

Executive Overview

Collections organisations face mounting regulatory pressure, increasing customer vulnerability, and the ongoing need to improve RPC performance and P2Ps. AutoInsights for Collections provides immediate visibility over compliance, agent behaviour and operational risk – across 100% of calls, not a sampled subset.

AutoInsights becomes your digital assurance layer, offering low-cost, low-effort and high-value insights from day one.

KEY BENEFITS

COMPLIANCE, CONDUCT & REGULATORY ASSURANCE

Automatically detect:

- ID&V completion and failures
- Disclosure of sensitive information
- Recording-disclosure compliance
- Misleading or inaccurate debt information
- Improper agent introductions or impersonation
- Full-name disclosure breaches
- Aggressive, coercive or disrespectful conduct
- Hardship triggers and escalation requirements
- Complaint identification & mishandling

Aligned with OotB Call Audit dashboard

OPERATIONAL EFFICIENCY & DATA ACCURACY

Clean your operational data instantly by detecting:

- Auto-wrap issues
- Wrong numbers
- No answers
- Incorrect dispositions
- Incomplete notes or missing outcomes

AUTOMATED QA FOR ANY SCORECARD

AI evaluates each call against your scorecard or industry frameworks including:

- Compliance & Disclosure
- Purpose of Call
- Payment Hierarchy (PIF → SIF → Part Pay)
- Customer Education
- Screening & Eligibility
- Customer Profiling
- Hardship, Disputes & Vulnerability
- Tone, Language & Respect
- Wrap-Up & Documentation

AGENT COACHING & PERFORMANCE CONSISTENCY

Heatmaps and AI summaries reveal differences between high- and low-performing agents:

- Compliance behaviour
- Tone and communication
- Accuracy of information
- Hardship identification
- Escalation behaviour
- RPC & P2P performance

PROMISE TO PAY & RPC VISIBILITY

Extract commitments, track follow-ups, and surface payment-risk indicators. See which agent behaviours drive better RPC outcomes.

KEY USE CASES & CAPABILITIES

PROMISE TO PAY (P2P)

Track commitments, identify broken promises, detect affordability risk and score agent compliance.

RIGHT PARTY CONTACT (RPC)

Measure verification, vulnerability identification, accuracy of debt information and agent behaviours that improve RPC success.

THIRD-PARTY CONTACTS

Detect improper disclosures, privacy breaches, or missing disclosures.

OBJECTIONS, HARDSHIP & VULNERABILITY

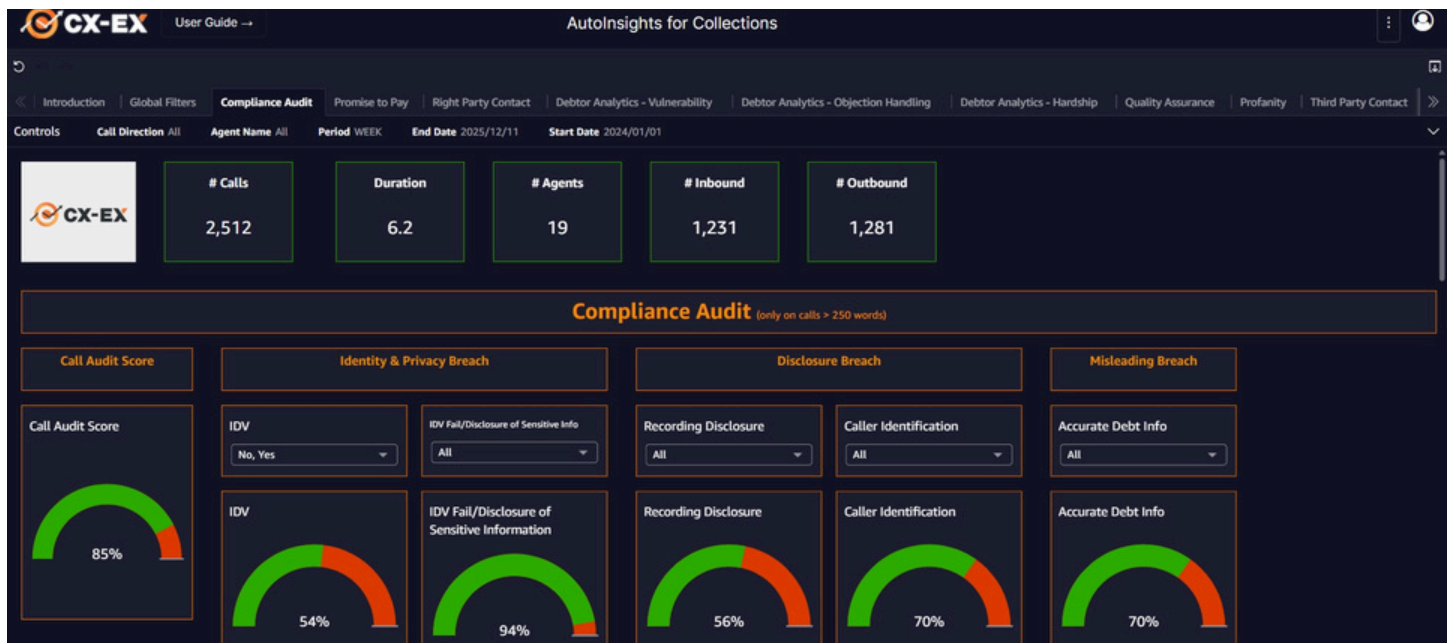
Cluster objections, identify hardship signals, tag vulnerability indicators and analyse agent handling quality.

GENERAL ENQUIRIES

Ensure correct ID&V, compliance steps and call-handling behaviour for non-collection calls.

AGENT BEHAVIOUR MONITORING

Automatically identify patterns in wrap behaviour, tone, professionalism, listening and influence techniques.



WHY AUTOINSIGHTS?

- ✓ Fast deployment on any telephony platform
- ✓ Configurable and extensible compliance & QA models
- ✓ Low cost of ownership and minimal operational effort
- ✓ Out-of-the-box Collections Listeners
- ✓ Monthly automated reporting
- ✓ Built by collections and contact-centre experts

