

Ofcom Audit

The Ofcom regulations concerning the use of outbound diallers have had a huge impact on how diallers must be configured and managed. It has also created an additional compliance issue that needs to be managed. This ensures that there is no exposure to the large fines that Ofcom are now issuing.

What is it?

Eriskay Associates can provide an independent audit of all aspects of Ofcom compliance with analysis that tests at the lowest possible level, ensuring that an accurate picture is reported back. This includes analysis of the:

- Accuracy of compliance related MI reports;
- Abandoned call rates;
- Abandoned call messages;
- CLI message;
- Call-back facility;
- Call transfer times.

Where there are shortcomings then recommendations for remedial action are made. Following this we then audit the processes that are in place, to ensure that they are likely to support a compliant environment. Where documentation is required we can provide what is necessary.

Once any necessary corrective action has been taken we take away the stress of a potential Ofcom audit for 12 months. If you are sent an Ofcom compliance notice we will compile all the required information for you at no additional charge.

Who should use it?

Management of this issue can be difficult as many compliance departments do not have the technical facility to independently test or verify the secondary reports that are being provided. This becomes even more difficult in an outsourced environment where those responsible for compliance have no direct relationship with the dialler managers.

The audit should therefore be conducted by any organisation who cannot independently verify the accuracy of their Ofcom compliance reports.

What does it involve?

We work with the technical team to access the source dialler information. We then collate this information to provide an independent source. We then test the other items of compliance by setting up and running test campaigns.