



SLAYING THE TOP KPIs for DEBT RECOVERY WITH ADVANCED AI

Agents are the heart of every debt recovery and collection agency. To deliver winning results, every consumer interaction must be approached with confidence and professionalism.

Equally as important is compliance. Debt recovery is a heavily regulated industry, so having tools and processes in place to ensure 100% compliance is essential to success.

As a debt recovery agency with decades of experience serving the Fortune 500, ERC consistently asks the question: *how do we improve agent performance, increase collection rates, and minimize compliance risk?*

OUR SOLUTION

We integrated **MARS** into our global quality management process. MARS is powered by AI technology to analyze 100% of every customer interaction, enabling us to streamline our monitoring and evaluation process.

With MARS, our QA teams are now able to unearth actionable insights, pinpoint trends, and create tailored coaching plans. MARS allows coaches to zero in on the precise interactions that can make a difference. Key takeaways from MARS AI technology allow for better overall performance. By automating parts of the QA process, we systematically improved performance scores across our client universe.

TRANSLATING CAPABILITIES INTO VALUE

57% Faster QA completion
so QA Specialists can focus on call compliance, analytics, and coaching.

Agent confidence ↑ 14%
on outbound calls, improving collection rates and consumer-agent rapport.

Demand for Balance ↑ 24%
during call flow, increasing total dollars collected

Created Moments to quickly address changes in regulations
including TCPA Rules and CFPB Reg F.



THIS IS HOW WE DID IT:



Transcribed and analyzed 100% of conversations through AI automation, gaining maximum visibility into our performance and consumer sentiment.

Measured all key performance indicators using a **central dashboard** to inform operators and trainers on improvement opportunities.



Monitored **business-specific keywords** across every conversation and used **machine learning to automatically surface** the most meaningful interactions, by creating **Moments***

Monitored to ensure that **Mini Mirandas and other disclosures** were given by agents. From there, we **proactively tailored up-training** for regulatory compliance.



Delivered **data-driven, micro-targeted coaching plans** to improve agent empathy and performance.

We continue to weave advanced technology solutions into the fabric of our global operating practices. By combining the best talent, technology, and processes, we consistently create amazing outcomes for our clients.

***Moment:** an interaction that is identifiable by consumer interaction analytics. A Moment could be monitored by keyword phrase (“can I speak to your manager” for supervisor escalation) or an AI-determined event (such as positive or negative sentiment).

Get in touch with our sales team today

 sales@ercbpo.com

 www.ercbpo.com

