

Prodigal AI for lending and collections

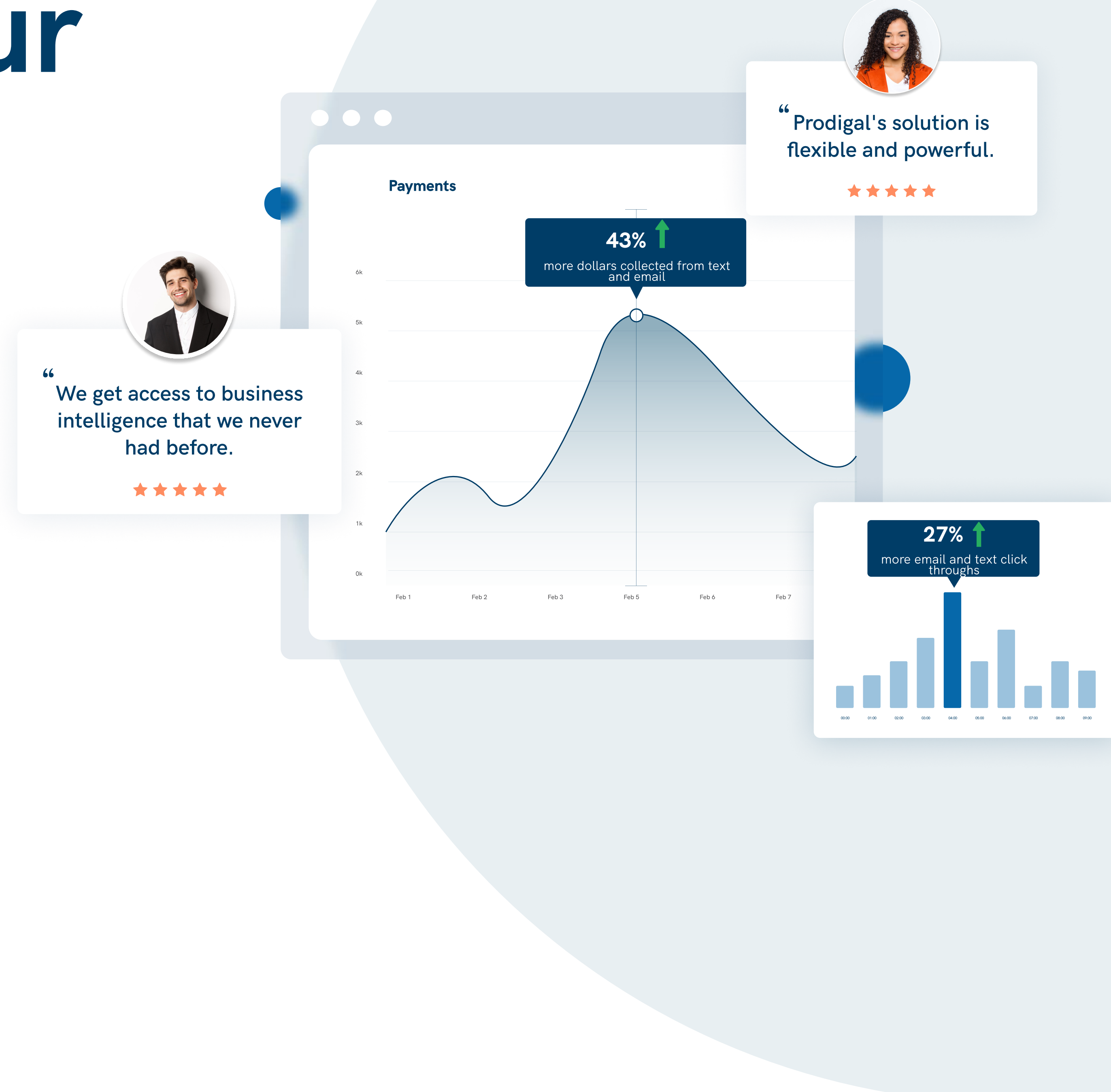
Intelligence to improve your customer engagement at every step.

Boost payments by engaging your customers at the best time. Prioritize accounts based on fresh information. Transform agent performance and streamline workflows across the board.

The connections you make every day are the key to raising revenue with better strategies.

Put it to work for you

Built on over 400 million consumer finance conversations



AI trained in consumer finance to transform your business.

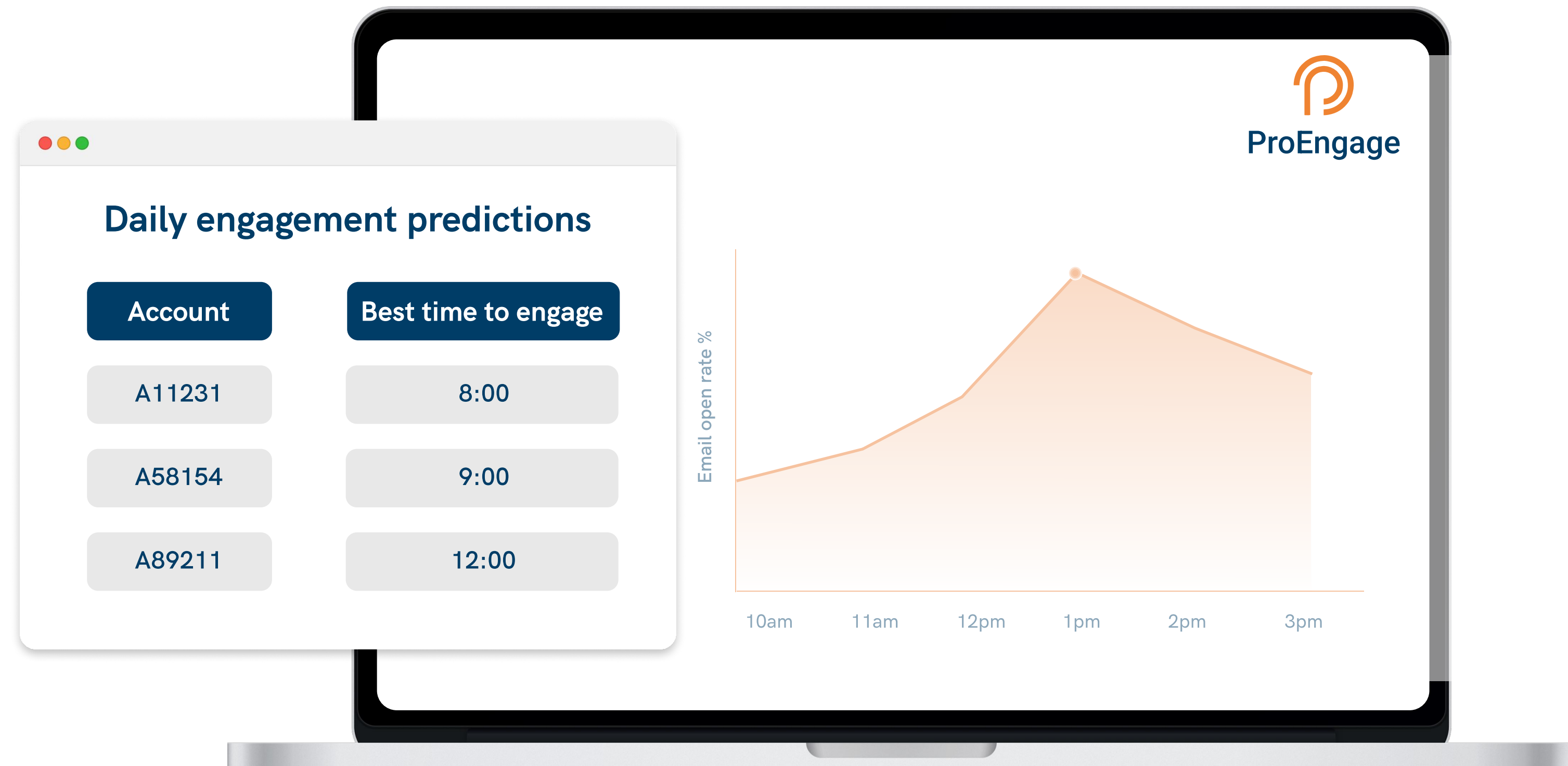
- ProEngage**
Digital outreach and payment optimization
- ProAssist**
Real-time agent coaching
- ProNotes**
Real-time agent notes
- ProInsight**
QA and compliance reviews
- Complaints management**
Customer complaint identification and capture

ProEngage

Before you contact your customers, prioritize your outreach strategy.

You don't need to contact customers at random, attempting to guess and check your way to success.

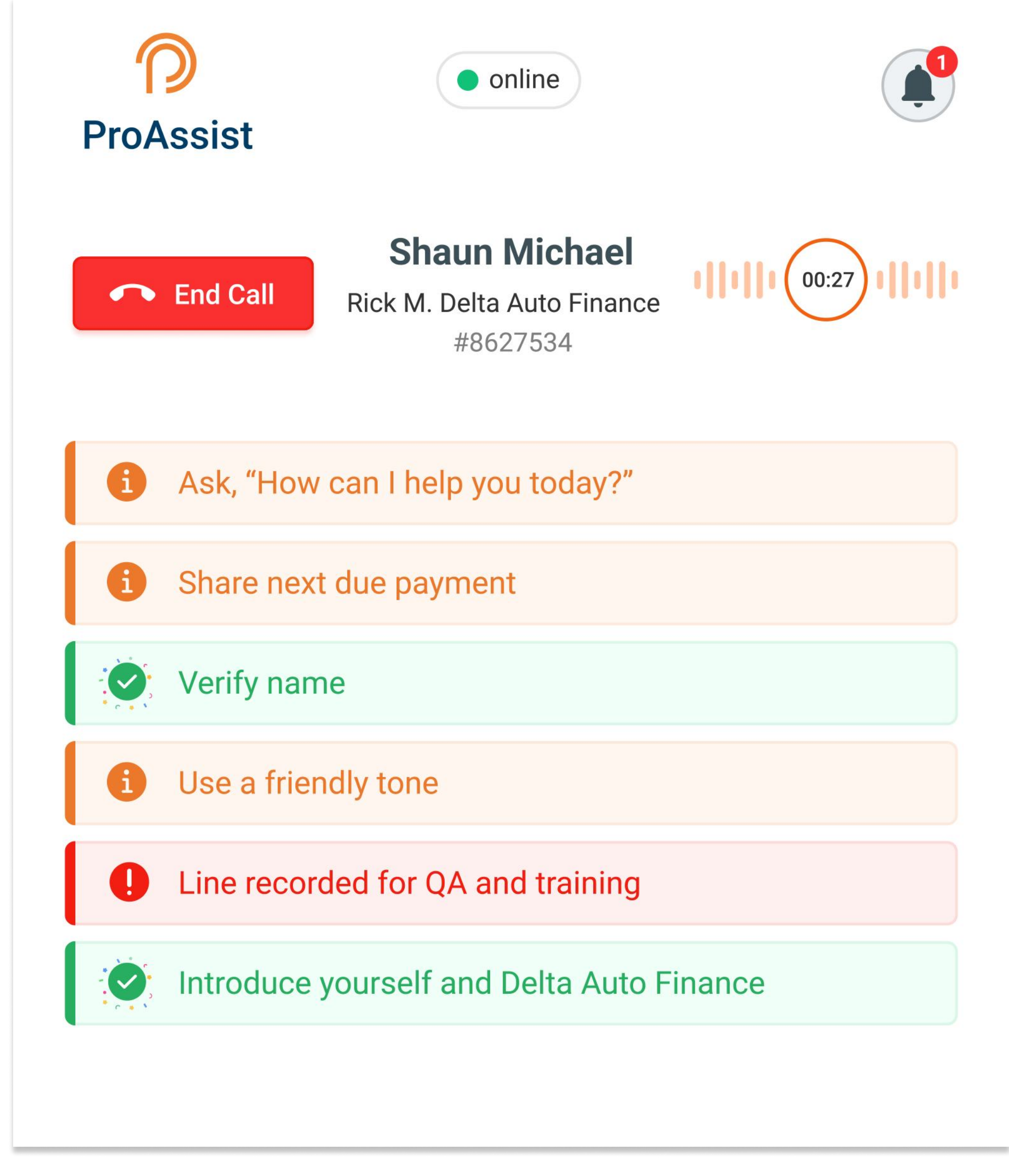
Every day, ProEngage analyzes your latest customer account and interaction data and delivers current, data-backed predictions of which accounts are most likely to pay and the best time to send an email or text message to each one.



ProAssist

When your agent is on a call, guide them through the conversation.

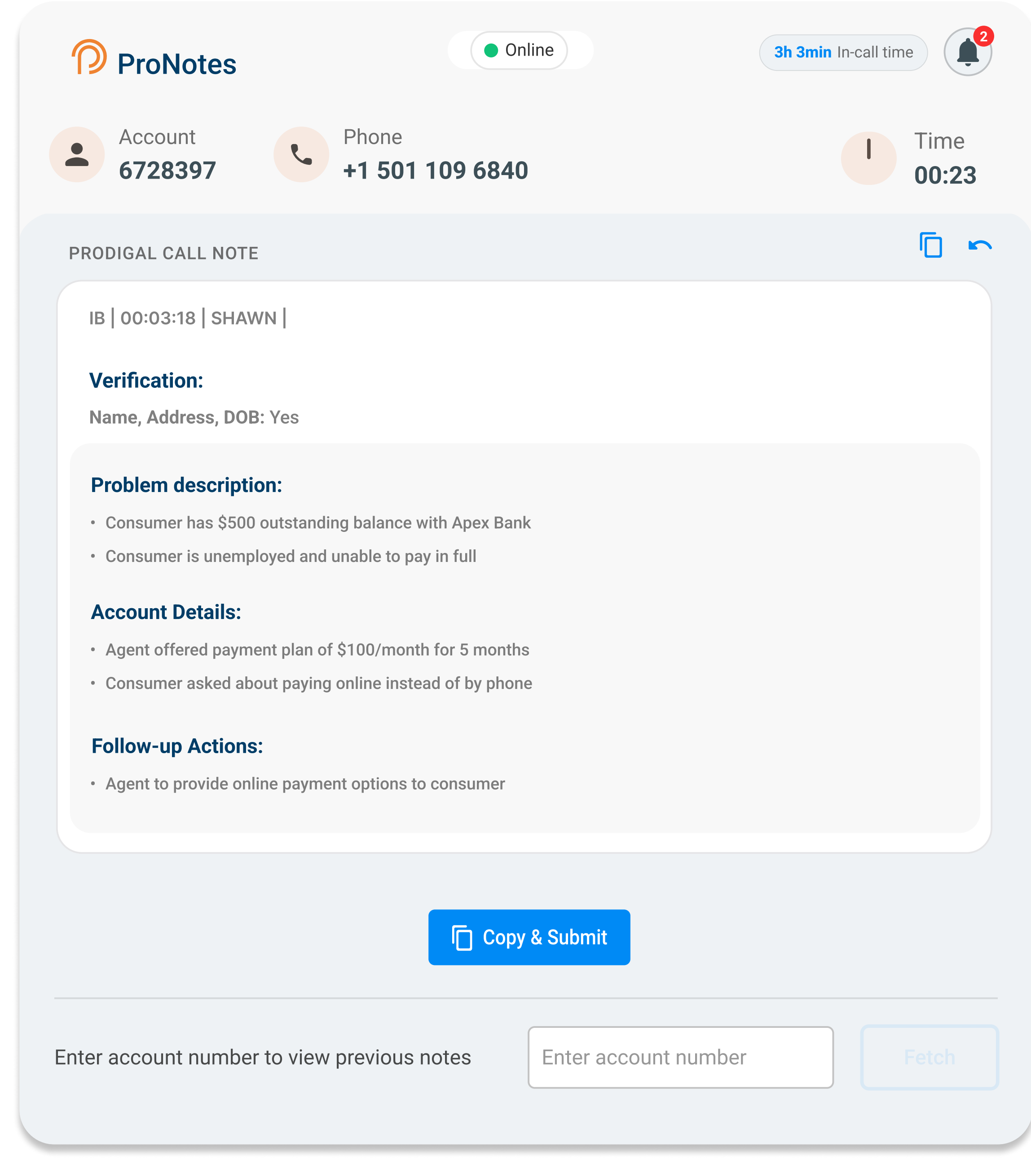
Your success relies on the productivity, efficiency, and effectiveness of your team's conversations. ProAssist delivers real-time support and leverages post-call learning to coach your agents through every call they make or take.



ProNotes

During the call, get a complete and clear record with automated notes.

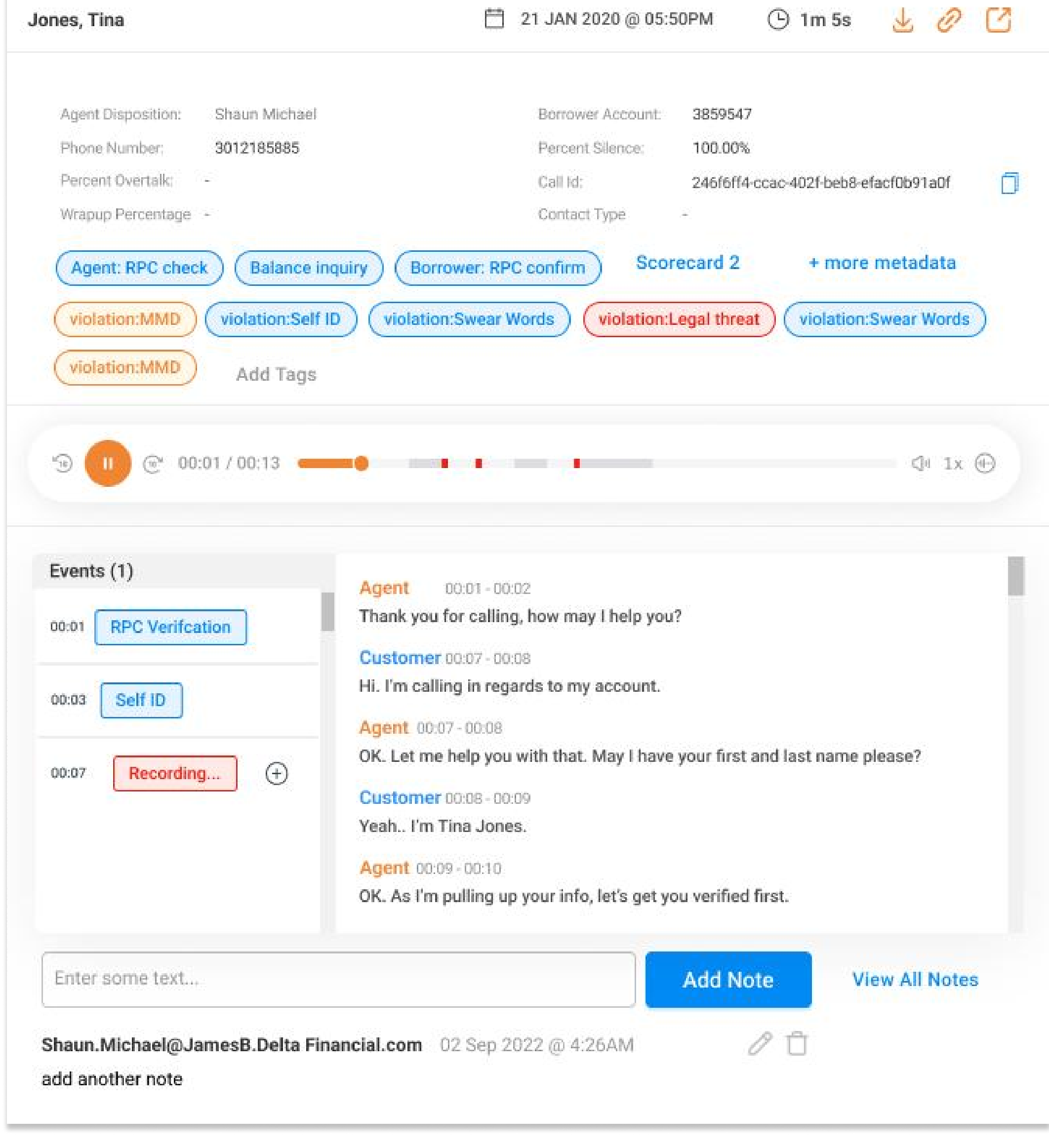
After-call work is tedious, time-consuming and outdated. ProNotes analyzes every conversation and provides an at-a-glance summary with actionable insights to help you ensure higher quality on future calls.



ProInsight

After the conversation, improve your QA automation and compliance reviews.

Analyze every conversation across phone, chat, text, and email to catch compliance exceptions and automate QA scorecards. Then use the deep understanding of your customers generated by those analyses to create new business strategies.



Complaints management

And last, identify, resolve, and prevent any customer complaints.

Every unresolved complaint opens you up to lost customers, fines, and lawsuits. Identifying and capturing consumer complaints has always been an expensive and clumsy manual process.

Automate complaint identification and capture so your agents can focus on resolving the problem, and analyze that consistent data to build proactive solutions.

