The pattern across industries is for regulations to increase, not lessen, and the cost of compliance has never been greater. Aspect Outbound Cloud powered by LiveVox helps clients manage compliance and align their strategies to the evolving requirements imposed from various regulatory agencies like the CFPB, FTC and FCC. Our compliance suite enables contact centers to mitigate risk with respect to various statutes and standards such as the FDCPA, TCPA and, PCI DSS.

As the market leader in the industry, Aspect works with hundreds of companies like yours, helping them understand TCPA, the implications on their business and how they can be more effective with their outbound calling strategies while staying in compliance. We can help identify and manage wireless numbers, adopt strategies for capturing consent, and improve your collections results – all while enabling compliance. Our unique capabilities such as Human Call Initiator (HCI) has helped companies realize 300%+ increase in agent connects per hour versus manual dialing. With the flexibility and scalability of the cloud and simple per minute pricing, you can start addressing your TCPA challenges today.

With over ten years servicing the financial sector, Aspect Outbound Cloud has developed a comprehensive suite of compliance tools that helps contact centers stay flexible and adapt to a changing compliance environment.
Aspect Outbound Cloud Empowers Multi-Site Resource Optimization

Aspect Outbound Cloud provides a fundamentally different model for contact center technology. Aspect Outbound Cloud removes the need for compounding cost and complexity required by premise-based architectures. By simplifying the network, Aspect Outbound Cloud enables capabilities like Virtual Agent Queues with global sub-second warm transfers.

Off-shore to on-shore routing matches the least valuable call leg (manual dial) to the lowest-cost resource then facilitates a sub-second warm transfer of the highest value potential (talk-off) to the highest-cost resource.

Key Differentiators

- **100% Call Recording**
  Obtaining 100% call recording is an extremely cost and resource consuming quest as exemplified by the typical premise-based network (middle diagram).

  Aspect® Outbound Cloud simplifies this by unifying all call, agent and account activity into a single, secure, and dynamically retrievable database.

  Recording each interaction between consumer and agent is crucial to an effective compliance initiative. Aspect Outbound Cloud offers this automatically.

- **More Flexible, Powerful and Secure**
  Aspect Outbound Cloud takes a new approach to providing contact center technology and infrastructure.

  Aspect Outbound Cloud delivers fully, integrated and burstable core contact center applications such as ACD/ PBX, Predictive Dialer, IVR, Call Recording & Business Analytics from a PCI-DSS, third-party certified Cloud platform.

- **Optimizing for Outreach to Mobile Devices**
  Aspect Outbound Cloud offers several options that help contact centers manage compliance while optimizing cell phone dialing strategies.

- **Optimizing Cell Phone Dialing Configuration**
  This feature enables significantly increased agent productivity levels while also addressing compliance considerations.

- **Hardware/Software Separation**
  Hardware/Software separation enables agents to log into a softphone that mirrors manual dial functionality – a complete separation from the autodialer and IVR environment.
Premise-Based Complexity vs Cloud Enabled Simplicity

Premise-Based Complexity vs ...
Key Features

PCI-Certified Infrastructure
- Class-A, fully redundant data centers
- Third party (Verizon) PCI-certification
- End-to-end PCI-compliant payment lines

Account Penetration Settings
- Control maximum number of attempts
- Set by account, phone number, or list
- Define overall or for book of business

State by State Configuration
- Restrict by time or prohibit contacts
- Customizable by state or area code
- Multiple rule sets for dynamic needs

Do Not Call Option
- Granularly block phone or account dialing
- Automatically update by disposition code
- Dynamically sync with existing list

Time Zone Settings
- Fully customizable
- All dialing modes impacted
- Split area codes respected

Click-to-Call Manual Dial
- Automatically detects cell phones
- Switches from predictive to manual preview
- Eliminates need to pre-scrub/ create agent pool

Aspect® Outbound Cloud powered by LiveVox™ boasts measurable, proven benefits to customers beyond expected reductions in operating expenses and CAPEX outlays, such as shrinking deployment timeframes up to 95% and increasing agent talk-time approximately 30%-50% over traditional hardware.

About LiveVox
LiveVox is the leading provider of cloud contact center solutions. LiveVox offers an integrated hosted predictive dialer, ACD, IVR, call recording and business analytics suite. The patented, fully burstable LiveVox platform utilizes carrier IP/MPLS networks and delivers multi-site deployment, routing and controls. LiveVox is headquartered in San Francisco.

About Aspect
Aspect’s fully-integrated solution unifies the three most important facets of modern contact center management: customer interaction management, workforce optimization, and back-office. Through a full suite of cloud, hosted and hybrid deployment options, we help the world’s most demanding contact centers seamlessly align their people, processes and touch points to deliver remarkable customer experiences. For more information, visit www.aspect.com.