



Real Time Agent Assist

AI-powered Guidance for Faster Mid-call Resolutions

Credgenics Real-Time Agent Assist (RTAA) is an intelligent, purpose-built offering that transforms your collections contact center into a high-performance machine. By delivering instantaneous, context-aware guidance mid-call, RTAA empowers telecallers to resolve complex borrower disputes faster, optimize Promise-to-Pay (PTP) collection rates, and maintain absolute compliance with regulatory frameworks all from a single, unified interface.

Key Features



Connect, Guide and Resolve with Credgenics RTAA



PTP Commitments

Ensures promises are captured accurately, boosting recovery predictability



Settlement Workflows

Reduces negotiation errors, accelerates compliant settlements



Bucket-wise Calling

Stage-specific scripts improve borrower engagement across delinquency buckets



Objection Handling

Real-time rebuttals cut escalations and improve resolution rates



Field Visit Sync

Aligns telecaller and field team communication for consistency



Legal & Escalation Calls

Auto-raises service requests, ensuring compliance and audit readiness

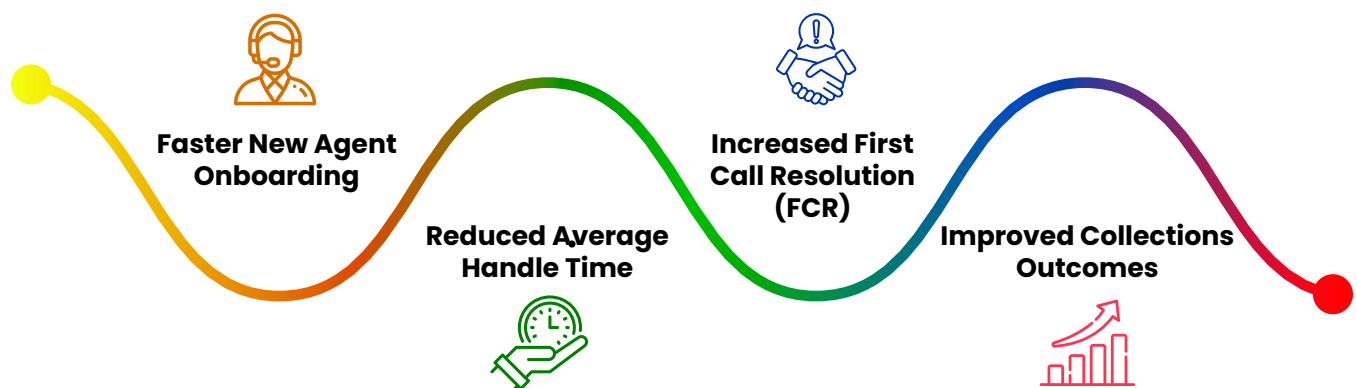
Strategic Deployment Modes Scaled to Your Needs

Rule-Based Guidance: Deploy localized SOPs, and dynamic scripts instantly across hundreds of seats with zero IT dependency.

Gen-AI Augmented: Empower agents with an LLM-powered knowledge base to instantly surface real-time resolutions for complex queries.

Predictive Agent Co-Pilot: Maximize collection outcomes using next-best-action recommendations enriched by deep historical borrower context, delivered mid-call.

Impact Delivered



About Credgenics

Credgenics is the leading AI-powered debt collections and resolution platform, trusted by 150+ banks, NBFCs, MFIs, fintechs, and ARCs worldwide. Its advanced full-stack solution leverages predictive and generative AI to assess risk, segment borrowers, and craft personalized recovery strategies across the end-to-end collections lifecycle. Supporting all credit products across retail and MSME/SME portfolios, Credgenics empowers lenders to accelerate recoveries, optimize operational efficiency, and drive smarter collections at scale.