



TECHNOLOGY BUILT FOR TRUST

Transparency and Compliance



INTERACTIVE VOICE RESPONSE (IVR)

Reduce call duration by up to 40% and boost your customer experience with our industry-leading interactive voice response system, or IVR, which is an automated telephone system that combines pre-recorded messages or text-to-speech technology with a dual-tone multi-frequency (DTMF) interface to engage callers, allowing them to provide and access information without a live agent.

PCI-DSS CERTIFIED

VOX CS cloud-based call and contact center solutions have achieved Payment Card Industry Data Security Standard (PCI-DSS) Level 1 certification and US Federal Health Insurance Portability and Accountability Act (HIPAA) compliance.

We offer comprehensive network security solutions, including advanced threat detection and response capabilities, to safeguard against current and future threats. Trust us to keep your customers' data protected and your valuable information secure.

HIPAA COMPLIANCE

As an organization, we train and developed processes to ensure HIPAA compliance:

- **Ensured data encryption:** secured with all our data stored via encryption so it is unreadable if intercepted by public Wi-Fi, or in case the device or mobile phone is misplaced.
- **Secured with a PIN lock:** all members of our organization lock their devices using a PIN lock.
- All reps utilize virtual offices that reduce exposure to their systems.
- **Automated log-outs:** users automatically log out from the system following inactivity for a stipulated period.
- Information cannot be copied and pasted from an internal network to any external device.
- All texting solutions are secure and only allow access to authorized personnel.
- Call recordings are 100% secure and optional.
- Agents are trained to ensure consent and caller verification.

OMNICHANNEL SOLUTION

Our agents are trained to interact with your customers via voice, text, chat, email, in-app or social media. We integrate with any custom platform or CRM as a plug-and-play extension of your team that can scale rapidly on demand.

NEXTGEN CALL CENTER

VOX CS has been providing onshore, nearshore, and offshore customer service since 2010. Our US-based leadership team has over 20 years of experience pushing the boundaries of global call center operations.

Our onshore agents and managers work remotely from 15 US states. This virtual call center model allows us to hire the best talent from across the country, resulting in higher retention and superior quality. Our nearshore and offshore call centers located in the Dominican Republic and the Philippines provide cost-effective services and highly-trained agents with a neutral or near-neutral English accent and built-in US-based Level-2 support.