callvu

The Completion and Compliance Layer for regulated enterprises.

Callvu is the Completion and Compliance Layer for regulated enterprises. It runs the work between where requests start and the systems of record, from any door including AI, enforces compliance while the process runs, and records an immutable Decision Trace and Audit Trace for every run. Banks, insurers, carriers, utilities and healthcare organizations including AT&T, Bank Leumi, Phoenix and the Israel Ministry of Health run their regulated processes on Callvu. Learn more at callvu.com.

2012
founded

1,000+
processes live on Callvu, across our customers

100,000+
contact center agents run Callvu processes from the desk they already use

23
hospitals live on Callvu, and counting

WHAT CALLVU DOES

- Starts governed processes from any door: web, phone, chat, WhatsApp, email, webhooks, Callvu AI or the customer's own AI
- Enforces compliance while the process runs, not after the fact
- Hands decisions to people in the Decision Desk, inside or outside the company
- Writes an immutable Decision Trace and Audit Trace for every run

CALLVU STUDIO

- MicroApps
- Workflows
- Case Completion
- Compliance and AI Control
- Channels and integrations
- AI Chat and agents
- Operations Portal

INDUSTRIES

- Financial services: banks, credit unions, home lending
- Insurance
- Telecom
- Utilities
- Healthcare
- Travel

SELECTED RESULTS

- Bank Leumi: 94% average completion, 77% fewer data errors
- Phoenix: 100+ processes live in under three months
- Israel Ministry of Health: 3x faster procedure approvals
- Banca Transilvania: 73% of call center volume moved to digital self-service

CUSTOMERS INCLUDE

- AT&T, DIRECTV, Liberty Latin America
- U.S. Bank, Bank Leumi, Banca Transilvania, Community Bank of Mississippi, Cache Valley Bank
- Aflac, Phoenix
- PSEG, Israel Ministry of Health

SECURITY AND COMPLIANCE

- SOC 2 Type II, audited by Ernst & Young
- PCI DSS Attestation of Compliance
- HIPAA safeguards, PHI masking
- GDPR

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