

Manage Do Not Call certification from the desktop.

Call Search service from Bell

With the Do Not Call Registry now in effect, businesses that rely on the telephone for outbound marketing must ensure they meet regulatory compliance requirements or risk exposure. In order to adapt to the new environment, reduce liability and protect their brand, many organizations are turning to industry partners such as Bell to implement centralized, proven solutions.

The solution

Call Search™ service from Bell automatically checks every dial attempt against all Do Not Call restrictions and delivers the results to the desktop in real time without the need for any local software installation. Users simply log on to a secure, password-protected Web site, then enter or copy and paste up to 100 numbers into a search window. Results are returned instantly in easy-to-read, color-coded reports complete with current jurisdictional regulations for each number. Once Do Not Call numbers are entered in your internal do not call list, remote calling agents in all locations will have real-time access to new data every time a new record is added. Call Search also provides detailed reports for local record keeping or campaign analysis.

Other Do Not Call service offerings from Bell include:

Guardian™ service - A hosted contact compliance application designed for today's high volume call centres that use automated dialing devices. Guardian delivers full search, certify and modify functionality.

Call Advisor™ service - Provides real-time Do Not Call and call curfew blocking, delivered entirely through any telephone as you call. Extensive call accounting and productivity management tools complement this service.



Exemption Advisor™ service - Manages your company's permissible exemptions to National regulations to override National Do Not Call numbers where it is lawful to do so. Creates a quantifiable competitive advantage by increasing your pool of prospects and sales opportunities.

Complementary services - Professional services including readiness assessments.

Benefits

- Enable Do Not Call compliance at the desktop
- Update internal lists in real time
- Avoid costly fines and penalties
- Ensure customer contact practices are consistent with compliance policies
- Protect your customer and your brand integrity
- Improve employee efficiency and productivity
- Reduce administration time and costs
- Lower infrastructure costs

The Bell logo, consisting of the word "Bell" in a bold, blue, sans-serif font.

Why Bell?

Bell is a Canadian leader in converging information and communications technologies (ICT) strategies to help enterprises improve business performance, speed time-to-market, and realize peace of mind. The foundation of our world-class ICT infrastructure is a high-powered reliable network backed by a multi-disciplinary team of experts. Our highly-skilled professionals offer diverse expertise in business process assessments, as well as solution design and deployment across a wide range of industries. Bell solutions and services can be customized to meet industry-specific needs and the business demands of today and the future.

Call Search

The screenshot displays the Bell Call Search interface. On the left, there is a search window with the Bell logo and a dropdown menu set to "Search Number Lists". Below the menu, instructions state: "Enter up to 100 Numbers whose current blocked status you would like to see. The Numbers can either be entered manually or pasted into the form. Each individual Number must be on its own line." A text area labeled "Phone Number(s):" contains a list of numbers: 2507497757, 4504581722, 6049430848, 4166915095, 2048642598, 4162981423, 9058898126, and 6132256322. A callout box points to this list with the text: "Copy, paste and search up to 100 numbers at a time into the Search Window".

On the right, the "Bell Demo" results page shows a summary bar: "Exclusions: Invalid: 0 Non-Purchased: 0 Duplicates: 0 Results: Total: 8 OK Numbers: 6 DNC Numbers: 2". Below this is a table titled "Canadian Numbers" with columns: Location, Number, Status, Federal List, CMA List, Internal List, and OK Numbers. The table contains 8 rows of data. A callout box points to the "OK Numbers" column with the text: "Easily download results".

	Location	Number	Status	Federal List	CMA List	Internal List	OK Numbers:
Detail	BC	(250) 749-7757	DNC	No	Not Checked	No	4504581722
Detail	QC	(450) 458-1722	Exemption	Yes	Not Checked	No	4166915095
Detail	BC	(604) 943-0848	DNC	No	Not Checked	No	2048642598
Detail	ON	(416) 691-5095	OK	No	Not Checked	No	4162981423
Detail	MB	(204) 864-2598	OK	No	Not Checked	No	9058898126
Detail	ON	(416) 298-1423	OK	No	Not Checked	No	6132256322
Detail	ON	(905) 889-8126	OK	No	Not Checked	No	
Detail	ON	(613) 225-6322	OK	No	Not Checked	No	

For more information visit bell.ca/enterprise, or request to be contacted by a Bell representative at bell.ca/contact-enterprise.

