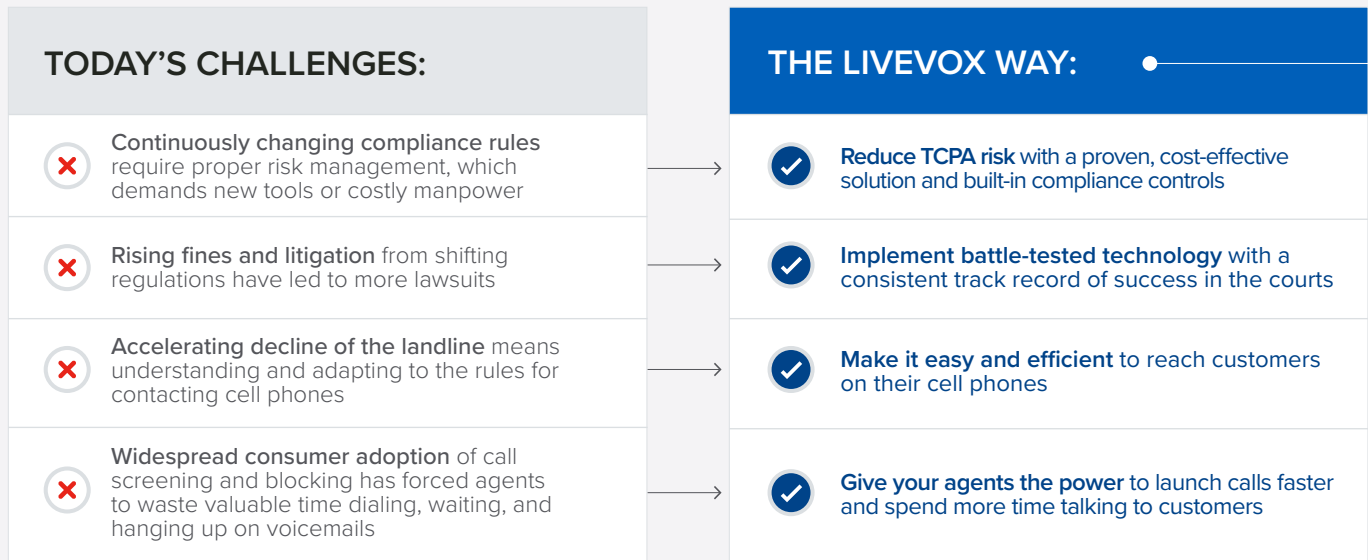




Dial more customers on their cell phones with confidence using HCI®. Our battle-tested outbound system reduces your TCPA risk and delivers better agent performance compared to 10-digit manual dialing.

Looking for a solution to address evolving state-specific "Mini-TCPA" laws, including Florida's and several others? Add our optional HCI® Select feature for enhanced risk mitigation.



That LiveVox includes risk mitigation tools for managing compliance needs has been huge for us."

— Vice President Loan Resolutions
TDECU



● YOUR BOTTOM LINE

- ✓ Adopt an industry-leading solution that delivers both risk mitigation and productivity
- ✓ Limit the chance of non-compliance while amplifying every outbound call
- ✓ Enable your agents to work from home as efficiently as they would inside the contact center

Risk Mitigation Controls

- Reduce TCPA risk and add optional mitigation for “Mini-TCPA” laws
- Ensure manual human intervention for every outbound dial
- Easily capture and update customer consent



Call & Screen Recording

- Quickly and easily search, find, and access specific call recordings
- Monitor quality control or assist in agent training
- Access the data you need to track compliance and optimize performance

Audit-Enabled Reporting

- Get info on all accounts dialed over a selected data range
- Keep a finger on the pulse of your vital analytics
- Control the report type, scope, frequency, and delivery method

Security & Continuity

- 99.99% uptime SLA with end-to-end coverage
- PCI-DSS (3rd-Party Certified)
- American Institute of CPAs (AICPA) SOC 2

CASE STUDY:

LiveVox’s HCI® in Action

Leading Credit Union, TDECU, improves risk mitigation and opens a new revenue stream.



TDECU (Texas Dow Employees Credit Union) is the largest Houston-area credit union, with more than 263,000 members and assets totaling over \$3.05 billion.

For TDECU, mobile phone outreach was a must, and compliance was tricky. With their consumer outreach programs, reliance on a landline could present problems. Especially given the number of consumers only reachable by cell phone, and TCPA regulations that restrict autodialing to cell phones.

LiveVox’s HCI® provided the necessary physical separation of different outbound calling systems, using human intervention to ensure the highest levels of risk mitigation. TDECU now has a way to manage access to their 85% of members reachable by cell phone, versus 45% by landline, resulting in a positive impact on the bottom line.

“That LiveVox includes risk mitigation tools for managing compliance needs has been huge for us. Finally, I have a way to manage access to all those TDECU members... It has made a huge positive impact on our business.”

— Vice President, Loan Resolutions, TDECU

