

January 22, 2013



Today, Audit Experts Join LiveVox to Discuss Practical Approaches to Preparing for the CFPB

Judy Hammond and Bev Evancic to Share the Five Most Common Compliance Mistakes Creditor/Agency Contact Centers Make

SAN FRANCISCO--(BUSINESS WIRE)-- LiveVox, the leading cloud contact center solution provider is hosting a joint webinar today at 2pm EST with Resource Management Services, one of the financial service industry's highest regarded accounts receivables consultants. As contact centers develop strategies to prepare for a tightening compliance environment, ongoing regulatory developments make determining the right approach an uncertain challenge. To shed light on effective best practices, LiveVox has teamed up with audit experts to discuss real-world scenarios that cover key exposure areas, as well as how to build a technologically intelligent compliance strategy.

[Reserve](#) your spot now.

According to Judy Hammond, President, Resource Management Services, "Businesses are racing to ensure their operations are compliant and for good reason. Failure to address the new regulatory environment, and make changes when appropriate, can have very real and very severe financial consequences. We are happy to participate in an opportunity to help our industry avoid common pitfalls before companies invest precious time and resources into their compliance efforts."

Vulnerability is especially present at multi-site contact centers dependent on legacy architecture. Hardware-based technology creates unneeded complexity, where each individual application requires integration which is compounded for each location site. This complexity often leaves contact centers with disparate applications, hardware, and data sets – limiting their ability to exercise centralized control or oversight over all their operations.

Change management in these installations is usually costly and slow, not a good combination in uncertain economic and regulatory times.

John McNamara, LiveVox's Chief Marketing Officer explains, "Technology can be the source of what handicaps or differentiates a business. Compliance is putting these models to the test with a rapidly approaching deadline. Call recording and manual phones are a prime example of this technological divergence. For the majority of hardware-based networks, most manual dials occur on a PBX that is separate from the dialer or system of record applications. As a result, the inability to capture, match and manage manual dials, call transfers, or inbound traffic remains a major pitfall that is often overlooked. It is imperative that business leaders recognize these chronic issues and address their cause in order to achieve optimal solutions."

To learn more about Phone Lock for Manual Calls, [click here](#).

Hammond adds, 'It has been the job of our organization to help educate and prepare members of our industry to not only adapt but to succeed. And while the market has no doubt changed, adaption does not have to be a difficult process. I am excited for the opportunity to share what we've seen on the ground in this upcoming webinar and look forward to taking our industry into the future.'

WEBINAR TOPICS:

- Five Most Common Compliance Mistakes and How to Avoid Them
- Things to Expect During a CFPB Examination
- Best Practices on How to Invest in Compliance Preparation
- Understanding the Key Trends in the Regulatory Environment
- How Contact Centers are Leveraging Technology to Adapt

WHAT: (Webinar) **"Practical Approaches to Preparing for the CFPB"**

WHO:

- Judy Hammond, President, Resource Management Services
- Beverly Evancic, Vice President, Resource Management Services
- John McNamara, Chief Marketing Officer, LiveVox, Inc. as Moderator

WHEN: 2PM EST, Today, January 22nd, 2013

WHERE: To register, [click here](#).

About LiveVox

LiveVox is the leading provider of cloud contact center solutions. The patented, Verizon PCI-certified Cloud platform integrates real-time scalable applications such as ACD/PBX, predictive dialer, IVR, call recording, business analytics and compliance suite. Leveraging Cloud-Switching, LiveVox enables capabilities like Virtual Agent Queues, global multi-site sub-second warm transfers and Centralized Call Recording. LiveVox is headquartered in San Francisco. For more information, visit www.livevox.com.

About Resource Management Services, Inc. (RMS)

Since 1986, Resource Management Services, Inc. (RMS) has provided collection and recovery consulting services and vendor management expertise to credit grantors. Widely recognized as a leader and innovator in the collection and recovery industry, Resource Management Services, Inc. focuses on supporting their client's goals of maximizing net returns from delinquent accounts. Whether creditors are collecting with internal efforts or through partnerships with outsource providers and other industry vendors, Resource Management Services provides the client with reliable, insightful and innovative consulting services, concentrating on achieving improved returns from delinquent and charged-off

accounts. In addition to consulting services, Resource Management Services has industry-related publications available, and provides conference event management to support the education and networking in the collection and recovery industry.

LiveVox

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