

Sedric

Boost collections. Reduce risk.

Cover all communication channels.

Collectors, creditors, and lenders can now increase collection rates while reducing risk and legal costs by auditing 100% of consumer interactions in real time.

The AI-based Sedric compliance excellence platform flags non-compliant and ineffective conduct in voice and digital communications as they occur, giving QC and compliance teams accurate data of agent performance and regulatory risk. Automated scoring and remediation workflows streamline the QC process so teams can focus on the highest-risk interactions. Video-assisted custom training paths, based on individual agents' performance and compliance challenges, drive continuous improvement and enhance collection outcomes.

100%
audited
interactions

At least 50%
increase in
QA efficiency

98%
accurate risk
identification

Up to 30%
increase in
collection rates

FDCPA and UDAAP compliance are built into Sedric

 Communications frequency, 7in7 rule

 Time of day

 Right Party Contact

 Consent renewal and opt-outs

 Statute of limitations disclosure

 Mini Miranda

 Deceptive, misleading or abusive language

 Plus many more off-the-shelf guidelines

MERCANTILE

FAI COMPLY

leverate

colmex

markets.com

Lendai

“

Sedric's real-time monitoring enabled us to consistently discover training opportunities for our collectors. They are now able to maximize each RPC, resulting in 32% growth in cash collected. Automation enabled us to increase QA efficiency by 4X while gaining a deeper understanding of what happens on the collection floor, so we can mitigate issues as they occur.

Ronald A. Morano

Vice President, Operations Strategy & Development

MERCANTILE

How it works

The Sedric dashboard is a comprehensive tool for managing and analyzing customer service interactions. It features a sidebar with a 'Call Log' listing various calls and messages. The main panel displays detailed information for a selected call, including a 'Transcript' of the conversation, 'Key Moments' with a timeline, 'Alerts' for specific events, and 'Score Cards' for performance evaluation. A 'Tasks' section at the bottom left shows a 'Tasks Board' with a list of tasks and their completion status. On the bottom right, a 'Reports & Coaching' table provides a summary of training needs for different agents.

Agent	Category	Training Media	Training Status
Agent 1	Undue harassment		
Agent 2	Misrepresentation		
Agent 3	Misleading		
Agent 4	Privacy obligations		

Sedric

**Reach out for a demo
or a free trial**

www.sedric.ai info@sedric.ai [in Sedric-ai](#) [SedricAI](#)

