

LIVEVOX PARTNER PROGRAM



LIVEVOX

LiveVox Partner Program Guide

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Welcome to the LiveVox Partner Program

A message from LiveVox CEO John DiLullo

There's no question that leading a contact center has never been more challenging. You and your clients know there's immense pressure to improve agent productivity despite a dispersed workforce, hit KPIs as customer communication trends rapidly evolve, and succeed regardless of budget constraints.

We understand, and our solution is designed to help your clients meet these challenges. LiveVox provides the best and the most flexible, fully-integrated cloud contact center platform in the market, so your clients can improve agent productivity while orchestrating the omnichannel journeys their customers deserve.

We back this technology with the tools and expertise to help our partner network succeed. The LiveVox Partner Program is all about giving you the resources and incentives you need to connect with potential clients and create new opportunities. In teaming up with LiveVox, you'll get:

- **A committed partnership:** We provide access to top-notch training, tools, marketing programs, and all the technical and sales support you need. This way, you can offer your customers valuable expertise.
- **A public cloud-based infrastructure:** Our platform is built entirely on the public cloud and provides the highest levels of enterprise-grade scalability and reliability in the market. It also empowers us to quickly put innovative capabilities into your hands.
- **A flexible pricing model:** Meet your customers at their point of need, choosing between subscription licensing (per user) or consumption-based pricing (per minute). Our solution bundles make it easy to get started while only paying for what you need today.

LiveVox welcomes new partners and partner types into our partner network continuously. Today, our partner program is for Referral, Solution Provider, and Services Partners. We will have additional partner routes in the future. Our team is excited for your participation in our partner program, and we truly appreciate your investment in LiveVox.

Sincerely,
John DiLullo
CEO, LiveVox
jdilullo@livevox.com



LiveVox Partner Program Overview

The LiveVox Partner Program has a three-tier partnership model that offers partners of all sizes and types a clear pathway to enhance and expand their strategic relationship with us and better serve their customers.

Partner Agreement

All partners must apply, receive approval, and sign our Partner Agreement. [Click here](#) to register and apply to become an approved LiveVox partner.

Opportunity Registration

LiveVox appreciates your partnership and will protect your sales efforts. [Click here](#) to register an opportunity.

Code of Conduct

We expect our partner community to adhere to LiveVox's Code of Conduct. To review our Code of Conduct, please visit <https://investors.livevox.com/corporate-governance/governance-documents>.

Partner Tiers

Referral: New and existing partners may refer clients to LiveVox.

Reseller: Partners who register client opportunities but are yet to provide platform delivery, professional, and software maintenance services to the end customer. Reseller partners are granted access to essential benefits that encourage learning and skill development, facilitate growth, and enhance market demand. These benefits comprise entry to the LiveVox Partner Portal, opportunity support, opportunity registration, internal purchase discounts, on-demand training courses, campaign kits, co-branded collateral, as well as a comprehensive set of resources designed to boost enablement and demand.

Service Provider: Our Services partners play an integral role in our go-to-market, professional services strategy, and overall success. Our partner program is crafted to support our service partners in developing successful practices that incorporate LiveVox platform delivery/implementation and professional services, as well as software maintenance and on-going support. To this end, we provide deeper discounts, direct contracting privileges, and certifications programs.

LiveVox Solution Overview

Partner Tiers | Overall Investments & Rewards

As a LiveVox partner, you will have access to a wide range of rewards and resources designed to help you grow your business and increase revenue. Our Channel Partner Program is built on a foundation of mutually beneficial business relationships, and we are committed to working closely with you to ensure your success.

We believe our channel Partner Program offers a unique opportunity for partners to grow their business and increase revenue, and we look forward to working with you to achieve your goals.

| | REFERRAL | RESELLER | SERVICE PROVIDER |
|---------------------------|---|--|---|
| PARTNER INVESTMENT | Referral of end user through Deal Registration | All Referral Investment + Drive sales Contract Manage billing cycle Sales training certification Sales engineering training certification | All Reseller Investment + Tier 1 support services Tier 2 support services Install/Implementation certification Administrative Support |
| PARTNER REWARDS | Referral fee Channel Account Management, SE and AE assigned to all opportunities | All Referral Rewards + Discount on software/telco Discount on pro services Named Channel Account Manager Available via Distribution* | All Reseller Rewards + Additional discount on software Additional discount on pro services |

Partner Tiers | Recommended Investments

| PROGRAM REQUIREMENTS | REFERRAL | RESELLER | SERVICE PROVIDER |
|----------------------|----------|----------|------------------|
| Apply Online | X | X | X |
| Sign Agreement | X | X | X |
| Manage Billing Cycle | | X | X |

| ENABLEMENT | REFERRAL | RESELLER | SERVICE PROVIDER |
|-----------------------------|----------|----------|------------------|
| Sales Training | | X | X |
| Sales Engineering Training | | X | X |
| Implementation Training | | | X |
| Project Management Training | | | X |

| SERVICES ACTIVITIES | REFERRAL | RESELLER | SERVICE PROVIDER |
|---------------------|----------|----------|------------------|
| Tier 1 Services | | | X |
| Tier 2 Services | | | X |

| MARKETING | REFERRAL | RESELLER | SERVICE PROVIDER |
|--|----------|----------|------------------|
| Access to Campaigns in a Box | X | X | X |
| Access to Co-branded Assets | X | X | X |
| Access to MDF (approval-based requests) | | X | X |

How to Become a LiveVox Partner

Reach out to our partner team to **find out more** about which program tier is right for you.

Get Registered

