

Compliance

Preview Dialers

We have 2 very simple Dialing options to comply with TCPA:

- **Preview** Dialer first calls the agent and the agent initiates the call, they can then decide whether to dial it or not.
- **Progressive** Dialer is the same as Preview but with portfolio allocation, allowing segmentation

Preview Dialer.png

- **Compliance:** Reduces regulatory risks by eliminating automated calls.
- **Improved Customer Experience:** Customers interact with agents immediately, rather than experiencing a delay.
- **Personalization:** Agents can tailor conversations based on customer information.

Dynamic AI Dialer Optimization (DADO)

DADO is an AI-powered system that dynamically optimizes outbound call strategies while ensuring compliance with FCC regulations. It combines real-time consent verification, intelligent call routing, and post-call compliance audits.

Key Features

- **Real-Time Consent Validation:** Verifies customer consent before initiating calls.
- **Interactive Voice Consent (IVC):** Captures verbal consent during calls.
- **Post-Call Audits:** Generates compliance reports summarizing consent status, script adherence, and customer sentiment.

Benefits

- **Compliance Assurance:** Automates compliance checks to prevent violations.
- **Operational Efficiency:** Optimizes dialing strategies to balance compliance and efficiency.
- **Enhanced Customer Trust:** Personalizes call timing and ensures transparent consent handling.

Note Requires service hours for integration with our dialer solution and additional cost per minute applies for AI services.

Interactive Voice Consent (IVC)

Even though our Customers have the responsibility of getting consent from their end users we can implement services such as IVC as an alternative to get it by providing options via voice prompts by adding a feature to prompt for verbal consent before proceeding with the call and keep the recording for future reference and if the end-user does not want to accept, we can include an option to opt-out and include in a DNC (Do Not Call) list

Conclusion

These solutions provide a comprehensive approach to complying with FCC regulations while maintaining customer satisfaction and operational efficiency. Each method addresses key compliance challenges and offers clear benefits, with DADO serving as the most innovative and scalable option.

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