

Natural Language Compliance

TCN's Natural Language Compliance (NLC) suite ensures adherence to ever-changing regulatory requirements while also tracking customer consent across all channels.

Managing contact campaigns requires careful consideration of timing, location and compliance, which can be risky and challenging when done manually. NLC rule sets enable users to easily create natural language rules that automate tasks like managing multi-channel contact attempts and location-based guidelines in real-time and within a single platform, enhancing compliance and efficiency.

Streamline contact center compliance

Rule sets, an integral component of NLC, enable contact center managers to define a comprehensive list of compliance checks that a record must undergo before contact occurs. These checks leverage various data points such as dispositions, contact results, customer metadata, geography and local time analysis. Rule sets can be created using everyday language, eliminating the need for coding or complex programming languages.

NLC rules can be composed in a near-infinite number of ways, ensuring that each business can create unique and tailored compliance rules that accommodate any scenario without compromise. These rules are designed to automate compliance processes and mitigate risks in the face of changing regulations.

Consent is vital for call centers to contact customers compliantly. By empowering customers to review and opt-in for contact through a static URL that can be conveniently added to emails, texts or websites, customers can easily provide consent with a single click. This enables contact centers to ensure they are following regulations with ease. Plus, agents have the ability to review, edit and add consent during conversations.

NLC combines rule sets and consent to establish a robust framework for contact center compliance. It leverages the flexibility of natural language rules and the simplicity of customer opt-in to streamline compliance management and minimize risks in an ever-evolving regulatory landscape.



Benefits

- Be confident in compliance
- Easily and immediately deploy new regulatory changes
- Run compliance checks before every interaction
- Maintain consent within Operator with no need to import from third parties
- Add new rules to existing rule sets quickly
- Easily share and validate rule sets with risk management personnel

Features

- Create rules without programming skills
- Ensure compliance by running scenarios
- Leverage unlimited custom scrub lists
- Automatically scrub lists against NLC rules
- Combine multiple consent rules into a single comprehensive rule set
- Confirm opt-in status with the consent database
- Analyze contextual data during compliance checks

Use Cases

- Create rule sets to adhere to the TCPA, Regulation F and local regulations
- Limit the number of calls to a customer to 7 times in 7 days
- Eliminate the time-consuming process and risk of manually logging and managing contact efforts
- Prevent calls to locations outside functioning markets
- Conduct compliance rule testing through scenario simulations instead of relying on live environment outcomes
- Scrub contact list against previous calls marked with “Wrong Party” agent dispositions
- Prevent messages from being sent on observed holidays

The screenshot shows the 'Natural Language Compliance' application interface. The top navigation bar includes the company logo, the name 'Natural Language Compliance', and user information 'GREG BRAILSFORD'. A left-hand sidebar contains navigation options: 'Natural Language Compliance' (checked), 'Rule Sets', 'Scrub Lists', 'Scenarios', and 'Consent' (checked). The main content area is titled 'Edit Rule Set' and contains the following fields and content:

- Rule Set Name ***: A text input field containing the word 'Example'.
- Rules ***: A list of five rules:
 - 1 -deny outbound sms after 11:00AM.
 - 2 -deny outbound calls more than 1 times in 7 days having disposition < Call Detail = Test->.
 - 3 -deny all calls for < ADS_Phone 1> in [country: United States, state: UT].
 - 4 -scrub outbound calls with tc_n_consent : [consent_profile = < Example>].
 - 5 -scrub outbound calls against

Below rule 5, there is a scrollable list of fields to scrub against:

- AccountNumbers
- ALD_List1
- default_dncl
- default_dncl_email
- new_scrub_list_test
- newlist
- Phone
- Postal_Code
- wendyslist
- WorkerCode
- Zip_Codes