TCN Launches New Natural Language Compliance Tool for Its Comprehensive Cloud Contact Center Platform

Ahead of ICMI, TCN unveils new intelligent and intuitive features to its contact center solution offering an easier and more streamlined approach to compliance.

ST. GEORGE, Utah (PRWEB) April 30, 2019 -- TCN, Inc., a leading provider of cloud contact center technology for enterprises, contact centers, BPOs and collection agencies worldwide, announced today the launch of Natural Language Compliance, a new addition to TCN’s existing, robust Compliance Suite. TCN’s new intuitive natural language tool enables contact centers and compliance officers to create and add customizable rules that fit the compliance needs of any ongoing campaign. Natural Language Compliance is designed to help users automate compliance and minimize risk as state and federal rules and regulations continue to change over time.

Over the last two years, the Federal Trade Commission (FTC) and the Federal Communications Commission (FCC) have ramped up regulations, rulings and enforcement, issuing some costly penalties for a failure to adhere to the Telephone Consumer Protection Act (TCPA). Taking into account the exhaustive list of frequently changing regulations and restrictions in TCPA, it can be challenging and burdensome for contact centers to stay up-to-date with the latest provisions. As compliance is critical to the overall success and profitability of contact centers, TCN’s Natural Language Compliance tool can now easily optimize and deploy existing compliance rules to assist agents in their outreach.

“Natural Language Compliance is a revolutionary feature for the contact center industry that enhances compliance efforts in one user-friendly tool,” said Jesse Bird, chief technology officer and co-founder of TCN. “With the addition of Natural Language Compliance, TCN remains committed to providing effective, dependable and innovative cloud-based contact center technology to elevate our customers’ business operations.”

Key benefits of Natural Language Compliance include:
- Natural Rule Creation – Eases an agency’s ability to generate and edit new rules, saving both time and effort
- Rule Sets – Allows managers to assign rule sets to various campaigns or subset of communication channels, enabling agents to manage several different outreach campaigns with different rules at one time
- Unlimited Rule Creation – Gives managers the ability to create and establish as many rules as needed to deploy effective and legal outreach campaigns
- Scalable – Suitable for businesses of all sizes with a pay-per-use pricing structure

Natural Language Compliance is fully integrated into TCN’s advanced cloud contact center platform. This integration is one of several recent improvements made to TCN’s user interface, including its newly enhanced List Management Service (LMS) and refreshed agent portal designed with instant access to agent voicemails, easier navigation and faster transfer times, to name a few.

To learn more about TCN’s Natural Language Compliance, visit: https://www.tcn.com/compliance/.

About TCN
TCN is a leading provider of cloud contact center technology for enterprises, contact centers, BPOs, and collection agencies worldwide. Founded in 1999, TCN combines a deep understanding of the needs of call center users with a highly affordable delivery model, ensuring immediate access to robust call center
technology, such as predictive dialer, IVR, call recording, and business analytics required to optimize operations and adhere to TCPA regulations. Its “always-on” cloud delivery model provides customers with immediate access to the latest version of the TCN solution, as well as the ability to quickly and easily scale and adjust to evolving business needs. TCN serves various Fortune 500 companies and enterprises in multiple industries including newspaper, collection, education, healthcare, automotive, political, customer service, and marketing. For more information, visit http://www.tcn.com/ or follow on Twitter @tcn.
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