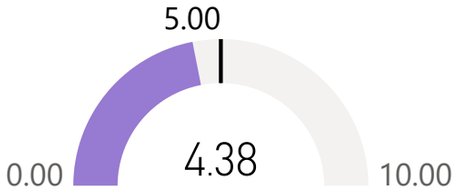
Call Risk Checkr® helps you analyze live and recorded calls, as well as campaign scripts. Call Risk Checkr® uses Artificial Intelligence (A.I.) and Machine Learning to identify call risk making it safer and more efficient to contact your customers.

Risk Score



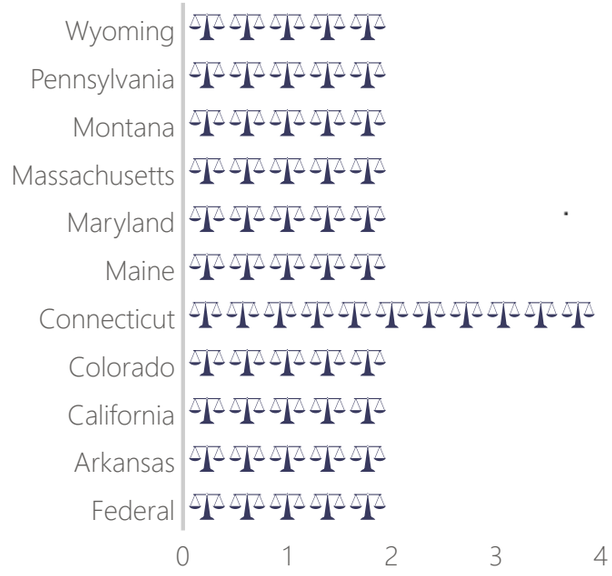
Spam Classification

Likely Not Spam

Legality Classification

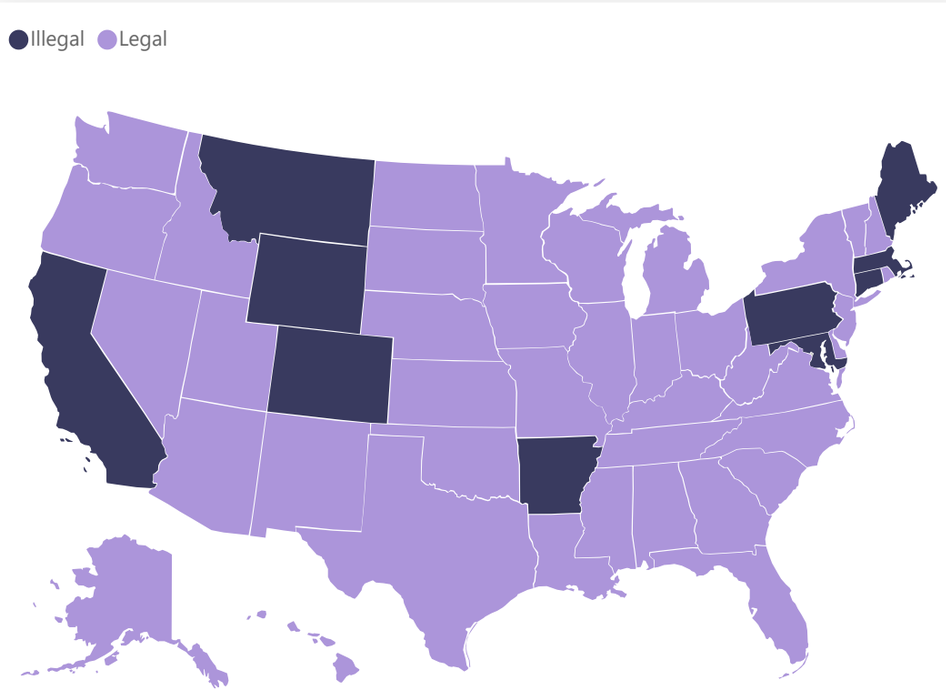
Illegal

Number of Applicable Laws



35f7cb76-ee8b-44b7-9720-97270116077a

property_sale



Case Law Case Name	Case Law Precedent
Mock v. Alabama	$10 fine
Mock v. Alaska	$10 fine
Mock v. American Samoa	$10 fine
Mock v. Arizona	$10 fine
Mock v. Arkansas	$10 fine
Mock v. California	$10 fine

Broken Laws	Jurisdiction
47 U.S.C.A. § 227	Federal
A.C.A. § 5-63-204	Arkansas
C.G.S.A. § 16-256e	Connecticut
C.G.S.A. § 52-570c	Connecticut
C.R.S.A. § 18-9-311	Colorado
M.G.L.A. 159C § 3	Massachusetts

Call Risk Checkr®

Jurisdiction

All

Case Law Case Name

All

Client ID	Report Date	Report ID
12345	Wednesday 23 September 2020	6487743

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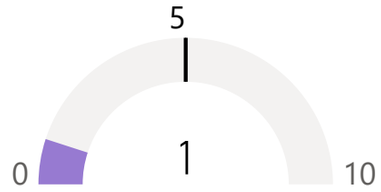
FDCA Sentiment Results

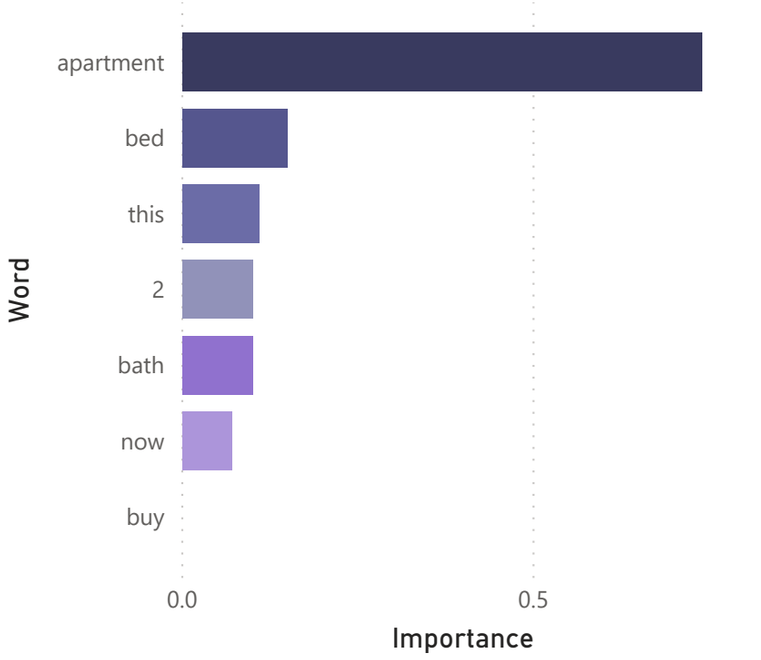
FDCA Sentiment Score



35f7cb76-ee8b-44b7-9720-97270116077a

property_sale

Importance by Word



FCC TCPA Do Not Call Numbers

FCC TCPA Do Not Call Numbers
6690665460
6691243778
6691248793
6691279938

WordRiskMap

Call Risk Checkr®

Jurisdiction

All

Case Law Case Name

All

Client ID	Report Date	Report ID
12345	Wednesday 23 September 2020	6487743

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Sample Campaign

property_sale

Click Here to Download Report...

Transcript

Buy this 2 bed 2 bath apartment now!

Call Risk Checkr®

Jurisdiction

All

Case Law Case Name

All

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Frequently Asked Questions (FAQs)

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Our FAQs are not exhaustive, and only cover the most common questions related to maintaining a risk based approach to engaging consumers in the marketplace through calls or text messages. Much of this is based on common sense and is not legal advice. For example, if someone doesn't want you to call them, then don't text them either.

Also, people will always complain. But if you implement a safe harbor framework of training, monitoring, recording keeping, and the type of analysis that Call Risk Check'r provides, you can substantially reduce your risk of receiving complaints, fines, TCPA demand letters and lawsuits.

Sending text messages

If someone says, "stop calling me," can I send that person a text message instead? In general, you should treat text as you would a call. As such, the technology you are using will alter your risk score results. For example, using automation increases your risk of a complaint substantially. You should ensure that inbound text messages are being monitored to spot consumers requesting opt-out/revoking consent. Consult with an attorney if you are unclear about your particular situation.

Calling current customers

Do I need to check my internal do not call list before calling a current customer? If you are calling your customer's landline, your risk of a penalty is low. If you are calling or texting your customer's wireless phone and are using automated equipment like a robodialer, it is a good idea to make sure you have consent to call that customer and that consent hasn't been revoked (e.g. cancelled membership).

If you are calling or texting your current customer for informational purposes like appointment reminders, your risk of a penalty is low. However, when calling or texting information to a current customer, be sure not to turn the communication into a sales call unless the customer makes a sales request. To avoid problems, it is a best practice to record the call to document consent. Keep in mind however, that 13 states (CA, CT, DE, FL, IL, MD, MA, MI, MT, NV, NH, PA, WA) require that you first obtain permission from the customer before activating a voice recorder.

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Gabriel Call Checkr®
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Last Updated: September 2, 2020

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