



---

# Overview of TCN

TCN Operator: Integrated Communications Platform

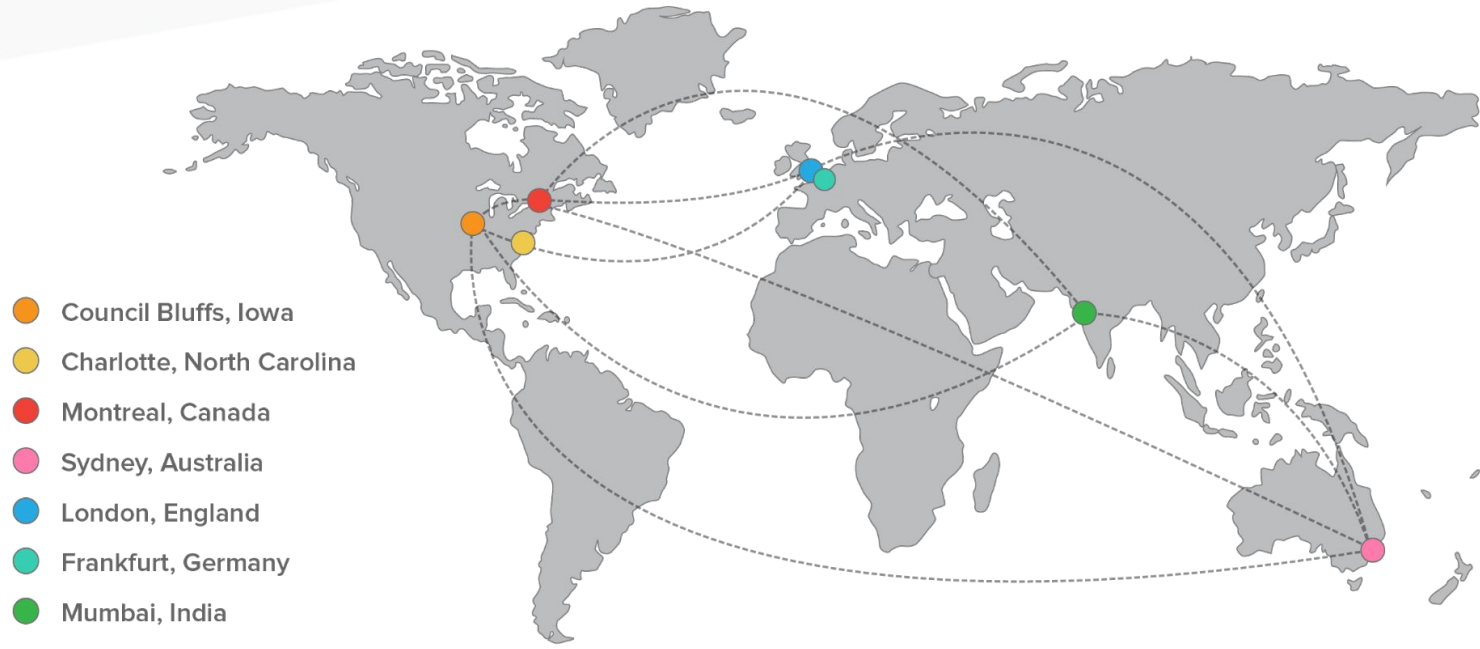
# TCN: Quick Overview

TCN is a cloud-based call center platform founded in 1999 with a strong emphasis in the accounts receivables market and compliance management.

- 01 | Billions of calls and agent interactions per year
- 02 | Worldwide Data Centers – [Google Cloud](#)
- 03 | Technology and market focused strategy
- 04 | Offices in US, Canada, EU, AU, and India
- 05 | 1500+ Clients
- 06 | Privately owned, profitable, committed and invested executive team



# Our Data Centers



---

# Vision and Mission

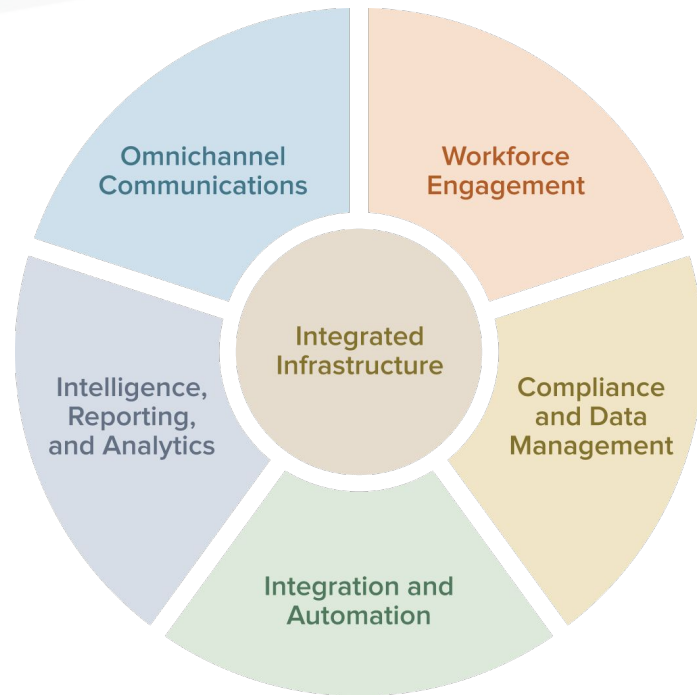
A unified contact center experience





# operator

**Operator** is a unified call center software platform built by **TCN**. **Operator** by TCN empowers contact centers via seamless integration and delivery of all critical call center functions on a single platform.

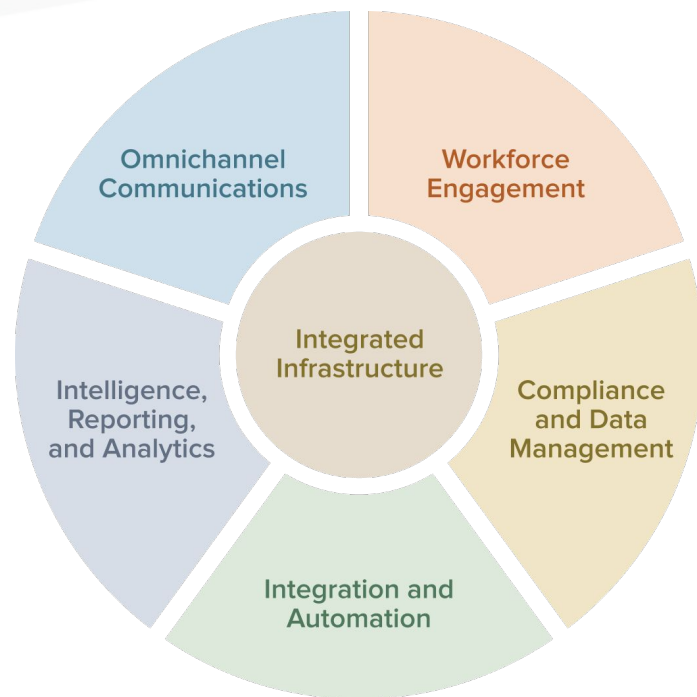


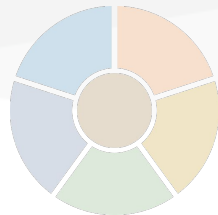
# Operator Mission

## Operator's mission is to:

1. Provide an integrated software platform encompassing every critical function of contact center operations.
2. Democratize best-in-breed contact center software to organizations of all sizes.
3. Bring the benefits of the cloud to the contact center.

These critical contact center operations are where operators either buy software or deploy full-time employees.





# Operator Services

## 1 Integrated Infrastructure

The foundational pillars for a successful contact center, Authentication, Authorization, and Administration, enabling integration across Operator products and services, simplifying oversight, and ensuring correct security and audit controls.

## 2 Omnichannel Communications

Enable contact centers to get help on the channel of their choice. Provide unified interface for agents to interact on all those channels and provide real time feedback to operators. Enable all types and modes of communications.

## 3 Workforce Engagement

Empowering each agent with workforce optimization tools and maximizing the workforce with powerful workforce management programs.

## 4 Compliance and Data Management

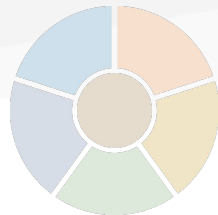
Simplifying compliance and minimizing risk via automation and workflow processes. Robust tooling to comply with TCPA, ofcom, regulation F and other state and local regulations. Making sure the right data is in the right place and with the right agent at the right time.

## 5 Intelligence, Reporting, and Analytics

Collecting, storing, analyzing, and reporting on data from call center operations. Using call center data to generate insights and guide future and current operations.

## 6 Integration and Automation

Providing frameworks for integrating into third party services — including payment, data, and CRM services. Providing frameworks for AI enablement.



# Operator Experience

## 1 Cloud First and Cloud Native

Only requirements to access is a connected device. Provides all the benefits of the cloud.

## 2 Affordable

Delivered via a customer friendly usage based model. Pay for what you use, use what you pay for.

## 3 Scalable

Scalable from 1 - 10,000 agents.

## 4 Easy and Intuitive to Use

Contextual documentation, modern interfaces.

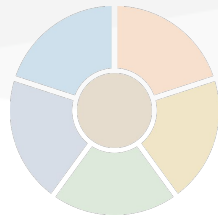
## 5 Fast to Deploy

Can be deployed in a day for most organizations.

## 6 Customizable

Supporting close to 2000 clients, TCN Operator provides support to a wide variety of use cases.





# Operator Benefits

1

## Elasticity

TCN Operator provisions only the resources needed to serve current demand. Seamlessly scale to meet future demand needs.

2

## Cost Control

TCN Operator with a pay for what you use, use what you pay for model. Never fear over or under provisioning of resources. Predictable costs without cost overheads.

3

## Security & Compliance

TCN Operator minimizes cyber security risks. Security updates performed automatically. Security audits and penetration tests are routinely executed and remedated.

4

## Flexibility

TCN Operator empowers any work model. Work from home, work in office or hybrid. Configure, not code, the contact center as a power user without complication.

5

## Continuous Updates and Features

TCN Operator delivers continuous updates and best of breed features without requiring dedicated experts.

6

## Speed

TCN Operator is fast. Fast use, fast configuration, fast setup, fast onboarding, and fast execution. Get more done faster, more accurately, and more consistently.

A woman with long brown hair, wearing a light blue button-down shirt and a black headset with a microphone, is smiling and looking towards the left. She is sitting at a desk in what appears to be a call center or office environment. In the background, another person is blurred, and there is a small green plant.

# Conquering Compliance

Using technology to solve some of the most complex compliance challenges.

---

# Tackling Compliance

Safeguard your call centers compliance

- Compliant with National Telecommunications Regulator
- GDPR



# Natural Language Compliance (NLC)

## Conquer your compliance strategy using natural language processing

NLC is a user friendly tool that allows you to build and manage compliance rules your call center needs to stay compliant and efficient.



### Automate Compliance

Automate easy-to-read rules to improve your contact center campaigns.



### Minimize Risk

Regardless of changing rules within the GDPR, minimize risk across your contact center compliance efforts.



### Audit Ready

Help your compliance audits run smoother with easy-to-understand compliance rules that your team can read and comprehend.

# Compliance - Natural Language Compliance

tcn

5

GREG BRAILSF

New Rule Set

Rule Set Name \*

Example Rule Set

Rules \*

1 - scrub outbound calls against default\_dnc.

2 - deny outbound calls before 8:00am and after 9:00pm.

3 - deny outbound calls more than 2 times in 7 days.

tcn

GREG BRAILSFORD

Edit Rule Set

Rule Set Name \*

Example Compliance List

Rules \*

1 - scrub outbound calls against default\_dnc.

2 - deny outbound calls before 8:00am and after 9:00pm.

3 - scrub all calls with tcn\_consent | consent\_profile = Demo Calling Consent Profile, consent\_value = Account Number, absent\_action = deny;

CANCEL

SAVE

Scenario

Example Scenario

against default\_dnc.

before 8:00am and after 9:00pm.

against default\_dnc.

before 8:00am and after 9:00pm.

Page 1 of 1

Operation	Descending available variables
Scrub	all, broadcast, inbound, mac, manual, outbound, preview
with	gryphon?, rnd, tcn_consent
against	default_dnc (list of custom scrub lists in NLC)
Deny	all, broadcast, inbound, mac, manual, outbound, preview
all	calls, emails, sms
broadcast	calls
inbound	calls, emails, sms
mac	calls
manual	calls
outbound	calls, emails, sms
preview	calls
calls	after, before, between, checking, during, for, having, in, more, on, to, using
email	after, before, between, checking, during, for, having, in, more, on, to, using
sms	after, before, between, checking, during, for, having, in, more, on, to, using
after	TIME (12-hr format) TIME (24-hr format)
before	TIME (12-hr format) TIME (24-hr format)

---

# Workflow Automation

Interacting with your data has never been easier, from preparation to scheduling.



# Data Processing & Enrichment (LMS)

## A powerful way to prepare and automate data

List Management Services (LMS) allows your call center to process data files in one place. Filter, scrub, sort, reshape, and enrich.



### Save money

Gone are the days of hiring staff or IT to automate the process or manually update data lists.



### Real-time

Interact with your data in real-time with unlimited customization.



### Save time

No more late night or early morning manual data transfers to get your current daily files.

# Data Processing & Enrichment

Edit Action

ELEMENT SETTINGS

Action Name  
Example Action

Expression  
1 - include where [Account Number] is > 500.0.  
2 - include where [First Name] does contain "rob".

Notes

CANCEL

SAVE

Edit Action

ELEMENT SETTINGS

Action Name  
Example Sort Action

Expression Invalid Expression.  
1 - sort by [Due Date]  
asc  
desc

Notes

CANCEL

SAVE

Edit Enrichment

ELEMENT SETTINGS

Action Name  
Compliance Enrichment Example

Type  
Compliance Scrub Lists

Notes

SCRUB LIST SETTINGS

List Name  
LMS\_Pipeline\_Test

Field To Scrub  
Home Phone

CANCEL

SAVE

tcn

Data Manager

EDIT ELEMENT

CHECK FOR ERRORS

GRAPH SETTINGS

CREATE ENTRYPOINT

UPLOAD

Upload manually

JOURNEY

Journey Example

ENRICHMENT

ELEMENT HISTORY

DATA PREVIEW

tcn



# Data Journey & Collections

tcn

Data Manager

CHECK FOR ERRORS

An SFTP Pipeline has been exported.

UPLOAD  
Upload manually ✓

SFTP  
Example SFTP Exhpc.

ELEMENT HISTORY DATA PREVIEW

tcn

Journey Data Explorer

Collections	Collections	Saved Searches
Name	Collection Name	Searches
<input type="checkbox"/> New Journey Coll...		<input type="checkbox"/> Searches
<input type="checkbox"/> Gregs first journe...		
<input type="checkbox"/> Example Journey ...		

Status: Complete Loaded: 3 Status: Complete Loaded: 0 Status: Complete Loaded: 0

---

# Workforce Engagement Management

A framework for agent efficiency  
in the contact center.



# Workforce Management and Voice Analytics

## Find conversations and boost consumer engagement

List Management Services (LMS) allows your call center to boost consumer engagement or lower your organization's compliance risk, voice analytics will help you search, transcribe, filter and flag call recordings for further review and agent training. It processes data files in one place. Filter, scrub, sort, reshape, and enrich.



### Increase Compliance

Reduce risk on interactions you make with customers.



### Boost agent performance

Identify key indicators that drive conversions and revenue.



### Ongoing training and coaching

Automatic triggers and flags help identify coaching opportunities.

# Voice Analytics - Transcription & Flags

### All Recordings & Transcripts

#### Recording & Transcript

Transcript

Silence Time 00:30:34

00:30:34 - 00:31:78 el this is the agent

Silence Time 00:03:14

00:34:92 - 00:36:48 yes i have a question about my account

Silence Time 00:03:20

#### Flag Details

**Call Information**

Agent(s) Cathy Carson (ccarson)

Call Date 12/6/2022

Number Dialed (435) 272-0987

Caller ID (435) 767-7207

Call Length 00:44:51

Speech Time 00:04:98

Silence Time 00:38:24

Talkover Time 00:00:00

**Review Flags** + Add

**Needs Review**

There are no flags for you to review

**Review Completed**

missed the miranda (Closed by User): [View Comments](#)

**Flags For This Recording**

missed the miranda: [View Flag](#)

### Recordings & Transcripts

Agent	Call SID	# Dialed	Caller ID	Call Length	Da
Cathy Carson (ccarson)	149897971	(435) 272-0987	(435) 767-7207	11:00.99	12/
Cathy Carson (ccarson)	149896928	(435) 272-0987	(435) 767-7207	00:22.61	12/
Cathy Carson (ccarson)	221743469	+1 (435) 767-7207	(866) 745-1900	02:23.74	12/
Cathy Carson (ccarson)	149895308	(801) 837-3647	(435) 767-7207	01:10.35	12/
Cathy Carson (ccarson)	149634094	(435) 272-0987	(435) 767-7207	00:44.51	12/

#### Filters

Show me: No Saved Filter

Apply to Table Reset

Basic

Period: Last 7 days

Call Type: Pick Option Here

Hunt Groups: Pick Option Here

Preferred Skills: Pick Option Here

Mandatory Skills: Pick Option Here

Example Skill: Pick Option Here

Agent: **Cathy Carson (ccarson)**

Search

Selected Options (1) Move All

Cathy Carson (ccarson)

Available Options (4) Move All

☐ Greg Bralford (gbralford)

☒ Cathy Carson (ccarson)

☐ Mary Poppins (mpoppins)

☐ Tim Thompson (thompson)

☐ Azure User (Azure@brandontestframe.on...)

Apply

# Workforce Engagement

## Workforce Management

- Agent Forecast Scheduling
- Predictive Modeling
- Empower Agents
- Real Time Adherence
- Optimize Labor Costs

## Workforce Optimization

- Call Recording with Transcription
- Voice Analytics with Filters and Flags
- Agent Performance Management
- Scorecards
- Risk and Compliance Management
- Learning Opportunities

# Agent Scorecards

Previewing Default Scorecard

×

Pass Score: 10%

Total Score: 0%


Total Points: 0Pt


Status: In Progress

Greeting (16%)	Answer	Comment	Score	Possible Score
Did the agent use an appropriate greeting?	<div></div>	<div>Add Comment</div>	0pt	10pt
Did the agent ask for the consumer by their full name?	<div></div>	<div>Add Comment</div>	0pt	10pt
Did the agent provide the call recording disclosure?	<div></div>	<div>Add Comment</div>	0pt	10pt
Did the agent properly identify themselves?	<div></div>	<div>Add Comment</div>	0pt	10pt

Regulatory Compliance (17%)	Answer	Comment	Score	Possible Score
Did the agent confirm the consumer's identity with two-step verification?	<div></div> <div>N/A</div> <div><div></div>×</div>	<div>Add Comment</div>	0pt	10pt

# Scorecard Evaluations & Questions

tcn 

Scorecard Manag... 

Scorecard Library

Question Library


Category Library


Evaluation

Settings

All Categories

Title	Author	Description
Ad Hoc	System	Matches all manual dial
Compliance	User TCNFin	Regulatory and organiz
Performance	User TCNFin	Agent following organi
Quality	User TCNFin	Agent demeanor

tcn 

Scorecard Manag... 

Scorecard Library

Question Library

Category Library

Evaluation

Quality Evaluation

Settings

All Evaluations

Scorecard Title	Call SID	Category	Agent
Test 1 - Agent call calibration scorecard	214077720	Performance	User TCNFin
Cloning of template scorecard test 11-17-2...	148445139	Ad Hoc	User Prod TCNFin
Test 1 - Agent call calibration scorecard	214079118	Performance	User TCNFin
Test for Shapes	214077874	Shapes	User TCNFin
Test for Shapes	214079118	Shapes	User TCNFin
Production Testing 12-08-2022	149875496	Ad Hoc	User TCNFin
Test 1 - Agent call calibration scorecard	214077801	Performance	User TCNFin
Test for Shapes	214078761	Shapes	User TCNFin
Cloning of template scorecard test 11-17-2...	147916296	Ad Hoc	User TCNFin
Cloning of template scorecard test 11-17-2...	147942058	Ad Hoc	User TCNFin
Cloning of template scorecard test 11-17-2...	145410417	Ad Hoc	User TCNFin
Production Testing 12-08-2022	149925283	Ad Hoc	User TCNFin
Test 1 - Agent call calibration scorecard	219186330	Performance	User TCNFin
Production Testing 12-08-2022	150005250	Ad Hoc	User TCNFin

tcn 

Scorecard Manag... 

Scorecard Library

Question Library

Category Library

Evaluation

Settings

All Questions

Title	Author
Did the agent use an appropriate greeting?	User TCNFin
Did the agent ask for the consumer by name?	User TCNFin
Did the agent properly identify themselves?	User TCNFin
Did the agent provide the call recording disclosure?	User TCNFin
Did the agent confirm the consumer's identity with two-step verific...	User TCNFin
Did the consumer provide correct responses to the two-step verific...	User TCNFin
Upon successful confirmation of the consumer's identity, did the age...	User TCNFin
Did the agent provide the client's name and amount due?	User TCNFin
Did the agent ask for Payment In Full on the account?	User TCNFin
Did the agent provide an Offer In Compromise to resolve the accou...	User TCNFin
Did the agent utilize the 'step-down' payment methodology properly?	User TCNFin
Did the agent provide the consumer with multiple 'ways to pay'?	User TCNFin
If consumer disputed account, did agent handle the dispute appropri...	User TCNFin
Did the agent request consent for electronic communications from t...	User TCNFin
If consumer resides in New York did the agent provide the preferred...	User TCNFin
If the agent request consent for electronic communications from th...	User TCNFin
If setting up a payment plan, did the agent clearly and correctly reca...	User TCNFin
Did the agent answer any questions the consumer had about the acc...	User TCNFin
Did the agent confirm the consumer's contact information?	User TCNFin
If the consumer requested a cease communication, did the agent ha...	User TCNFin
If the consumer requested to speak with a supervisor, did the agent ...	User TCNFin
Did the agent offer to transfer the consumer to the post-call survey?	User TCNFin
Did the agent provide the consumer with their full contact informati...	User TCNFin
Did the agent maintain a professional and friendly demeanor throug...	User TCNFin

---

# Business Intelligence & Reporting

Prepare for the future with real-time performance analytics.





# Discover your data insights

Get a look at the big picture with intuitive dashboards that keep you in the know about overall site performance and individual metrics.



## Performance Tracking

Keep track of how your agents and call center operations are doing at all times.



## Customized Reports

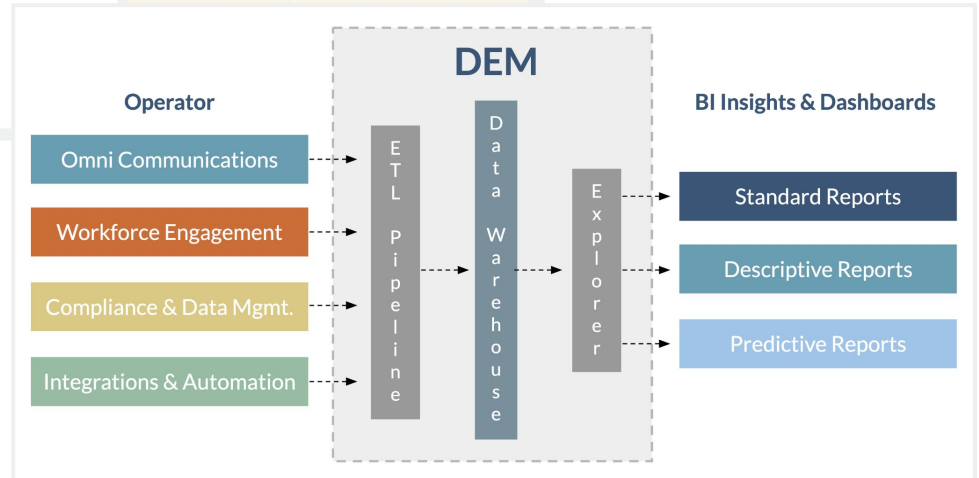
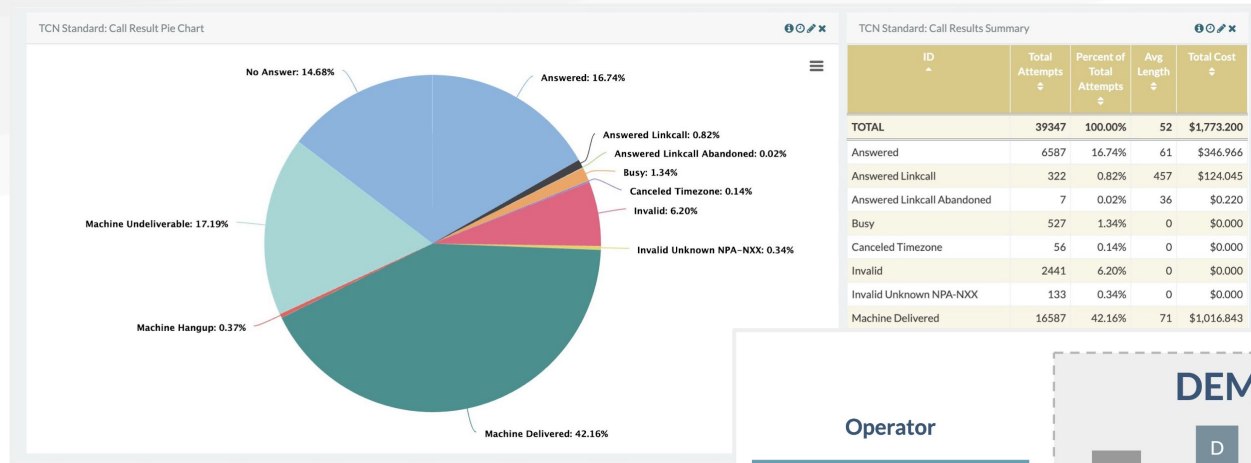
See data that is most important to you when you need it.



## Seamlessly Integrated

Get results immediately with zero code.

# Business Intelligence & Reporting



---

# Digital Communications

Meeting consumers where they are,  
regardless of channel.



# Keep your consumers connected

TCN's multichannel communications are designed with productivity and efficiency in mind.

From automated transactional services to direct agent conversations, omnichannel communications give your customers the most convenient, intuitive, and straightforward pathway to connect with your business.



## Email

Keeps your customers informed, whether you're sending marketing, reminders or two-way communication.



## Chat

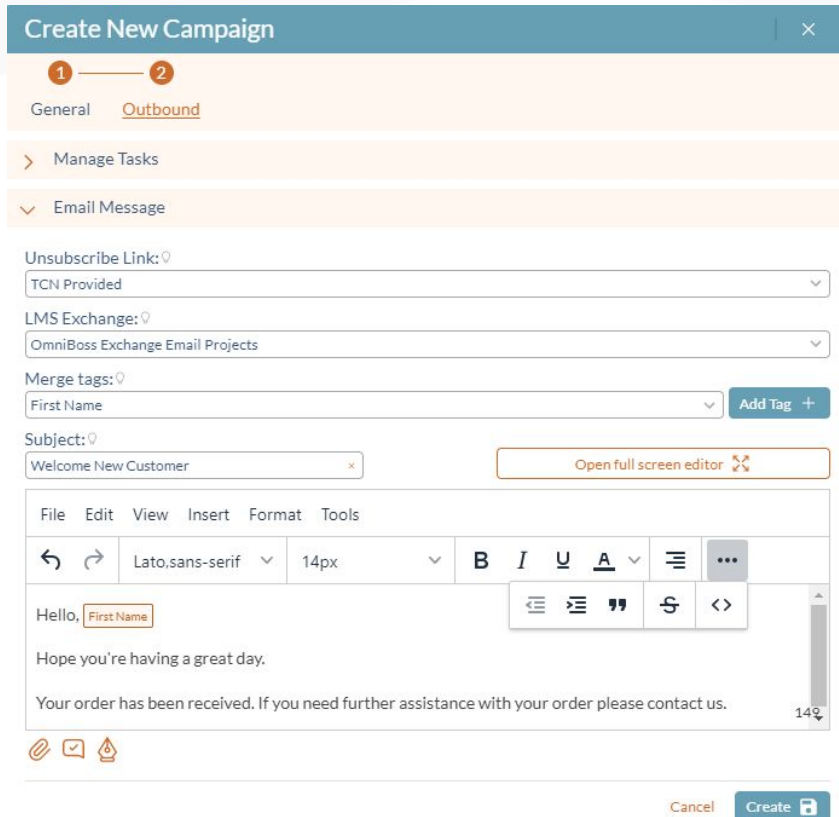
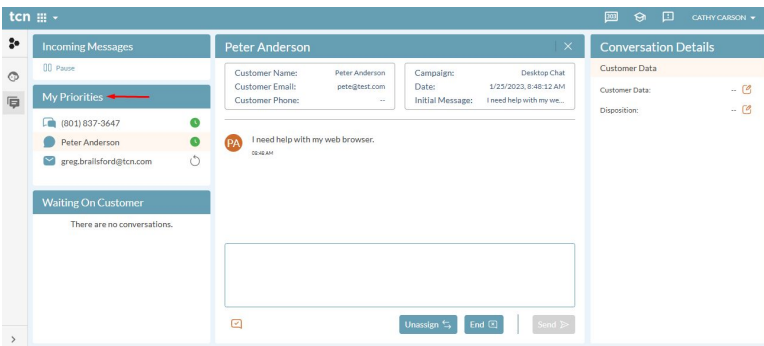
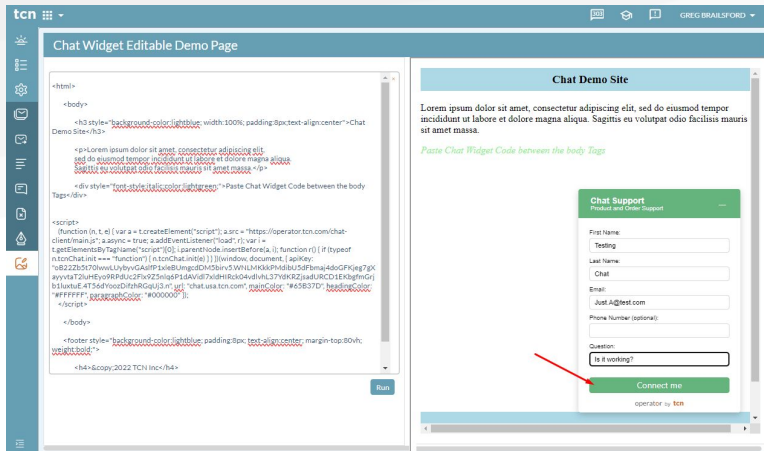
Canned messages and monitored responses gives maximum flexibility to your agents.



## Text/SMS

When chat and email just won't do use texting for text-to-pay, automated messages or direct support communication.

# Creating a Chat Widget



# Chat Canned Messages for Agents

The screenshot displays the tcn chat agent interface. The top bar shows the tcn logo and the agent's name, CATHY CARSON. The main workspace is divided into three sections: Incoming Messages, Customer Information, and Conversation Details.

**Incoming Messages:** Shows a message from Peter Anderson with the text "I need help with my web browser."

**Customer Information:** Displays details for Peter Anderson, including Customer Name, Email, Phone, Campaign, Date, and Initial Message.

**Conversation Details:** Shows Customer Data and Disposition.

**Canned Messages Pop-up:** A modal window titled "Canned Messages" is open, showing a table of pre-defined messages. A red arrow points to the "Request Account Number" message.

Group	Name	Message
default group name	Verify Date Of Birth	Before we begin I need to verify
default group name	Request Account Number	Thank you, for me to assist you
default group name	Welcome Message	Thanks for contacting us, how
Account Details	Account Balance	test
General Info	Hours Of Operation	We are open Monday - Friday 5

At the bottom of the interface, there is a text input field for the agent's response, a "Send" button, and a "Canned Messages" button (indicated by a red arrow).

The screenshot shows a "Chat Support" form titled "Product and Order Support". The form contains several input fields for customer information:

- First Name: Testing
- Last Name: Chat
- Email: Just.A@test.com
- Phone Number (optional):
- Question: Is it working?

A red arrow points to the "Connect me" button, which is green and located at the bottom of the form. Below the button, it says "operator by tcn".

# Agent Omnichannel View


Priority Levels

My Priorities:

I Responded To:

Welcome to OMNI messages, John!

As customer messages comes in, we will display those details here. We will notify you when there are messages



Toggle to see sample ☐

< Welcome Back. Let's Connect.

Help us find your profile. What is your:

First name

John

Last Name:

Doe

Email:

JohnDoe@doe.com

Phone Number (Optional):

435-785-2121

What is your question?

Lorem ipsum dolor sit amet, consectetur sit amet?

Connect Me

operator By tcn

# Why we win & why they stay

## Why we win

- ✓ Industry Leading Implementation (most customers turned up less than a week)
- ✓ Fully featured vertically integrated platform
- ✓ Flexible platform
- ✓ All sizes of contact centers (1-10000+ seats)
- ✓ Pricing Elasticity (pay for what you use)
- ✓ Simple Contracts
- ✓ Mission Critical Tooling (compliance / data management)

## Why they stay

- ✓ Client Care and Support, Cradle to Grave Care
- ✓ Long tenured Support (avg 9 years)
- ✓ Client Centric Support
- ✓ Constantly Improving Platform
- ✓ Consistently providing cutting edge technology
- ✓ Responsive to customer needs and requirements



# Looking Ahead

Cloud technology has revolutionized every aspect of modern business, and contact centers are no exception. With this understanding, our contact center features will continually be at the forefront. A continued focus on core applications related to help, automated and improve customer experiences.

- Continued improvements to core platform
- WFH flexibility, compliance & reporting tools
- Big data & data management
- Chatbots, A.I., and automation
- Text2Pay and other integrations
- Workforce Engagement (WFM/WFO)

