

Call Screen

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 **The Mastermind Series**

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TECHNOLOGIES

Benefits of Call Screen

- Use DDAS rules engine to control access to call screen
 - Some controls are configurable by client settings
 - Time zone restrictions for outbound calls
- Comply with CFPB RegF regulations – Effective November 2021
 - Limit call attempts in any period
 - Limit right party contacts in period
- Record call results – trigger DDAS rules after completed call.
- Manage both inbound and outbound calls
- Optional integration with Call recording - Trivium
- Optional integration with other call recording software

Benefits of Call Screen

- Single telephone call log includes inbound calls, outbound manual calls and outbound dialer calls.
- Phone manager allows tracking consent for phone numbers to call, preferred number, details show last time called.
- The Call Screen allows selection of debtor to call and their related phone numbers.

Coming in Call Screen

- Ability to set certain disclosure boxes by client (Forwlist). If you have examples of requirements from your clients, please share them with kurt.sund@vertican.com .
- Link Talkoff by client (Forwlist)
- REGF compliance – Additional preference include setting max no off calls in a user defined period of time by client (Forwlist).
- Ability to check number of calls and Right party contacts that same phone number on all related and creditor companion files.

Questions & Answers

For this presentation, questions during the demonstration are encouraged.

Please propose your questions in the Zoom chat to everyone.

