



# CSG DISCLOSURE PORTAL

**BOOST NOTIFICATION  
DISCLOSURE ACCURACY EASILY  
AND EFFICIENTLY**



## NAVIGATE COMPLEX DISCLOSURES AND MINIMIZE RISK

Communicating with existing or prospective customers is the key to building a differentiated experience, but complex disclosure statements and notifications can put you—and your customers—at risk. Developing precise disclosure statements that convey important information are the key to ensuring customers understand all the fine print and that your business meets regulatory requirements.

Your call center agents are your first line of defense in ensuring compliance. But even the most seasoned agents can make an inadvertent mistake. The most common reasons for error include:

- Agents choose the incorrect disclosure statement for that specific type of transaction
- Many notices are long and tedious but must be read verbatim from provided scripts, running the risk of not being heard in their entirety by the customer
- Agents are not trained voice talent and sometimes do not speak clearly or in proper cadence for optimal understanding

While agents do their best to recite the disclosure messages precisely, the lengthier the disclosure, the more likely an error is to occur, opening the business up to potentially costly compliance issues.

## SIMPLE, SEAMLESS AND STRAIGHTFORWARD DISCLOSURE NOTIFICATIONS

CSG Disclosure Portal provides your call center agents with a tool to communicate disclosure notices accurately and consistently. The solution also provides an easy way to manage and monitor your compliance efforts with robust tools, including:

- **Prerecorded Disclosure Messages** — Allows agents to select one of several prerecorded disclosure messages to play to their callers. You can use professional voice talent or specially trained agents to ensure that the recordings are clear, easy to understand and memorable
- **Optional Variable Values** — Agents can personalize the disclosure message by including the customer's name, percentage rate, date, or any other variable value to ensure the customer receives the disclosure terms appropriately



- **Web-based GUI** — The agent simply logs on to a web-based GUI that allows them to select from multiple disclosure messages, optionally organized into message types. The agent can control the playback of the disclosure using their keypad if the caller has questions on specific sections of the disclosure
- **Multi-language Support** — The GUI supports playing disclosures in multiple languages and provides the agent the text of the disclosure message itself as it is playing so that they can follow along
- **Compliance Reporting** — Reporting includes the agent who gave the disclosure message, the type of message and time that the disclosure was played, including whether the disclosure message was played to completion
- **Disclosure Updates** — Disclosures can be easily updated as often as needed to keep up with changes in regulations and processes. This comprehensive solution also supports historical versioning of disclosure recordings on a language by language basis
- **Manage User Role** — With just a click or two, administrators can easily add, delete and edit employees who have access to make changes and updates. Monitor last login, as well as active and inactive users for total security and control. Easily assign language preference, location, and disclosures based on skill
- **Integrated Call Recording** — CSG Call Recording services can be easily enabled, preserving the interactions of both the customer and the agent. The recordings may be used as an agent performance training tool as well as a record of oral consent from the customer, providing a holistic performance and disclosure tracking solution

## EFFECTIVE AND ENGAGING CLIENT INTERACTIONS

Personalized, seamless and effective communications are critical for building customer loyalty and your bottom line. CSG has collaborated with industry leaders in retail, financial services, pharmacy, travel, telecommunications, freight and logistics to implement comprehensive inbound and outbound calling strategies to achieve their desired business results. Whether you have a single project to kick off or need to compete more effectively with a comprehensive interaction strategy, we'll work together with you to ensure that your strategic customer interactions are more precise, more personal and more engaging. Contact us to discuss how our solutions can position you for greater success.

## ABOUT CSG

CSG simplifies the complexity of business transformation in the digital age for the most respected communications, media and entertainment service providers worldwide. With over 35 years of experience, CSG delivers revenue management, customer experience and digital monetization solutions for every stage of the customer lifecycle. The company is the trusted partner driving digital transformation for leading global brands, including Arrow, AT&T, Bharti Airtel, Charter Communications, Comcast, DISH, Eastlink, iFlix, MTN, TalkTalk, Telefonica, Telstra and Verizon.

At CSG, we have one vision: flexible, seamless, limitless communications, information and content services for everyone. For more information, visit our website at [csgi.com](http://csgi.com) and follow us on [LinkedIn](#), [Twitter](#) and [Facebook](#).