

As part of our commitment to adhere to Federal Communications Commission (FCC) regulations and mitigate the impact of robocalls, Lorfana Bpo implements the following comprehensive strategies:

Do Not Call Registry Compliance

- Ensure call lists are scrubbed against the National Do Not Call Registry.
- Maintain an up-to-date list of phone numbers that have opted out of receiving calls.

Time Zone Sensitivity Compliance

- Conduct calls between 9 AM and 8 PM in the recipient's local time.
- Document and adhere to individuals' expressed preferences for receiving calls at certain times as closely as possible.

Opt-In Consent

- Clearly explain the purpose of the call.
- Honor requests to be placed on the internal Do Not Call list.

Call Authentication

- Implement STIR/SHAKEN protocols to authenticate and verify the caller ID information.

Check Dialer Settings

- Evaluate dialer settings, including call routing, dialing modes, abandonment thresholds, retry logic, and caller ID configuration.

Call Monitoring and Quality Assurance

- Utilize call analytics to monitor call patterns such as call duration, hang-up rates, high call volume within short time frames, and repetitive calling to specific numbers.
- Regularly monitor calls to ensure that agents follow compliance protocols and adhere to script guidelines.
- Provide coaching to address any areas of concern and reinforce best practices.

Agent Feedback & Training

- Seek feedback from the callers regarding any challenges or issues they face during calls.

- Provide comprehensive training to agents on FCC regulations, including the Telephone Consumer Protection Act (TCPA) and the Telemarketing Sales Rule (TSR).
- Identify other training needs or areas where additional support may be required.

Prospect Feedback Mechanism

- Monitor the frequency and nature of complaints from recipients.
- Provide recipients with a way to leave feedback or complaints about our calls.
- Promptly address any concerns raised and take corrective action to demonstrate our commitment to customer satisfaction and compliance.

Document Retention

- Maintain detailed records of consent obtained, call dispositions, and other relevant information related to our campaigns. These records serve as evidence of compliance and are crucial for audits or legal inquiries.

Regular Compliance Audits

- Regularly monitor and audit calls to identify any discrepancies or instances of non-compliance and take corrective actions as needed.
- Stay informed and updated about the FCC regulations to adjust our procedures accordingly.

Internal Process Review

- Assess the end-to-end process, from lead acquisition to call completion.
- Review existing call scripts and processes to ensure they are clear, concise, and aligned with the campaign goals.
- Make necessary adjustments to guide agents in maintaining productive calls.