

# An Overview of TCN's AI Solutions

Built with the TCN compliance backbone and designed for all industries

TCN has spent over 25 years building contact center technology purpose-built for high-stakes, compliance-driven industries. Today, its unified platform, TCN Operator, brings the full power of artificial intelligence (AI) to address the challenges that matter most in the contact center industry.

In the contact center, every conversation matters, and as regulatory exposure and revenue impact grow, your consumers' trust hangs in the balance. Used by over 1,000 contact centers worldwide and processing billions of interactions annually, TCN Operator is a cloud-native platform where AI isn't an add-on; it's the foundation.

TCN Operator offers its in-house AI products SmartAMD, Virtual Agents and AI Conversational Analytics. With these tools, you'll gain the AI-powered edge that your organization needs to recover more revenue, improve efficiency and stay ahead of constantly moving compliance regulations.

## SmartAMD

Make more connections with less time on hold

When a call is connected, all contact center software must determine whether the caller is a human or a machine. Thanks to its continuously-improved machine learning model and industry-first precision, TCN's SmartAMD solution recognizes which path to take much more efficiently than other solutions of its kind.

This is important because your agents' time is your most valuable resource, so if the call isn't met with the right response, it's either a missed opportunity or a drain on productivity. Plus, with its AI-powered technology, TCN's SmartAMD answering machine detection offers options across all classification types, achieving higher accuracy than any other AMD. Here's what's in store when you utilize this powerful AI product:

- **Live detection:** Through AI, a connection is established immediately when someone answers the phone.
- **Mobile screening:** Whether it's an iOS or Android phone, you can control which action your software takes when it detects a voicemail, such as immediately hanging up to save agent time or playing a pre-recorded message.
- **Call sorting:** With AI listening to calls, numbers are automatically sorted by outcome, making your campaigns much easier to manage.

## The result

With SmartAMD, you'll have more right-party contacts, higher connect rates and smarter campaign management – all delivered from an industry-first model that TCN owns and continuously improves. Ultimately, SmartAMD is a direct performance multiplier that will help improve your Right-Party Contact (RPC) rates, increase connect rates and provide smarter campaign management.

## Virtual Agents

### Smart, always-on automation and strict compliance

Certain contact center tasks are frequent, monotonous and repetitive – such as patient outreach, payment reminders, account resolution and prior authorization follow-up. These tasks consume significant agent time and pose compliance risks when they aren't handled consistently. That's why TCN's Virtual Agents solution is so important. Its voice and chat bots are fully autonomous, multi-step agents capable of intent detection, dynamic conversational flow, compliant payment collection and seamless live agent handoff when the situation calls for it.

Through TCN's Journey Database, Virtual Agents always have access to critical context, enabling them to bring everything needed to resolve accounts and support patients without adding headcount. Plus, they often even outperform human agents because they are available around the clock.

## The result

Virtual Agents apply compliance rules consistently and generate a full audit trail of every interaction. This means that for organizations navigating Regulation F, the Health Insurance Portability and Accountability Act (HIPAA) and other compliance complexities where consistency and documentation aren't optional, Virtual Agents delivers. It simplifies compliance, improves agent efficiency and saves time and money.

## AI Conversational Analytics

### Automating compliance and improving quality

AI Conversational Analytics ensures that every call gets an AI-generated summary and that sensitive information is automatically redacted to safeguard Protected Health Information (PHI) and consumer data. Plus, these conversations are automatically scored against your organization's quality and compliance benchmarks, and patterns in how consumers and patients are responding can be detected through sentiment analysis. This ensures contact center supervisors can focus on coaching and remediation, not tedious manual review. In other words, AI Conversational Analytics automatically works through every interaction, so your team doesn't have to.

## The result

What was said on a call can make or break a compliance audit or customer experience score. With AI Conversational Analytics, contact centers managing compliance requirements such as the Fair Debt Collection Practices Act (FDCPA), Regulation F, HIPAA and other quality standards can ensure continuous compliance assurance, complete with documentation to prove it, without lifting a finger.