

Turn your Do Not Call practices into a competitive advantage.

Do Not Call service from Bell

With the National Do Not Call List in effect, enterprises that have relied on telemarketing channels are adapting their business models to create alternative revenue streams and ensure industry compliance. There are many elements to consider when adopting a Do Not Call strategy, from automating compliance and data management functions to improving workflow and employee productivity. A managed hosted service from a trusted advisor such as Bell is one way to relieve administrative demands, improve efficiency and drive new revenue opportunities.

The solution

Bell offers a comprehensive suite of services that can help you comply with the new legislation and identify opportunities to create a competitive advantage. Whether you operate a large outbound contact centre or rely on business development professionals to contact customers directly, our customizable, hosted services can be adapted to suit your specific business requirements and call volumes.

Solution features

Do Not Call services from Bell include:

Guardian service – This application is designed for high volume call centres that use automated dialing devices. Guardian can be used to perform full searching, certification and modification functions for multiple campaigns in real time. These capabilities can be seamlessly integrated with your existing data process flows.



Call Advisor service - Please note that Toll Free service from Bell is a prerequisite for this service. Developed expressly to support business development professionals who place manual calls, Call Advisor provides automatic compliance by certifying every dialed-out call from every dialing service in real time. Features include a voice-prompted user interface, and easy to use telephone keypad commands.

Call Search service – A dependable and economical choice for telephone marketers, Call Search certifies numbers on demand from a hosted database, which is proprietary to your business. Call Search checks numbers against all applicable restrictions in real-time and instantly returns results on the desktop.

Exemption Advisor service – This customer contact tool enables automated, real-time exemption management to create new customer calling opportunities. Built-in intelligence will check the exemption status of a call to determine the appropriate action.

The Bell logo, consisting of the word "Bell" in a bold, blue, sans-serif font.

Complementary services – Bell also offers a complementary suite of professional services to help you prepare for and comply with the new legislative framework. These include a preparatory readiness assessment, operations review and more. Ongoing or one-time additional file upload services are also available.

Benefits

- Avoid costly fines and penalties*
- Ensure customer contact practices are consistent with compliance policies
- Improve internal communications and agent efficiency
- Reduce administration time and costs
- Protect your customer and your brand
- Track and monitor call activities
- Reduce infrastructure costs

Why Bell?

Bell is a Canadian leader in converging information, communication and technologies (ICT) strategies to help enterprises improve business performance, speed time-to-market, and realize peace of mind. The foundation of our world-class ICT infrastructure is a high-powered reliable network backed by a multi-disciplinary team of experts. Our highly-skilled professionals offer diverse expertise in business process assessment, as well as solution design and deployment across a wide range of industries. Bell solutions and services can be customized to meet industry-specific needs and the business demands of today and the future.



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For more information contact your Bell representative
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