

Broso BPO Robocall Mitigation Program Description

We follow the best practices for vetting caller identity

- 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.

Traceback

We respond to all traceback requests from the Commission, law enforcement, and the registered traceback consortium and cooperate with such entities in investigating and stopping any illegal robocallers that use our service to originate calls.

- We 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.