

## LEADING CREDITOR RIGHTS FIRM INCREASES SHARE OF AUDITED CALLS FROM 2% TO 100%

Since adopting ProVoice, this law firm has revolutionized its call auditing process to eliminate legal costs associated with incorrect dispositions.

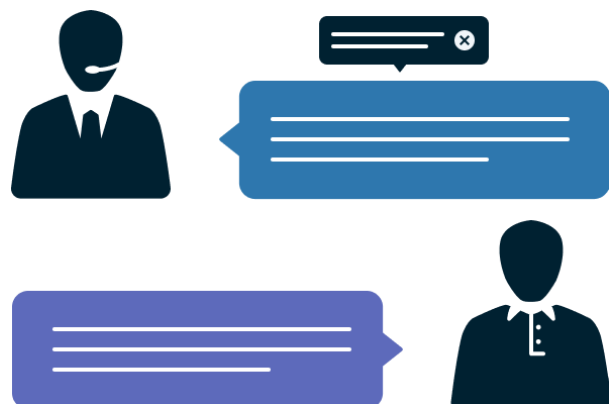
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ProVoice has been immensely helpful in our ongoing efforts to mitigate risk and provide an incredible customer experience. I'm confident that using Prodigal's products would benefit other law firms with a collections practice as much as they've assisted us.

- VP of Operations & Business Development

In an increasingly regulated environment, a leading debt-focused law firm based in the Midwest realized that minimizing risk associated with compliance violations would result in reduced litigation costs that maximize profits. Like other debt-focused law firms, this Prodigal customer deals with many late-stage collections, and, using ProVoice, they've armed their teams with AI that analyzes, audits, and evaluates 100% of their calls, eliminating legal costs associated with incorrect dispositions.





## COMPREHENSIVE AUDITS

Across the collections industry, the average share of calls that can be audited manually sits around 2%. ProVoice listens in, performs analytics and gives invaluable process insights to every single call that's made through the law firm's audio recording dialer, increasing the share of audited calls to 100%. ProVoice's tags incorporate a feedback loop into every call with tags like Empathy or Wrong Disposition, documenting both great agent performance and areas for improvement. During onboarding, Prodigal worked closely with the firm to customize analytics for the specific scenarios they wanted to flag. The iterative process they used to train the machine learning model resulted in greater than 95% accuracy in applying call tags, leaving the team with far greater confidence in their call auditing process than if it were all-manual.

## HUMAN ERROR MITIGATION

After any call concludes, agents are expected to fill in a final disposition indicating whether contact was established and, critically, whether the call had red flags like a DNC (Do Not Call) or Legal Threat warning. In the ultra late-stage collections when law firms are typically called in, the incidence of bankruptcies, disputes, and DNCs is high, and failure to adhere to regulations regarding DNCs can lead to significant legal ramifications, including costly litigation. Agents and paralegals do their best to make correct dispositions, but, as in any industry, human error can occur. For creditor rights firms, human error can result in expensive legal proceedings. ProVoice double checks every single call's disposition against its recordings and transcripts, raising flags for incorrect dispositions and ultimately resulting in 100% accurate dispositions with a subsequent 100% elimination of legal costs associated with litigation resulting from incorrect dispositions.



## FASTER REVIEWS

Leading creditor rights firms use scorecards to evaluate agent performance, identifying superstars and candidates for additional training. Previously, compliance managers had to listen through an entire call to fill out a single scorecard. When calls can last up to an hour, this becomes a burdensome and time consuming exercise. ProVoice provides transcripts of each call so their team can see scorecards and the call transcript side by side. Compliance managers answer questions by searching for certain text on transcripts without having to listen to an entire call, scoring calls five times more quickly than they had previously done. Additionally, Prodigal has also customized daily scorecard reporting for this firm so that they can easily feed into their internal dashboard and metrics to view all the information seamlessly.

ProVoice has empowered creditor rights firms to audit many more calls much more effectively, significantly reducing the firm's chances of litigation and the associated costs that could jeopardize their bottom line. Beyond that, ProVoice's ability to raise flags about agents' conduct on calls or the dispositions associated with those calls ensures that mistakes are nipped in the bud, quickly addressed, and prevented from negatively impacting customer experience.