

Five9 TCPA Manual Touch Mode

Comply with dialing regulations and dial with confidence.

Compliance is a Business Imperative

Today's contact centers must stay apprised of a growing set of telemarketing regulations instituted by the US Federal Communications Commission (FCC), the US Federal Trade Commission (FTC), and numerous states. In particular, the FCC has implemented specific laws to ensure consumer privacy and places restrictions on telemarketing calls, text messages, and faxes. These rules are known as the TCPA. In some cases, the TCPA restricts the use of automated telephone dialing systems (ATDS) and prerecorded telemarketing calls. The regulations place specific restrictions on automated dialing to mobile phones. Businesses are now required to obtain express written consent, with a physical or electronic signature, prior to placing ATDS and prerecorded telemarketing calls, texts, or messages to mobile phone numbers. Businesses also are required to obtain express written consent to deliver pre-recorded solicitation messages to land-lines as well as wireless numbers.

To avoid costly litigation, companies need to better understand these laws and make use of industry best practices, especially when dialing mobile phones is a standard part of your operations. Five9 gives you the tools to stay compliant, so you can focus on driving business results.

Dial with Confidence

Five9 knows that contact centers are unique to each company, so we offer a variety of dialing modes and options that allow you to find the right match for your specific needs.

"The Five9 solution has allowed us to be compliant and adhere to FCC dialing-to-cellphone rules."

American Support

Specifically designed for TCPA, the Five9 TCPA Manual Touch Mode solution was developed as an outbound solution to dial mobile numbers. The TCPA solution is a completely independent system that has no capacity to auto dial or automatically generate telephone numbers — it's not just a setting that has been disabled. The solution is restricted to manual dialing mode only, which requires human intervention to initiate calls. It is also hosted in a system that is completely separate from the other Five9 dialing systems, with separate log-ins, administration and reporting. This solution gives companies the tools they need to dial with confidence.

In addition to providing the right tools, Five9 helps companies make informed decisions and leverage trusted partners such as CompliancePoint, a company that specializes in compliance. Five9 highly recommends working with integrated third-party scrubbing services — companies like PossibleNOW, Gryphon and Contact Center Compliance — to ensure that lists comply with "Do Not Call" requirements. These companies also offer specific mobile phone number scrubbing and consulting services, so you always have the compliance experts on your side.

Telemarketing and consumer privacy regulations are a critical part of today's contact center, and the risks of litigation have never been greater. While making sense of these complex laws can be difficult, most companies cannot afford not to manage these risks themselves.

Five9 TCPA Manual Touch Mode Solution:

- Restricted manual dialing only, with no "capacity" to conduct automated dialing
- Requires human intervention to dial
- Hosted on a separate server from dialing systems, with separate log-ins, administration and reporting

Five9 provides companies with the tools they need to stay compliant based on specific business requirements, designed to accommodate a variety of sales environments. In addition to offering the right tools, Five9 is your trusted advisor to share industry best practices and provide access to compliance expertise, so you can focus on growing your business.

[Learn More](#)

See for yourself how Five9 allows you to stay compliant with FCC, FTC, state laws, DNC, TCPA and other dialing regulations. To get started, visit www.five9.com or call **1-800-553-8159**.

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** Five9's TCPA Manual Touch Mode does not have the operational characteristics of an Automated Telephone Dialing System defined in the TCPA and as currently interpreted by the FCC.*



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About Five9

The Five9 Intelligent CX Platform provides a comprehensive suite of solutions for orchestrating fluid customer experiences and empowering agents. Our cloud-native, multi-tenant, scalable, reliable, and secure platform includes contact center; omnichannel engagement; Workforce Engagement Management; extensibility through more than 1,000 partners; and innovative, practical AI, automation, and journey analytics that are embedded as part of the platform. Five9 brings the power of people, partners, and technology to more than 2,500 organizations worldwide. Through this combination, Five9 supports customer needs from Day 1 to forever and delivers on our customer commitment: We keep our CX promise, so you can keep yours.

For more information, visit www.five9.com.

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