Southwest Recovery Automates Outbound to Expedite Recovery, and Achieves 10X ROI on Inbound Collections Calls

skit.ai + SWRS Southwest Recovery Services

The large financial services company adopted Skit.ai's solution to dig deeper into its debt portfolio and achieve 100% account penetration. The 24/7 inbound support and intelligent conversations helped them achieve 10X ROI and expedite recovery.

▶ Key Takeaways

Inbound

- 10X ROI
- 24/7 availability
- 50-55% Right-party contact (RPC) rate
- 8-10% Promise-to-pay (PTP) rate
- 20-25% Call containment rate

Outbound

- Over 350,000 calls automated
- 15% Right-party contact (RPC) rate

Company Profile

Company
Financial services and BPO organization

Founded
2004

HQ
Dallas, TX, with additional offices across the U.S.

Primary Type of Debt
Multiple industries

▶ Background

Southwest Recovery Services is a nationally recognized leader in financial services and business process outsourcing (BPO) headquartered in Dallas, Texas, with additional locations in Ohio, Florida, Georgia, Oklahoma, and Missouri. The company has spent 20 years building its expertise across nearly every industry and business sector.

Southwest Recovery Services services many types of debt in multiple industries, including medical, subprime loans, property management, B2B, and B2C.

The company turned to Skit.ai's fully compliant Voice AI solution to automate collection calls, starting with outbound calls and later deploying the solution to handle inbound calls. Ultimately, all inbound calls will be answered by Skit.ai's solution and promptly transferred to the company's live agents when needed.
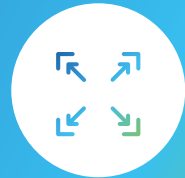
▶ Core Challenges

| Low account penetration | Agent bandwidth optimization | Inability to handle all inbound traffic | Scalability |

▶ Skit.ai's Voice AI Solution for **Debt Collections**

Outbound
(Dialing 1000s of calls in minutes)

Inbound
(Answering every consumer call 24/7)

Designed for the ARM industry

Reaches thousands of consumers within minutes

Right-party Contact (RPC) automation

Promise-to-Pay (PTP) automation

Fully compliant with Reg F and all other regulations

On-call debt negotiation

Easy integrations

Positive consumer experience (CX)

▶ The Impact of Skit.ai Conversational Voice AI Solution

Both consumers and the live agents have welcomed the new technology, marking an improvement in both the consumer and the employee experiences.

Inbound

Skit.ai handles 30% of the entire inbound call volume; the target is to eventually answer 100% of all inbound calls and transfer to the agent when needed.

24/7 Voicebot availability

50-55% Right-party Contact (RPC) rate

8-10% Promise-to-pay (PTP) rate

20-25% Call containment rate

Outbound

Over **400,000** Calls automated

15% Right-party Contact (RPC) rate

> We wanted to automate both inbound and outbound collection calls, and Skit.ai, perhaps one of the best Voice AI solutions in the market, enabled us to do so. Our account penetration has increased many folds. So far, we have automated over 400,000 outbound collection calls and achieved a 10X ROI on the inbound calls. We are collecting faster and cost-effectively as well. We're excited about expanding our partnership with Skit.ai even further.

Sawyer Dietz, Vice President at Southwest Recovery Services.

Skit.ai is the accounts receivable management industry's leading conversational Voice AI solution provider, enabling collection agencies to streamline and accelerate revenue recovery.

Request a Demo

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

skit.ai