



IntegrityCounts 24/7/365 Live Answer Helpline

For employees that rely on a human connection, anonymous helpline capabilities are critical to ensuring that the employee feels supported and nurtured when reporting misconduct.

The *IntegrityCounts* Call Centre provides our 24/7/365 whistleblowing helpline. Every call is live-answered in English, French, and Spanish by our specialist contact centre agents. The helpline 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 helpline, 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 centre 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 *IntegrityCounts* Call Centre Experience

- One-Step Dialing to connect with the helpline
- 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 centre intake experience that takes the time required to do proper intake
- Call centre 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

For more information

Toll Free Live-Answer Ethics Hotline Available Through the Following Methods:

1

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 Centre.

2

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 Centre. We continue to add to this list of numbers where available.

3

Global Toll-Free Number

This is a single toll-free number that works in many different countries. The number follows the same format across all available countries and uses an International Access Code. The global toll-free number works from many developed markets in Western Europe, East Asia, some of Eastern Europe, and parts of the Middle East. When dialed, the number routes directly to our Call Centre.

Schedule a Demo



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1-800-465-6089