

90% COMPLIANCE TIME SAVINGS

Since adopting ProVoice a year ago, FFAM360 has cut the amount of time it takes to review and score every call its agents make by 90%.

With ProVoice, we track and score every call across a number of parameters and compliance aspects in 10% of the time it used to take, improving our productivity ten-fold. I'm really looking forward to the future where ProNotes is rolled out. Between ProNotes' call recaps and ProVoice's recordings and transcriptions, we'll have the full picture of what's going on in each of our calls — we just love the products.

Paul Allen, COO, FFAM360

FFAM360

Prodigal customer FFAM360 (also known as the FFAM360 Alliance® of Companies) owns debt and delivers comprehensive business process outsourcing, accounts receivable management in a number of verticals that include auto and property subrogation, rental car damage and unpaid fees recovery, medical debt, bank and retail debt, healthcare revenue cycle management, and receivables purchasing, and specialty finance through their vast network of affiliated companies. In the last year, FFAM360 cut down on the amount of time they took to review agent calls for compliance purposes by 90%, propelled by their adoption of Prodigal's ProVoice.





PRECISE FLAGS

ProVoice flags specific sections of calls for human review, highlighting the problematic transcript section and immediately leading compliance managers to the issue. In contrast, other tools FFAM360 has used previously would listen into a call, flag whether it might have a violation, but fail to provide transcription or any specifics about where the issue occurred. Instead of reviewing a few lines of text using ProVoice, a compliance manager would need to listen to the entire call, alert for a violation that could occur at any point during a potentially hour-long conversation (or not occur at all, if the call was flagged incorrectly).

The nuance ProVoice provides to the call review process has cut the amount of time FFAM360 spends reviewing calls by a staggering 90%. Paul Allen, FFAM360's COO, said, "With ProVoice, we track and score every call across a number of parameters and compliance aspects in 10% of the time it used to take, improving our productivity ten-fold."

MULTI-PLATFORM REPORTING

FFAM360 manages a large network, and a huge element of moving to ProVoice was standardizing their data across eight different sources (two dialers used in house, and six more datasets from their collection agencies). Using ProVoice, FFAM360 established a comparative benchmark of performance across all agencies and captive teams, leveraging aggregated compliance, performance and agent training to make informed business decisions.



EASE OF USE

ProVoice immediately stood out for the FFAM360 team for its ease of use, in contrast to previous solutions they had explored that proved challenging for the compliance and operations teams to adopt. Beyond encouraging adoption, ProVoice's seamless integration into existing workflows meant that managers could focus their time and energy on supporting agents one-on-one, improving customer satisfaction. Allen noted, "Because ProVoice is so much easier to use than its competitors, operations and compliance managers are now spending more time coaching agents instead of struggling with the software."

WHAT'S NEXT?

Based on the tremendous return on investment they've experienced with ProVoice, FFAM360 is now in the midst of setting up ProNotes, Prodigal's AI-powered call note generation tool, extending their success in streamlining QA and operations process to agents. Allen says, "I'm really looking forward to the future where ProNotes is rolled out. Between ProNotes' call recaps and ProVoice's recordings and transcriptions, we'll have the full picture of what's going on on each of our calls — we just love the products."