

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