

Simplify Contact Compliance with Phone Dial Attempt Supervisor (PDAS)



LiveVox's Phone Dial Attempt Supervisor (PDAS) provides configurable controls that cannot be overridden. Automatically minimize the risk of compliance deviations across your internal or outsourced operations with simplified, centralized, and proactive controls.

Customer Profile

Businesses concerned with ensuring all outreach efforts (in-house or outsourced) adhere to complex regulatory requirements such as the CFPB.

Solution Snapshot

LiveVox's cloud contact manager, Phone Dial Attempt Supervisor (PDAS), simplifies this effort with automatic, preventative controls across all campaigns, regardless of operation location, or if they are facilitated in-house or outsourced.



Problem Snapshot

Regulatory requirements mandate that businesses manage complex contact attempts. Having multiple call center managers can make this difficult to ensure. This is especially challenging for companies with numerous locations or who outsource their engagement efforts.

Benefits

- Greater control over outreach efforts
- Customizable, on-demand configurations
- Maximize contacts in a proactive and compliant fashion
- Align strategies with specific contact rules and regulations
- Applicable across the in-house or outsourced network

The broad scope of liability increases the risk of consumer contact attempts – adapt with more proactive 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 when they were fined \$18.5 million by the CFPB.

Despite these mounting multi-million dollar consequences, businesses continue to find themselves having to explain their actions. What's driving these violations are the complex and, ultimately, human nature of contact center operations. Each contact center manager may orchestrate numerous campaigns at any single moment. These outreach efforts are fluid, leaving room for error. With each additional manager and contact center location, the risk of non-compliance increases.

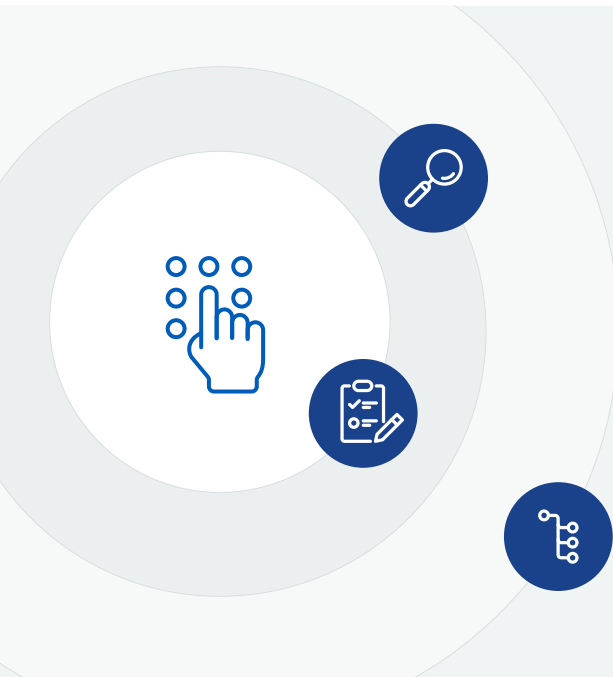
The challenge is further compounded when outsourced agencies are leveraged.

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

Drastically simplify how you manage your contact attempts across your operation, enterprise, or outsourced agency network.



PDAS gives you the power to establish preventative controls across your organization that cannot be overridden. Below, see why PDAS is the answer to the challenges contact centers face when it comes to auditing and compliance.



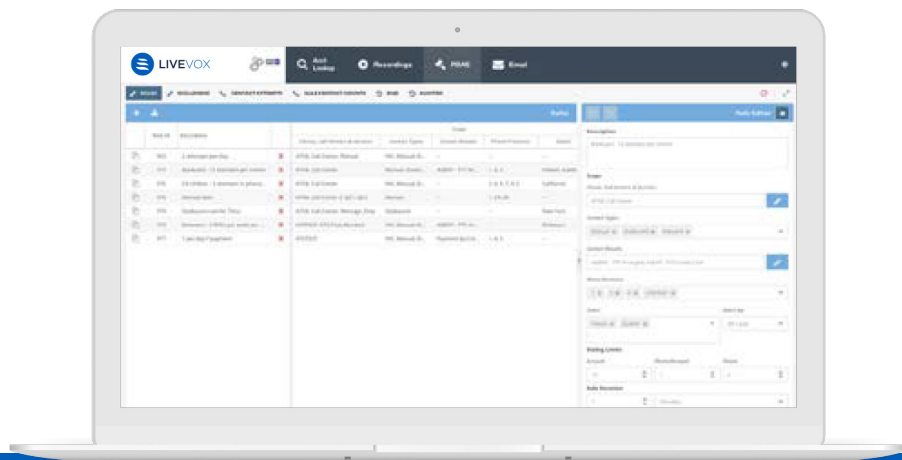
LiveVox reduces the risk of leveraging additional resources:

- 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.

Controls can be customized and implemented on demand to minimize compliance risk across your operation.



Key Features

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