

30% IN-CALL TIME INCREASE

Using Prodigal's AI-driven, real-time call summary assistant, ProNotes, Rash Curtis & Associates empowered its agents to cut down on their wrap-up time, ultimately realizing a 30% increase in daily call time.

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RASH·CURTIS
& ASSOCIATES

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Nick Keith

Head of IT
Rash Curtis & Associates



CHALLENGE

Hours of agent call time lost daily to repetitive tasks. The challenge of balancing comprehensive note-taking with maximizing call time in a given day. Collections managers might recognize both situations, which arise (often simultaneously!) when individual collections agents are asked to juggle quickly moving from call to call, building relationships with consumers, and comprehensive documentation without assistance. Enter ProNotes.

As soon as they learned about Prodigal's ProNotes, Rash Curtis & Associates wanted to test their hypothesis that automated call note transcription would reduce collection costs, standardize after-call notes, and proactively route calls to the most appropriate collections teams.

INCREASING PROFITABILITY

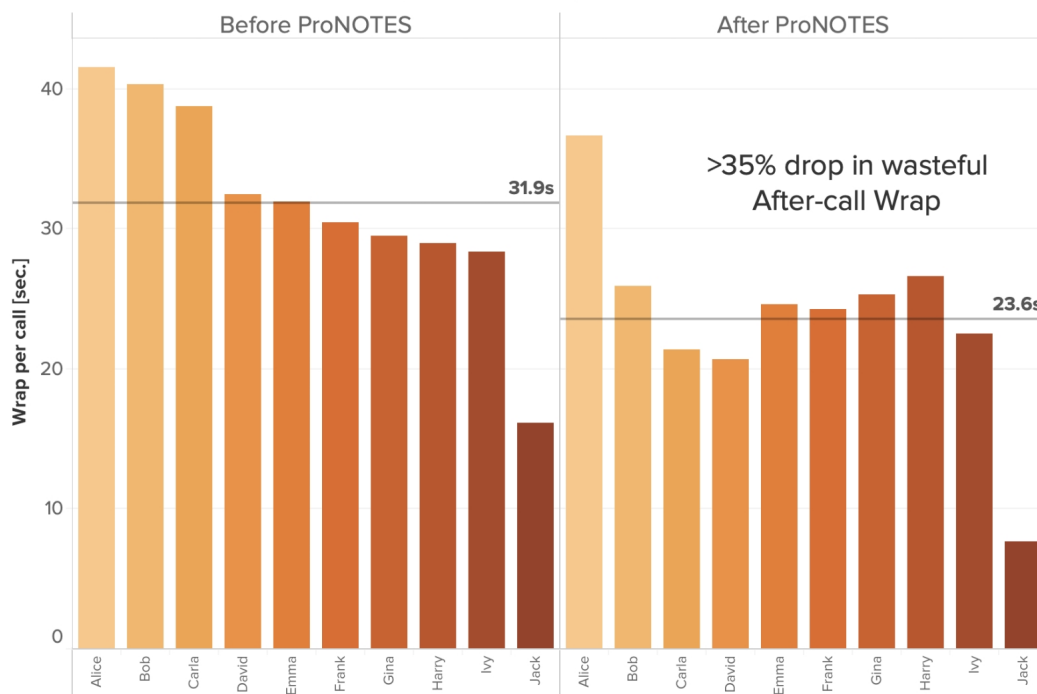
Using artificial intelligence, ProNotes prepares call notes as agents conduct their calls, allowing them to focus entirely on their conversations with customers. Once a call concludes, the agent has the opportunity to review the summary ProNotes has generated, make any edits she deems necessary, and quickly move on to the next call. Once Rash Curtis implemented ProNotes, they experienced a 30% reduction in agent after-call wrap time. Agents could focus more on making calls, moving the needle on increasing account profitability.



STANDARDIZING NOTES, FOSTERING COLLABORATION

Before Prodigal, Rash Curtis agents needed to use their best judgement on balancing comprehensive note-taking with moving from call to call quickly. ProNotes creates a complete set of notes for 100% of Rash Curtis' calls, regardless of their brevity or complexity. Additionally, ProNotes standardizes the structure and content of notes, increasing transparency and common understanding across the Rash Curtis team and steering calls to appropriate teams that deal specifically with cases like bankruptcy or divorce.

Wrap time per call



IMMEDIATE IMPACT

Rash Curtis agents quickly adapted their workflows to review automatically generated notes after each call instead of starting from scratch every time. Head of IT Nick Keith noted, "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 up time – we haven't seen another single product have this much impact on our stats."

Collaboration between key stakeholders on the Rash Curtis and Prodigal teams ensured minimal workflow change. Keith shared, "What really set ProNotes apart is the excellent customer service, the responsiveness, and understanding of our business needs. **Prodigal's product and services will keep us ProNotes customers for a long time to come.**"

Percentage of Notes Edited

