# Manually Approved Calling

**tcn**
your voice everywhere

## Safeguard your Call Center with Human Intervention in Regulated Calls

Energizing compliance in the contact center, TCN's Manually Approved Calling (MAC calling) means your agents can place quick, compliant calls to contacts with cell phones. MAC calls only occur after a review and dial has been approved by an agent, safeguarding your contact center from placing autodialed calls to cell phones in violation of TCPA.

**Integrate Manually Dialed Calls into Any Call Campaign**

**Ensure No Cell Call is Made without Human Initiation**

## Increase Manual Dialing Campaign Productivity

Tired of watching agents wait through unanswered calls and busy signals? TCN's Manually Approved Calling only sends live calls to your agents, keeping them active and producing. A robust and compliance-friendly design, TCN's Manually Approved Calling improves manual dial campaign productivity by 10 times while ensuring humaninteraction to initiate every call.

**No More** Need for **Cell-Only** Dial **Campaigns**

**Improve Manual Dial Campaign Productivity 10x**

**Seamlessly Switch Between Approving Calls and Taking Calls**

# All Calls Instantly Provide Agents with Complete User Profiles

### How It Works

With TCN's Manually Approved Calling, one agent group reviews and approves calls for other agents. During approval, agents are presented with 3rd-party contact information in the same format that appears on the agent screen during the actual call, giving them the information they need to decide if the call should be approved. The agent then simply presses the "Approve" button to add it to the call queue or "Reject" to cancel the call.

## Client Success Story:
## Multi-State Electrical Utility Provider

**Using TCN's Manually Approved Dial, a multi-state utility provider boosted productivity so dramatically, they estimate a savings of 1.2 million dollars in saved agent labor, annually.**

**Request a demo today** to see how TCN's **cloud contact center solutions** can power **productivity** and **faster returns.**

**www.tcn.com | 866.745.1900**