

Case Study

CDA Leverages Skit.ai to Achieve 27% Increase in Connectivity at Twice the Scale and ¼ Cost

Creditors' Discount and Audit Company (CDA), an Illinois-based 50-year-old collection agency focusing primarily on medical debt, adopts Skit.ai's Conversational Voice AI solution to transform collections.



► Their Story

CDA, a family legacy that has thrived for over five decades, has built its expertise in medical debt collections. The company experienced continuous growth and profitability until the pandemic's onset, adding another layer of complexity to the already challenging task of debt collection. Following the pandemic, the rising labor costs and the growing trend of remote work posed significant challenges in enticing CDA's agents to return to the traditional office environment.

► Core Challenges

CDA set out to enhance its collection efficiency and strategy while facing several key challenges:

- Achieving consumer connections at the desired scale
- Overcoming bottlenecks stemming from the limited scalability of human collector teams
- Addressing the escalating costs associated with collections
- Dealing with the higher expenses of agent training
- Managing attrition, which emerged as their primary pain point

► The Skit.ai Solution

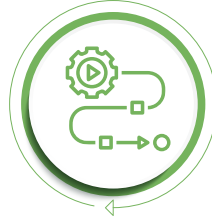
Skit.ai's Voice AI Solution for Debt Collections



Designed for the ARM Industry



Ability to reach thousands of customers within minutes



End-to-end automation



Right-party identification



Fully compliant with Reg F and other regulations



On Call debt negotiations



Diverse and easy Integrations



Zero commissions on debt collected

Here is how our client expresses their experience with us:



Skit.ai's solution has been truly transformative. It sounds very natural and pleasing to our consumers. It can handle a large volume of calls cost-effectively, achieve high connectivity and RPCs. Furthermore, their Collection Rate was as impressive as an average collector, which also helped us boost collections.



Ken Armstrong, President and COO at Creditors' Discount and Audit Company (CDA)

► The Impact of Skit.ai's Conversational Voice AI Solution

The appeal of Intelligent Digital Voice Agents: Voice AI solutions offer significant advantages over text-based conversations, thanks to the widespread popularity of voice across generations. Additionally, the younger generation shows a preference for engaging with Digital Voice Agents for their various needs. This not only saves time compared to emails but also reduces wait times for live agents.

A 27% increase in Connectivity Rate has resulted in more opportunities for collections.

Skit.ai's solution boasts a **Collection Rate of 2.3%**, which is on par with the performance of an average human collector. This achievement demonstrates the solution's remarkable performance and capabilities.

CDA has successfully operated at **twice the scale** it previously operated at, resulting in increased connections, engagement, and collections.

Skit.ai has achieved **100% Account Penetration** of allocated accounts, meaning that every account is penetrated and processed, thereby increasing the probability of successful collections.

Furthermore, the solution maintains a flawless record of **100% compliance**, ensuring adherence to regulatory requirements and providing a seamless operational experience for CDA. No issues have been encountered, solidifying the solution's reliability and commitment to compliance.

Skit.ai is the leading Conversational Voice AI solution provider in the ARM industry, empowering collection agencies to streamline and accelerate revenue recovery.

[Request a Demo](#)



135 Madison Ave, 7th Floor
New York NY 10016, United States

