

Collections case study – 2

India's leading bank's outsourced Service Personnel - Collections Team.

The team consisted of 700 collection agents, 200 supervisors and more than 100 managers

The impact seen by the usage of the worxogo's product was in the following areas

- There was an increase in collections of INR 50 crores
- The spread of collections increased by 53%
- The BSC score of the outsourced service collection agent went up by 15%
- BSC score of the top 22% of the outsourced service collection agents was increased by more than 20%