



CONTACT CENTER
COMPLIANCE
WWW.DNC.COM

REAL - TIME

ENTERPRISE LEVEL

COMPLIANCE TECHNOLOGY

- **Complete Do Not Call Compliance**
- **Real-time, Automated, Failsafe Technology**
- **Wireless Compliance Solutions**
- **Safe Harbor Qualification**
- **Reduce Liability**
- **Save Time & Money**
- **Maximize Existing Business Relationships**
- **State Registration Services**

INNOVATIVE TECHNOLOGY SOLUTIONS

- **Complete Federal, State and Wireless DNC Compliance**
- **Save Time and Money Through Automation**
- **Clean Lists Before Calling and Prevent Violations in Real-time as you Dial**
- **Centralized Failsafe Compliance**
- **Satisfaction Guaranteed**
- **Integrated Rules & Detailed Reporting**

CALL US TODAY FOR A FREE
COMPLIANCE EVALUATION:
866-DNC-LIST
(866-362-5478)

Cost Effective Compliance

In today's heavily regulated and complex teleservices legal environment, a dedicated compliance provider is absolutely necessary to cost effectively manage the large amount of data, liability and the time consuming process of implementing and maintaining a complete Do Not Call compliance program. Contact Center Compliance helps you save time and money by providing rapid list processing against the multiple DNC databases thus reducing your hardware, software and payroll costs associated with Do Not Call list and campaign management.

The benefits of utilizing Contact Center Compliance are immeasurable when compared to the liability associated with Do Not Call. Contact Center Compliance is dedicated to keeping your organization compliant with changing State and Federal rules. You receive the peace of mind that comes from the use of a failsafe compliance system.

Real-time Customized Enterprise Level Solutions

Contact Center Compliance deploys our enterprise level software to provide you with real-time services that combine the power of our intelligent technology, the convenience and reliability of automation along with the cost benefit from using a dedicated compliance technology provider with a proven track record.

Existing Business Relationship Management

Our innovative technology solutions include an entire matrix of Federal & State telemarketing laws. Utilizing this cutting edge technology allows you to maximize your Existing Business Relationships (EBR's) while keeping you in compliance with State and Federal laws seamlessly across your enterprise. This business enabling automated technology also provides you with the necessary information regarding your EBR's that are nearing expiration, allowing you to proactively take steps to maximize your EBR exemption by renewing the relationship.

TIME & MONEY SAVINGS FEATURES



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Award Winning DNC Compliance Technology



ACE Innovator of the year



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IntelliScrub™ maximizes the amount of phone numbers you can call and keeps you compliant with all the laws

Our innovative technology is built with the highest level of regulatory knowledge that is unmatched in the industry. For example, we advise you of not only when an EBR expires in a particular state, but the most up-to-date information on challenging compliance details such as: Vertical industry exemptions that exist in various states; whether the calls are made by an outsourcer or by the seller directly; restrictions on telemarketing calls to wireless numbers in some states; plus special settings for pre-recorded telemarketing and much more.

RetroScrub™ (Automatic re-scrubbing of recent campaigns)

Businesses using RetroScrub™ are assured their active campaigns are automatically monitored for new DNC's and wireless numbers. Each time a Do Not Call or wireless database update occurs, RetroScrub™ works in the background, checking for new DNC matches. RetroScrub™ then alerts the user via email that a number which was just added to a DNC database may be contained in an active campaign, thus reducing the risk of dialing expired leads.

QuickScrub™ (Quickly check records one at a time)

Just have a quick number to check? QuickScrub™ allows users to enter one, several or a small batch of phone numbers to automatically check the status of in real-time, either by web interface or through an API.

EBRMaster™ and EBRNotify™ (Existing Business Relationship management)

EBRMaster™ allows IntelliScrub™ to take advantage of your existing business relationship status with customers while scrubbing call lists. The intelligent scrubber with its extensive built-in legal knowledge abides by all the complex regulations when applying your EBR exemptions. Further, with EBRNotify™, you will receive an email notification on a regular basis informing you of existing business relationships that are coming close to their expiration date. This allows you to maximize contacts to valuable sales leads before they expire.

DNC Policy Services (Automate your DNC policy)

Federal Law requires that every entity engaged in telemarketing must maintain a Do Not Call policy, and this policy must be provided to consumers upon demand. Our real-time DNC Policy Editor assists in maintaining customized DNC policies for each project and provides instant automated fulfillment via email or conventional mail.

Real World Call Center Expertise

Our platform combines the best web and database technology with over 50 years combined call center expertise. We have raised the bar for both value and features for real-time DNC compliance. Our industry-leading technology not only allows call centers, resorts, teleservices agencies, direct sellers, and list providers to stay compliant, but also gain a competitive advantage amidst the many complex and quickly changing regulations.