

AXIS 8 | Capabilities Statement

Operational Communication Governance

Core Capability

Operational Language Readiness & Communication Governance (OLRCG)

A standardized, trainable, auditable system governing Spanish-language communication in regulated, client-facing environments.

Key Components

- Approved Language Standards (ALS): controlled terminology, prohibited phrasing, escalation triggers
- Scenario Decision Trees: pre-approved paths for regulated interactions
- Risk-Tier Authorization: Tier A–D permissions aligned to roles and certification
- Certification & Boundaries: who may say what—and when transfer is mandatory
- Governance & Change Control: versioning, quarterly updates, audit trail

Where It Deploys

- Banking and financial services operations
- Onshore BPOs and regulated contact centers
- Regulated service organizations
- Public sector agencies (variant available)

Engagement Model

1) Discovery 2) Controlled Pilot (6–8 weeks; 30–50 agents) 3) Annual Licensing & Governance

Contact

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AXIS 8 is not language training. It is operational communication governance.