

Concerned about the CFPB? Automate compliance monitoring with CallMiner

CallMiner Eureka automatically analyzes your calls to ensure your agents are in compliance with the FDCPA and other laws monitored by the CFPB. Avoid costly fines and litigation by identifying and correcting non-compliant behaviors and practices prior to CFPB examination.

myEureka Collectors - Group 6

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Last 7 days compared to last month.

All Metrics > Compliance Risk (1365 contacts)

Compliance Risk

High

improving, -8

48 High

improving, -8

Watch

Hot Calls

15%

Stable

Call Duration

10m23

improving, -15s

Agent	Compliance Risk	Count
Nick Adams	● 58 -8	132 Watch
Sula Peace	● 55 -4	148 Watch
Judge Holden	● 55 +6	140 Watch
Neddy Merrill	● 53 -8	128 Watch
Stephen Dedalus	● 50 +<1	137 Watch
Binx Bolling	44 +4	152 Watch
Phillip Marlowe	42 +8	146 Watch
Scout Finch	40 +5	131 Watch
Clarissa Dalloway	38 0	129 Watch
Holden Caulfield	● 34 -2	121 Watch

Compliance Risk - High

Compliance Risk is in the High range, *Last 7 days.*

[View Contacts](#) - [Watch](#) - *September 07, 12:00 AM*

Compliance Risk - Low Rank

Nick Adams has the lowest rank in Compliance Risk, *Last 7 days.*

[View Contacts](#) - [Watch](#) - *September 07, 12:00 AM*

Targeted to your needs—

CallMiner Eureka automatically monitors for Mini Miranda language, Right Party Contact language, FDCPA violations, and abusive language from either party.

No more sampling—

Every call is scored to identify relative risk level associated with any aspect of compliance based on content of the conversation.

myEureka portals included —

Deliver performance feedback directly to your managers, supervisors, and agents, without requiring manual analysis or intervention.

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