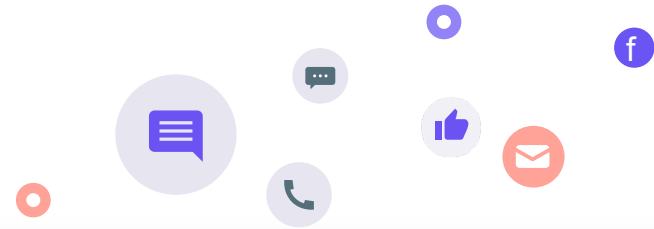


What if we could leverage AI to **streamline compliance and automate audits?**



# The Platform



**Sedric**

Call 9  
2021-11-17 15:28  
Loans (Customer Service)  
agent\_25  
client\_25  
Id: 7e923054-ead7-402e-881f-4d085bd3641d Sentiment Score: Neutral

Key Moments  
Trackers  
64 items selected  
0:00 / 4:10  
Client Agent

Comments  
Your comments here.

Score Cards ★★★★★ 4/5 MANUAL

Call Intro  
Greeting  
Actions Transcribe Value Timestamp Comments

Search Transcription

Client - 00:00:04  
Agent - 00:00:06  
Client - 00:00:10  
Agent - 00:00:16  
Client - 00:00:31  
Agent - 00:00:42

Tasks Board  
Unit: Loans (Sales & Ops)  
Incomplete Tasks  
Filter: No Filter  
Sort: Created Date  
40 results



1 Archive

2 AI Monitoring

3 Workflow Mgt.

4 Coaching

5 Audits & Reports

# Closing the Loop



# Beyond Compliance and Risk Management

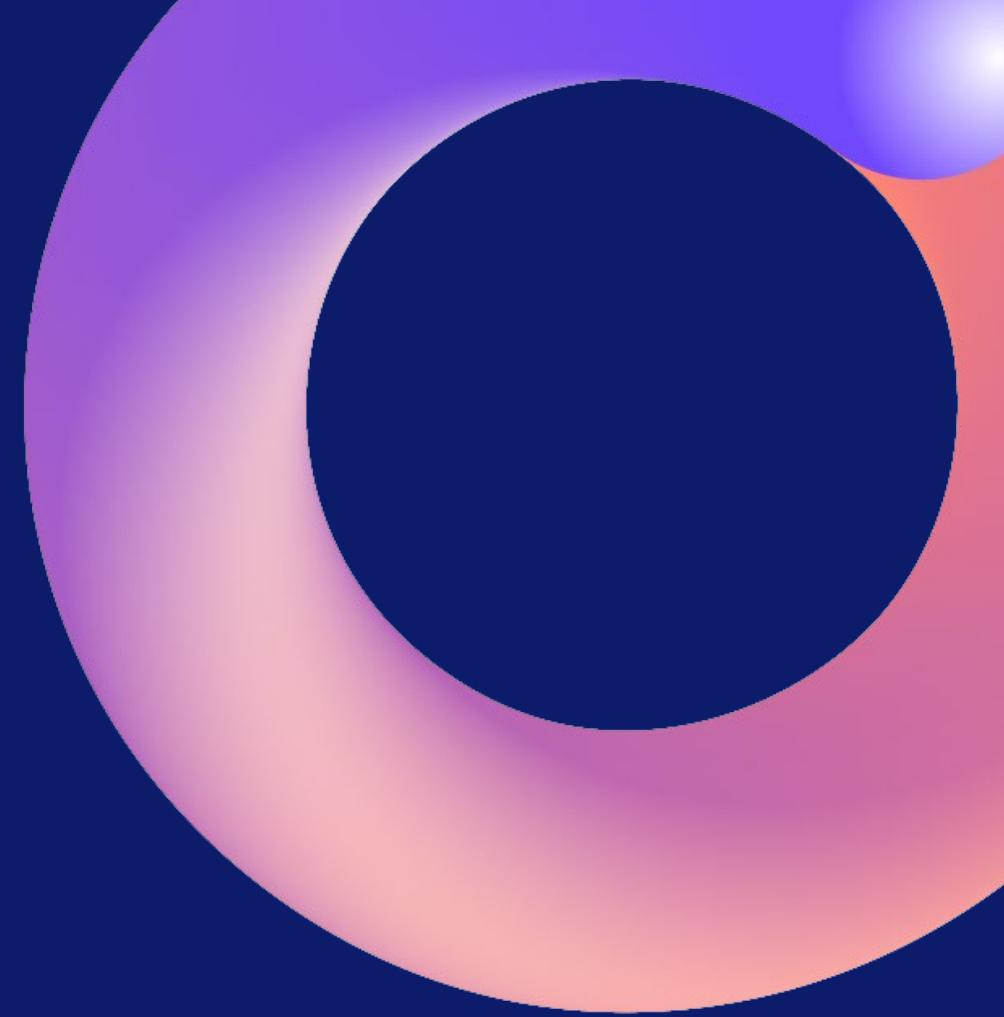


## Case Study

# MERCANTILE

## Firm

- 100 employees
- Clients: top-tier banks, fintechs
- 1<sup>st</sup> and 3<sup>rd</sup> party



# The Goals



## Cost reduction

Increase QA efficiency



## Performance excellence

Collection rate optimization



## Streamlined audits & reports

Automated audits & reports for creditors

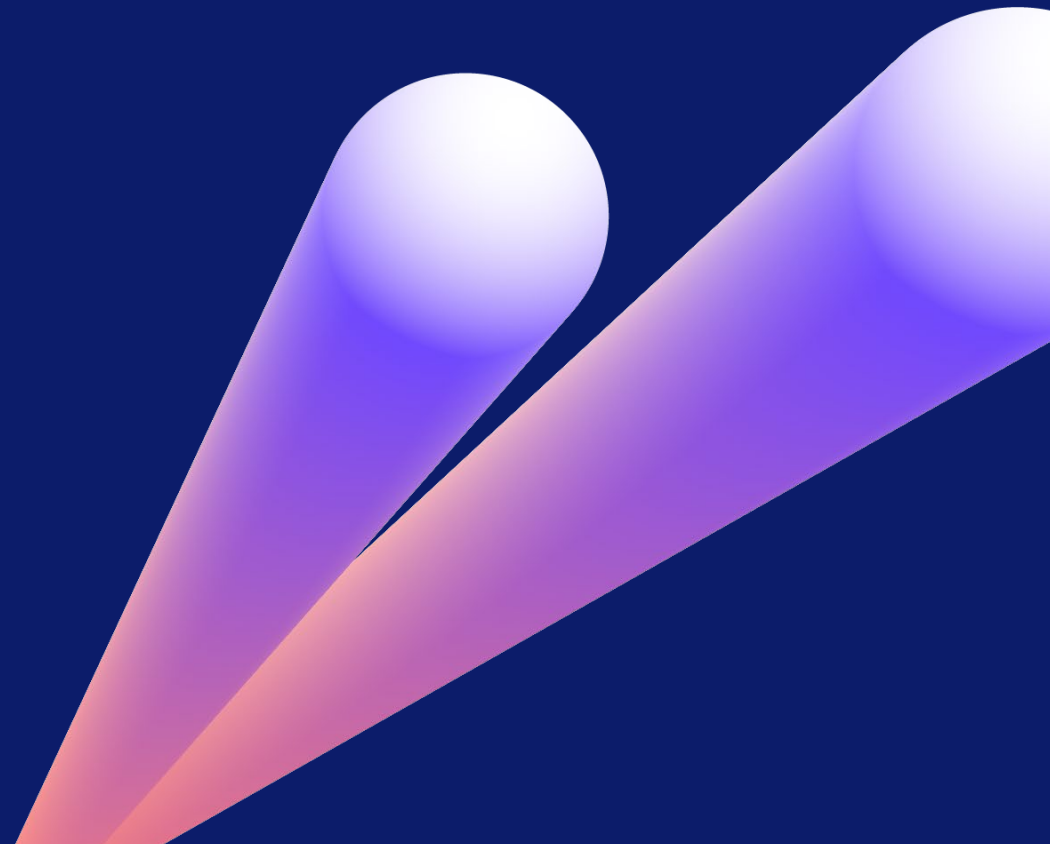
# Key Insights & Actions



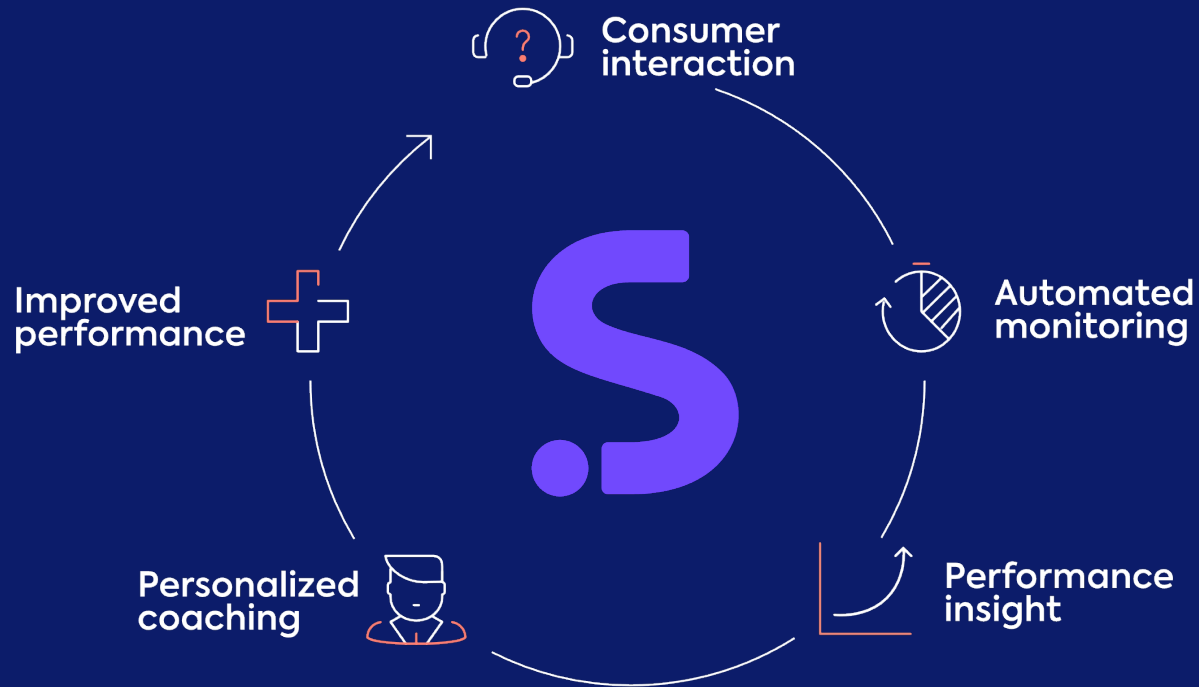
**Weak  
negotiation  
skills**



**Improve  
probing  
techniques**



# The Results



**+8 %**  
cash collected

---

**+12%**  
no. of payments

---

QA cost reduced  
**by 4x**

---

Audit time reduced  
**by 70%**

---

Instant coaching within  
**24h**



**Catch me later**  
**for a drink**

... or for a **virtual  
coffee**

Nir Laznik



# Thank you!

We hope to see you at

## 2023 NCBA Connect

**The Annual Conference at the  
Epicenter of Legal Collections**

May 3-5 | Denver, CO

Help us celebrate 30 years of NCBA!

