INTRODUCING

LV19

The latest version of our **comprehensive, open platform** simplifies how contact center professionals and their teams can deliver **exceptional customer service journeys and operational performance**, even as their environment grows increasingly challenging and complex.

+BE A GAME CHANGER | **LIVEVOX**

Contents:

By working with our customers, we've gained the insight needed to introduce improvements and new capabilities that will empower contact center professionals to:

1 **Empower, engage, and develop every agent on your team**

Better enable every agent on your team with AI, tools, resources, and guardrails that can be configured as needed so you can **thrive in a challenging labor market**

2 **Be the customer service champion in their organization**

Gain full visibility into the customer journey, more ways to engage customers, and more support to **meet their ever-growing expectations**
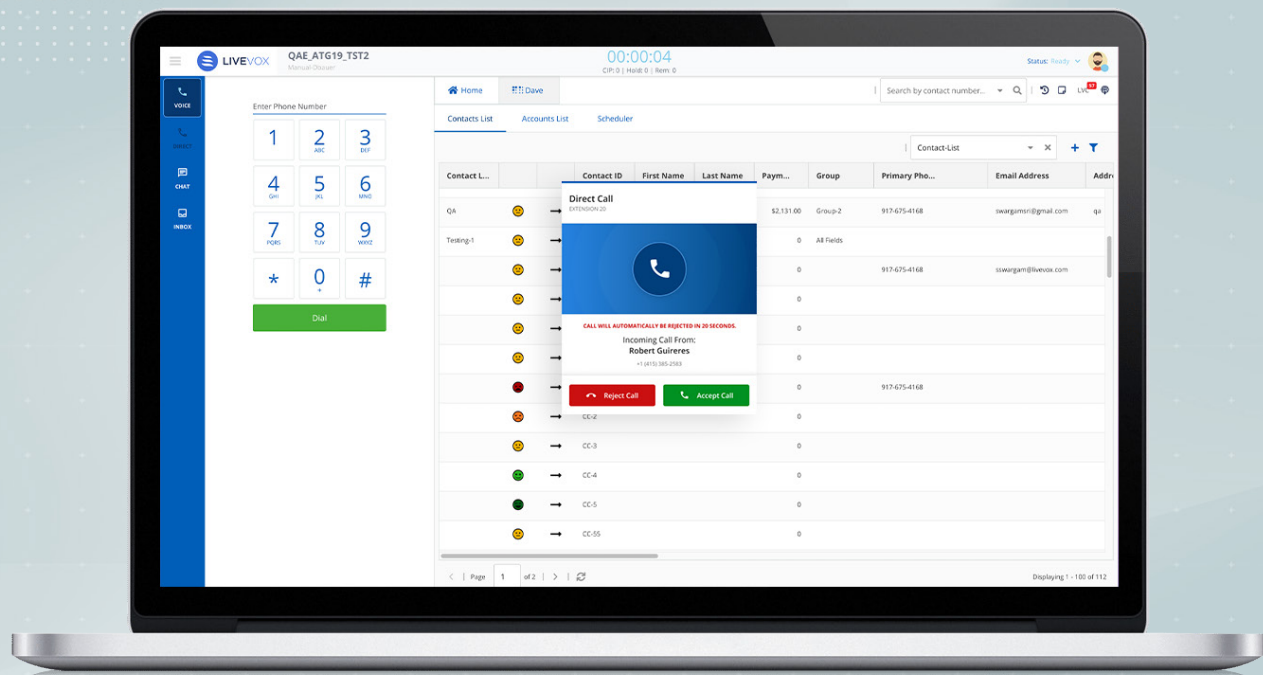
3 **Take control of contact center performance**

Monitor key metrics, manage dispersed teams, and collaborate cross-functionally, all from a unified interface that **helps you keep things simple even as operations grow more complex**

4 **Achieve more success with less stress**

Benefit from enterprise-grade security, high availability, reliability, and unrivaled risk-mitigation tools that give you **peace of mind in a perilous compliance and security landscape.**

1 EMPOWER, ENGAGE, AND DEVELOP
EVERY AGENT ON YOUR TEAM

Better enable every agent on your team with AI, tools, resources, and guardrails that can be configured as needed so you can **thrive in a challenging labor market**
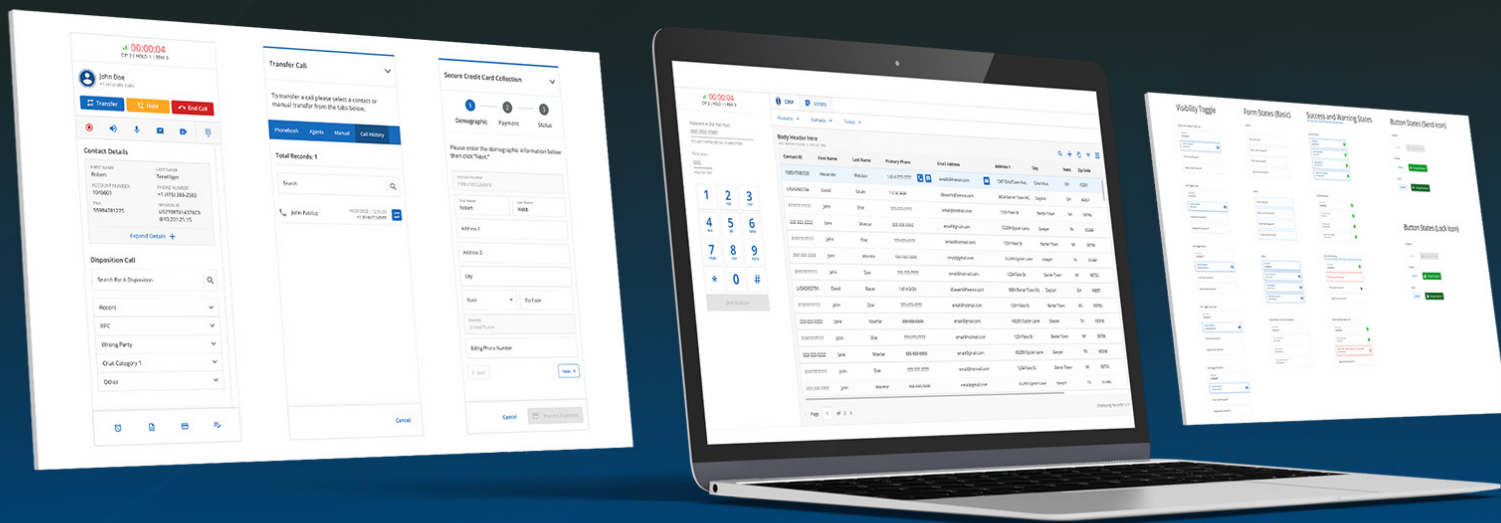
Key Highlights

- A Newly Updated Agent Desktop UI
- LiveVox Connect
- Work Center

- Automatic Alerts
- Agent Assist
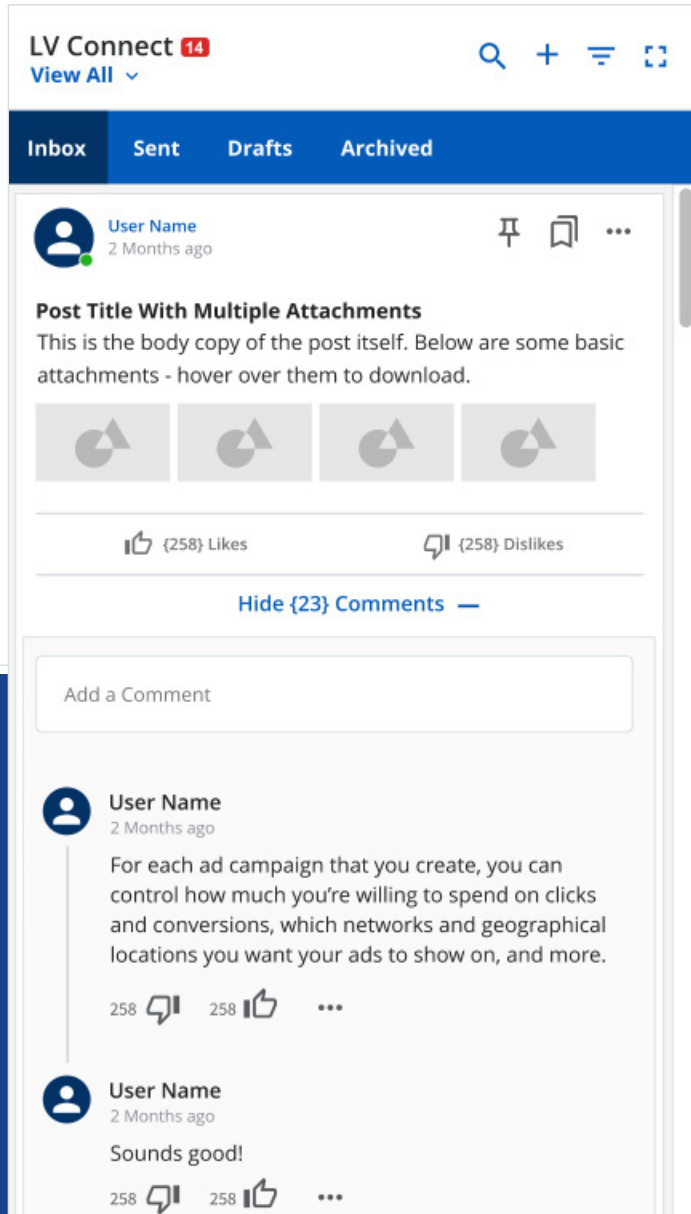
More Agent Experience Improvements in LV19:

- # A Newly Updated Agent Desktop UI
- # An Updated Agent Phone Panel Design

The new Agent Desktop UI and Agent Phone Panel introduce a cleaner and more modern design and more efficient use of space on the screen

Break down silos and keep teams aligned with **LiveVox Connect**

Running a contact center is highly complex and requires effective and continuous communication and collaboration between all involved. However, this collaboration often relies on a tangled web of multiple third-party communication tools, such as email, chat, video conferencing, notice boards, and more.

LiveVox Connect provides a fully integrated, flexible native communication tool that connects people and teams within the contact center and breaks down silos. This powerful tool enables seamless communication between managers, agents, teams, and departments with chat capabilities, announcements, alerts, polls, and surveys. By reducing the noise from third-party applications, LiveVox Connect helps to keep teams aligned, focused, and on task. For example, managers can provide important updates, agents can share successes, seek out help, and more.

LiveVox Connect is fully integrated into the platform and allows users to chat and send announcements, alerts, polls, surveys, and more.

Put prioritization and efficiency at the heart of contact center operations with **Work Center**

Contact center professionals have to handle a stream of complex tasks with promptness and professionalism. For a seamless operation, it's crucial that each individual prioritizes tasks, handles them efficiently, and responds quickly to changes as needed.

Work Center offers a solution to these challenges by providing a unified workspace for agents and supervisors, acting as an up-to-date and centralized hub for all tasks and responsibilities. The interface is simple to navigate and includes alerts, scheduled callbacks, eLearning tasks, schedules, and more.
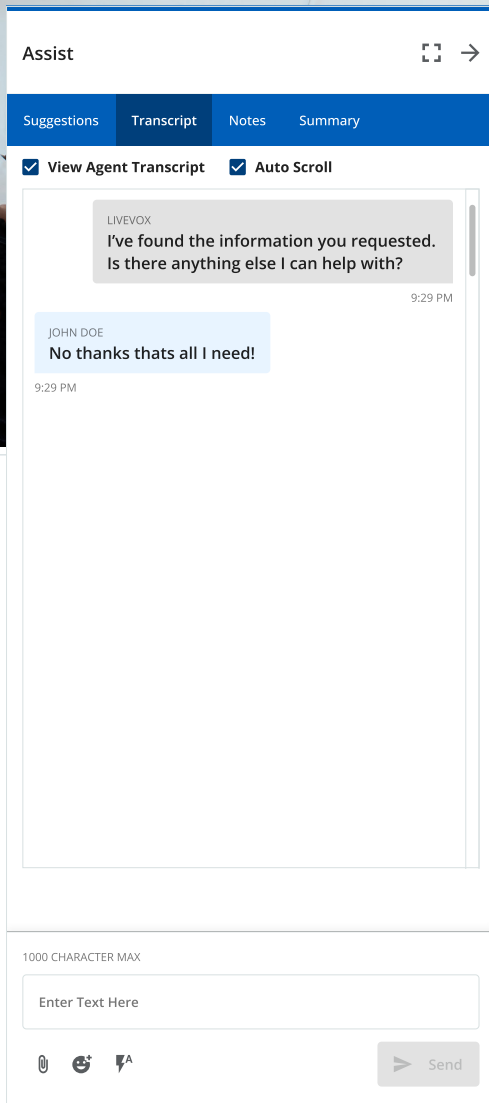
The information displayed in the Work Center is personalized based on each individual's access and permissions.
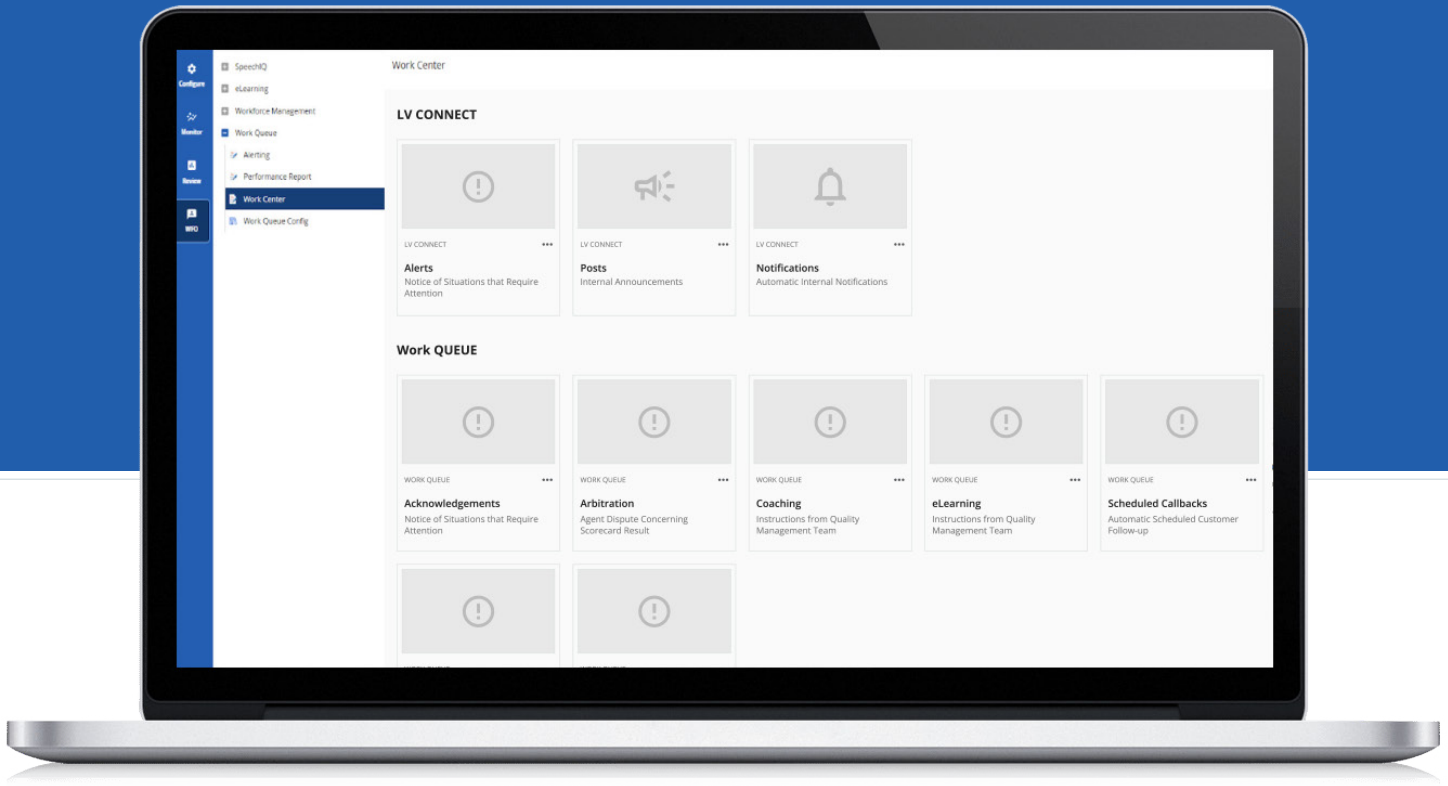
Stay on top of operations and be aware of risks and opportunities as they arise with **Automatic Alerts**

With so much going on every day in a contact center, it's easy for managers to let opportunities fall through the cracks or leave risk unaddressed. LiveVox's Automatic Alerts help managers quickly see and resolve team or technical issues, mitigate risks, and enhance customer experiences. Alerts can be triggered by events in Speech Analytics, Ticketing, Agent Scheduling, and Work Center, enabling you to configure alerts for specific triggers. For example:

- A large number of interactions with **negative customer sentiment** occur within a given timeframe
- Over 10 interactions **mentioning bad service** occur in a short period of time
- **A member of your team is more than X minutes late** to start or end their shift
- An agent is in **wrap-up** for more than X minutes
- **Critical Work Center tasks** assigned to your team are more than X day(s) overdue
- **eLearning/Training tasks are not completed** by their due date
- **Critical tickets are not resolved** within the stated SLA
- **More than X high priority tickets are open** for a specific project.

Assist

Suggestions | **Transcript** | **Notes** | **Summary**

☑ View Agent Transcript   ☑ Auto Scroll

> **LIVEVOX**
> I've found the information you requested. Is there anything else I can help with?
>
> 9:29 PM

> **JOHN DOE**
> No thanks thats all I need!
>
> 9:29 PM

1000 CHARACTER MAX

Enter Text Here

➤ Send

Automate manual processes and guide agents along the right path on every interaction with Agent Assist

Customer expectations are rising, and they have little patience for slow and unproductive interactions. Contact center agents must navigate an increasingly complex role to quickly and efficiently resolve customer issues. Additionally, teams and supervisors must improve performance and efficiency while working remotely or in hybrid environments.

To address these challenges, **LiveVox's Agent Assist** uses real-time speech-to-text processing to provide agents with live information and guidance during interactions and automates vital processes. They do not need to go to another screen or tab; an additional pane has been seamlessly integrated into the Agent Desktop. This empowers agents to deliver better interactions more efficiently, benefiting them, the customer and the contact center.

What does Agent Assist Do?

Real-Time Transcription creates a live, highly-accurate, speaker-separated transcript of the agent-customer interactions as it is happening. This means there's no need for the customer to repeat themselves if the agent mishears something or needs to reference information from earlier in the conversation. This ensures a smoother and more efficient interaction between the agent and the customer.

Voice calls are transcribed real-time and easily referenced by the agent.

Auto-Summary uses machine learning to create summarized notes of each interaction handled by agents, saving time and providing more accurate and detailed information than manual note-taking.

Call summaries are automatically added to the customer's profile in Contact Manager and are editable, ensuring a rich and robust record of interactions that is easily accessible when needed.

As soon as a call concludes, Agent Assist automatically summarizes the interaction into a short, editable paragraph that contains the most important information.

Assist

| Suggestions | Transcript | Notes | Summary |

Customer recently purchased a hotel vacation package. He has just been selected to be upgraded into the penthouse suite. He needs to fill out a survey and questionnaire and send it to the property. The agent will call him back tomorrow and 2 pm.

Assist

| Suggestions | Transcript | Notes | Summary |

☑ **Show Rule Name**

○ **ATG - BEVERAGE PACKAGE INFO**
0:01:08 ⌄

✓ **ATG - MINI MIRANDA MISSED**
0:00:56 ⌄

Key Recommendations offer live guidance to agents, improving interaction efficiency and enhancing the customer experience. It also helps agents resolve customer issues on the first attempt and eases the handling of thorny issues improving Average Handle Time.

Recommendations come in many forms, such as pulling up relevant knowledge center articles, issuing warnings for off-script situations, sending live alerts to supervisors when issues arise, or prompting agents with reminders about relevant offers or promotions.

Key recommendations act as guidance, support, and guardrails, steering agent-customer interactions along the best possible path.

Auto-Summary uses machine learning to create summarized notes of each interaction handled by agents, saving time and providing more accurate and detailed information than manual note-taking.

BE THE CUSTOMER SERVICE CHAMPION
IN YOUR ORGANIZATION

2

Gain full visibility into the customer journey, more ways to engage customers, and more support to meet their ever-growing expectations

Key Highlights

- Happiness Index
- Real-Time Sentiment Analysis
- Machine-Learning Driven Intent Analysis

Gain a Deeper Understanding of Your Customer Relationships Through the Comprehensive View of **Happiness Index**

CRM	Scripts

| Accounts ⌄ | Contacts ⌄ | Tickets ⌄ |

Happiness Index
LAST MODIFIED March 16, 2023 AT 3PM

| Contact ID			Last Name
Happy	📈	🙂	Larick
Neutral	→	😐	Smith
Unhappy	📉	☹️	Doe
Very Unhappy	📉	🙁	Ankrom

Contact center professionals are essential for building customer relationships and maintaining customer loyalty. These relationships have to be properly understood before they can be effectively nurtured. Standalone sentiment scores or CSAT feedback from isolated interactions aren't enough to fully understand customer relationships with the business.

The Customer Happiness Index provides a solution by assessing customers' entire interaction history to determine their current happiness level and relationship trend. This information is conveyed to the agent via easy-to-understand icons and empowers managers to enhance customer relationships through tailored conversations and outreach. The LiveVox platform can also use this information to trigger and configure segmented campaigns, improved call routing, and more.

Current happiness and trend information are indicated by simple emojis and directional arrows next to each record in LiveVox Contact Manager.

	Bruce Wayne (QA12345)							
	LAST UPDATED: 08/01/2023 2:51 PM							

| Detail | Directory | Notes | Interactions | Tasks | Schedule Callbacks | Accounts | Tickets |

Type	Agent	Target	Date	Start	End	Outcome	Campaign
📞	ERWIN	(408) 839-0384	03/26/2023	7:40:06 pm	7:40:24 pm	AGENT - Busy	3174134_MANUAL_CALLS_03-26-2023
💬	ERWIN	(408) 839-0384	03/28/2023	2:36:22 pm	2:36:24 pm	Listened	3173735_MANUAL_SMSES_03_28_2023
📞	ERWIN	(408) 839-0384	03/29/2023	2:09:18 pm	2:15:05 pm	AGENT - CUST RPC 1	3174134_MANUAL_CALLS_03-29-2023
💬	ERWIN	(408) 839-0384	03/29/2023	3:29:15 pm	3:29:17 pm	SMS MT Delivered	3173735_MANUAL_SMSES_03_29_2023
💬	ERWIN	(408) 839-0384	03/29/2023	3:33:23 pm	3:33:25 pm	SMS MT Delivered	3173735_MANUAL_SMSES_03_29_2023

Dig even deeper into the customer journey with the ability to **track sentiment** throughout the duration of calls.
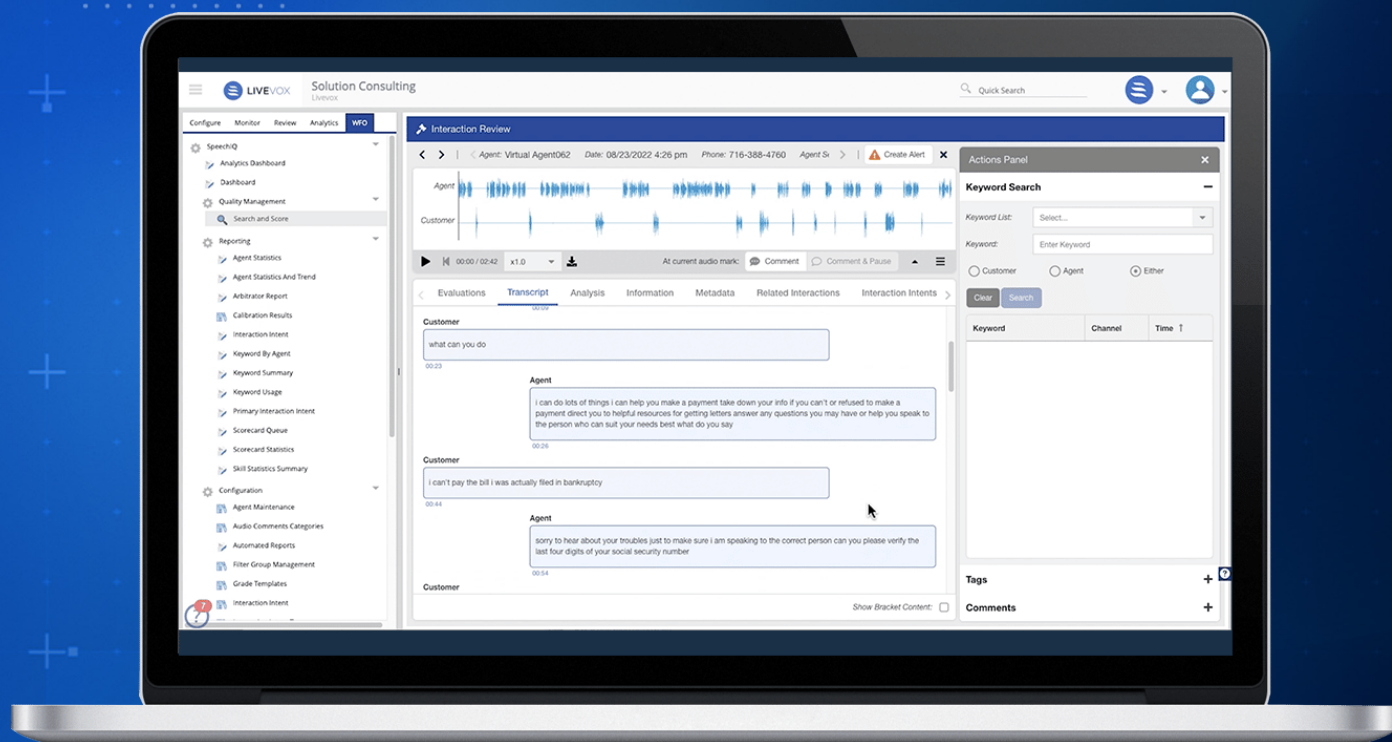
With LV19 Speech Analytics, track changes in customer and agent sentiment during interactions so you can identify inflection points for easy review. The insights can be used to follow up with customers, coach agents, or provide training to the team.

Shine a light on hidden customer insights, then steer your business towards better meeting their needs with Machine Learning-Driven Intent Analysis

Knowing why customers contact you is essential for devising effective strategies across your business. Speech Analytics can help, but traditionally requires predefined customer intents for identification. However, this does not account for intents that exist but that you have not identified and configured.

Machine Learning-Driven Intent Analysis offers a solution

The automated analysis of customer conversations through machine learning identifies intents and surfaces them for action. This holistic view of customer intent is indispensable in driving strategies related to contact center operations, agent training, campaign content and marketing, among others.
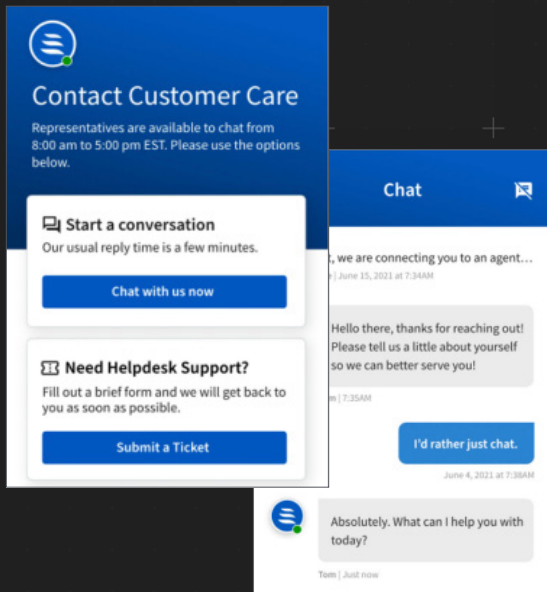
More Customer Experience Improvements in LV19:

An enhanced experience for customers who choose to contact you via Web Chat

Web Chat now has an updated UI that can be easily styled to match your brand look and feel. Customers benefit from more available options at the start of an inquiry, helping them find the fastest route to resolving their issue.

③

TAKE CONTROL
OF CONTACT CENTER PERFORMANCE

Monitor key metrics, manage dispersed teams, and collaborate cross-functionally, all from a unified interface that **helps you keep things simple even as operations grow more complex**

Key Highlights

- Performance and Compliance Dashboard
- Agent Scheduling

The **Performance and Compliance Dashboard** provides the live insight that managers need to stay informed and control operations.
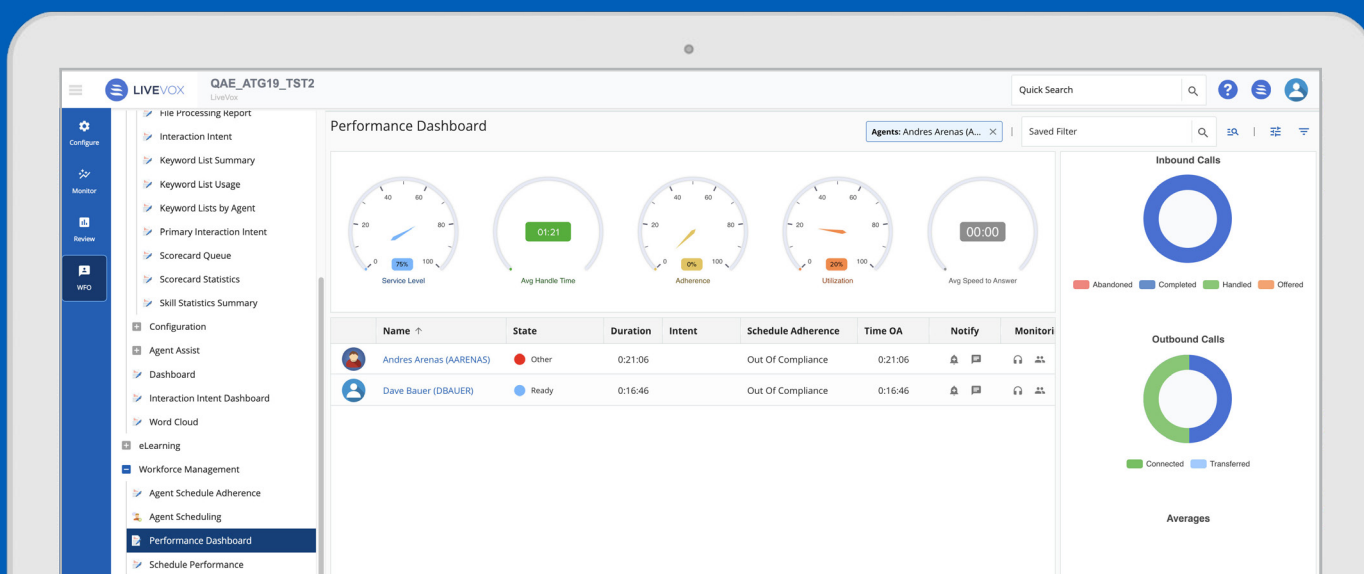
Make data-driven decisions to keep operations and teams running smoothly with a new **Performance and Compliance Dashboard**

For Contact Center managers tracking key performance metrics and hitting targets is a growing challenge - dispersed teams are harder to manage, regulations and operations grow more complex, and customers always expect more.

The Performance and Compliance Dashboard is a configurable solution that keeps decision-makers informed and in control. The dashboard offers visualized, actionable data and insights that can be tailored to a manager's specific needs. For example:

- Set tolerance levels for key performance metrics
- Automatically trigger alerts to relevant team members to address performance concerns
- Monitor teams and deep dive into performance with a click
- View agent statistics and quality management scores
- Communicate with agents directly from the dashboard.

Balance Operational Requirements, Agents' Needs and Service Levels with **Agent Scheduling**

Robust Agent scheduling comes as standard with U-CRM in LV19, including the ability to:

1

Meeting and Activity Assignment:

Managers can directly assign meetings and activities to agents, which instantly become part of their schedules.

2

Forecasting:

Automatically input historical operational data like call volume and average handle time to anticipate future trends and forecast schedules that successfully meet demand.

3

Schedule Auto-Assignment:

After schedules are prepared, they can be automatically assigned to teams or agents in a single click.

4

Shift-Swapping:

Agents have the ability to exchange shifts. However, a manager must approve each request. The platform admins can enable or disable this feature.

Assign meetings, activities, training sessions etc. directly into the agents' schedules

Anticipate future trends and forecast schedules that successfully meet demand
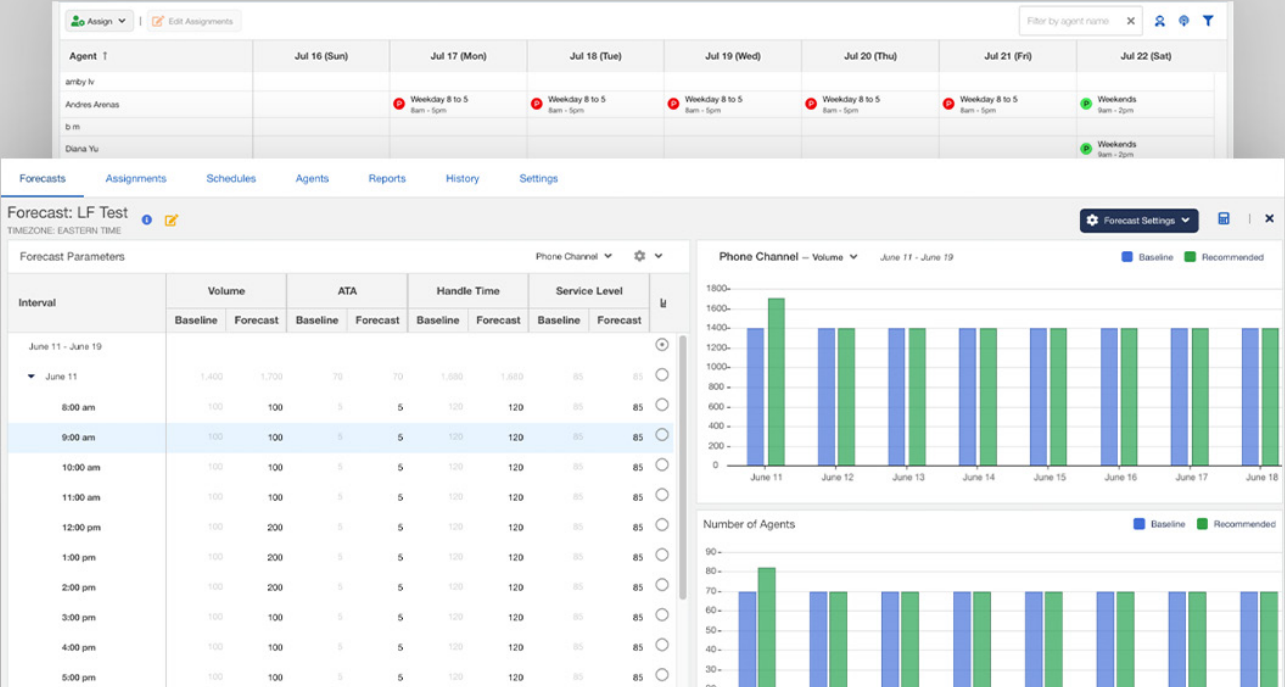
4
ACHIEVE MORE SUCCESS
WITH LESS STRESS

Benefit from enterprise-grade security, high availability, reliability, and unrivaled risk-mitigation tools that give you **peace of mind in a perilous compliance and security landscape.**
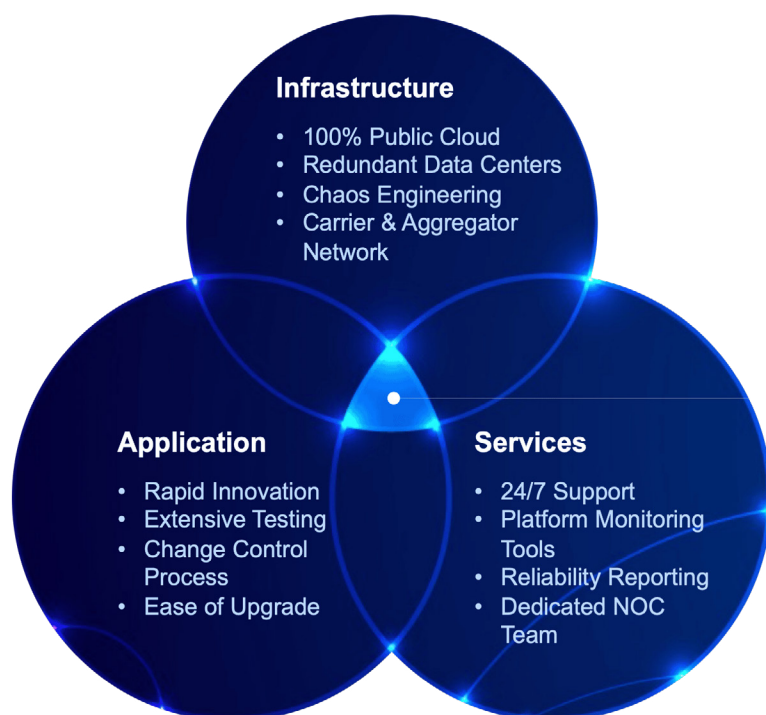
Key Highlights
- High Availability
- HCI Select

Deliver consistent, quality service and support to your customers with **High Availability**

Unscheduled system downtime can harm organizations and customer relationships and negatively impact financial performance. To deliver a consistent, high-quality customer experience and maintain business continuity, a reliable platform is essential.

With LiveVox's 100% public cloud architecture, high availability is built into the platform, ensuring that your contact center will continue to operate even in the event of an outage or failure. Our system provides data redundancy as well as the ability to automatically scale services up or down in response to traffic fluctuations to help recover from server failure and/or to prevent server failure.

Our commitment to providing industry-leading reliability focuses on three key pillars — infrastructure, application, and services - to deliver a best-in-class end-to-end SLA with an uptime target of 99.99% across all LiveVox applications in LV19.

Infrastructure
- 100% Public Cloud
- Redundant Data Centers
- Chaos Engineering
- Carrier & Aggregator Network

Application
- Rapid Innovation
- Extensive Testing
- Change Control Process
- Ease of Upgrade

Services
- 24/7 Support
- Platform Monitoring Tools
- Reliability Reporting
- Dedicated NOC Team

Confidently adhere to state-level outbound dialing regulations with HCI Select

As the definition of "autodialer" varies among state laws, such as Florida and others, those running outbound dialing operations are at risk of violating federal and state regulations as they strive to get in touch with harder-to-reach consumers. To address this challenge, LiveVox offers HCI Select, a compliance and efficiency-focused outbound dialing solution.

HCI Select provides the proven compliance safeguards of HCI® (Human Call Initiator), adapted to meet state-specific requirements. This allows your agents to manually select phone numbers for state-specific compliance while maximizing the efficiency of your outbound outreach. That is, HCI Select requires an agent to click twice before a call is launched. The first click selects the number the agent wants to dial, while the second click launches the call. HCI Select also addresses compliance challenges related to "Mini-TCPA".

"
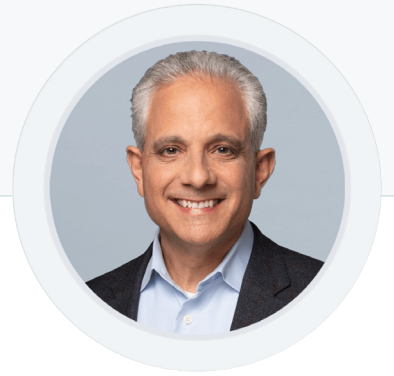
I'm thrilled to announce the release of LV19, a testament to the tireless efforts and invaluable expertise of our dedicated team at LiveVox. Our close collaboration with our valued clients has allowed us to gain unique insights and deliver a cloud-based platform that empowers contact center leaders to take control of performance and implement game-changing customer engagement strategies.

Leading a contact center is harder than ever - the way customers want to communicate is changing rapidly, and administrators are under pressure to deliver from every angle. With LV19, we reaffirm our unwavering commitment to helping our clients navigate these challenges.

I'm especially excited about how we are transforming the Agent Experience with intelligent automation and advanced communication and collaboration tools, crucial for creating exceptional customer experiences, especially with remote work more prevalent.

Furthermore, the new productivity and collaboration tools in LV19 will provide immense value to contact center administrators still adapting to hybrid workforce arrangements where everyone is everywhere. We are confident that these innovations, and our 100% public cloud architecture, will ensure leaders, teams, and their customers stay connected and aligned no matter their location.

Introduce the Power of LiveVox 19 to Your Contact Center Today

LiveVox customers can upgrade to LV19 easily and cost-free. Simply reach out to your Account Executive or Technical Account Manager today. If you're new to LiveVox and want to learn more about how LV19 can help you deliver game-changing performance - reach out to us now.

About LiveVox

LiveVox (Nasdaq: LVOX) is a next-generation contact center platform that powers more than 14 billion omnichannel interactions a year. By seamlessly unifying blended omnichannel communications, CRM, AI, and WEM capabilities, the Company's technology delivers exceptional agent and customer experiences while helping to mitigate compliance risk. With more than 20 years of cloud experience and expertise, LiveVox's CCaaS 2.0 platform is at the forefront of cloud contact center innovation. The Company is headquartered in San Francisco, with international offices in Medellin, Colombia and Bangalore, India.

To stay up to date with everything LiveVox, follow us at @LiveVox, visit www.livevox.com or call one of our specialists at (844) 207-6663.