

AUTOMATED CALL HANDLING AND REPORTING



DIGITAL SUPPORT SOLUTIONS SIMPLIFIES THIRD PARTY VERIFICATION WITH AUTOMATED CALL SWITCHING AND REAL-TIME REPORTING

From its headquarters in Overland Park, Kansas, Digital Support Solutions consults with other companies to build automated call center systems. The firm acts as a broker to find the best combination of services and products for a particular situation. In every case, DSS strives to create systems that are not only reliable, efficient, and cost-effective, but easy to deploy and maintain as well.

A recent DSS project involved helping a customer—a provider of third party verifications for a long-distance telephone carrier—decrease risk and administrative overhead by automating processes that were previously performed by live operators. When a consumer switches to a new long distance carrier, the new carrier is required by law to obtain third party verification (TPV) that an authorized decision-maker for the account is, in fact, the person requesting the service change.

Prior to the DSS automation project, the customer's TPV process consisted of manually switching the account holder's call to an operator, who asked a series of simple questions and recorded the answers on paper. These paper records served as proof of consent for the change of long-distance carriers. Handling errors, however, occasionally resulted in lost records — leaving the carrier vulnerable to legal action if the account holder later disputed the authorization.

Verifying the account holder's identity requires confirming that his or her address matches the account—meaning that the account holder must speak the address. The verification process also involves checking that the person requesting the

change is over eighteen years old, so he or she must state a birthdate. The IVR applications record all statements, concatenate them into a single recording, convert it to MP3 format and FTPs the resulting audio file to the client.

After the call, these recordings are immediately sent to the customer via FTP. These electronic voice recordings replace the paper records the customer used to verify carrier change requests in the past.

By using CCComplete's automated call flow services to route calls, DSS eliminates manual call switching and frees operators to perform other tasks—enabling the carrier to reduce operational costs and provide higher levels of service.

In addition, keeping electronic voice recordings of each authorization helps reduce the risk of losing data and files—which leaves the carrier less exposed to legal action and government fines for unauthorized switches.

The relationship between DSS and CCComplete dates back to 1998. The two companies have collaborated on several applications in addition to the TPV system—including radio sweepstakes, giveaways, sales hotlines, and various promotions. "CCComplete is the most cutting-edge IVR vendor we work with," says Chris Noland of DSS. "Their development team is extraordinarily flexible. We know that they can work with us to develop reliable IVR applications for a diverse range of customers." Going forward, DSS will continue to rely on CCComplete to help its customers streamline manual processes, keep more reliable records, and decrease the risk of legal action and penalties.

Challenge

Decrease costs and legal risk of using manual call switching and paper-based recordkeeping to perform third party verifications

Solution

CCComplete automated call switching and real-time electronic reporting

Benefits

Automated call flows significantly reduce administrative overhead and cost

Electronic reporting decreases the risk of lost data or files, which can help prevent legal challenges and fines

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