



Hotline Reporting Contact Center

NAVEX's state-of-the-art contact centers are currently configured for communication specialists to process incoming calls from multiple locations around the world. Our contact center is staffed according to historical call volume patterns, with communication specialists available to answer calls 24 hours a day, 365 days a year. Designed and structured by senior compliance industry experts, our contact center is run by a management team with more than 30 years of experience and expertise in technical, operational and critical intelligence services.

For our global operations, Teleperformance Portugal has become one of the most successful contact center operators in Europe, handling more than 33 million contacts a year both locally and internationally. They are recognized as the clear leader in the customer experience outsourcing industry by several independent analysts and have received multiple awards around the globe, including "Best Large Contact Centre in the World" by Contact Centre World. Coupled with NAVEX, the expertise of Teleperformance is being used to facilitate our operations in Europe to comply with data protection and privacy regulations as well as to exceed client needs.

Quarterly Service Level Metrics

Our commitment is to operate within the Quarterly Service Level Metrics (SLMS), as defined below:

Call Responsiveness

- 80 percent of calls answered within 30 seconds

Call Abandonment Rate

- Less than 4 percent of calls with a threshold of longer than 30 seconds

Average Speed of Answer

- 30 seconds

Dispatch and Delivery

- Reports will be dispatched on average within six hours of receipt (English only)

Systems Availability

NAVEX's web-based services and website operate with consistently high site availability and responsiveness, support current and projected visitor growth and allow the addition of new site features quickly without disrupting the overall architecture.

Some of the Components in Place To Support

This Effort Include:

- High Availability Hosting
- Site Scalability
- Reliability
- Redundancy
- Website Monitoring
- Disaster Recovery
- Widely-Used, Non-Proprietary Development Tools

Our Commitment Is To Operate Within the SLMS As

Defined Below:

- Systems Availability: NAVEX will operate with a 99.5 percent uptime during scheduled availability (this excludes any scheduled downtime associated with maintenance or upgrades to the system)

Metrics

Measuring Performance and Effectiveness

NAVEX is committed to providing world class customer service to our clients and callers. To ensure the level of service provided meets expectations, we evaluate the call quality and productivity of each communication specialists routinely. The Performance Evaluation Process is in place to ensure these standards are consistently met.

Contact Centre Quality Process

Our Quality Management Process encompasses use of tools to review, score and evaluate calls processed by our contact center employees. Live monitoring is completed to assess call handling skills, followed by an extensive report audit.

Coaching and Development

We use the behavior-based coaching technique which allows us to identify the root cause of a specific behavior, and modify that behavior through S.M.A.R.T. goal setting. The performance coaches engage in a “coaching loop” to follow-up on performance progression with the communication specialists. Formal coaching sessions are held routinely.

Recruiting/Hiring

The typical NAVEX communication specialist is college educated and averages three years’ experience working in the NAVEX contact center. In addition, each communication specialist has successfully completed a rigorous and competitive selection and training process which includes an 11-step background check. Each communication specialist also has completed a minimum of three weeks initial training during which they are taught the importance of maintaining the privacy and security of information disclosed in the course of their job. Finally, communication specialists receive instruction surrounding phone techniques, listening skills, interviewing techniques and report writing best practices.

Communication Specialist Job Requirements

- Bachelor's Degree from an accredited university or college or equivalent work experience.
- The ability to interview callers and capture details in an accurate written report.
- The ability to deliver outstanding customer service.
- Experience using MS Office.
- Typing speed of 35 wpm, highly desired.
- The ability to solve practical problems and perform responsibilities under general supervision.
- Strong client and results orientation.
- The ability to interact effectively at all levels and across diverse cultures.
- The ability to function as an effective team member.

Screening

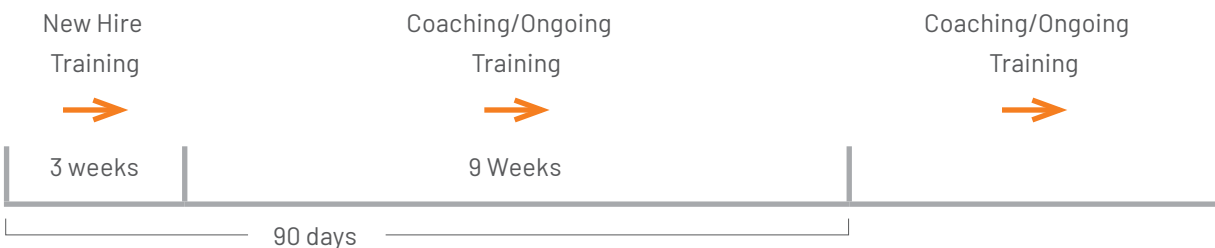
During the recruiting phase candidates complete the following:

- Cognitive Assessment
- Personality Profile Assessment
- English Language and Grammar Assessment
- Typing Test
- Writing Exercise
- In-person Interview
- Behavioral-event Interview
- Listening Skills Assessment

Training

The expertise used to train our communication specialists provides an unparalleled level of service and flexibility to meet the varying demands of our diverse global client base. New communication specialists complete three weeks of initial training before transitioning into their role. In the first two weeks, communication specialists work with the Learning and Development Team to learn our processes and operational standards for call handling and report writing. New employees' third week of training is spent reinforcing their new skills with performance improvement. After 90 days of employment, communication specialists are provided with additional training to ensure they are developing good habits and executing our standards on a consistent basis.

Additionally, communication specialists receive ongoing training to reinforce our best practices. Our centers utilize a learning management system to provide process reviews, ensure consistent execution of standards and best practice and communicate any changes or new procedures.



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