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# Natural Language Compliance

Natural Language Compliance (NLC): Simplifying rules, Improving Compliance.

Mastering Compliance. Natural Language Compliance (NLC_ transforms call center management by combining the power of Rule Sets and Consent to ensure adherence to compliance regulations.

Rule Sets, an integral component of NLC, enable call center managers to define a comprehensive list of compliance checks that a record must undergo before contact occurs. These checks leverage various data points such as dispositions, contact results, customer metadata, geography, and local time analysis. Rule Sets can be created using everyday language, eliminating the need for coding or complex programming languages.

NLC rules can be composed in a near-infinite number of ways, ensuring that each business can create unique and tailored compliance rules that accommodate any scenario without compromise. These rules are designed to automate compliance processes and mitigate risks in the face of changing regulations and rulings.

**Consent** plays a crucial role in NLC, empowering customers to review and opt-in for contact through a static URL that can be conveniently added to emails, texts, or websites. Customers can easily provide consent with a single click, and agents have the ability to review, edit, and add consent during calls.

NLC combines Rule Sets and Consent to establish a robust framework for call center compliance. It leverages the flexibility of natural language rules and the simplicity of customer opt-in to streamline compliance management and minimize risks in an ever-evolving regulatory landscape.

## Benefits

- Confidence in regulatory standing
- Easily and immediately deploy new regulatory changes
- Compliance check runs before every interaction
- Consent built in, no need to import from 3rd parties
- Add new rules to existing rule sets quickly
- Easily share, and validate rules sets with risk management personnel

## Features

- Use natural language to create rules, no programming skills required.
- Run scenarios to check compliance coverage
- Unlimited custom scrub lists
- Ensure compliance by automating scrub lists and compliance checks against NLC rules
- Combine multiple consent rules into a single comprehensive rule set

- Check record against the consent database to ensure opt in has been given
- Analyze and consider contextual data during compliance checks.

## Use Cases

- Create rule sets to adhere to TCPA, Regulation F, and local regulations
- Limit the number of calls to a customer to 7 times in 7 days
- Cease the manual endeavor of tracking and administering contact attempts.
- Prevent calls to locations outside functioning markets
- Conduct compliance rule testing through scenario simulations instead of relying on live environment outcomes.
- Scrub contact list against previous calls marked with "Wrong Party" agent dispositions.
- Prevent messages being sent on observed holidays