

12 ways NiCE Outbound Engagement helps manage multichannel compliance







Human Call Initiator (HCI) and Human Text Initiator (HTI) are purpose-built for robust voice and SMS productivity, respectively, while also mitigating regulatory risk.



Embedded multichannel consent management lets you easily capture and track the granting and revocation of consent across all channels and screen recording.



Attempt supervisor drastically simplifies how you centralize and configure dynamic contact attempt controls across campaigns and channels—voice, email, and SMS.



Quality analytics includes analytics-driven quality management to optimize all omnichannel conversations across inbound, outbound, and blended contact centers.



100% call and screen recording captures all voice, digital, and agent desktop interactions so that they are dynamically retrievable and available for analyses.



Secure payment capture automatically pauses and resumes calls where sensitive customer data is transferred to ensure the highest levels of privacy.





Agent scripts provide relevant talking points that reduce the risk of unwanted interactions, guide the delivery of disclosures, and are linked to analytics, enabling targeted coaching.



Quality management provides multichannel agent scorecards that incorporate 100% call and screen recording.



PCI certified customer engagement platform, with PCI DDS Level 2 certification as listed on the Visa website.



Zip and area code mismatch lets you automatically check for accounts with conflicting zip and area codes to ensure optimum “safe dialing time zone” adherence.



DNC controls enable customizable and real-time voice and digital Do Not Contact lists, including cell phone scrubs.



Cellphone scrubs help ensure potential cell phone contacts are engaged with properly.

Seamless, connected, personal

No matter where, or how

That's NiCE!





About NiCE

NiCE is transforming the world with AI that puts people first. Our purpose-built AI-powered platforms automate engagements into proactive, safe, intelligent actions, empowering individuals and organizations to innovate and act, from interaction to resolution. Trusted by organizations throughout 150+ countries worldwide, NiCE's platforms are widely adopted across industries connecting people, systems, and workflows to work smarter at scale, elevating performance across the organization, delivering proven measurable outcomes.

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