

AN INTELLIGENT SOLUTION **TO ACCELERATING AGENT PRODUCTIVITY**

Automating after-call wrap with Speech AI increases productivity by 25%.





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1 EXECUTIVE SUMMARY

For debt collection agencies, it's crucial to understand how agents spend their day. This knowledge is central to long-term success and profitability.

ProNotes, developed by Prodigal, is a gamechanger for the credit and collections industry. This application is a first-of-its-kind AI solution. It works by automating the after-call wrap-up to unlock up to **25%** of an agent's time.

During wrap-up, agents complete tasks such as writing up call notes and dispositioning. Speech AI can automate these tasks and enhance agent productivity in following ways:

- 🔗 Reduce distraction, enabling agents to give borrowers 100% of their attention.
- 🔗 Eliminate inaccuracies and human subjectivity from manual call notes.
- 🔗 Decrease QA review time by standardizing note-taking and dispositioning workflows.

Do you want to drive productivity and profitability for your collection agency? Modern machine learning (ML) and artificial intelligence (AI) methods can help you achieve this.

Clients already using ProNotes describe a massive spike in productivity, with significant cost-savings.

ON AVERAGE, DEBT COLLECTION AGENTS SPEND AROUND 25% OF THEIR DAY IN WRAP-UP—THE TIME BETWEEN FINISHING ONE CALL AND BEING READY FOR THE NEXT. OVER A YEAR, THIS TRANSLATES TO A STAGGERING COST OF \$10,000 PER AGENT.

A COLLECTION AGENCY WITH 120 AGENTS CAN SAVE UPTO \$1.5 MILLION ANNUALLY BY AUTOMATING AFTER-CALL WRAP TIME WITH PRONOTES!

1.1 Automation, An Imperative for the Modern Collections Business

Agents need to write notes during after-call wrap-up for the following reasons:



To provide information to other agents following up with the same account



For QA purposes and call review, used to ensure compliance and quality



For supervisors and collection managers to reference when granting waivers



To support annual or surprise audit reviews conducted by regulatory authorities

Non-standardized note-taking practices mean after-call wrap-up notes also need manual reading and review. Otherwise, typos and shorthand can make the notes unusable for the above purposes.

All debt collection agency senior executives should be asking the same question:

**Is there an alternative to this laborious, manual note-taking and review process?
Could we save time and improve accuracy by taking a new approach?**



Other questions asked by forward-thinking debt collection business owners include:

- 🕒 How can we structure, streamline, and standardize our after-call note-taking?
- 🕒 Can we set rules for approvals to speed up the process?
- 🕒 How can we ensure the next agent working on the account understands the notes, improving customer experience?
- 🕒 Do we want our agents spending 2 hours every day on after-call wrap-up?

In this paper, we'll address these critical questions before presenting a solution. Do you want to know how to improve the productivity of your debt collection business? Keep reading!



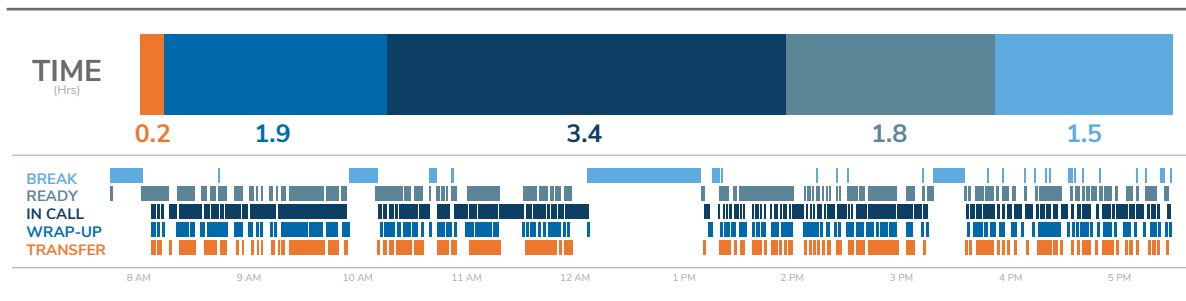
AFTER-CALL WRAP-UP: 2 THE INVISIBLE PARASITE

Debt collection agents interact with debtors many times before collecting payments. Therefore, agents must take notes following each call with debtors. These notes ensure agents making follow-up calls have access to previous interactions with the debtor. Despite their importance, the note-taking process is a clear drain on productivity. It reduces an agent's up-time and time on calls to debtors, which impacts profitability. Agents have several tasks to complete in after-call wrap-up, besides taking notes. For example, they need to disposition calls, post payments, and set follow-up reminders. Depending on the nature of the call, they may also need to chat with their supervisors.

For an average agent, taking notes and wrapping up a call takes almost as much time as the call itself. On average, it uses up between **20%** and **25%** of an agent's day — nearly two hours. Although this is a considerable portion of the agent's day, it often goes undetected. Taking place across several small windows, note-taking takes approximately 60 seconds. In other words, it's an invisible parasite, delivering death by a million cuts. Time is one thing, but what does this note-taking cost in financial terms? Conservative estimates predict it costs businesses **\$10,000** per agent each year!

The costs associated with this downtime are apparent. However, it's likely this is only part of the story. The time lost is easy to quantify, with agents spending **20-25%** of their time in wrap-up. But our research shows after-call wrap-up also mentally distracts agents. This distraction and constant context-switching substantially affects their productivity throughout the day. Given these findings, it's likely the impact on productivity is far more significant.

2.1 The Anatomy of an Agent's Day

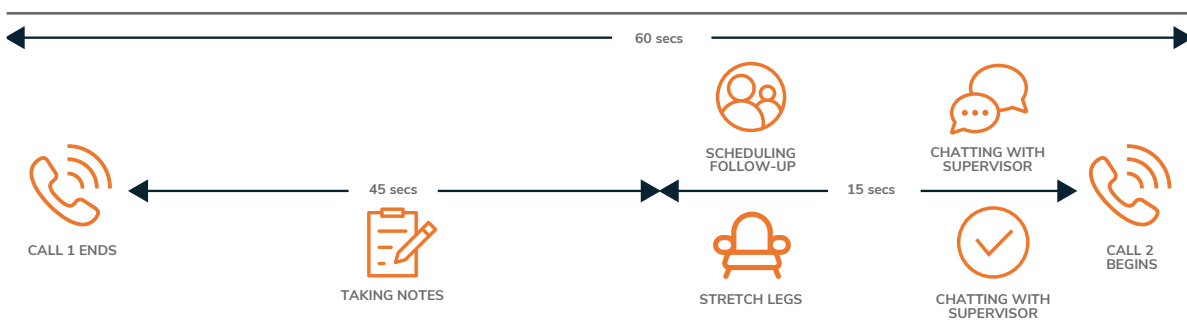


The problems with manual after-call workflows extend beyond the impact on an agent's time and productivity. Additional challenges include:

- 📌 Inaccuracies in the notes, a natural byproduct of the reliance on an agent's memory of the call.
- 📌 A lack of standardization, which means notes are inconsistent between agents and takes longer to review.

To understand these problems better, Prodigal analyzed millions of calls and agent-screen. They looked at various elements of the agent's day, including wrap-up notes, duration, and other activities. This analysis enabled Prodigal to decode the after-call wrap-up window. Here's what they found:

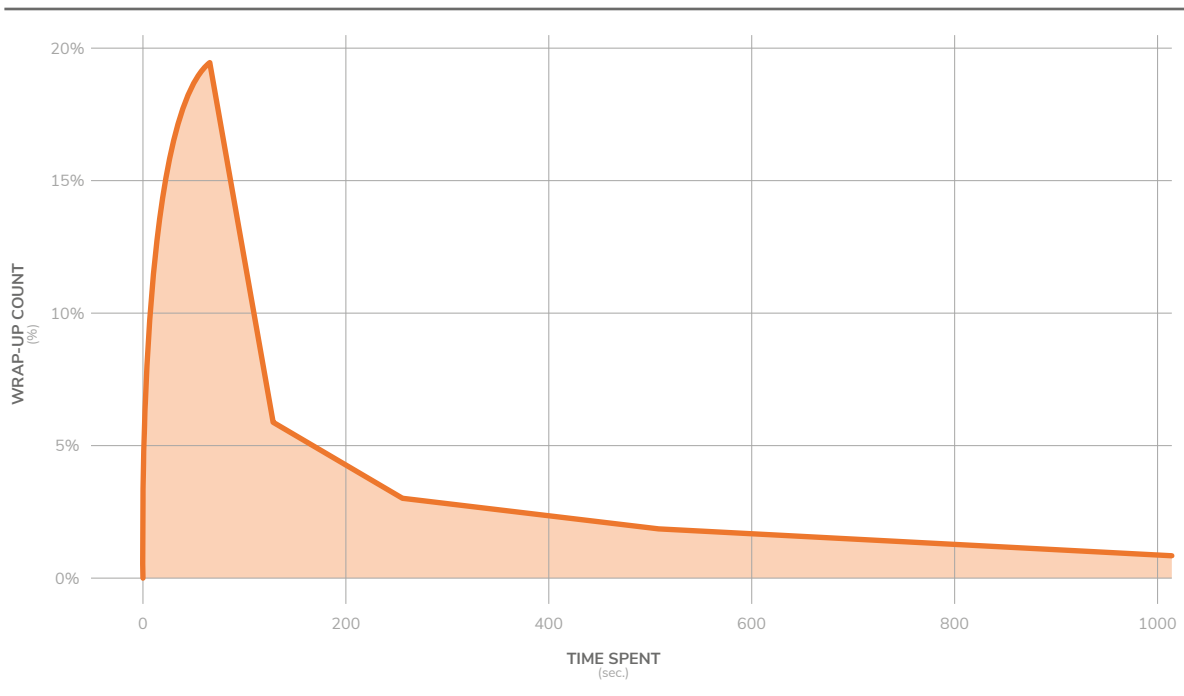
2.2 Decoding the 60 Seconds of After-Call Wrap-Up



We already know the average wrap-up takes around 60 seconds. But this doesn't tell us the entire story. While some wrap-ups are short, the precise duration depends on other factors. For example, most agents spend minutes on their wrap-up notes following a lengthy conversation with the consumer.

Prodigal found the median wrap-up takes 25 seconds. In other words, more than half of all wrap-ups take longer than 25 seconds. Only **2.5%** of the wrap-ups last longer than five minutes.

WRAP-UP DURATION



Half the wrap-ups are quite short (<15 sec). However, several of them are fairly long; even considering the duration of the call itself.

2.3 Death by a Million Cuts

An agent has as many wrap-ups as the number of calls they field. Hence, they often have over **150** wrap-ups in a single day. These slices of time quickly add up. In real terms, agents spend between **90** and **120** minutes each day completing wrap-up activities.

The cost associated with this time depends on several factors—for instance, the agent's seniority and their geographic location. On average, wrap-time costs between **\$30** and **\$50** each day per agent. Over the course of a year, these costs add up to between **\$10,000** and **\$15,000** per agent.

Most debt collection agencies find these statistics shocking! They realize wrap-up time isn't productive, but they've never taken the time to add up the cents in real terms. They seldom realize the impact this downtime has on their cost structure and profitability. But a team of **100** agents will cost over **\$1 million** each year in wrap-up time alone!



2.4 Debt Collection Agents are Slow to Write Notes

Writing up call notes is the most common activity during wrap-up.

Most notes are short and straightforward, with the average note containing only 20 words.

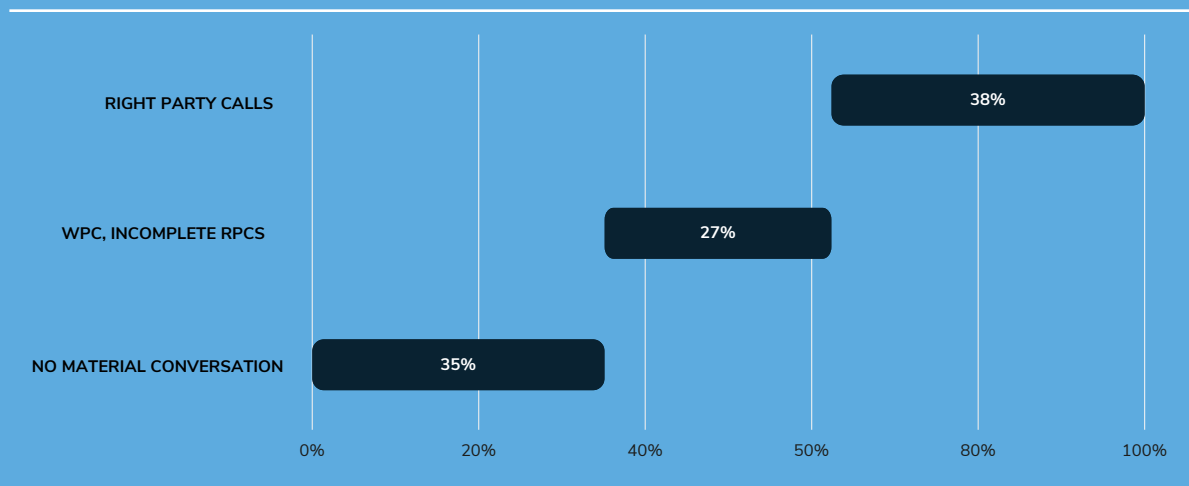
MELISSAB: CUST SAYS CANNOT PAY AT THIS TIME AND WILL CALL BACK NEXT MONTH TO SET ARRANGEMENT MELISSAB

Prodigal found that agents write notes at a rate of around **20 to 25** words per minute, much slower than average. Typically, professionals type almost three times faster — between **65** and **75** words per minute!

2.5 Almost 35% of Wrap-up Time Follows Short, Immaterial Calls

Interestingly, Prodigal's analysis revealed agents spend a significant amount of time wrapping up short, immaterial calls.

WRAP-UP SHARE % BY RESULT



Naturally, we expect longer right-party-contact (RPC) calls to have longer wrap-up times. These calls tend to consist of lengthy negotiations with customers, and wrap-up time reflects this. But we can't ignore short calls with no meaningful conversation. These calls might take less time to wrap-up but, combined, they contribute to significant downtime.

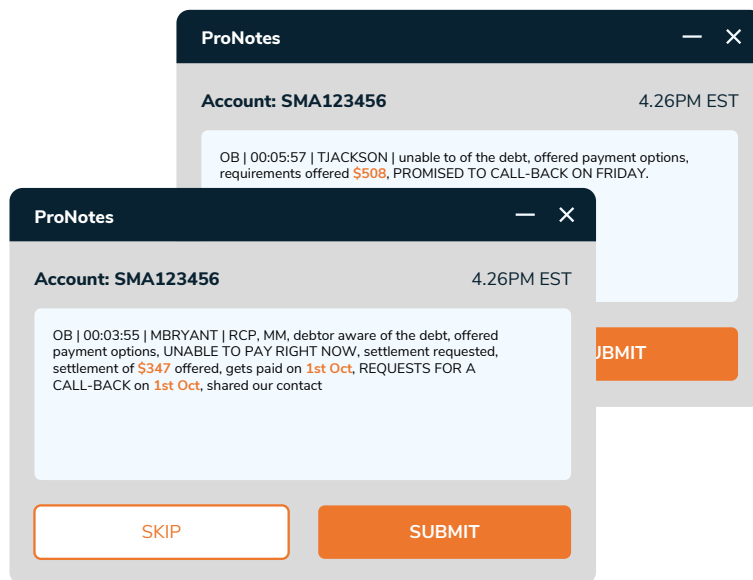
These calls, either too short or with no conversation at all, add up to over a third of all time spent in the wrap-up.

3 INTRODUCING PRONOTES: A SOLUTION TO TRANSFORM PRODUCTIVITY

Following their analysis, Prodigal developed a first-of-its-kind, industry-leading AI solution. This solution eliminates wrap-time by fully automating after-call work.

Prodigal's ProNotes automates note-taking, maximizing agent productivity and minimizing wrap-up time. It also helps organizations become more transparent, accurately capturing call outcomes.

Aside from driving productivity, ProNotes generates standardized and structured notes—eliminating human errors.



3.1 The Nuts & Bolts of ProNotes

ProNotes is a slick, light, and nimble desktop application that sits on the agent's system. Powered by Prodigal's proprietary AI self-learning text summarization algorithm, it paraphrases and summarizes each call. As soon as the call ends, ProNotes presents these notes on the agent's screen.

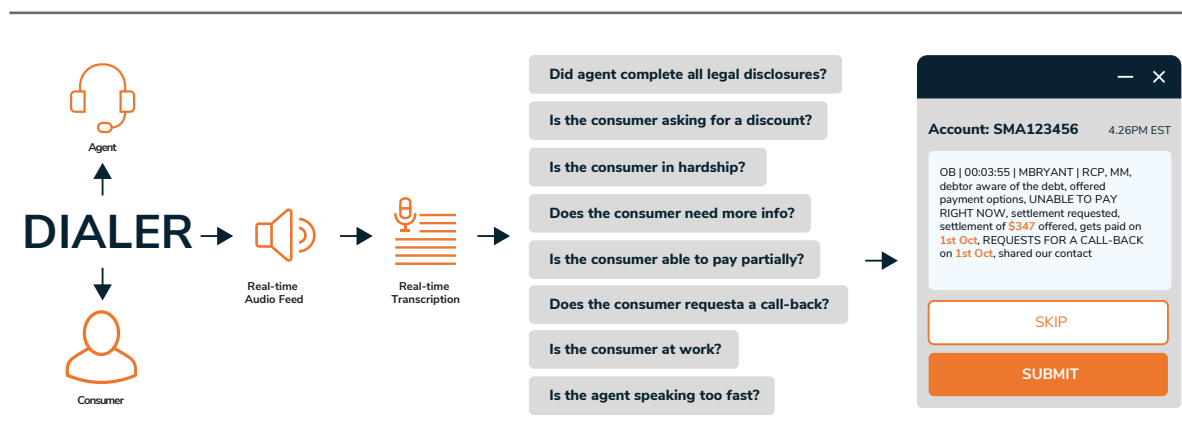
Prodigal trained the AI model using millions of call recordings from the debt collections industry. This training included calls from different life cycles and debt types to ensure accuracy.

When a call ends, AI-based transcription and summarization run in the background. It produces an auto-generated note within three seconds, presenting it to the agent. To create this note, the following steps happen sequentially:

- 🔗 Real-time extraction of audio integrating with dialers
- 🔗 Real-time transcription of calls, identifying phrases of importance
- 🔗 Summarization of the call into succinct and paraphrased notes
- 🔗 Registration of the agent edits and self-learning
- 🔗 Optimization of the note's readability and length for the next collectors
- 🔗 Complete information about the debtor recorded
- 🔗 Minimizing redundant information in the notes
- 🔗 The capture of critical objective information — for example, the software records call-back dates, payment amounts, arrangement dates, and letter/email sending dates
- 🔗 Notation of compliance disclosures and verification/identification details
- 🔗 The capture and notation of important account-level status and disposition changes, such as disputes, RPC, payments and settlements, do not call/profanity/abusive, wrong numbers or a third party, follow-up actions needed



As soon as the note pops up, the agent can review or edit the note. When the agent submits the note, ProNotes posts it back into your collections software.



Prodigal's AI & NLP engine transcribes & converts conversations into 500+ structured events & 1Bn+ user journeys tailored for ARM

ProNotes has native integrations with most major telephone systems and debt collections software. It extracts high quality real-time audio data from the telephone systems using API. The software then makes sure the data is compatible with the AI and text summarization models.



Next, the machine learning model transcribes and analyzes the call. Prodigal optimized this process for speed, ensuring the model rapidly completes its analysis. When complete, it triggers the core note summarization algorithm. This complex process is completed in under three seconds, delivering a summary of the call as soon as it finishes

3.2 The Benefit of an Industry-Specific Approach

Prodigal's ProNotes focuses exclusively on the debt collections industry. They developed the algorithms using over a million real debt collection calls. This specific focus means the software can now identify and extract the phrases most important to the collection context. In other words, the model is extremely accurate. But it doesn't end there. The application continues to train itself with every call. This continued learning means any edits to the notes improve future accuracy. Over time, this further reduces wrap-up time, minimizing the need for agents to edit notes.

3.3 Summarizing and Paraphrasing with AI

Developing an AI model that produces accurate, useful notes is no easy task. One of the most challenging aspects involves striking a balance between the comprehension and brevity of notes.

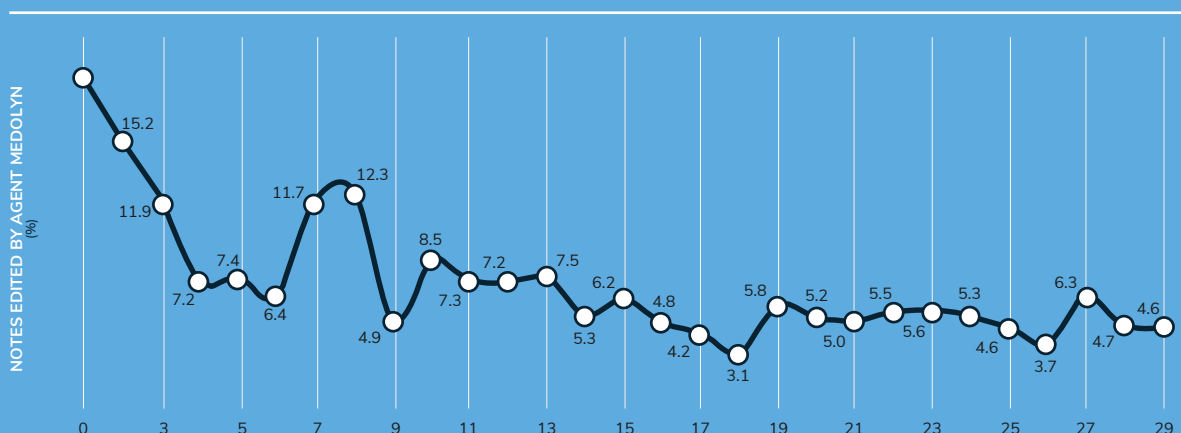
The AI model used by ProNotes optimizes the length and comprehensiveness of the note. This is one of the most critical and foundational pillars of the model. It decides what shows up in the note and what doesn't. Each time the model detects an important phrase, it makes a trade-off decision. This decision-making process is a machine learning model in its own right. It complements the natural language processing model of text extraction and summarization. To determine what to include in the note, it factors in several key elements. These elements include:

3.4 Self-improving accuracy

As we've already discussed, the off-the-shelf version of ProNotes is exceptionally accurate, thanks to the specific focus on debt collection.

Despite this, Prodigal engineered the model to be self-learning. Because of this capability, it adapts to the note-taking behavior of each agency. The software continually customizes itself, further improving accuracy with each call. The model records every edit made by the agent. This process provides a basis for self-learning, with the software detecting note-editing patterns. It also continues to learn from the evolving terminologies, note-taking behavior and trends of the entire industry.

To illustrate this, take a look at the following illustration. It shows the percentage of notes edited by Agent Medolyn in the 30 days following the application's launch. Agent Medolyn represents a median agent behavior of a large Atlanta-based collections agency.



AGENT MEDOLYN IS A VETERAN COLLECTOR SINCE THE LAST 5 YEARS WITH AN ATLANTA-BASED CREDIT-CARD & UTILITIES FOCUSED COLLECTIONS AGENCY.

*Prodigal's summarization. Algorithm rapidly learns from the agency's note-taking behaviour.
On a average, % age of edited notes saturate at 4%-6% by Day-30*

On day one, the edit rate hovered between **15%** and **20%**. This rate dropped to **5%** by day 30. This reduction in edits reflects the speed at which the algorithm adapts to an agent's note-taking behavior. In other words, the accuracy of the product continues to improve with each call.

3.5 Measuring Impact

Prodigal offers regular and comprehensive reporting of the impact that ProNotes drives. This reporting includes productivity metrics. How much time are agents spending on calls and in wrap-up? The report also captures detailed metrics such as:



Edit rates



Words per note



Time spent
note-taking during
wrap-up

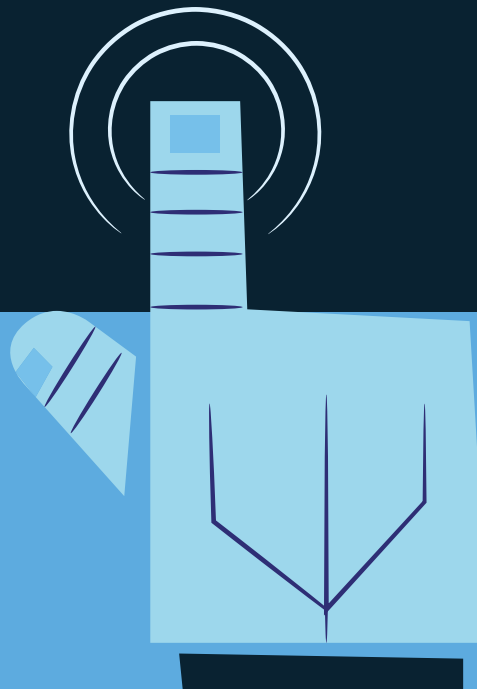


The number of calls
taken per agent

This list isn't exhaustive. Reporting provides a wide range of metrics that enable customers to assess the impact of ProNotes in real terms. This assessment means customers can see the tangible benefit supplied to their business.

Off the shelf, ProNotes can start delivering an impact from the very first day of use. But its ability to adapt to the agents' note-taking behavior means the magnitude of its impact keeps increasing as the algorithm continues to learn with each call.

To learn more about pronotes, visit us:
prodigaltech.com/request-demo
or email us at
learn-more@prodigaltech.com



4 CASE STUDY

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

Auto-generated AI Notes

GOALS

A leading Illinois-based collections agency focussed on healthcare & 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 on several more accounts but also let their collectors focus more on talking to borrowers and avoid other distractions.

SOLUTION

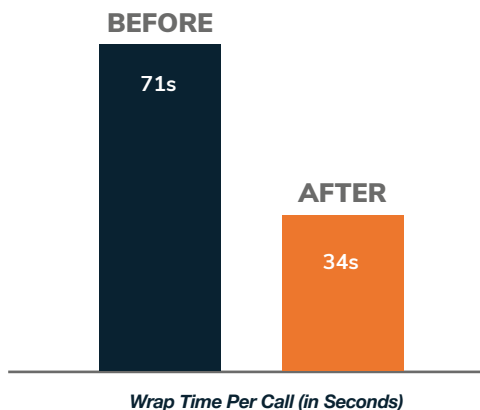
The agency employed Prodigal ProNotes to help solve the problem. Prodigal's proprietary speech & NLP-based AI engine automatically summarizes debtor conversations into succinct notes in real-time. These auto-generated notes replace manual collector notes taken during after-call wrap. The note is generated as soon as a call ends, and the collectors are given the flexibility to review and edit it before submitting it.

20% INCREASE IN-CALL TIME

\$8K ANNUAL SAVINGS PER AGENT

7.2% NOTES MANUALLY EDITED

51% drop in wrap-time per call!



"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!"

Isaac Asher, Chief Information Officer

IMPACT

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.

Agents	BPN	APN	SAVE
Katherine B	86.5	24.6	71.6%
Tamia M	58.2	27.6	52.6%
Janice W	77.8	43.2	44.5%
Adam T	113.1	65.1	42.6%
Michey C	83.4	49.1	41.1%

**Data from 5 agents randomly selected*

5 ABOUT PRODIGAL

Prodigal is a pioneer of Collection Intelligence, a new category of debt management software. This software enables lenders, debt buyers, and collection agencies to quickly and efficiently collect accounts receivables.

Our cloud-native Collection Intelligence platform delivers actionable insights for the credit and collections industry. These insights maximize revenue, optimize operations, and minimize compliance risk.

Our comprehensive Collection Intelligence Platform delivers artificial intelligence and machine learning capabilities. These capabilities automate servicing and debt collections. Prodigal restores value from accounts past due while retaining customer loyalty.

We empower entire teams — from executive leadership to representatives — with data and insights needed to segment and prioritize accounts. We help them enhance portfolio yield and address procedural and legal non-compliance (e.g., TCPA, FDCPA, UDAAP).

Our productivity-enhancing solutions include ProNotes and ProVoice. They are consistently rated best-in-class on software review sites like G2.

With our Collection Intelligence Platform, senior executives have complete intelligence about expected liquidation, aggregated agent productivity, and FDCPA/TCPA non-compliance in real-time. These capabilities are imperative for a modern collections business in an increasingly regulated environment.

Prodigal's headquarters are in Mountain View, California. The organisation's founders have stellar backgrounds at the intersection of financial services and data science. For more information, visit: prodigaltech.com







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