



Simplify Contact Attempts Compliance with Automatic, Enterprise-wide Controls

Establish preventative controls across your organization that cannot be overridden

Customer Profile



Businesses with contact centers across multiple-sites or an outsourced agency network concerned with meeting regulatory requirements such as the CFPB.

Problem Snapshot



Regulatory requirements mandate businesses manage complex contact attempts. Having multiple contact center locations or outsourced servicers can make this incredibly difficult to manage.

Solution Snapshot



LiveVox's cloud contact manager, Phone Dial Attempt Supervisor (PDAS), simplifies this effort with automatic, preventative controls across multiple-sites or an outsourced agency-network that cannot be overridden.

Benefits



- Customizable, on-demand configurations
- Pro-active risk mitigation
- Applicable across the in-house or outsourced network

THE BROAD SCOPE OF LIABILITY INCREASES THE RISK OF LEVERAGING ADDITIONAL RESOURCES - ADAPT WITH MORE PRO-ACTIVE CONTROLS

Since its formation in 2011, the Consumer Federal Protection Bureau (CFPB) continues to create mandates impacting when, why, and how many times a consumer can be contacted. Mishandling these requirements may result in costly litigation, as it did for Discover Card in 2015 in which they were fined \$18.5 million by the CFPB.

Despite these mounting multi-million dollar consequences, businesses continue to find themselves faced explaining their actions. Driving these violations is a business's inability to effectively manage contact strategies due to the complex and siloed nature of their contact center operations. With operations across multiple-sites, ensuring each location adheres to each requirement at all times is incredibly challenging.

The challenge is compounded when outsourced agencies are leveraged.

LiveVox's cloud-based PDAS solution provides businesses with the ability to automatically set controls from a centralized location across multiple-sites or an outsourced agency network. These controls are configurable on-demand and cannot be overridden. Simplify how you manage your contact attempts compliance.

DRASTICALLY SIMPLIFY HOW YOU MANAGE YOUR CONTACT ATTEMPTS ACROSS YOUR ENTERPRISE OR OUTSOURCED AGENCY NETWORK

LiveVox's Phone Dial Attempt Supervisor (PDAS) provides configurable controls that cannot be overridden. Leverage resources while reducing your risk exposure with simplified, centralized, and pro-active controls.

LiveVox reduce the risk of leveraging additional resources



- Each operation typically exists as its own ecosystem with varying processes and technology
- Attempting to enforce and comprehensively audit varying ecosystems requires significant time and resources
- Auditing/compliance departments are now facing an infinite rise in costs as a result of the manual efforts required in place of agency centralization to meet those demands
- Establishing centralization is an ideal solution, but requires monumental investments in resources and time, offsetting the benefits of leveraging additional resources
- PDAS provides a simplified and cost-effective path to centralized compliance across your internal operations or outsourced agency-network through cloud

Phone Dial Attempt Supervisor (PDAS)

LiveVox's PDAS empowers contact centers to set automatic controls that cannot be overridden across the entire agency-network.

As seen on the right, settings can be customized and implemented on-demand to minimize compliance risk across your operation.

| Rule Id | Description | Scope | Contact Types | Contact Results | Phone Positions | States |
|---------|---------------------------------------|---------------------------------|------------------|-------------------|------------------|----------------|
| 963 | 2 attempts per day | ATG4, Call Center, Manual | HCL Manual, O... | -- | -- | -- |
| 975 | Bankcard - 12 attempts per month | ATG4, Call Center | Manual, Outbo... | AGENT - PTP Ar... | 1, 3, 4 | Hawaii, Quebec |
| 976 | CA Utilities - 3 attempts to phone... | ATG4, Call Center | HCL Manual, O... | -- | 2, 9, 8, 7, 6, 5 | California |
| 978 | Manual dials | ATG4, Call Center-2, QC1, QC2 | Manual | -- | 1, 29, 30 | -- |
| 979 | Outbound rule for Telco | ATG4, Call Center, Message_Only | Outbound | -- | -- | New York |
| 973 | Delaware - 3 RPCs per week per ... | ATGTEST, ATG Test, Blended | HCL Manual, O... | AGENT - PTP Ar... | -- | Delaware |
| 977 | 1 per day if payment | ATGTEST | HCL Manual, O... | Payment by Cre... | 1, 4, 6 | -- |

KEY FEATURES

- Centralized configurations
- Network-wide implementations on-demand
- Pro-active and preventative controls
- Unified reporting metrics