

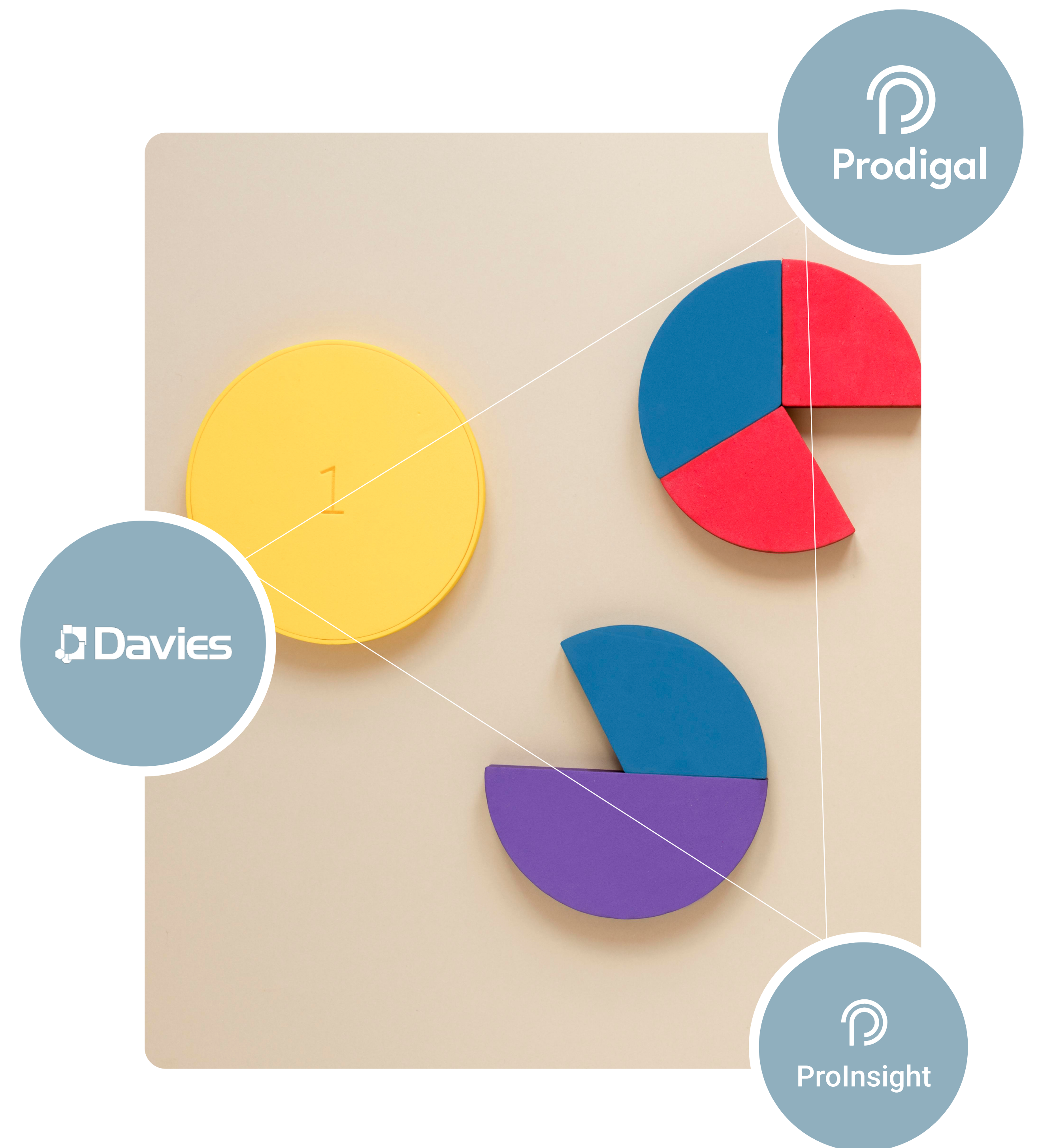
Case study

Uncovering agent behaviors driving loss and risk

Collections teams know they have agent behaviors getting in the way of success.

But they don't know what those behaviors are, why they're happening, and how to stop them so they can drive efficiency, effectiveness, and quality, as well as increase payments and revenue.

Here's what we uncovered for one customer:



Actionable insights:

11 Percent of agents responsible for 40% of misunderstandings	4 Number of agents responsible for 20% of legal threats	87 Percent higher handle time of calls with misunderstandings
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The challenge

Find the sources of problems

We teamed up with Davies Group to help a client gain insights that would deliver opportunities to decrease risk, raise revenue, and address agent issues holding back the team.

Working together, Davies and Prodigal used the client's existing data and solutions to create custom tags and reports that allowed us to understand the issues and predict the benefits.

The solution

Locate opportunities for improvement

Because the client was already using ProInsight by Prodigal, our team was able to track agent performance in detail.

We traced 40% of borrower misunderstandings to 11% of agents, 20% of legal threats to four agents, and escalations to a lack of objection handling by agents.

All three issues were solid targets for improvement.

The results

ProInsight delivers savings and insight.

With reliable data from ProInsight to back their recommendations, Davies laid out a plan to coach agents on objection handling, pilot an approach using first- and second-line agents to reduce escalations, and carry out a root cause analysis on mentions of legal threats.

The impact of those recommendations brought the client expected lower handle times, fewer silences, improved customer experience, and fewer management escalations.

"Prodigal's comprehensive solutions deliver actionable opportunities from customer conversations and data. Their user-friendly products and responsive customer service should put them on the top of the list for teams looking to new analytics and reliable AI to move their business forward."

Sumeet Maru, Senior Analyst