

# Virtual Agents

Autonomous, always on and compliant agents – without added payroll costs

Certain contact center tasks are not only monotonous but also consume significant agent time and introduce compliance risks when handled inconsistently. For organizations navigating complex regulations such as Regulation F and the Health Insurance Portability and Accountability Act (HIPAA), consistency across channels and appropriate documentation aren't optional. TCN's AI-powered Virtual Agents solve these problems by handling repetitive tasks compliantly and around the clock, without adding payroll costs.

## What it does:

- Monitors customer intent to support dynamic conversational flow, even implementing seamless live agent handoff when necessary
- Accesses the appropriate context for each customer interaction
- Generates a full audit trail
- Applies compliance rules consistently

## How it works:

TCN's Virtual Agents tool handles monotonous tasks like patient outreach, payment reminders and collections, account resolution and prior authorization follow-up. It is supported by native integrations with key applications for compliance, reporting and analytics and the Payment Model Context Protocol (MCP), ensuring every channel, agent type, and interaction is efficient and seamless.

Ready for Virtual Agents to handle the compliance stress and repetitive tasks so your agents can focus on what matters most? [Request a demo today.](#)

