

A CASE STUDY

ARTIFICIAL INTELLIGENCE IN DEBT RECOVERY OPERATIONS

Leading collections agency see's 80%
drop in consumer complaints

OVERVIEW

Trellissoft, Inc. implemented PulseAI360, an AI-powered call monitoring solution, for a leading collections agency in North America, and helped it to drastically improve the efficiency of its call center operations, leading to marked improvements in agent performance and an enhanced customer experience.

By leveraging PulseAI360 to analyze call data and automate quality assurance processes, our client gained valuable insights into customer interactions and identified important areas for improvement, reaping valuable benefits for the business.



BUSINESS CHALLENGES

The client, a well-established and leading provider of debt recovery services, faced several significant operational challenges that adversely impacted their bottom line.



Recurring Customer Complaints

Damaged the brand image and led to statutory damages and attorney fees.



Unsatisfactory Performance Levels

Poor Collection Effectiveness Index, Recovery Rate, and Cost of Collection



High Operational Costs

Due to manual call monitoring and overall operational inefficiency.

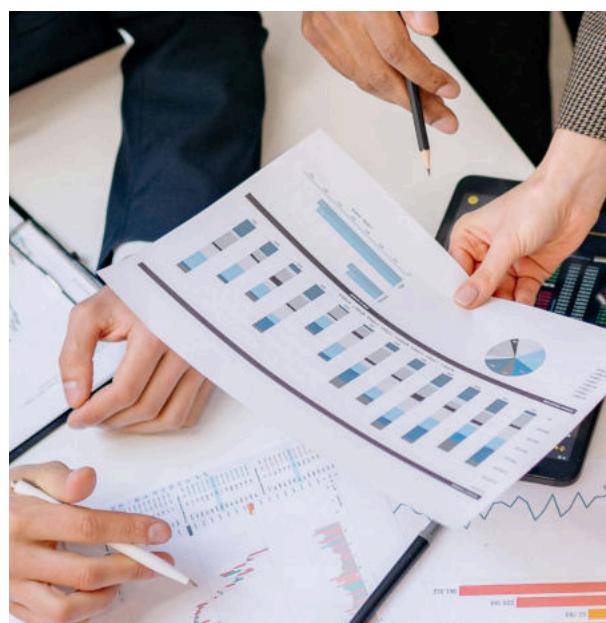


High Employee Attrition

Due to poor agent performance and stressed-out supervisors.

SOLUTION

The client approached Trellissoft to enquire about our automated call monitoring solution as they were facing undue pressure due to rising customer complaints and lawsuits. The intent was to increase call monitoring coverage to try and curb inefficient and unethical calling practices in the call centers. Here's what we achieved through our PulseAI360:



100% Call Monitoring via AI
Every single compliance issue caught and reported for corrective action.

Automated QA
QA scores generated automatically by AI based on predefined parameters.

Real time Guidance
Leveraged NLP and ML to provide suggestions and assist agents on calls.

Analytics for Targeted Coaching
AI analyzes volumes of call data to identify areas of improvement overall.



IMPACT

After successfully implementing our solution, the agency saw a boost in critical operational metrics within the first 12 months of implementation.

80%	22%	50%	10%
Drop in Customer Complaints Implementation of 100% call monitoring resulted in a drastic improvement in agent behavior on calls .	Increase in Recovery Rate This was attributed to an improvement in calling skills due to regular coaching and specific feedback received by agents.	Drop in Monthly Attrition Rate Employee attrition rates were cut in half within a period of one year since implementation.	Cost Savings By reducing the QA staff by 40%, reducing FTC penalties by almost 70% and cutting down on overall operational inefficiency.

BENEFITS OF AI IN CONTACT CENTER OPERATIONS

AI-powered call monitoring offers numerous benefits for businesses, including enhanced customer experience, improved agent performance, and increased operational efficiency.

01. ENHANCED CUSTOMER EXPERIENCE



➤ Improved Call Routing

AI can analyze call content and route calls to the most appropriate agent or department, leading to faster resolution times and happier customers.

➤ Personalized Interactions

AI can identify customer preferences and tailor interactions accordingly, creating a more personalized and satisfying experience.

➤ Real-time Issue Resolution

AI can detect negative sentiment or specific issues during a call and alert agents or managers, allowing for prompt intervention and faster problem resolution.

➤ Reduced Wait Times

By optimizing call flows and automating tasks, AI can help reduce customer wait times and improve overall call handling efficiency.



02. IMPROVED AGENT PERFORMANCE

➤ Targeted Coaching

AI can identify specific areas where agents need improvement, allowing for targeted coaching and training.

➤ Real-time Guidance

AI can provide agents with real-time support and suggestions during calls, helping them handle complex situations and improve their performance.

➤ Increased Agent Accountability

AI-driven performance metrics and feedback can increase agent accountability and motivate them to improve their performance.



03. INCREASED OPERATIONAL EFFICIENCY

➤ Automated Quality Assurance

AI can automate many aspects of call monitoring and quality assurance, freeing up supervisors to focus on more strategic tasks.

➤ Data-Driven Insights

AI can analyze vast amounts of call data to identify trends, understand customer behavior, and make data-driven decisions.

➤ Reduced Costs

By improving efficiency and reducing the need for manual monitoring, AI can help reduce operational costs.

➤ Compliance and Fraud Detection

AI can help ensure compliance with regulations and detect fraudulent activities by analyzing call content.

04. ENHANCED DATA PRIVACY AND SECURITY

➤ Secure Call Recording

AI can ensure secure call recording and storage, protecting sensitive customer information.

➤ Compliance Monitoring

AI can help monitor calls for compliance with data privacy regulations and other industry-specific compliance criteria.

05. SCALABILITY AND ADAPTABILITY

➤ Handling Large Call Volumes

AI can easily scale to handle large call volumes, ensuring consistent quality and performance even during peak times.

➤ Adapting to Changing Needs

AI can adapt to changing business needs and customer preferences, providing ongoing value and support.



PulseAI360 is an AI-powered call monitoring platform that is redefining Quality Assurance. Contact us for a demo to see what PulseAI360 can do for you.



Headquartered in San Jose, CA, Trellissoft AI specializes in transforming businesses with innovative AI-Powered solutions & Services.

