

Alvaria™ Compliance Hub

Alvaria Compliance Hub serves as a central hub for enterprise outbound environments, coordinating engagement activity across the enterprise from the Alvaria™ Cloud, to premise Noble Contact Center systems, in addition to Aspect® Unified IP® and Alvaria™ Advanced List Management solutions, with plans for third-party application in the future.

Due to the increasing number of regulations and need for operational transparency today, companies are increasingly finding it difficult to manage all the outbound touchpoints across their Enterprise. As a result, organisations are increasingly adopting the use of consolidated and harmonised sets of compliance controls. This approach is used to ensure that all necessary governance requirements can be met without the unnecessary duplication of effort and activity from internal resources, resulting in customers who feel harassed, and in turn, leave your business enterprise for another provider. Alvaria provides our customers the tools they need to maintain contact with Consumers, while also proactively preventing harassment with Alvaria Compliance Hub.

Business Drivers for Alvaria Compliance Hub

MULTIPLE CUSTOMER CONTACTS

- Multiple business units contact single customers through multiple channels
- A single consolidated source of truth is critical, with business logic spanning the entire enterprise

REGULATIONS

- Outreach Regulations drive need for Centralised Coordination
- Violations, harassment can trigger fines and liability

CUSTOMER SATISFACTION

- Low switching costs increases importance of customer satisfaction to prevent churn
- Unintended harassment or lack of contact history context can trigger customer dissatisfaction

PRODUCTIVITY & EFFICIENCY

- The lack of a central coordination system increases risk of gaps and failures
- Standard safeguards increase operational overhead and impose overly conservative rules

Key Functionality

Alvaria Compliance Hub prevents debt collectors from unknowingly harassing Consumers. Many Enterprise businesses utilise multiple systems for their outreach strategies, but do not have a coordinated hub to centralise all attempts to contact. Completed attempt results, and any selected data from other host systems, are stored for reporting and future campaigns. Best-time-to-call capabilities help initiate phone calls to customers and prospects at the times and places they are most likely to be reached. Call result history is tracked over time to predict the best phone number and hour of day to place calls and then creates an optimised calling strategy based on campaign objectives and prioritises by user-defined criteria. By having this functionality sit above multiple contact platforms, you have a single administration interface for making regulatory changes once rather than doing the same work multiple times separately across multiple systems. The single interface also facilitates outbound operations management for sharing lists across multiple systems and having the consistent ability to identify and deliver only usable records. Key benefits delivered in Alvaria Compliance Hub include:

Alvaria Compliance Hub

- Coordinate engagement activity across the enterprise
- Support omnichannel and omni-platform coordination and control
- Serve as a central hub for enterprise outbound environments

Convenient Time to Contact

- Honour customer/consumer preferences
- Mitigate harassment / Increase satisfaction
- Reserve limited available attempts for approachable consumer times
- Define multiple time windows per day (also based on day of the week) by customer, Account, or Contact Address (e.g. phone#)

Attempts Tracker

- Limit attempts across one or more customer records
- Rules by Contact Address (e.g. phone number, email), Customer, Customer/Contact Address
- Supports State specific compliance rules including rules scoped to a purpose such as Telemarketing and Collections
- Supports simultaneous rules with different time periods (e.g. 60 minutes, or one month) from 1 minute to 35 days

Message Tracker

- Continue contacting a customer or number even after reaching the defined limit of messages played for that customer or number during a defined period of time
- Increased messaging precision increases opportunities to contact while maintaining compliance
- Further scope rules by GeoCode (i.e. jurisdiction), Phone number type, and purpose (e.g. Collections, Telemarketing, Fraud, etc.) for calling
- List level controls to set start and stop message playing times evaluated in the customer's local time zone
- Honour state specific controls and prevent left message harassment

Exclusions (Do Not Call)

- Exclusions can be created or updated through an API call or a batch file process.
- Exclusions can be set for multiple days and have an expiration date. (For example, a debtor makes a promise to pay; this provides a grace period to allow the payment time to post to the system of record.)
- Exclusions can be defined for an Account Number or Contact Address (e.g. phone, SMS, or email).

Corporate and Americas Headquarters

5 Technology Park Drive, Suite 9
Westford, MA 01886
+(1) 978 250 7900 office
+(1) 978 244 7410 fax

Europe & Africa Headquarters

The Record Store, 15 Pressing Lane
Hayes UB3 1EP, United Kingdom
+(44) 20 8018 8000 office
+(44) 20 8561 4776 fax

Asia Pacific & Middle East Headquarters

3 Temasek Avenue, Centennial Tower, #21-00
Singapore 039190
+(65) 6590 0391 office
+(65) 6324 1003 fax

About Alvaria

Alvaria was founded through the merger of Aspect Software and Noble Systems, technology leaders in Customer Experience (CX) and Workforce Engagement solutions. Our name is derived from Latin for "hives" – nature's perfect form for millions of years – bringing you solutions that are scalable, resilient and secure, with efficiency, speed and pinpoint accuracy. ALVARIA™. Reshaping Customer Experience™.