

Compliance Controls

This section ensures that campaign operations follow legal and regulatory requirements, helping maintain compliance and protect both the company and customers.

- **Abandon Rate Limits**

Sets the maximum allowed percentage of abandoned calls, ensuring compliance with regulations and minimizing negative customer experience.

- **DNC Enforcement at Campaign Level**

Ensures that contacts listed in Do Not Call (DNC) registries are excluded from the campaign, preventing unauthorized outreach.

- **Calling Time Restrictions by Region**

Defines the allowed calling hours based on regional regulations, ensuring that calls are made only within permitted time frames.

- **Recording Consent Handling**

Manages how consent for call recording is obtained and recorded, ensuring compliance with privacy and data protection laws.

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