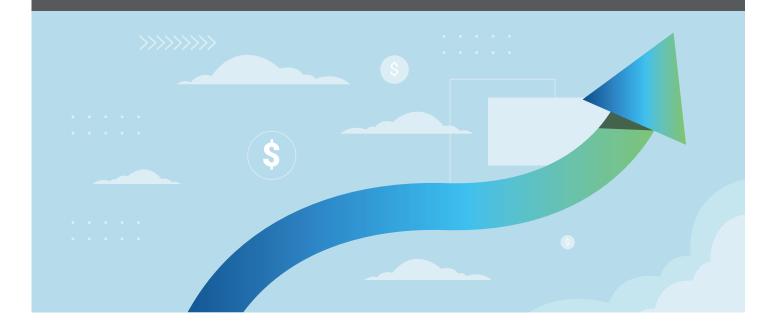
Case Study

Skit Automated and Augmented Debt Collection to Improve Collection Rate And Speed

The enterprise improved and expedited collection by automating inbound and outbound collection calls at **40% lower costs**.





About the Customer

Number of loan files

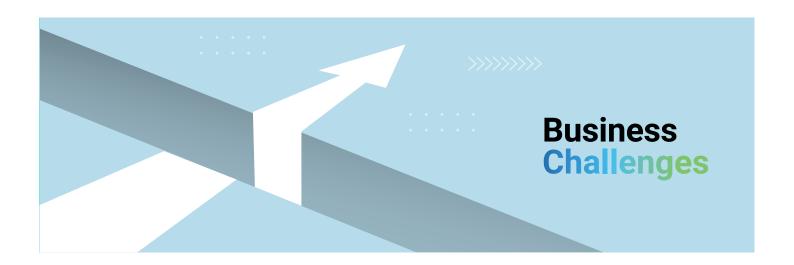
1.6 Mn

Number of branches

1137

Incorporated In

1978







Slow collection campaigns



High cost of collection



Thousands of untouched delinquent files



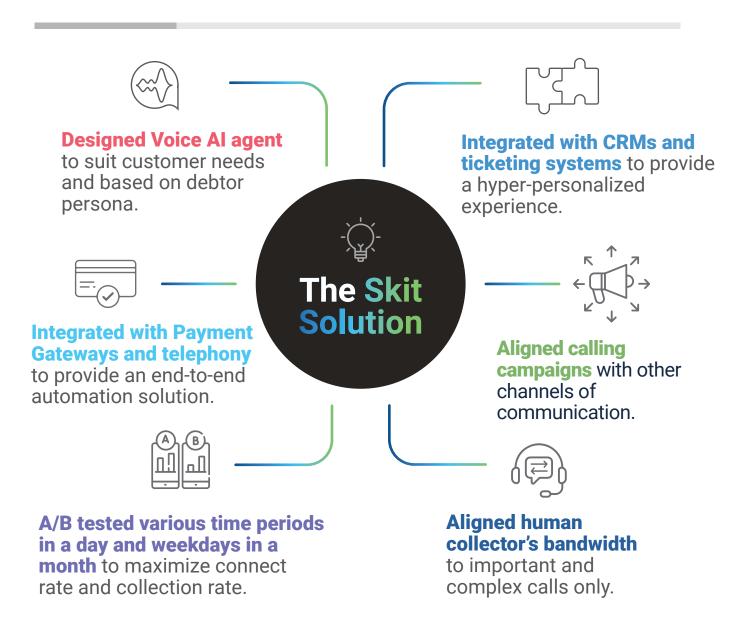
Agent productivity & high attrition



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The business needed to connect with as many defaulting customers as possible over a call (as sending only text messages was not enough) and not only collect the dues but also understand the reasons for non-payment and align human bandwidth as per the business priority of various dispositions from the AI agent calls.



How it Works

1



Automatically triggers calls to consumers based on pre-set criteria. 2



Confirms and validates the identity of the consumer.

3



Proactively reminds consumers about the due payment.

6



Answers frequently asked consumer questions & queries.

5



Collects propensity data and reasons for refusal to pay.

4



Persuades customers to pay at the earliest and on call, offers payment plans and arrangements.

7



Feeds data to the CRM tool and provides analytics for further action.

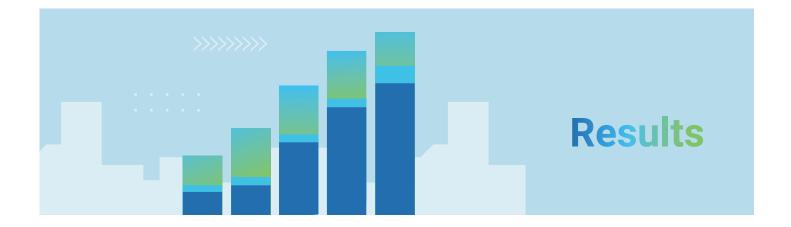
2



Performs auto-callbacks on request, auto-retries, and hot-transfer to an agent. Watch in Action









Improved Collection Efficiency

The customer is able to handle high-volume collections effectively, by increasing the number and frequency of calls, without having to expand their agent workforce.



Faster Collections

The customer is now able to call thousands of consumers in just a few minutes. The digital voice agent follows up with consumers at regular intervals of time without fail and collects part payments as per schedule.



Enhanced Agent Productivity

Now, the first round of calling is done by digital voice agents, and human agents are looped in only to handle potentially risky customers.

Key Takeaways



Closed campaigns

80%

Faster

Achieved Collection rate of

49%

Go live in just

2 Weeks

Employee satisfaction score improved to

61%

From 32%

Cost of collection by

40%

Lower

Skit help businesses modernize their contact centers and customer experience by automating and improving voice communications at scale using voice Al-powered solutions. By enabling preemptive, intelligent problem solving and seamless live interactions, we have automated over 15 million calls for enterprises across industries. We help our customers streamline their contact center operations, reduce costs, and also enhance customer experience and engagement.

LEARN MORE

BOOK A MEETING