



Limiting Originating Calls Guidelines

Context

Aheeva Technology Inc, as a provider of a cloud-based Contact Center service, must put in place certain guidelines and procedures to limit, and possibly avoid, originating illegal robocall traffic from its platform.

Current Utilization

The Aheeva Solution offers a broad range of communication channels, including Inbound and Outbound Calls with predictive dialing capabilities.

Today only TWO (2) customers are registered and use the Online Contact Center service, and they only have access and use the Inbound (IVR) service and no Outbound Campaigns. The customers do not have access to any automatic dialing service.

Adopted Guidelines

- No new customers can register to use the platform without first communicating with a salesperson from Aheeva by phone.
- Aheeva does not offer the possibility for automatic online registration and online access to the Contact Center services without Aheeva's intervention and approval.
- Aheeva no longer offers this service to new customers. Only the existing two customers have access to the services.
- All configurations and management of Inbound and Outbound services for the tenants on the platform is solely performed by a support engineer employed by Aheeva.
- Audit logs of all accesses and activities if stored and kept for an unlimited period of time
- The Outbound service using the predictive dialer supports a maximum abandon rate to avoid over-dialing.
- Realtime analytics and statistics are available to see all outbound activity.
- User profiles created for the customers do not have access to any automatic Outbound dialing and their access is limited to Inbound service (IVRs).
- Access to Outbound dialing configuration is only permitted for users with an administration privilege and used by Aheeva support engineers.