

# Inbound Caller Identification & Insights



RRDB LIVE's **Inbound Caller Identification & Insights** is a cutting-edge solution designed to revolutionize how your call center handles inbound calls. By instantly retrieving and analyzing comprehensive caller information, this solution empowers your business to make informed decisions and optimize resource allocation. Transform each interaction into an opportunity and empower your call center with the intelligence to make every call count.

## Unsurpassed Visibility

Our best-in-class solution not only uncovers callers' contact details but also provides key demographic and economic insights:



**Phone :** 555-987-6543

**Line Type :** MOBILE

**First Name :** Jane

**Last Name :** Smith

**Address :** 456 Elm Street

**City :** Miami

**State :** FL

**Zip :** 33130

**Email :** jane@example.com

**Age Range :** 41-45

**Gender :** F

**Income :** HIGH

**Credit Score :** VERY HIGH

**Credit Utilization :** LOW

**Debt to Income :** MEDIUM

**TCPA Litigator :** NO

# Key Features

**Inbound Caller Identification & Insights is available through a fully customizable, all-in-one, real-time API:**

## Real-Time Caller Identification

Retrieves full contact information as a call comes in, including name, address, and email, to display to agents or enrich CRM databases. Additionally, phone metadata, such as line type and carrier, is detected.

## Coverage and Accuracy

Our exceptional coverage and accuracy ensure that you have access to the most reliable and comprehensive data available, supporting informed decision-making.

## Premium Economic Insights

By utilizing top-tier consumer analytics with coverage of nearly every household in the US, financial indicators and metrics can be appended to the caller profile, offering key insights into various aspects of financial health. This enables highly effective filtering of calls to optimize resources and maximize engagement. Examples of this data, appended by our **Premium Economic Insights** solution using the caller's identified name and address, include:

- Household Income Level and \$
- Credit Score Level
- Financial Health Score
- Household Spending Level and \$
- Credit Utilization Level
- Debt to Income Level

## Call Tracking Platform Integration

Seamlessly integrates with internal or third-party call tracking and routing platforms using a single API request that returns all caller details, demographics, and insights.

## TCPA Litigator Scrub

Optionally scrubs the phone number against one of the largest and most comprehensive databases of known TCPA litigators and serial plaintiffs, reducing the risk of TCPA violations.

## Demographics

Further enriches the caller profile with gender, age, and other optional demographic details, as well as property and homeowner data. For all enhancement options, please visit:

<https://rrdblive.com/features/data-enhancement>

## Ideal for These Top Verticals

- Insurance
- Finance
- Home Services
- Legal
- Healthcare
- Education
- Automotive
- Real Estate
- Telecommunications
- Travel & Hospitality
- E-commerce
- Retail

# Why RRDB LIVE?

## ✓ Outstanding Quality

**95+% Coverage of US Phones & Households • Extensively Tested Top-Tier Data Partners • Actionable Results**

## ✓ More Than an API

**Full-Service Solution • Unlimited Customizable All-in-One Workflows • Reporting & Analysis by Caller Source**

## ✓ Flexible Terms

**Month-to-Month • Cancel Anytime • No Minimum Volume Commitments**