

## Legislation and Compliance

The Dialogic telephony software used to build the PRO-T-S Research Dialer has obtained global approvals for use with the public telephone network and is in use around the world. The Pro-T-S Research Dialer was designed to meet the changing requirements for compliance in countries around the world and meets all the latest legislative requirements currently implemented in the US and the UK.

These include but are not limited to:

- compliance with abandonment rates allowed per day or other predefined periods,
- the ability to play a pre-recorded message to an abandoned call within one second,
- not dialing previously abandoned calls except with a dedicated agent available,
- meeting the minimum ring requirements before a call is treated as not answered,
- routing live calls to agents in less than two seconds (usually less than one),
- the ability to display the calling party's phone number, and
- maintaining the data to show that the system is in compliance with legislation.