



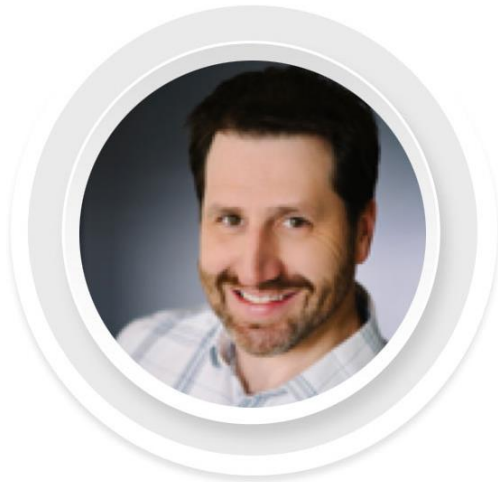
LiveVox Customer Webinar

Attempt Supervisor and Regulation F: Face-to-Face Discussion and Q&A

Nov 18, 2021



With us Today



Jason Queener

Senior Director, Business Consulting
LiveVox, Inc.



Mark Findley

Senior Solutions Consultant
LiveVox, Inc.



Disclaimer

This presentation and the statements of the panelists do not constitute legal advice.

We urge businesses to consult with their own experienced legal counsel to independently review the topics covered on today's event and independently evaluate any compliance measures they undertake.

Agenda

- **Rapid recap on Reg F**
- **Seven-in-seven and Attempt Supervisor**
- **Attempt Supervisor: Things to consider before November 30th**
- **Attempt Supervisor: Things to consider after November 30th**
- **Other operational considerations after November 30th**
- **Q&A**



Telephone Contact Limits



“...a debt collector is presumed to comply...if the debt collector *places a telephone call* to a particular person in connection with the collection of a *particular debt* neither:

(A) More than seven times within seven consecutive days; nor

(B) Within a period of seven consecutive days after *having had a telephone conversation* with the person in connection with the collection of such debt. The date of the telephone conversation is the first day of the seven-consecutive-day period.

p. 573 - 574

Exclusions from Telephone Contact Limits



“Telephone calls placed to a person do not count toward the telephone call frequencies...if they are:

- (i) Placed with such person’s prior consent given directly to the debt collector and within a period no longer than seven consecutive days after receiving the prior consent, with the date the debt collector receives prior consent counting as the first day of the seven-consecutive-day period;
- (ii) Not connected to the dialed number; or
- (iii) Placed to the persons described in § 1006.6(d)(1)(ii) through (vi).

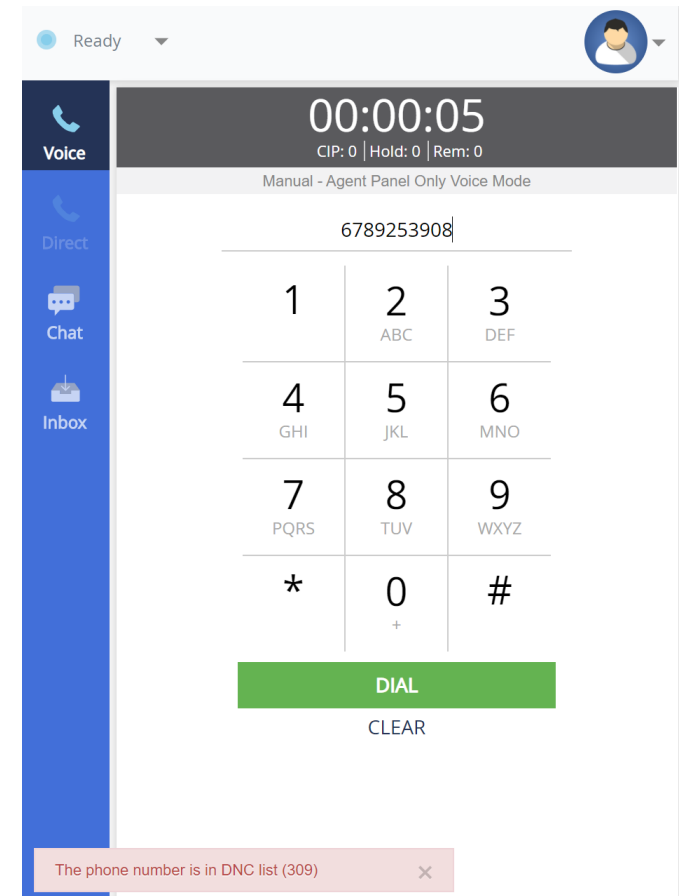
p. 574

Attempt Supervisor

Attempt Supervisor manages attempt caps over a set duration of time (7 days)

Attempt Supervisor can support exception calling.

Multi-Channel Attempt Supervisor is available in U17



Things to consider before November 30th

- **Test on small segments** to make sure everything works how you expect it to
- We have a rule duration setting of **one calendar week** (Mon-Sun) in addition to the **seven day setting**
- Think about your outbound strategy **NOW**

Block Durations

Rule Duration

1 Week(s) - Calendar

Lockout Period

0 None

Block Durations

Rule Duration

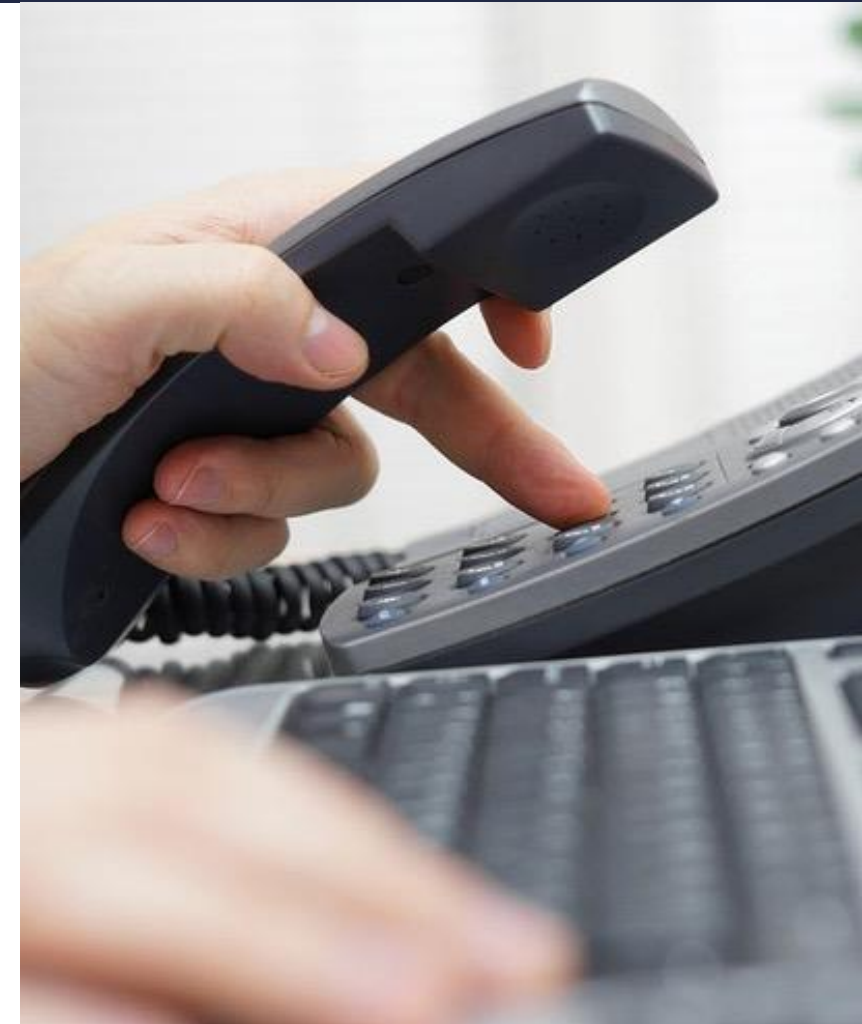
7 Day(s) - Calendar

Lockout Period

0 None

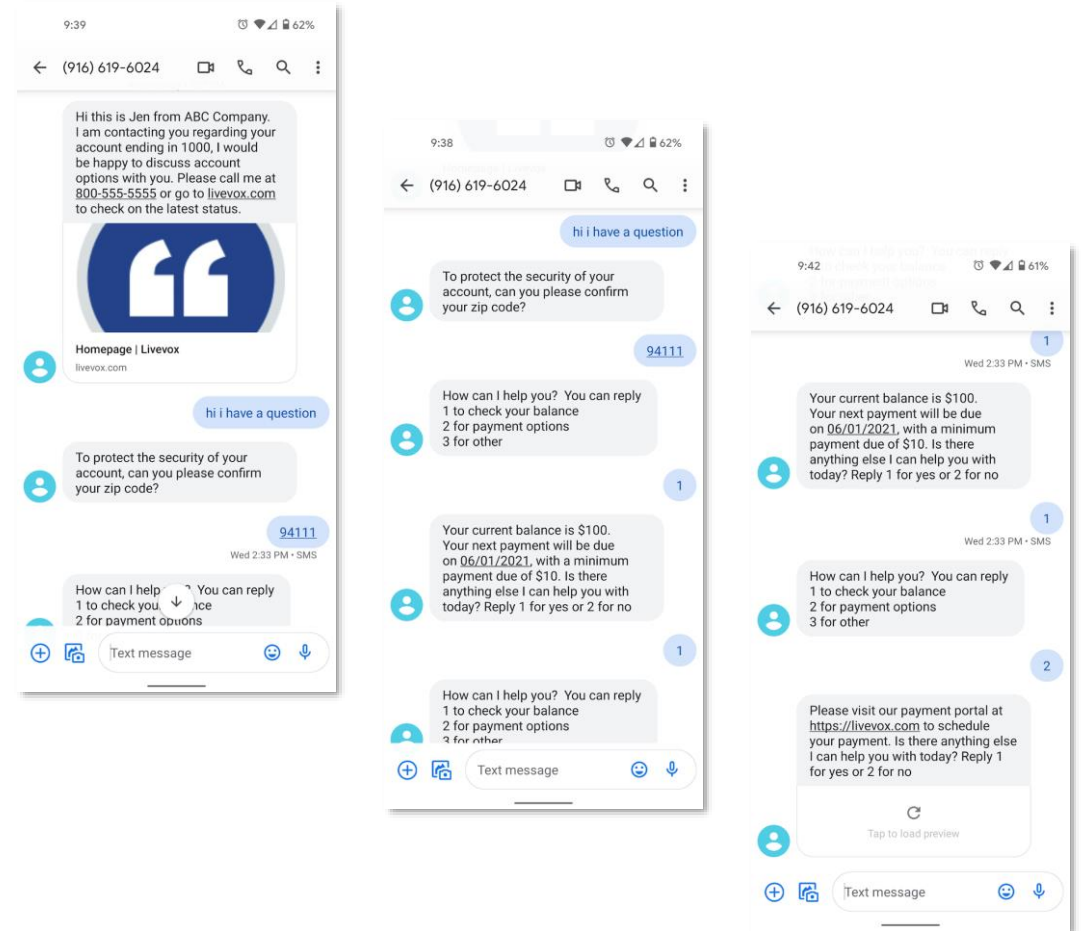
Things to consider after November 30th

- Remember these rules apply to a **rolling seven days**
- **Monitor your stats** and **adjust your strategy** accordingly. That could mean things like **calling deeper into your portfolio**, or focusing efforts on **less served parts of the portfolio**
- What is your **audit process** for verifying **exception call backs** and **consent capture**
- Now, **how else** should you be **managing contacts and agents?**...



Factoring in Emails and Messaging

- Officially, as the ruling is written, **emails and text messages will not count against the limit of seven communications to a customer about a particular debt in a seven-day period**
- Supplementing your calls with digital channels is a key way to **more effectively reach customers**
- **Customer preference** is increasingly moving to **digital channels**
- Encourage your customers to **proactively engage you in digital channels.**



Capturing and Managing Consent

- How are you **capturing multichannel consent** on calls and interactions? Consider:
 - **Scripting** – capturing and refreshing consent will have to become a part of every customer contact
 - **Speech and Multichannel Analytics** – monitor, track, and search for consent capture/revocation across 100% of interactions
 - **Capturing consent for exception calling.**

The screenshot displays a 'Contact Directory' interface. At the top, there is a section for 'Email Address' with a search bar containing 'doejoe@company.com' and a 'Consent' checkbox that is checked. Below this is a 'Phone Numbers' table with the following columns: Pos, Label, Phone Num..., Edit, Block Perman..., Block Daily, Consent Call, Consent SMS, Attempts Today, and Attempts Life. The table contains six rows of phone numbers. At the bottom right, there is a legend: 'SMS Opt in' (green checkmark) and 'Email Opt in' (red X).

| Pos | Label | Phone Num... | Edit | Block Perman... | Block Daily | Consent Call | Consent SMS | Attempts Today | Attempts Life |
|-----|---------|--------------|------|-------------------------------------|--------------------------|-------------------------------------|-------------------------------------|----------------|---------------|
| 1 | Phone 1 | 555-234-9549 | | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 0 | 437 |
| 2 | Phone 2 | 555-597-2309 | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | 0 | 3 |
| 3 | Phone 3 | 555-420-5088 | | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 0 | 0 |
| 4 | Phone 4 | 555-093-5498 | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | 0 | 0 |
| 5 | Phone 5 | 555-865-0932 | | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 0 | 0 |
| 6 | Phone 6 | 555-743-9864 | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | 0 | 1 |

Q&A

Related Resources

cfpb Consumer Financial Protection Bureau

Change is Here:
An In-Depth Guide to the New CFPB Rules

The new requirements from the CFPB are designed to address concerns about debt collection communications. These rules apply to calling customers, but now for the first time, even the CFPB has also issued rules around email and SMS. To help gain a better understanding of the new rules, and to help you best determine how to comply, we'll take a broad look at each one. We'll also cover how the new regulations impact you, what you need to do about them, and how LiveVox can help you strategize and execute for success.

info@livevox.com | 844.207.6663 | livevox.com

eBook
CFPB Debt Collections Rules Guide

LiveVox WFM
A Cutting-Edge, Simplified Approach to Workforce Management

CHALLENGES IN TODAY'S CONTACT CENTER:

- In an unpredictable environment, outdated, spreadsheet-based schedules and forecasts quickly become obsolete.
- It's difficult to make an agile and dynamic environment with teams increasingly dispersed.
- Agents want more control over how and when they work, and will often leave if their expectations aren't met.
- Growing customer expectations aren't met if you don't have the right staff available at the right time.

LIVEVOX WFM

- Leverage data of the-art forecasting and scheduling, with strategy management dashboards and automatic reforecasting.
- Empower your teams to collaborate effectively wherever they are with a comprehensive communication platform.
- Agents have visibility into their schedules, pending requests, events, over and underload offers, and can bid for work shifts.
- Managers have all the tools they need to execute a winning WFM strategy that moves customers when and how they want to communicate.

LiveVox WFM Key Capabilities

- Agent Scheduling:** Fast and accurate schedule optimization for fleet, routing, and training schedules. Supports recurring and one-time schedule changes. Maximize schedule efficiency based on a variety of coverage angles that can be calibrated by the user.
 - How you can use it: Allow an advanced contact center that balances cost and customer service with the ability to respond quickly to changing circumstances.
- Forecasting:** Includes AI-based consistent forecasting and user-driven data selection with the ability to incorporate granular data into forecasts. Supports time of day, or day of week, coverage and service objectives.
 - How you can use it: Easily implement a forecast with advanced strategy that ensures you have the right agents available at the right time to meet customer service objectives.
- Automated Schedule Adjustment Plans:** A use of a smart tool that makes agents to critical, can still be an advanced feature of customizable adjustment strategies. The on-demand feature allows changes to be made, reviewed, or approved. Forecasting, training, and resource allocation, and forecasting schedule modification processes.
 - How you can use it: Allow an agile workforce while keeping up managers' time from manual reforecasting.
- Communication Framework:** A powerful, integrated messaging framework allows the user to create a comprehensive, multi-channel communication strategy. Includes a variety of tools to manage that schedule and more.
 - How you can use it: Handle customer engagement and support on social, email, and collaborative writing environments that get the most out of every touch.
- Automated Schedule Attendance Monitor:** Integrated with our agent mobile app, this provides an advanced and automated approach to track agent attendance. Allows operations to view agents as they move in and out of their teams and across an agent team location.
 - How you can use it: Maintain service levels by ensuring that your team members are on call when they need to be and use working efficiently.
- Reporting:** Offers a full set of reports providing the KPIs needed for effective WFM analysis. Custom reports provide the most building blocks for reporting data to other applications, such as CRM systems, or shared across the organization. Data is also available for reporting external data.
 - How you can use it: Understand how your staffing strategy is affecting overall performance and allow a cycle of feedback and improvement.

info@livevox.com | 844.207.6663 | livevox.com

Tools to address the rules
Speech Analytics

LiveVox's Two-Way Messaging Bundle:
Tools to Address the New CFPB Rules

On October 30 and December 18, 2020, the Consumer Financial Protection Bureau (CFPB) released new rules regarding debt collection communications.

The new CFPB rules impose frequency restrictions on debt collectors—limiting the number of calls that can be made to a consumer about a particular debt to seven attempts in seven days unless specific consent is provided (and even then there are limitations). This poses a challenge because any limitation on contact attempts is going to affect your chances of reaching customers, and ultimately your bottom line.

Despite this challenge, there's also a new opportunity. This is the first time the CFPB has formulated rules regarding emails and text messages for use in debt collection. Much like with calls, you'll need consent, and you'll need to take into account certain requirements, such as including compulsory opt-out messaging. These limitations aside, digital messaging is a huge opportunity for you to maximize contact rates by looking beyond the "seven-in-seven" requirement, and to satisfy the CFPB's directives around disclosures to customers regarding their debt.

At LiveVox, we offer a solution tailor-made for seamlessly expanding into email and SMS: our Two-Way Messaging Bundle. It's an entire package of tools designed to help you meet customers on their channels of choice while also staying focused on compliance. Read on to find out how LiveVox's Two-Way Messaging Bundle directly helps to address the challenges brought on by the CFPB setting telephone contact limits.

info@livevox.com | 844.207.6663 | livevox.com

Tools to address the rules
2-Way-Messaging

Consent Management:
Tools to Address the New CFPB Rules

On October 30 and December 18, 2020, the Consumer Financial Protection Bureau (CFPB) released new rules regarding debt collection communications.

The new CFPB rules address SMS and email, specifying that debt collectors must include explicit opt-out messaging in electronic communications to customers about the collection of a debt. With the clock already ticking and the deadline for implementation looming on the horizon, it's important that you be proactive now and ensure you have the right technology in place to make compliance a top priority.

At LiveVox, we offer an advanced Consent Management tool as part of our Unified CRM solution, which embeds consent management functionality across all interactions at each step of the customer journey — SMS, email, even chat and agent phone calls. Read on to find out how Consent Management directly helps to address the challenges brought on by the CFPB setting new rules around explicit opt-outs in electronic communications.

New CFPB Rule:
Text and Email Opt-Outs

"A debt collector who communicates or attempts to communicate with a consumer electronically in connection with the collection of a debt using a specific email address, telephone number for text messages, or other electronic-medium address must include in such communication or attempt to communicate a clear and conspicuous statement describing a reasonable and simple method by which the consumer can opt out of further electronic communications or attempts to communicate by the debt collector to that address or telephone number."

p. 577

info@livevox.com | 844.207.6663 | livevox.com

Tools to address the rules
CRM/Consent Management



For questions and support reach out to you
Account Team **today.**

**This webinar is being recorded and will be distributed
to all registrants via email.**