

Your Organization's Compliance Readiness

In October 2020, the Consumer Protection Financial Bureau (CFPB), issued new rules augmenting the protections of the Fair Debt Collection Practices Act (FDCPA). These rules update parameters within which outbound campaigns can employ new communications technologies such as mobile devices, email and SMS/text messaging.

This means companies are working within an increasingly complex regulatory environment. Advanced outreach and campaign management software is crucial to defining processes and automating campaign execution tasks to help companies comply with regional and country-specific regulations such as TCPA, CFPB, Ofcom and other government regulatory bodies. Compliance is not optional; costing organizations between \$500 - \$1500 for each violation.

Alvaria combines the best of both worlds: Aspect Software and Noble Contact Center; taking all advanced outreach capabilities and coordinating them across all platforms – Premise and Cloud – keeping enterprise customers compliant, providing a greater, harassment free, customer experience.

What to Listen For

- Uncertainty and lack of awareness around regulations and potential violations
- Issues with current technology providers that may not be focused on compliance
- Outbound campaigns – is your organization calling wireless phones? Is your organization compliant dialing vs. blast dialing or predictive dialing?

What to Look For

- Industry and marketplace compliance lawsuits and violations TCPA, CFPB, Calling Windows, Ofcom
- Do you have a compliance officer or risk officer who is responsible for compliance with laws and regulations?
- Multichannel – are you engaging in customer communications across multiple channels of interaction? There are regulations over and above voice communications across channels.
- Does the company self-certify or do you have an outside firm to ensure compliance?

Success: Customer Examples | SiriusXM

Business Challenge

- TCPA & Calling Window violation lawsuit approx. \$40M
- Outbound dialing is outsourced across 12 vendors on eight distinctly different technology platforms; all covering more than 30 individual contact center locations.

Key Differentiators for Alvaria

- TCPA/Calling Windows compliance
- List management/filtering for lead segmentation based on BPO performance and subscriber demographics
- Desktop - ability to tailor the workflow and scripting for compliance

Results

- 15% gain in sales per hour (SPH)
- No lawsuits or compliance violations since deploying Alvaria
- Streamlined reporting & visibility across BPOs

OTHER RESOURCES



Datasheets

[Alvaria Compliance Hub](#)

[Consumer Financial Protection Bureau \(CFPB\)](#)



Blog

[Proactive Outreach & Debt Collection Best Practices with Compliance Hub](#)

[Facebook v. Duguid and How it Impacts Your Outbound Operations](#)

About Alvaria™

Alvaria helps organizations efficiently manage and engage the modern workforce and connect compliantly with customers and prospects. Our open, innovative multi-platform is purpose built for two core competencies; a feature-rich, intuitive, and intelligent workforce engagement management platform, and a multichannel proactive compliant outreach platform. Alvaria, the product of the merger of world leaders - Aspect Software and Noble Systems - is proudly celebrating 50 years in business reshaping customer and employee experience. ALVARIA. Reshaping Customer Experience™. For more information, please visit www.alvaria.com.

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