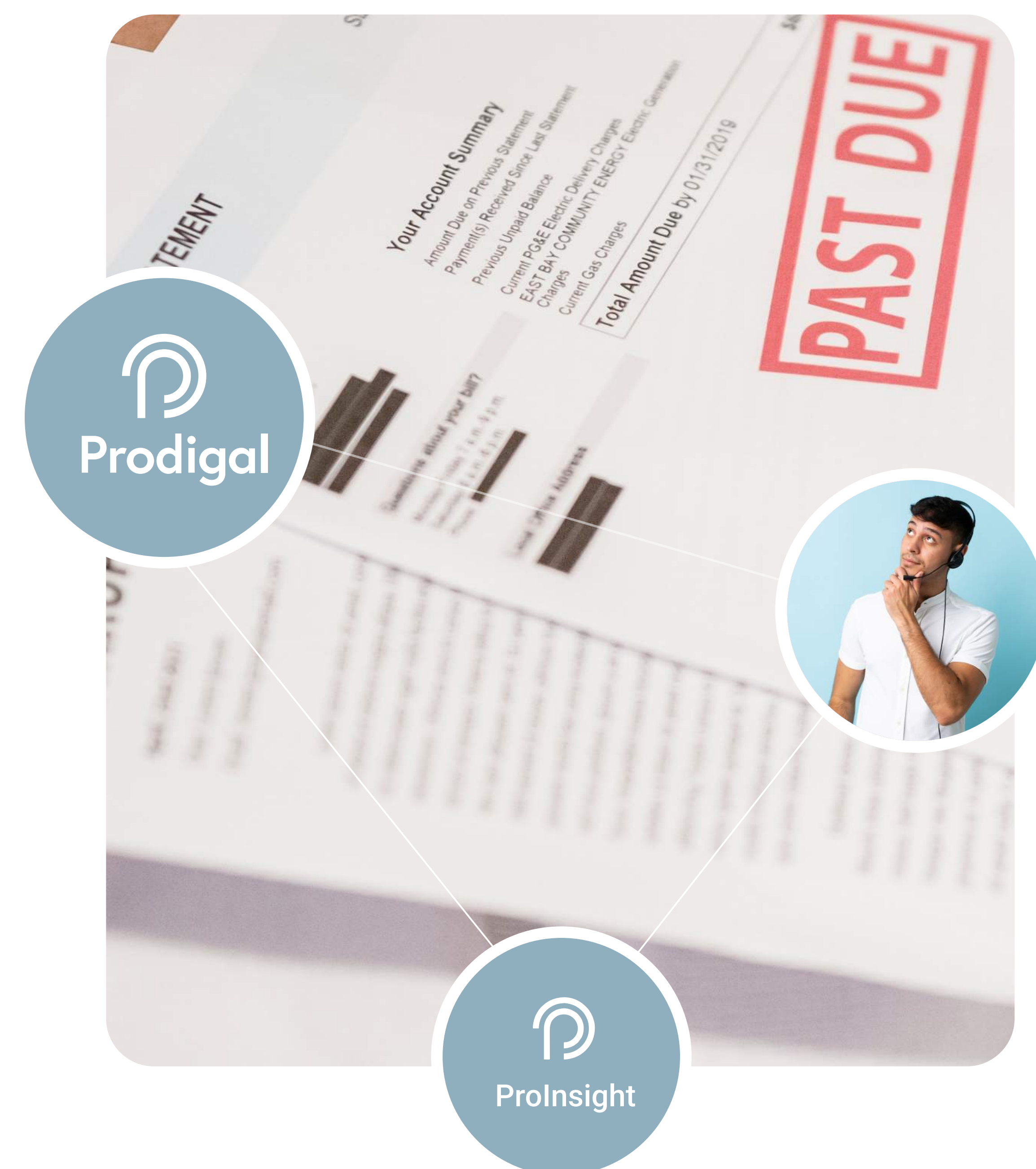


Case study

Leading law firm increases audit speed 5X and disposition accuracy 95%

In an increasingly regulated environment, a leading debt-focused law firm based in the Midwest realized minimizing risk associated with compliance violations would result in reduced litigation costs and increased profits.

Like other similar law firms, this Prodigal customer deals with many late-stage collections. Using ProInsight, their teams are armed with AI to analyze, audit, and evaluate 100% of their calls, lowering risk and eliminating legal costs associated with incorrect dispositions.



5X ↑ Increase in call scoring speed

100% ↑ Call audit coverage

>95% ↑ Accuracy in call disposition

The challenge

Limited compliance insight left an opening for costly litigation.

Looking for strategies to maximize profits, this firm faced a challenge in efficiently analyzing, auditing, and evaluating enough calls to eliminate legal costs associated with incorrect dispositions and other compliance issues.

Manual disposition processes and reviews had high risk of human error and small margins of confidence on accuracy, leaving the firm vulnerable to significant potential legal ramifications, including costly litigation.

The solution

ProInsight ensures complete coverage.

The debt-focused law firm turned to Prodigal's ProInsight, an AI-powered solution that listens, performs analytics, and provides process insights on every call.

ProInsight checks every single call's disposition against recordings and transcripts, raising flags for incorrect dispositions.

It also provides automated scorecards and call review workflows, easing the burden on QA and compliance teams.

The results

Reduced litigation risks, safeguarded revenue.

ProInsight analyzes every call made through the law firm's audio recording dialer, increasing the amount of audited calls to 100%, and providing insights through tags and accurate dispositions.

ProInsight shows compliance managers customized and automated scorecards and call transcripts side by side. Managers answer questions by searching for text without having to listen to an entire call, scoring calls five times more quickly.

"ProInsight has been immensely helpful in our ongoing efforts to mitigate risk and provide an incredible customer experience. I'm confident that using Prodigal's products would benefit other law firms with a collections practice as much as they've assisted us."

VP of Operations & Business Development