

SUCCESS STORY | OPTIO SOLUTIONS

>35% TIME & COST-SAVINGS IN QUALITY MANAGEMENT

Optio Solutions is a leading Accounts Receivables Management agency managing first and third-party portfolios. Optio employs hundreds of experienced agents who utilize effective phone strategies to deliver consistent ROI. With Prodigal Voice, Optio radically transformed call reviews and realized significant cost-savings, while ensuring industry-leading call compliance and agent productivity.



>35%
faster call reviews



100s
of man-hours
saved/month



200k
calls AI-analyzed /
month



100%
compliance review

Challenge

Optio has been growing through its reputation for consistent ROI and deep industry experience. With growth came the challenge of reviewing tens of thousands of calls and hundreds of thousands of call-recording minutes every month. Even with a dedicated team of Quality Management (QM) analysts, Optio could only sample a small % of calls. Additionally, the existing call review and speech analytics tools proved slow and laborious.

“*Prodigal Voice has made call reviews over 35% faster & saves our team hundreds of man-hours every month!!*”



Phil Cooper
Director of Compliance, Optio Solutions

Solution

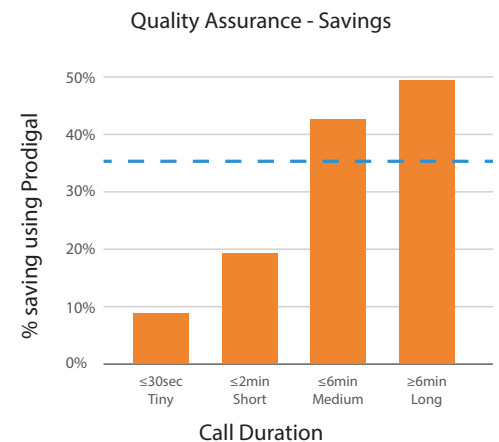
Optio set out to look for a solution that could efficiently process 100% of agent calls, transcribe them accurately, and flag compliance issues and coaching moments. Further, an ability to reliably analyze a variety of dialects and accents was important.

After testing several speech analytics solutions, Optio selected Prodigal Voice for its out-of-the box experience designed exclusively for the ARM industry. Prodigal's streamlined call review workflow and unique QM features such as prioritized call list, integrated call transcript & call recording, delivered the most value amongst the alternatives. Additionally, Prodigal's performance and accuracy with a wide variety of dialects and accents as well as its value off-the-shelf stood apart.

Optio has adopted Prodigal in its QM flow where 100% of call recordings are processed by Prodigal Voice. Instead of poring over all calls and selecting a small sample, Optio's QM team logs into Prodigal's cloud-based software to review the calls flagged by AI for compliance issues and agent coaching moments.

Results

With AI-driven speech analytics and insights from Prodigal, Optio is able to analyze 100% of calls to ensure compliant and highly effective collection operation.



The QM team now handles over two times the call reviews than earlier because of the easy review flow in Prodigal Voice. Especially for important calls that last longer than 6 minutes, the review time is cut to almost half. On average the reviews are over 35% faster. This translates to a direct savings of 100s of man-hours per month.