12 Ways LiveVox Helps Manage Multichannel Compliance

LIVEVOX

LiveVox's unified platform offers unique risk mitigation solutions that enable businesses to dramatically simplify compliance management and drive performance.

In combination, these 12 features optimize consent management and outreach methods across channels while maintaining the highest levels of risk mitigation.

HUMAN CALL INITIATOR (HCI®) AND HUMAN TEXT INITIATOR (HTI®) are purpose-built for robust voice and SMS productivity, respectively, while also mitigating regulatory risk.

EMBEDDED MULTICHANNEL CONSENT MANAGEMENT lets you easily capture and track the granting and revocation of consent across all channels.

ATTEMPT SUPERVISOR drastically simplifies how you centralize and configure dynamic contact attempt controls across campaigns and channels—voice, email, and SMS.

SPEECHIQ® includes analytics-driven quality management to optimize all omnichannel conversations across inbound, outbound, and blended contact centers.

100% CALL AND SCREEN RECORDING captures all voice, digital, and agent desktop interactions so that they are dynamically retrievable and available for analyses.

SECURE PAYMENT CAPTURE automatically pauses and resumes calls where sensitive customer data is transferred to ensure the highest levels of privacy.

AGENT SCRIPTS provide relevant talking points that reduce the risk of unwanted interactions, guide the delivery of disclosures, and are linked to analytics, enabling targeted coaching.

QUALITY MANAGEMENT provides multichannel agent scorecards that incorporate 100% call and screen recording.

PCI CERTIFIED customer engagement platform, with PCI DDS Level 2 certification as listed on the Visa website.

ZIP/AREA CODE MISMATCH lets you automatically check for accounts with conflicting zip and area codes to ensure optimum "safe dialing time zone" adherence.

DNC CONTROLS enable customizable and real-time voice and digital Do Not Contact lists, including cell phone scrubs.

CELL PHONE SCRUBS help ensure potential cell phone contacts are engaged with properly.