

# Platform Performance Case Study



## 221% Increase in Promise to Pay Revenue

Starting in December 2019, the largest bank in Mexico went live in their payment and collections call center with the Caperio AI Performance Platform, focusing on how to immediately increase revenues and attack compliance issues across over 240 live agents, including a large percentage working remotely.

## \$3,654,000 In Six Months

This case study covers the results across this period through June 2020. From these results at the end of June 2020, the bank actually expanded its use of the Caperio platform, adding additional teams and interaction channels across the organization.

Here are the actual results assembled by month.

Month	% of Positive Hits	% Improvement	Contacts Analyzed	# Contacts with Positive Hits	Incremental # of Contacts With Positive Hits	Positive Hits- Avg Promise Amount	No Hits- Avg Promise Amount	Difference Between Positive & Negative Hits	% Difference Between Positive & Negative Hits	Incremental Amount Generated (Pesos)
Dec-19	53%									
Jan-20	66%	22.66%	24,232	15,872	5,491	\$4,568.00	\$3,117.00	\$1,451.00	46.55%	\$7,967,109.50
Feb-20	73%	36.14%	18,589	13,514	6,718	\$4,083.00	\$3,315.00	\$768.00	23.17%	\$5,159,805.12
Mar-20	79%	47.94%	19,491	15,398	9,344	\$3,711.00	\$2,957.00	\$754.00	25.50%	\$7,045,376.00
Apr-20	82%	53.56%	27,166	22,276	14,550	\$2,683.00	\$1,772.00	\$911.00	51.41%	\$13,254,667.86
May-20	81%	51.69%	33,749	27,337	17,443	\$2,869.00	\$1,758.00	\$1,111.00	63.20%	\$19,379,510.04
Jun-20	83%	55.81%	35,318	29,385	19,709	\$3,860.00	\$2,460.00	\$1,400.00	56.91%	\$27,593,014.23
<b>Total</b>		<b>55.81%</b>	<b>158,545</b>		<b>88,476</b>	<b>\$3,629.00</b>	<b>\$2,563.17</b>	<b>\$1,065.83</b>	<b>41.58%</b>	<b>\$80,399,482.76</b>
June- Forecasted Full month volume based on June 15th										
*Baseline- December 2019										
						Category Incremental amount generated in USD		US\$		\$3,654,521.94

# Driving Performance Using AI

	% of Positive Hits	% Improvement	Contacts Analyzed	# Contacts with Positive Hits	Incremental # of Contacts with Positive Hits	Positive Hits- Avg Promise Amount	No Hits- Avg Promise Amount	Difference Between Positive & Negative Hits- Amount	Difference Between Positive & Negative Hits- % (Mexican Pesos)	Incremental Amount Generated with Positive Hits (Mexican pesos)
Dec-19	43%		21665		3,403	\$4,299.00	\$3,606.00	\$693.00	19.22%	\$2,358,561.33
Jan-20	50%	14.81%	22,973	11,395	3,356	\$4,552.00	\$2,810.00	\$1,742.00	61.99%	\$5,845,861.67
Feb-20	50%	16.67%	20,135	10,148	3,356	\$4,069.00	\$2,664.00	\$1,405.00	52.74%	\$11,350,516.91
Mar-20	62%	43.29%	18,663	11,552	8,079	\$2,729.00	\$1,840.00	\$889.00	48.32%	\$14,028,255.37
Apr-20	68%	56.71%	27,824	18,837	15,780	\$2,734.00	\$1,686.00	\$1,048.00	62.16%	\$18,354,388.17
May-20	68%	57.64%	26,200	17,842	15,101	\$3,504.00	\$1,893.00	\$1,611.00	85.10%	\$24,328,337.50
Jun-20	68%									
<b>Total</b>	<b>57.64%</b>		<b>170,499</b>	<b>91,613</b>	<b>98,274</b>	<b>\$3,647.83</b>	<b>\$2,416.50</b>	<b>\$1,231.33</b>	<b>50.96%</b>	<b>\$76,265,920.95</b>

Paraphrase- express the meaning of (the writer or speaker or something written or spoken) using different words, especially to achieve greater clarity.  
 June- Forecasted Full month volume based on June 23rd  
 Category Incremental amount generated in USD **\$3,466,632.77**

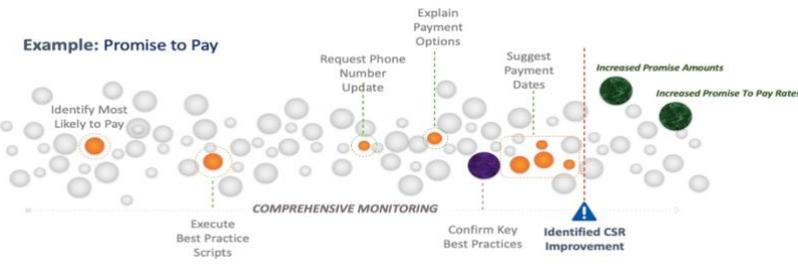


## Over 170,000 Interactions Analysed

Caperio AI across 100% of every touch (calls and text) revealed **what was actually working** to drive results. Simple phrases like ‘*I understand that*’ were found to drive higher promise to pay amounts. Explaining payment options & updating phone numbers drove consistent incremental revenue.

## Eliminated Compliance Issues & Reduced Costs

Just as important, artificial intelligence documents regulatory & compliance policies are being followed at all times, allowing the bank to prove adherence and at the same time greatly reduce the number of required monitoring hours done by live employees, saving the organization millions and protecting agents.



## Gained Control of Every Interaction.

Using the power of Caperio AI matched with our Conversation Explorer and Workbench, the time to identify and address performance issues was reduced to hours instead of days, with team leaders able to proactively correct and share examples of best practices for each agent, making updates themselves.

## Expanded To Additional Teams

Based on the success across the first six months, the bank chose to extend Caperio AI Performance to new teams across new locations and lines of business, reducing complexity of multiple legacy systems and streamlining consistent interactions across the business.

“The ability to manage the Caperio platform ourselves allows us to rapidly improve performance. We introduce words, phrases, and expressions instantly to maximize our results in a fast manner.”  
 - Senior Director

## OUR CLIENT'S FEEDBACK

**“BossaNova truly understands the benefits of leading-edge technology & how to achieve high performance effectiveness in credit management.**

**They understand our business and collaborate successfully across our team to get the results we need.”**

**-Antonio Jiménez Hernández - General Director**

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