

Case IQ 24/7/365 Live Answer Hotline

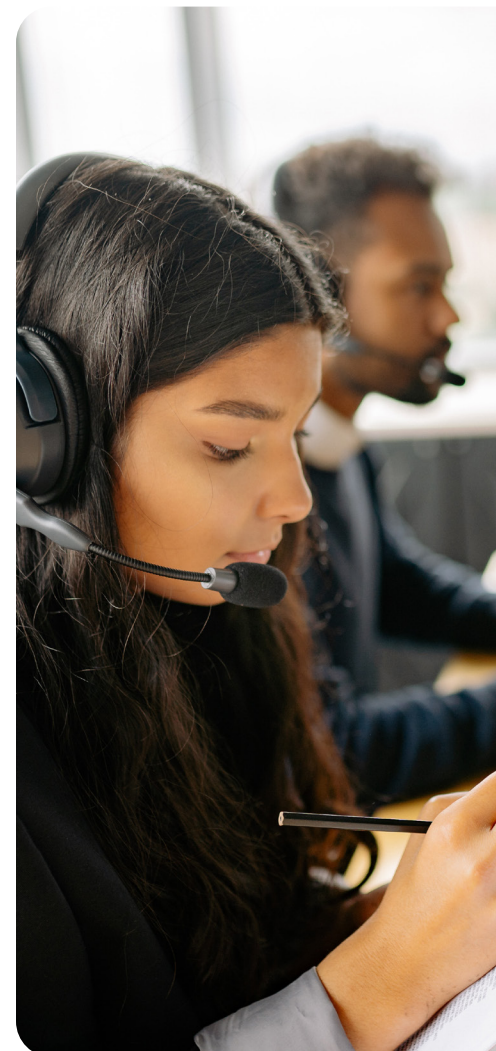
The Case IQ Call Center provides our 24/7/365 anonymous reporting hotline. Every call is live-answered in English, French, and Spanish by our specialist contact center agents. The hotline provides an important and essential service for employees who feel that they have no other method of speaking-up directly with management or HR.

If a reporter calls into the hotline, their call will always be answered by a live agent - we never put a caller on hold. We focus on delivering a human powered service that ensures a comforting and empathetic experience for the reporter while delivering comprehensive information in an easy to use platform.

We do not limit the amount of time the call center agent can spend on a call as our first priority is to ensure a thorough and empathetic experience for the caller with as much pertinent information delivered for our partners.

YOUR CASE IQ CALL CENTER EXPERIENCE

- One-Step Dialing to connect with the hotline
- Calls are always answered by a live agent - we never put callers on hold
- Average speed of answer is 30 seconds or less
- Quality focused call center intake experience that takes the time required to do proper intake
- Call center agents vary their questions to match the caller and their needs
- Interpretation service for over 150 additional languages
- Conform with WCAG 2.0 and we offer a telecommunications relay service (TRS)
- Bilingual agents are tested in secondary languages to ensure accuracy
- Location specific hotline numbers ready to use
- Custom branded greeting - promote your vision, mission, values and/or brand



TOLL FREE LIVE-ANSWER ANONYMOUS REPORTING HOTLINE AVAILABLE THROUGH THE FOLLOWING METHODS:

International Toll-Free Numbers

These numbers are our preferred toll-free numbers and offer the greatest possible access and ease of dialing. These numbers will be recognizable to the local population as toll-free and will be easy for callers to dial as they will be most familiar with these types of numbers. When dialed, the number routes directly to our Call Center.

Geographical Local Numbers

Where available geographically, these numbers offer a local number that works in a specific city or country. This allows the caller to use a number they are familiar with, yet routes directly to our Call Center. We continue to add to this list of numbers where available.



Case IQ

PURPOSE-BUILT TOOLS, PREVENTION-FOCUSED RESULTS

Request a demo today to explore how AI can streamline your processes.
Visit www.caseiq.com or scan the QR Code.

