EduFin SQL Training: ChatGPT Problem Analysis Prompts (Version 2)

**Collection Strategy War Room – Version 2**

**Problem Analysis – Prompt Series**

Prompt 1: Executive Context Summary

Summarize the entire problem scenario in bullet points:

- Who is involved?

- What is the crisis?

- What is the timeline?

- What is the risk if the problem is not solved?

- What is the industry benchmark?

Prompt 2: Metrics Gap Analysis

Create a comparison table of EduFin vs Industry for the following metrics:

- Collection Efficiency

- Average Resolution Time

- Cost per Recovery

- Recovery Rate (30-60 DPD)

- Recovery Rate (90+ DPD)

Highlight the absolute gap and percentage deviation from the industry standard. Also, identify the top 2 metrics causing maximum business loss.

Prompt 3: Stakeholder Map

List and define the roles of all 5 war room participants:

- What is each stakeholder’s primary goal or concern?

- How might their priorities conflict with each other?

- Who will resist or support each type of solution?

Present this as a table or bullet list.

Prompt 4: Challenge Deep Dive – Customer Segmentation

Break down the 4-level segmentation model:

1. Willingness to Pay

2. Ability to Pay

3. Collection Complexity

4. Resource Allocation

For each, define:

- What data is required

- How to score or cluster it

- Which segment needs human vs automated follow-up

Prompt 5: Challenge Deep Dive – Channel Effectiveness

Evaluate each channel (Call, SMS, Email, Field visit, WhatsApp, IVR, Legal notice):

- Conversion rate by customer segment

- Cost per recovery for each channel

- Best timing/frequency to contact

- Channel preference by age/region/delinquency bucket

Recommend an optimized channel strategy based on ROI.

Prompt 6: Predictive Modeling Strategy

Propose predictive models for:

1. Time-to-resolution

2. Recovery amount forecast

3. Agent effort/resource estimate

4. Activity ROI score

List suitable machine learning models and input variables. Highlight how to visualize predictions to support stakeholder decisions in real-time.

Prompt 7: Process Redesign Blueprint

Map the current collection workflow and identify:

- Bottlenecks (e.g., verification delays, skipped follow-ups)

- Manual vs automated tasks

- SLA gaps by customer type

Propose a redesigned, segment-specific SLA-based workflow and where automation (bots, triggers, dashboards) can be integrated.

Prompt 8: Budget Utilization Plan

Given a ₹50 lakh budget, propose a technology investment roadmap:

- What tools/platforms to use? (CRM, AI dialers, analytics dashboards)

- How much will each cost?

- What is the expected ROI?

Create a simple table with columns: Tool | Cost | Purpose | ROI Estimate

Prompt 9: 30-60-90 Day Execution Plan

Design a stepwise implementation timeline:

- 30 Days: Quick wins and urgent fixes

- 60 Days: Workflow automation and segment strategy rollout

- 90 Days: Model tuning, dashboard deployment, policy changes

Include stakeholders responsible and dependencies for each phase.

Prompt 10: Regulatory & Best Practices Review

List:

- RBI compliance requirements for education loan collections

- Top 5 industry best practices (India + global)

- Ethical boundaries in contact attempts

- How to balance compliance and efficiency in collections