OneTouch Direct Launches OneTouch AIQ$_{TM}$

An AI driven omnichannel quality assurance contact center solution

Tampa, Florida (May 8, 2024) – OneTouch Direct, a global business process outsourcing and collections company, today introduced OneTouch AIQ$_{TM}$, an AI driven omnichannel quality assurance solution. Designed to enhance and streamline oversight, OneTouch AIQ$_{TM}$ analyzes every facet of customer interactions in real-time, flagging compliance and performance issues while uncovering critical insights. From ensuring brand and product knowledge to safeguarding our clients' brand reputation, OneTouch AIQ$_{TM}$ provides actionable recommendations to enhance agent training and elevate customer satisfaction.

"As a company, we take great pride in our commitment to pioneering innovative solutions that address real-world challenges. The introduction of OneTouch AIQ$_{TM}$ marks a significant milestone in our journey toward offering comprehensive contact center and enterprise solutions to an even wider global audience," said Chris Reed, COO and co-founder at OTD. "We're excited to continue leading the way in delivering transformative solutions that empower businesses to thrive in an increasingly interconnected world."

OneTouch AIQ$_{TM}$ is the next evolution of customer care, ensuring excellence across 100% of customer contacts, guaranteeing unmatched quality and consistency. A cutting-edge AI driven omnichannel quality assurance solution, OneTouch AIQ$_{TM}$ elevates the customer experience, streamlines operations, and safeguards each client's brand reputation – redefining excellence in every interaction.

"OneTouch AIQ$_{TM}$ will transform the contact center quality assurance process," said Yvonne Torrijos, Chief Sales Officer. "By harnessing the power of machine learning, this new offering audits 100% of customer interactions on all communications channels ensuring adherence to quality standards and identifying areas for improvement with unparalleled accuracy for both internal teams and partners."

Key features of our AI-driven quality assurance solution include:

- 100% audited interactions. On all communication channels – in any language – for internal teams or vendors – in real-time, post, or both.

- Data informed decisions. Detect trends and gain actionable insights whether operational, technological, compliance, or coaching opportunities.

- Robust AI driven compliance. Ensure compliance, reduce risk, increase QA productivity. FDCPA and UDAAP compliance built in.

- Empower employees. Discover training opportunities and boost agent performance with targeted video-assisted training.

- Identify exemplary interactions. Reinforce positive behaviors and outcomes; support agents with positive feedback, recognition, and rewards.

- Enhance your existing scorecards. Interactions are audited using your unique evaluation criteria, then modified and updated based on the insights revealed.

- AI tool continually learns and improves over time. Sharpening QA expectations and improving call results.

About OneTouch Direct

OneTouch Direct is a global business process outsourcing and collections company offering integrated omni-channel customer communications designed to drive exceptional customer interactions and enhance our clients' brands. Rooted in our passion and deep expertise, OneTouch Direct creates unified brand experiences that break the rules and foster meaningful relationships. Our innovative services, customized solutions, real-time analytics, and management expertise serve a global customer market base spanning North America, Europe, Asia Pacific, Latin America and the Caribbean. Partnering with some of the world's most recognizable brands, we deliver solutions designed to meet our client's present and future challenges. For over 20 years, our people-centric, data driven outsourcing solutions power better revenues and profitability across the full customer life cycle. For more information visit https://www.onetouchdirect.com/.

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