

Sedric

Boost agent performance and compliance in real-time

Make every call great.

Sedric's Real-Time Assistant helps agents easily and confidently navigate calls in the moment, effectively improving compliance, performance, and consumer satisfaction.



30%

increase in collections



45%

fewer violations



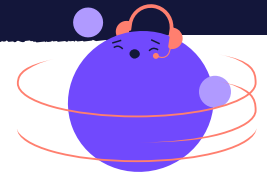
50%

faster ramp-up



75%

decrease in agent stress



Empower your agents

Sedric's Real-Time Assistance ensures your agents have everything they need to drive more compliant revenue, on every call or chat.

- Call Opening
- Customer verification
- Negotiation
 - Payment in full
 - Payment plans
 - Settlement
 - Seal agreement
- Call closing

Dynamic checklists

Sedric guides agents through every call flow - scripted or "freestyle" - so they remember what to say and when to say it.

Financial hardship
"Lost my job"

FOLLOW-UP WITH:

- Show empathy:
"I'm sorry to hear that."
- Verify:
"Can you provide me with some evidence for our records?"
- Offer payment plan:
"I'd be happy to work together on a payment plan that is convenient for you."

Real-time prompts

Agents get clear guidance on how to answer questions and effectively handle tricky situations.

Summary

- Debt Balance: \$500
- Monthly settlement: \$50
- Financial Hardship
- Dispute: Balance

+ Add

Update system of records

Shorten wrap time

Sedric's GenAI summarizes conversations in real time and provides structured notes, ready for review when the conversation ends.

Catching defects early and working with collectors to improve their probing skills led to a **40% increase in the number of payments and 32% growth in total cash collected.**

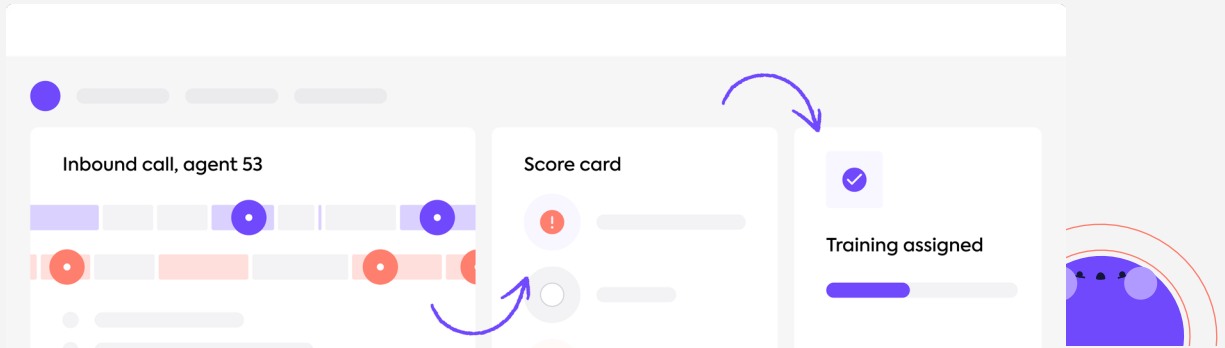
Ronald A. Morano, VP Operations Strategy & Development, Mercantile Adjustment Bureau



Fully integrated into your workflow

Real-Time Assistant is part of the Sedric platform that covers your entire compliance and operations cycle. Seamlessly feed call recordings and chats into the Auto-Reviewer for automated monitoring, and have the AI Coach identify coaching opportunities for your agents.

Effortlessly document your mitigation efforts and pull comprehensive reports using Sedric's Report Generator. No more juggling between platforms, no more falling between the cracks and data losses.



Get started in 24 hours



Fast integration

Sedric is a cloud-based, API-first platform that connects seamlessly with your current tech stack, including voice and digital communications platforms, systems of records, BI systems, and more.



AI that gets consumer finance

Our AI engine has been trained on millions of consumer finance interactions and comes equipped with off-the-shelf agent best practices and guidelines for the major collection regulations such as FDCPA and TTCPA, so you can get up and running in no time.

Industry-leading consumer finance Consumer finance companies:

MERCANTILE



FAI COMPLY

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About Sedric

Sedric is an AI-native compliance platform that helps consumer finance firms ensure consumer protection while growing their business. With Sedric, compliance teams can monitor, optimize, and document their entire compliance workflow, effectively reducing compliance violations and improving agent performance. Sedric was recently awarded 'Most Promising Fintech Startup' by CitiBank and Visa, and serves clients on three continents.

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