

LiveVox's Cloud Contact Center for CACS X



Game-Changing Performance for Collectors

- ✓ CACS X powered by LiveVox pairs the best in collections and resolution with the best in contact center communications.
- ✓ CGI and LiveVox have partnered to create a turn-key collections, compliance, and omnichannel communications platform that makes it even easier to help consumers tackle their debt and offer pathways to recovery.
- ✓ With LiveVox's Contact Center for CACS X, your cloud communications platform is already integrated out-of-the-box, including tools like our battle-tested HCI®.



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“Nobody touches our members or impacts the profitability of my organization more than LiveVox. It's low cost, highly effective, easy to use, and lets me focus on teaching my staff how to run the business. Now we can reach [our members] wherever they are.”

— Anthony Warden | VP of Contact Center, Texas Dow Credit Union | LiveVox Client

Why Choose LiveVox's Cloud Contact Center for CGI's CACS X?

1. A Partnership You Can Trust

We support your collections goals now and in the future with tailored cloud technology and expertise

2. Better CX Across Channels

Digital messaging as part of blended multichannel outreach collections and self-resolution campaigns

3. An All-in-One Enterprise Contact Center Suite

Omnichannel, Workforce Engagement, Quality & Compliance Management, Analytics, and more out-of-the-box

4. Improved Agent Efficiency & Productivity

All systems and data can be orchestrated into Integrated Agent Workflows and collections campaign management

5. Reduced Compliance Risk

Industry-leading systems and built-in controls for TPCA, CFPB, and other ARM regulatory concerns

6. 100% Data Integration In & Out

Ability to use and apply CACS X data within the LiveVox workflow

7. User-Friendly Solutions & Flexible Pricing

Easy to implement, use, and optimize with usage or agent-based pricing for a lower TCO



LiveVox's Cloud Contact Center for CACS X



Why Choose LiveVox?

For more than 20 years, we've helped collectors like you deliver game-changing debt recovery solutions for consumers. Here's what you can expect with LiveVox:



World-class service
and support



High availability with
end-to-end SLA coverage



Quarterly business
reviews with our experts



Successful TCPA record
with many victories

95%

of tools configurable by
front-line managers

229%

ROI and payback in
less than 6 months*

Decades

of experience with
industry regulations

14+ Billions

of customer interactions
each year powered

*Forrester Total Economic Impact (TEI) Study

CACS is a trademark or registered trademark of CGI Inc. or its related companies.

Companies of all sizes across the collections industry trust LiveVox's cloud contact center platform. Are you ready to change the game? Talk to our experts today.

info@livevox.com | 844.207.6663 | livevox.com

About LiveVox

LiveVox (Nasdaq: LVOX) is a proven cloud CCaaS platform that helps business leaders redefine customer engagement and transform their contact center's performance. Decision-makers use LiveVox to improve customer experience, boost agent productivity, empower their managers, and enhance their system orchestration capabilities. Everything needed to deliver game-changing results can be seamlessly integrated and configured to maximize your success: Omnichannel Communications, AI, a Contact Center CRM, and Workforce Engagement Management tools. For more than 20 years, clients of all sizes and industries have trusted LiveVox's scalable and reliable cloud platform to power billions of omnichannel interactions every year. LiveVox is headquartered in San Francisco, with international offices in Medellin, Colombia and Bangalore, India.