



Integrated Telephony Reporting Systems

Global Telephony Systems

Comprehensive Deployment of Telephony Design for Ethics Reporting Hotline Programs

NAVEX was the first provider of employee hotlines and the first to integrate advanced telephony options into hotline reporting solutions. Today, NAVEX is the largest ethics and compliance hotline provider in the world and the recognized leader in risk data collection, investigation, and analysis systems.

NAVEX industry-leading telephony services:

1. A method to route and connect hotline calls to one of our contact centers in the United States, Central America, South America or Europe; and,
2. Automated call treatment using Integrated Voice Response (IVR) technology to determine language need, provide information and a deliver guided menus for available services.

Global Telephony Solutions

NAVEX has established strong relationships with telephony carriers to offer global solutions for connecting our customers' stakeholders with our telephony network and contact centers. Global telephony specialists guide customers to the option best suited for servicing hotline calls based on geographic footprint and business needs. Key components of each method for routing and connecting calls to one of the NAVEX contact centers include the following:

OneConnect – Toll Free (OC-TF)	OneConnect – Local (OC-L)
<p align="center">Best Practice</p> <p>Customers using OneConnect lines make it possible for employees to dial a country-specific toll-free number to reach a NAVEX contact center. There is no special dialing, access code or operator assistance required. This service is available in more than 100 countries and enables custom automated call treatment.</p>	<p align="center">Best Practice</p> <p>This option works like the OneConnect TF lines as an international toll-free one-step solution. Depending on the caller’s location, local in-country long distance or mobile airtime minute charges may apply. This option is available in over 40 countries and enables custom automated call treatment.</p>
<p align="center">Worldwide Connect (WWC)</p>	
<p>The WWC option is based on the Direct Access platform, allowing calls to be identified and treated with custom language options based on country of origin. Calls are made using a two-step dialing process where the caller must first dial the Direct Access code specific to the originating country followed by the proprietary toll-free number for routing to NAVEX. By having multiple countries routed to a single WWC line, telephony line subscription costs are significantly reduced. Some dialing restrictions from mobile phones may apply.</p>	

Flexible Offerings Around the World

NAVEX’s team of global telephony specialists has proven expertise with implementing domestic and international telephony solutions to support the ethics and compliance needs of more than 60 million customer stakeholders in more than 200 countries and territories. That expertise is utilized to recommend solutions that meet the unique needs and geographical landscape of each customer organization. Custom telephony options include:

- Custom or branded automated greetings
- Caller redirects
- Custom disclosure statements
- Custom menu(s)

Telephony Package Options

To ensure customer telephony needs are met, NAVEX offers both a standard and configurable option:

Standard Package

The Standard Telephony Package is a preconfigured solution of non-branded greetings and preconfigured language bundles based on country, representing more than 70 of the most widely used languages, with product availability in over 200 countries and territories worldwide.

Custom Package

Our Custom Telephony Package is a configurable option that can be tailored to specific customer needs. Customers can create custom and branded greetings, choosing language options from NAVEX's expansive network of 150 supported languages.

SmartStart for Custom Telephony

Often customers want to implement custom telephony, but need to have a more immediate hotline solution in place. In these instances, customers may purchase NAVEX's SmartStart for Custom Telephony. NAVEX will implement the customer's telephony program with standard menus, greetings and default languages in 30-60 days. Once the customizations (i.e. greetings and/or redirects) are completed, the standard greetings will be replaced with the requested custom features. The transition will be seamless for both the customer and callers, and will provide a solution for customers who want to customize their telephony program but need a hotline program in place more quickly than normal customization timelines allow.

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NAVEX is trusted by thousands of customers worldwide to help them achieve the business outcomes that matter most. As the global leader in integrated risk and compliance management software and services, we deliver our solutions through the NAVEX One platform, the industry's most comprehensive governance, risk and compliance (GRC) information system.

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