◆ ALVARIA®

Alvaria Compliance-Ready Solutions
Simplify Compliance. Boost Your Bottom Line.

With on-staff compliance experts and technology based on more than a dozen compliance patents, it's clear why Alvaria leads the market in helping companies manage calling regulations and risk around the world without sacrificing productivity. Imagine the impact our tools can have on your efficiency, quality and bottom line.

Now, more than ever, it is important for companies to be in compliance with industry regulations, including recent court rulings. Alvaria has been providing contact centers with proven solutions for Customer Contacts, Workforce Management, and Analytics for over 30 years. Founded by a former call center operator, we understand the challenges that these organizations face every day. We are a leader in delivering compliant solutions, with compliance experts on staff and a number of patents for exclusive compliance technologies.

The Alvaria Compliance-Ready Contact Solution provides innovative, state of the art toolsets, delivering features, reports, and tools to help you manage your operations in accordance with government legislation and industry guidelines around the world. From FCC TCPA criteria for wireless calling and automated dialing, and GDPR regulations for data privacy and security, and a range of other regulatory statutes – including FDCPA, FTC, TSR, TCPA, HIPAA, Ofcom, ACMA, and more – we'll help you reduce risk and reach your contact goals.

Lock-down Rules

The Alvaria "Lock-down" Compliance Appliance Server is set so that it cannot be modified or enhanced to store lists or to generate random or sequential numbers, allowing separation of automated and manual dialing.

Wireless Number Dialing

The patented Compliance Appliance addresses TCPA Wireless Number dialing rules, while also screening records for other FCC and calling regulations. In addition, our industry-leading Best Time to Call tools can help predict the optimum time to dial a wireless number to get the best result, segregating landline numbers that are automatically dialed and wireless numbers that are manually dialed into separate queues for improved management.

DNC & Opt-Out/Consent Lists

DNC list management and dynamic list scrubbing, plus opt-out mechanisms and consent tracking that automatically updates global tables.

Record With Consent

Stereo recording allows customer audio to be turned off when consent isn't given, while retaining the agent-side recording.

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Abandon Call Rates

Alvaria manages a 3% abandon call cap with a 'governor' for pacing management and hold messages. Alvaria can also set a minimum number of rings per call and bridge announcements to span the interval before the agent gets the call, as well as the ability to play an abandon message in the event that the thresholds are breached.

Calling Hours

Alvaria allows users to specify time windows for campaign dialing, at the customer's country, state, area code, or exchange level, with holiday overrides.

ANI Broadcasting

Sophisticated utilities to display and manipulate the ANI (or Calling Line ID) that is broadcast with the outbound call at a campaign level, and even on a per call level.

Data Security

Multi-level security protects your sensitive customer data, with user-defined permissions and role-based access down to the field level. Our secure payment tools keep confidential data safe. Encryption at rest, server hardening, password management, and secure-level support options can be used as a part of your overall business compliance practices.

FEATURES

- Compliance tools for DNC Registries, TSR, TCPA, FDCPA, HIPAA, Ofcom, ACMA, GDPR, HIPAA
- Patented Compliance Appliance® for wireless number dialing
- Compliance dialing lockdown to manage abandon rate caps
- Opt-out mechanism for DNC lists and auto-DNC and Consent management
- Wireless list scrubbing

- ANI/CLID broadcasting at campaign level or per-call basis
- Stereo and Mono recording for managing dual-consent requirements
- Easily restrict call hours at the country, state, area code or exchange level
- Enhanced security for payment processing and personal data

> " Alvaria (formerly Noble) has the most feature-rich outbound dialing solutions in the industry - including numerous patented compliance solutions, which address issues such as TCPA and data security, and enforcing FCC regulations. Alvaria also has a solid reputation for being a leader in the areas of regulation, often championing legislation that protects the industry, and consumers as well."
>
> **– Frost & Sullivan**

About Alvaria™
Alvaria helps organizations efficiently manage and engage the modern workforce and connect compliantly with customers and prospects. Our open, innovative multi-platform is purpose built for two core competencies; a feature-rich, intuitive, and intelligent workforce engagement management platform, and a multichannel proactive compliant outreach platform. Alvaria, the product of the merger of world leaders - Aspect Software and Noble Systems - is proudly celebrating 50 years in business reshaping customer and employee experience. ALVARIA. Reshaping Customer Experience™.

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