

Proactive engagement Compliance Controls

Compliance without compromise

Customer contact and compliance aren't mutually exclusive. It is possible to have profitable customer conversations that meet both regulatory requirements and corporate objectives. With a regulatory landscape that is complicated and ever-changing, applying best practices to your company's communications strategy can go a long way to instilling confidence around customer contact and privacy policy adherence.

Nuance Compliance Controls provide that necessary piece of mind, combining robust software with expert consultation to deliver an integrated regulatory framework that ensures you are meeting state and federal rules governing customer contact and properly documenting your compliance.

Automated solutions, tailored to your needs

Not every company has the same needs and concerns around compliance. Nuance Compliance Controls allow you to set "guardrails" customized to meet your company's specific risk tolerance levels and documentation requirements, helping you stay within defined compliance parameters.

Compliance Controls use rules-based logic to recognize and filter for key triggers such as outreach to mobile phones, geography, contact frequency, time of day, day of week, permissions, and numbers on Do Not Call lists. These rules are automated, applied consistently, tracked and documented based on your compliance policies and contact strategies.

By simplifying and automating the compliance process, you save time and resources and can focus on core competencies with confidence knowing that your customer contact efforts are both effective and compliant.

Relevant regulations de-coded

Nuance's expert consultants know that regulations affect different industries differently. They offer deep experience with the many regulations that have impact on customer contact, including:

- Telephone Consumer Protection Act (TCPA)
- Telemarketing Sales Rule (TSA)
- State Calling regulations
- Health Insurance Portability and Accountability Act (HIPAA)
- Consumer Financial Protection Bureau (CFPB) regulations

Key benefits.

- Respond quickly to compliance policy changes with flexible, customizable tools optimized to your unique needs
- Detailed audit trail documents internal and external compliance, allowing you to execute contact strategies with confidence
- Automated, easy-to-implement "guardrails" free up IT resources for higher value work
- Adjust contact strategies based on compliance triggers such as device type, contact frequency and permissions to meet contact goals

Key features.

- **Compliance**
 - Pre-defined controls and filters that can be automated and deployed quickly, including safe calling hours and days, location, device type and consent status
 - Compliance with federal and state do-not-call lists
 - Customizable message and menu options
 - Flexible parameters that can be tailored to meet specific risk tolerance levels
 - ADAD registration in specific states
 - Expert consulting on industry-specific compliance needs

Nuance consultants partner with you to understand your company's risk profile and determine the optimal set of compliance filters, controls and reports to ensure your customer interactions are compliant with all relevant federal and state regulations. Compliance Controls are yet another way that Nuance demonstrates its commitment to creating quality engagement solutions that result in higher customer satisfaction ratings and better business results.

To learn more, please call 1-866-968-2634 and say "Sales Department."

About proactive engagement

Through the acquisition of Varolii Corporation, Nuance has become a leading provider of consumer engagement applications. Our cloud-based platform enables companies to deliver personalized communication on a large scale, achieving better results from fewer interactions. Leveraging voice, text, email and smartphone push notifications, organizations are able to effectively reduce their cost of operations and improve service. More than 450 companies trust us to manage millions of interactions every business day. There are more than 40 healthcare organizations among our outbound clients, for whom we deliver 150 million messages every year. Follow us on Twitter: @NuanceEnt

More key features.

– Security

- Meets ISO 27001 certification, Payment Card Industry Data Security Specification (PCI DSS), Health Insurance Portability and Accountability Act (HIPAA) and Gramm-Leach-Bliley Act (GLBA) requirements

– Analytics & reporting

- Detailed reports provide proof of compliance and an audit trail for internal and external governing bodies.
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About Nuance Communications, Inc.

Nuance Communications is reinventing the relationship between people and technology. Through its voice and language offerings, the company is creating a more human conversation with the many systems, devices, electronics, apps and services around us. Every day, millions of people and thousands of businesses experience Nuance through intelligent systems that can listen, understand, learn and adapt to your life and your work. For more information, please visit nuance.com.

