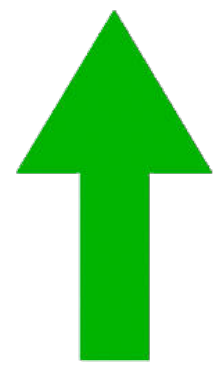


Prodigal for banking & lending

Make your reps shine.

Prodigal's solutions are built for lending and borrowing and trained on consumer finance interactions to support representative productivity, compliance and audit workflows, and keep customers satisfied.

20%



increase in rep productivity

55%



increase in QA cost efficiency

10%



increase in first-call resolution



Leverage actionable insights

Soaring interest rates and accelerating delinquencies increase the cost of automotive loan servicing. With call center labor costs rising, innovative paths to stay lean are a must.



Collect even more, even faster

Repeated calls cost money and lower borrower satisfaction. What if you could coach every representative through every interaction to ensure closure on the first call?



Exceed customer expectations

Hiring and retaining collections reps is tougher than ever. You need new ways to increase agent productivity and lower ramp time to achieve your goals even with a streamlined team.



"With Prodigal, it's like every agent has a supervisor or buddy guiding them, so they always succeed. You also see standardization of notes across the board. Regulators see that thoroughness and consistency and don't go digging for potential concerns. Especially in highly regulated industries, it's essential."

Tim Collins, CEO

