



Case Study

FCS Reimagines Their Proactive Compliance Strategy with ProVoice



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First Credit Services (FCS) is an omnichannel debt collection agency and business process outsourcing (BPO) company. To continue building on their 25-year history of compliant collections and receivables management, FCS replaced their ineffective and labor-intensive speech analytics tool with Prodigal ProVoice: a modern, AI-powered call analyzing solution.



“The problem we were seeing with other potential tools was that they would be difficult to calibrate to meet our requirements. This was because the script and other necessary elements were supposed to be established by our in-house QA team. This wasn't the case with Prodigal.”

Rajeesh Ramakrishnan
FCS, Assistant General Manager
of Quality and Compliance

The Challenge

FCS feared that a handful of their collection agents could potentially be wrongly tagging events in conversations and might even be incorrectly dispositioning some of their calls. Their existing speech analytics tool couldn't guarantee that it would reliably catch every potential error.

Hidden red flag issues and possibly overlooked wrong disposition codes could have been creating compliance risks, and putting FCS's sterling reputation on the line. Their existing tool also required regular manual configuring, which was costly and labor-intensive for the QA Team.

Specifically, FCS was looking for a solution to:

1. Analyze 100% of calls for compliance
2. Improve agent productivity and effectiveness
3. Reduce QA Team labor demands

The Solution

FCS selected Prodigal ProVoice, an AI-powered call analyzer and scorer, and deployed the solution within weeks.

Instead of requiring months to create custom call event tags, ProVoice came with more than 400 industry-specific tags that were ready-to-use from day one. Additionally, Prodigal's internal team of data analytics experts was standing by to create the few additional custom tags FCS requested.

Considering ProVoice is designed specifically for the collections and accounts receivable management industry, and pre-trained on over 250 million consumer finance interactions, most of its standard settings already met FCS's core requirements. In the cases where FCS did ask for some tweaks, Prodigal's Services Team handled everything, leaving FCS's in-house team free to focus on their core responsibilities.

Conclusion

With Prodigal ProVoice analyzing and scoring every call, FCS can easily catch wrong call dispositions and never misses Do Not Call (DNC) requests and other red flag issues. According to Ramakrishnan, “Some of the insights ProVoice revealed were surprising. Like the amount of time agents were padding their downtime by waiting in silence at the end of calls and voicemails.” With that uncovered, FCS was able to coach their agents to improve productivity and customer satisfaction.

Results

5x

Faster Call
Reviews

35%

Faster Client
Responses