



STIR/SHAKEN & Call Blocking

Make sure your calls are getting through

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Panelists

Moderator



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Polling Our Audience

If you have a call center operation:

1. How severe is the issue of call blocking and managing your caller ID reputation?

- 1 - Not that much of an issue
- 2 - It's an issue but we're managing it
- 3 - Starting to become a bigger challenge
- 4 - One of my top concerns
- 5 - Very severe, major issue for my call center

2. What are your biggest frustrations with your current dialer? (check all that apply)

- a. Answering Machine Detection
- b. Caller ID flagging/reputation
- c. Low contact rate
- d. Dropped calls/ Long wait times
- e. Too many outages



Today's Topics

STIR/SHAKEN

- What is it?
- Timeline
- Benefits / Limitations
- What you can do

CALL BLOCKING

Why your calls may not connect

- Voice Service Provider (VSP) Blocking by Default
- Third-Party Analytics Companies
- Wireless Device Solutions

And what to do about it



Wrap Up & Q&A

Accessing Content on Stir/Shaken & Other Compliance Topics

- You can access past webinars on TCPA compliance and other topics at the Convoso blog
- Convoso and LeadsCouncil complimentary eBook is available to download [here](#)
- Follow Convoso on LinkedIn to receive notice of future webinars- **Convoso's next webinar will be held on November 18th with ActiveProspect**

Q & A



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