DS Dash: GDPR & Voice Transcription Services

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Call Centre Datasheet

GDPR is often seen as a technical and web enforcement regulation – protecting personal data and reviewing and managing mailing lists, servers and processes.
Call centres are run on tech. They constantly tackle personal data and technology and most importantly regularly manage and store client information and data.

The culture of many call centres is based around sales, with specialist areas that deal with complaints.

This siloed approach to skills has meant that not everyone has sufficient knowledge of GDPR. There is no such thing as a GDPR call centre department.

It is essential that the most junior of operators should have a basic knowledge of the GDPR framework. And the DPO needs transparency on the call centre.

With call centres there is often a delay with getting any issues passed to the DPO in a timely manner.

Case Study

- Large retailer with a significant contact centre base uses DS Dash to transcribe voice conversations and search out GDPR elements for legal and DPO review.

- Benefits: 85% reduction to teams of paralegals sifting through every recorded conversation

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- Act in real time, searching voice conversations for GDPR relevant phrases and extracting that element and posting it on the DS GDPR Dashboard for the attention of the DPO.

- This means that reaction time is only a few minutes: there is no need for anyone to hear entire conversations trying to eke out something that may or may not be relevant.

- DS Dash: GDPR manages the entire GDPR process, from Audit to Subject Access requests and Breach management. A single point of reference for managing GDPR

- DS Dash: GDPR offers training for all levels of personnel to ensure compliance with the current legislation.

Features	Benefits
Annual licence based pricing	Fixed Price and tax efficient budgeting
Dashboard for consultants, DPOs and end users	Effective management of GDPR and compliance processes
Supplements an existing team	Avoids the cost of recruitment or HR management and time
Archive facility	Meets compliance criteria including privacy statements, templates and audits
On-demand access to subject matter experts	Delivers up to date regulatory support for cyber security, privacy and data protection
Data Breach Reports	Manages Data breach support for emergency incidents
Tagging of Keywords and Phrases	Sets controls for searches and deletion of data
Harnessing Voice files for GDPR and Evidential weight	Fast real time transcription of the relevant part of the conversation
Hosted in the UK	In accordance with GDPR and other compliance regulations

DS
COMPLIANCE