

Case study

# More insight into your agency network drives compliance and performance

Lenders and debt buyers work with a network of agencies who manage accounts on their behalf. Those relationships demand total transparency, which has been difficult to get - until now.

Using Prodigal's AI-powered consumer finance solution to analyze agency call and interaction data, clients gain unprecedented understanding which they can share with partner agencies.

Only reviewing a sample of conversations leaves large blind spots in compliance and opportunities to increase revenue. Reviewing every call and interaction with Prodigal helps ensure network success.



-  **Network transparency**
-  **Agency insight**
-  **Compliance and revenue**

## The opportunity

### Network relationships unlock unparalleled potential.

Because lenders and debt buyers distribute accounts among multiple agencies, they need to be able to evaluate performance in collections and compliance.

Some clients limit the number of calls an agency sends them, but that also limits the benefits for both sides.

Our most successful network teams, like industry leader Cascade365, use Prodigal's AI-powered solutions to analyze 100% of conversations for information on regulatory compliance and agency performance.

## Agency benefits

### Analyzing more calls delivers more insight.

By sharing all their calls, agencies get compliance assurance and valuable reporting.

The client uses Prodigal to analyze calls and returns information agencies use for remediation, such as fixing incorrect disposition codes, and insight into agent performance to lift revenue and increase profit margins.

Then lenders and debt buyers can reward both performance and transparency with additional account placements.

## Client benefits

### Transparency leads to a competitive advantage.

Using Prodigal's solutions to analyze agencies' customer interactions gives lenders and debt buyers visibility into the work done on their behalf.

With Prodigal as part of the network, data transfer is seamless, reducing operational overhead for both clients and agencies.

It's a win-win-win: Agencies get detailed insights and reporting from Prodigal's analyses, lenders and debt buyers get a level of access other networks can't replicate, and everyone benefits.



"With Prodigal, we're confident that we're catching 100% of all issues and we no longer have to search for a needle in a haystack since we can zoom in on problematic calls or issues immediately. It gives us so much more insight into our collection floor and outsourced vendors across our network."

Shaun Ertischek, Chief Compliance Officer and General Counsel 