**Prodigal**

# Illinois-based Healthcare Debt Collections Agency Slashes After-Call Wrap Time by 50%

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A leading Illinois-based collections agency that is focused on healthcare and retail receivables wanted to minimize the after-call work of their agents and increase the in-call productive time of their agents. This would not only enable them to work several more accounts, but also let their collectors focus more on talking to borrowers and avoid other distractions.

"Every agency wants to maximize the amount of time their agents are spending talking to right party contacts, and ProNotes does exactly that. I was shocked when I saw how quickly our wrap times improved. ProNotes is a must-have for collectors of all experience levels."

👤 Chief Information Officer

### The Challenge

The healthcare and retail focused collections agency had been struggling to enable their agents to have more time talking to borrowers and wanted to minimize time spent being distracted or in post-call wrap up.

If ProNotes could minimize the amount of time agents were spending in post-call wrap up, it would allow agents to increase their in-call time and allow them to be more focused on each individual borrower.

### The Solution

The agency employed Prodigal ProNotes to help solve the problem. Prodigal's proprietary speech and Natural Language Processing (NLP)-based AI engine automatically summarizes debtor conversations into succinct notes in real-time.

These auto-generated notes replace manual collector notes taken during after call wrap. The note is generated as soon as a call ends, and the collectors are given the flexibility to review and edit it before submitting.

### Conclusion

ProNotes offered a massive boost to collector's productivity. The agency saw a reduction of wrap time by over 50% for most agents within 2 weeks of launch. This translated to a 15%-20% increase in the calling time of agents across the board.

**RESULTS**

## 20%
Increase in In-call Time

## $8k
Annual Savings per Agent

## 7.2%
Notes Manually Edited