Case study

FFAM360 uses Prodigal to improve repayments, streamline compliance, and regain in-call time

FFAM360 (also known as the FFAM360 Alliance® of Companies) owns debt and delivers comprehensive business process outsourcing and accounts receivable management in a number of verticals, including auto and property subrogation, rental car damage and unpaid fees recovery, medical debt, bank and retail debt, healthcare revenue cycle management, receivables purchasing, and specialty finance through their vast network of affiliated companies.

25% ⬆ Lift in agent effectiveness

12% ⬆ Increase in payment discussions

90% ⬆ Faster compliance call reviews

The challenge

Agents and managers missed opportunities and lost time due to clumsy workflows.

FFAM360 wanted to help its agents and managers work more efficiently and effectively without adding to their non-call activities and without a significant amount of additional training.

They spotted three areas for improvement: the amount of time agents spent on after-call work, helping agents meet key compliance requirements and repayment goals, and improving the compliance review process.

The solution

Prodigal's three AI-powered solutions deliver results across the business.

FFAM started by implementing ProVoice, which analyzes calls and automatically flags portions for follow-up.

They were so impressed by the results, they began using ProNotes, which uses AI and machine learning to auto-generate call notes, helping agents move on to the next conversation faster.

And FFAM also began using ProAssist, which provides agents with real-time direction during calls.

The results

Streamlined efficiency and effectiveness.

With the power of Prodigal ProVoice, ProNotes, and ProAssist, FFAM360 improved its ability to efficiently meet payment goals, improve compliance workflows, and service customers with effectiveness and empathy.

Prodigal's tools reduced the time managers spent on the compliance process by 90% increased repayment discussions by 12%, and made agents 25% more effective across the board.

"Using Prodigal, we've seen a jump in payments, and up to a 25% increase in other critical agent effectiveness areas like compliance scores, rebuttals, and objections. Our customers are the heart of our operations. Prodigal lets us keep that commitment by helping our agents be more empathetic and in-the-moment, while driving win-win results."

Paul Allen, COO