tcn

List Management Services

List Management Services (LMS): Streamlining Data Workflows and Enhancing Efficiency

Workforce engagement and workforce optimization work together to create a high-performing call center. Workforce Engagement focuses on motivating employees and enhancing satisfaction, while Workforce Optimization ensures efficient resource allocation and operational excellence, resulting in improved customer service and overall business success.

Automated Workflows

LMS provided by TCN offers contact centers an automated solution to process and manipulate their contact lists, leading to improved productivity and enhanced operational efficiency. With LMS, contact centers can seamlessly integrate data from various sources and channels, resulting in time savings, and reduced errors.

LMS additionally provides valid assurances that sensitive data is properly managed and securely transmitted, received, and stored throughout its journey while in your custody.

Acting as the hub for data and exchange, LMS serves as a centralized location for securely storing and managing data. This simplifies data access and ensures a smooth flow of information.

Utilize data stored in LMS for advanced decision processing. LMS enables data enrichment by integrating with other essential TCN and 3rd party services to automate skip tracing, compliance scrubbing, data dips, and consent.

LMS proves to be a time-saving tool. It simplifies the migration and management of data, reducing the potential for errors during various data processes such as filtering, scrubbing, sorting, reshaping, enrichment, and file processing.

LMS offers a robust solution for contact centers to optimize their list management processes. Its central data repository, advanced data management features, increased visibility, administrative efficiencies, and gateway to omnichannel functionality make it a valuable addition to contact center operations.

Benefits

- Automate data import and export
- Data administration automation
- Combine and map data from multiple data sets
- Automate Omni Channel scheduling
- Datadips to enhance the callers experience and provide more self serve options
- Integrate and enrich with third party services/payment processors

Features

- Convenient SFTP, Adhoc Upload, Journey Collections, and Web Entry Points
- Data manipulation and transformation with actions and expressions
- Enrichment supplements and enhances record data. By adding additional information to the existing data
- Ensure compliance by automating scrub lists and compliance checks against NLC rules
- Journey enrichment empowers users to enhance their lists by incorporating data from other journey collections
- Check record against the consent database to ensure opt in has been given
- Exchanges ensure the smooth flow of data out of pipeline.

Use Cases

- Automate the building and scheduling of campaigns
- Filtering out unwanted contacts based on zip or area codes
- Scrub and identify cellular numbers to identify which channel to contact, voice or text
- Fix limitations on current CRM solution with advanced sort, filter, and data normalization
- Map various result codes into a unified set
- Managers no longer need to repeat daily list management routines
- Filter and sort to identify which contacts should be prioritized.
- Eliminate Middleware between vendors