The Telephone Consumer Protection Act (TCPA) and the FCC’s implementing rules apply several restrictions to outbound contact center campaigns. This includes the number of sales calls that can be made to a single number in a given period of time, the time of day these calls can be made, and, most importantly, how companies can use automated dialers to get in touch with consumers. Violations can result in hefty fines per outgoing call. With Engage Voice ManualDial, your contact center gets the right and technology to help your organization with your compliance strategy.

**Reduce your TCPA exposure**

- List management tools allow you to scrub your lists and remove cell phone numbers before loading them into dialers.
- Log into our separate Manual System, which does not contain functionalities commonly associated with Predictive and Power dialers.
  - Use ManualDial, requiring manual intervention for a number to be dialed.
  - Leverage Engage Voice HCI, which requires manual clicks for a number to be dialed. A dedicated agent clicks to initiate calls, that are then transferred to other agents to talk to the customer. Provide productivity gains over simple manual dialing, while still requiring manual intervention for all calls, and also a separate login to a separate system.
Comply with Do Not Call requests

- Scrub campaign lists against your own company Do Not Call list to help ensure Do Not Call compliance.
- Leverage our integration with Gryphon and DNC.com to avoid erroneous calling.
- Scrub lists against the national and state cellular Do Not Call lists.

Know when and when not to call

- Do not call people outside of authorized time windows thanks to our real-time check.
- Avoid over-dialing by leveraging our max-dial-attempts features before each call is placed.
- Do not call if a pending transaction has been settled or a payment is received thanks to real-time APIs and integration with your back-office systems.

Mitigate TCPA exposure

Use our separate ManualDial when calling mobile phones.

Avoid costly fines

Support company-wide protection to help reduce the likelihood of violations.

Remain productive

Leverage our HCI system and increase your productivity over simple manual dialing.

Avoid over-dialing

Respect account penetration with real-time checks.

Know when to call

Respect timezone restrictions and avoid placing calls outside of restricted time windows.
WHAT OUR CUSTOMERS ARE SAYING

There are three things we immediately experienced with this platform: First, the uptime and not having the outages we were experiencing. Second, we can make changes to the interface the way we want to make them. And third, there is a considerable benefit in the time and money saved in the way we can now do things. **Many processes are now automated so we can focus on priority number one: driving revenues.**

– Ryan Mayer, Chief Technology Officer

I love that we’re on RingCentral now. It makes our jobs fantastic. We’ve had various other systems—and it was horrible. Now we’re on one platform, all in one place, and we go to one place for support.”

– Sarah Lawes, Sr. Director of Workforce Management & Analytics

For more information, please contact a sales representative.

Visit ringcentral.com

Or call us at 855-774-2510.