

worxogo-cs-india-rural-bank-Collections Case Study – 1

India's Leading Private sector Bank – Rural banking Division – Collections Team

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

- Improvement in resolution of Pre NPA Kisan Credit Cards was 8%
- There was a 14% increase in collection visits compared to baseline
- 37% increase in promise to pay over baseline
- Improvement in promise to pay conversion rate of 11%