

Creating complete compliance for you.



Agents are required to adhere to compliance requirements and follow mandatory scripts while completing every transaction.

#1 vendor ranking in compliance scores for a large American Telco.

In order to provide a memorable experience to your customers, you need to have agents who are highly skilled in how they converse and cater to the customer's needs. While doing so, it is even more essential to be transparent about the process and outcome of the conversation. The stake of compliance risks, especially in the case of adverse outcomes, can create breakpoints in every business, ranging from monetary and legal implications, to customer attrition. In short, agents are required to adhere to compliance requirements and follow mandatory scripts while completing every transaction.

We, at [24]7.ai, identify critical and mandatory activities agents need to perform at every stage of a transaction. These include customer authentication, account change explanations, obtaining consent, and notifying transaction outcome, among others. Using proprietary text-mining models, compliance with these activities is tracked on 100% of interactions and all gaps are reported in near real-time for expert intervention. These insights fuel data-driven strategies used by support functions to coach agents, increase usage of standard scripts, and take corrective and preventive actions as necessary. Also, the use of advanced methodologies deliver results in a fully automated fashion, ensuring process continuity and consistent performance.

As traditional audit processes usually cover 2-5% of interactions, they inadvertently allow majority of non-compliance instances to go undetected. Our analysis-based approach to compliance adherence has enabled us to bring every interaction within the audit span. This has helped [24]7.ai in achieving and maintaining #1 vendor ranking in compliance scores for a large American Telco.

Reply to this email to learn how we can help you achieve complete compliance.

Contact us

www.247.ai

info@247.ai

United States +1-855-692-9247

Canada +1-866-273-1195

United Kingdom +44 0 207 836 9203

Australia +61 2 90025780

About [24]7.ai

[24]7 Agent Services, ranked #1 BPO by Global Fortune 500 clients for 22+ years with an unrivaled 90% success rate for the Best Vendor Ranking, offers diverse, thoroughly vetted, highly-skilled agents for every channel - who align with the brand's DNA. Lowering cost-per-interaction while boosting customer satisfaction, we outperform the client's best site by 10% with the best of technology, training, and analytics. We enhance customer experience through agent experience by equipping agents with AI to deepen engagement, accelerate accurate resolutions, and reduce average-handle-time. We empower our agents to become brand ambassadors that promote brand loyalty and excellence, thus building trust, upholding brand reputation, and revolutionizing strategies.