

CLIENT SUCCESS

Client: FinTech Platform

Industry: Financial
Services



Client

One of the country's
fastest-growing fintech
platforms

Specializes in direct-to-
consumer and point-
of-sale loan origination



Challenge

Inability to insulate their
contact center agents
from DNC and TCPA risk

Lack of bandwidth and
expertise to develop an
in-house solution that
would stand up to
stringent industry
regulations across
multiple geographies



Solution

Automated compliance
certification featuring a
custom workflow that
leveraged existing dialer:

- Gryphon.ai receives
new incoming leads
- Leads are checked
against our compliance
engine using our API
- Certified leads are
routed to agents for
outbound calling via
their designated dialer



Results

Total certifications over
a 60-day timeframe —
34,408,479

- Certified as "OK to
Call" — 15,686,040
- Certified as "Do Not
Call" — 18,722,439

Real-time processing
that allowed contact
center agents to
maximize time-to-
response rates