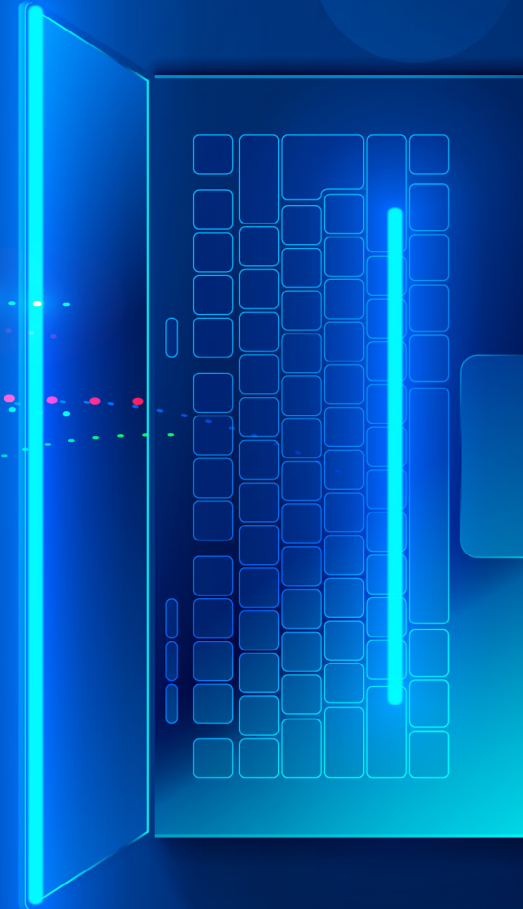U17

LIVEVOX

Introducing U17

In our latest release, we expand the power of our fully integrated contact center platform, providing a one-stop shop for organizations needing to support performance-focused customer engagement strategies.

By listening to and working with our customers, we've gained the insight needed to introduce improvements and new capabilities across our entire range of products, with a focus on:

- Empowering the entire organization to contribute to and deliver best-in-class customer experiences
- Giving greater access to key metrics and performance insights to the people who can act on them
- Delivering cutting-edge, integrated inbound and outbound omnichannel communication capabilities
- Building an experience for agents that promotes engagement, performance improvement, and customer-centricity
- Providing industry-leading reliability and high availability backed by a powerful end-to-end Service Level Agreement.
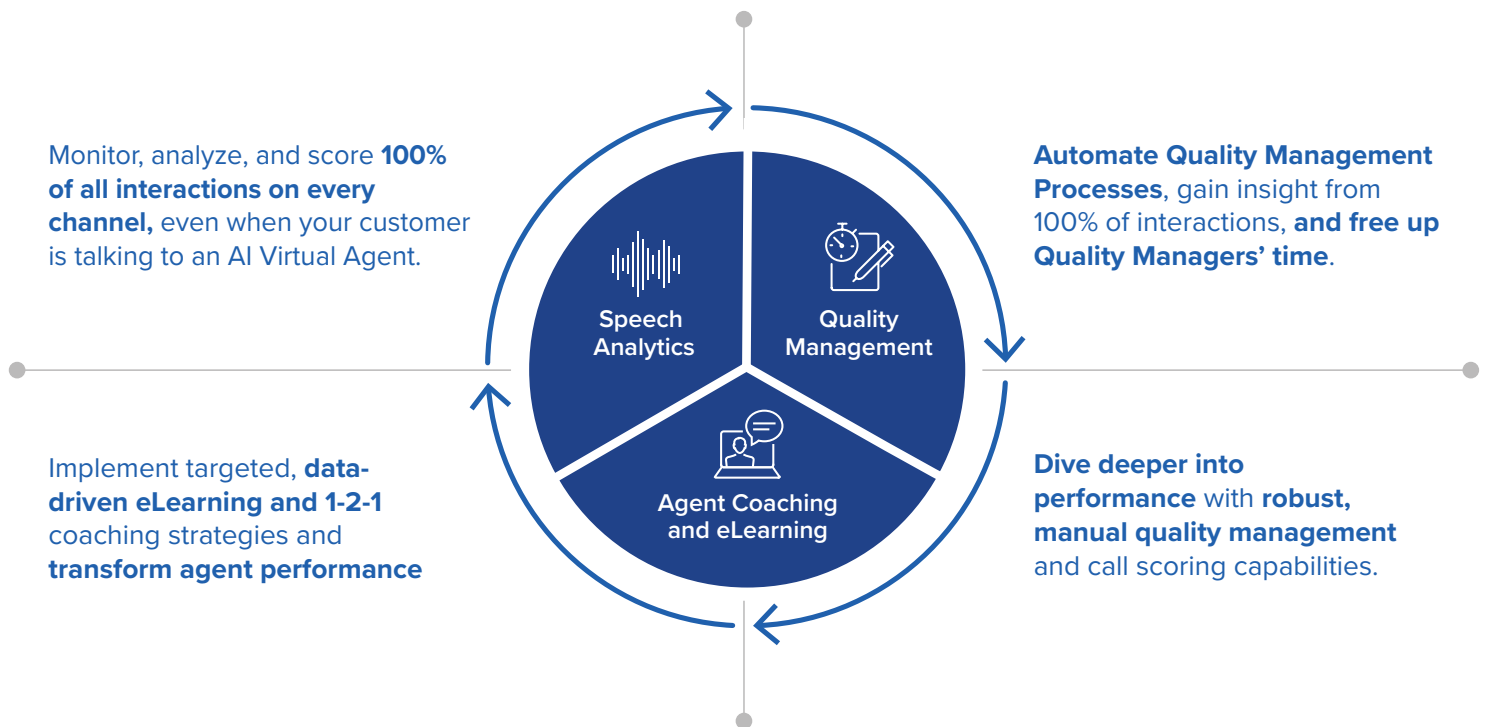
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Make ongoing performance improvement part of your contact center's DNA with game-changing new Workforce Engagement Management capabilities

U17

Performance data and metrics play a vital role for any contact center, but it remains a challenge for businesses to access, analyze, and take action on those insights. Without the ability to do those things, significant, data-driven performance improvement remains out of reach. This is what has guided our focus in the improvements we've made to our WEM suite in U17.

Transform Agent Performance with a Brand New Approach to Speech and Multichannel Analytics

In U17, we've added multichannel analytics to our speech analytics capabilities giving organizations 100% visibility and understanding of the interactions handled by their teams. That is, run your email, SMS, and WebChat interactions (in addition to calls) through our speech analytics engine to understand customer experience and intent, agent performance, revenue-generating opportunities, best practices, risk exposure, and more for every single customer interaction handled by your business.
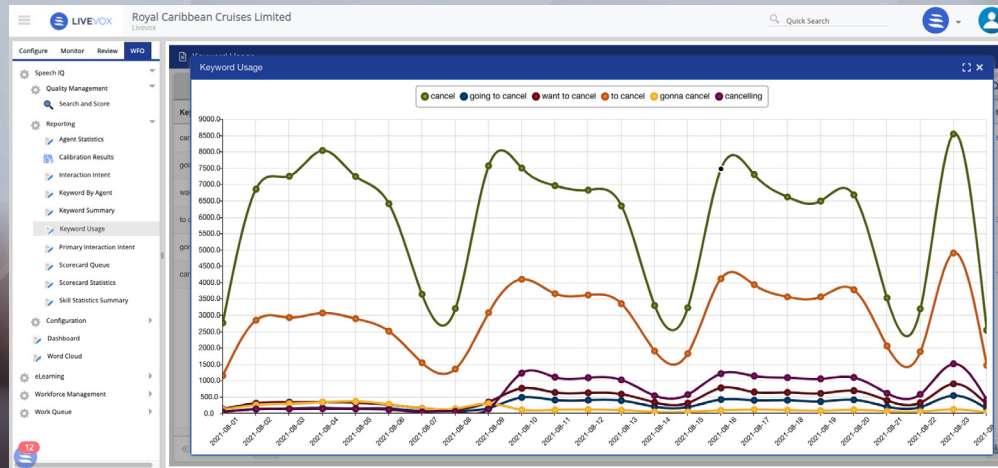
Adding to this, the recent integration of our Speech Analytics and robust Quality Management tools and workflows, users now have access to a platform that closes the loop between 100% auditing, quality management, and agent performance improvement.

Monitor, analyze, and score **100% of all interactions on every channel,** even when your customer is talking to an AI Virtual Agent.

Speech Analytics

Quality Management

Agent Coaching and eLearning

Automate Quality Management Processes, gain insight from 100% of interactions, **and free up Quality Managers' time**.

Implement targeted, **data-driven eLearning and 1-2-1** coaching strategies and **transform agent performance**

Dive deeper into performance with **robust, manual quality management** and call scoring capabilities.

This allows you to apply the power and scale of speech and text analytics in a way that is focused on improving on your agents' performance and customer outcomes, making our offering like nothing else on the market today.

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Transform conversational insights into improved agent performance

With Speech Analytics in U17, not only can you understand what is happening in customer conversations at scale, but you also have the tools needed to transform that insight into improved agent performance.

Gain a 360-degree view of CX with comprehensive customer data in our Unified Analytics solution

Because the LiveVox platform is fully integrated, our Unified Analytics solution is built on a unified layer of data, allowing users to overlay omnichannel, customer, agent, business outcome, and operational data to gain a holistic understanding of contact center performance.

In U17, we give users a 360-degree view of customer experience by adding more customer data to the platform.
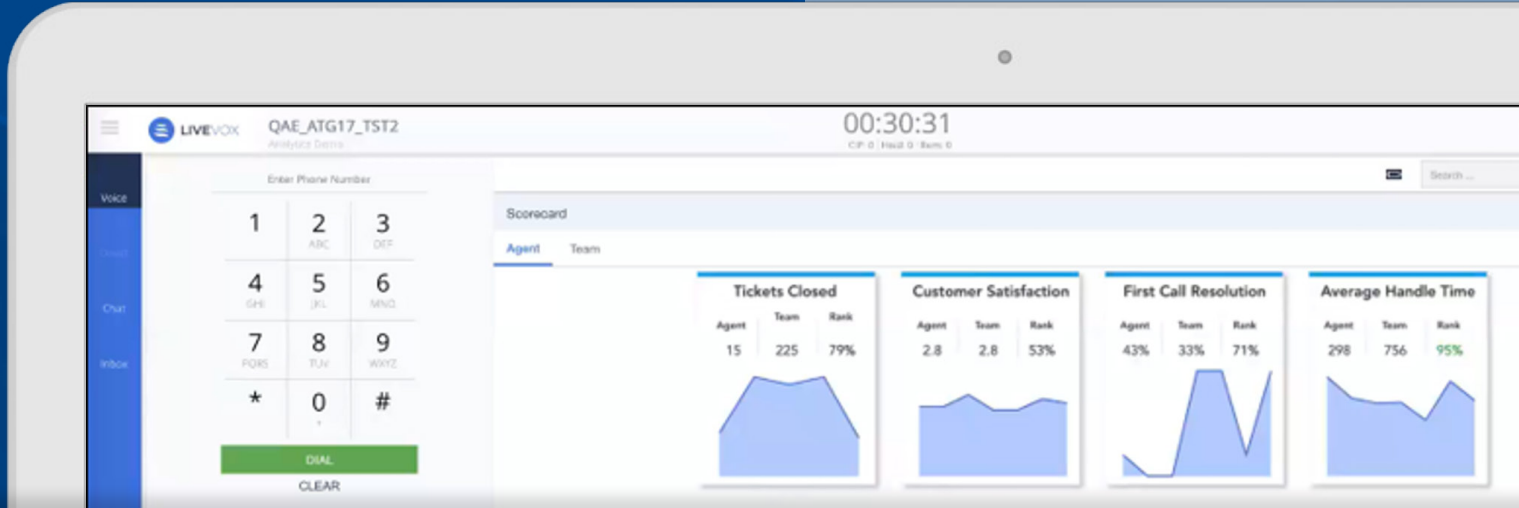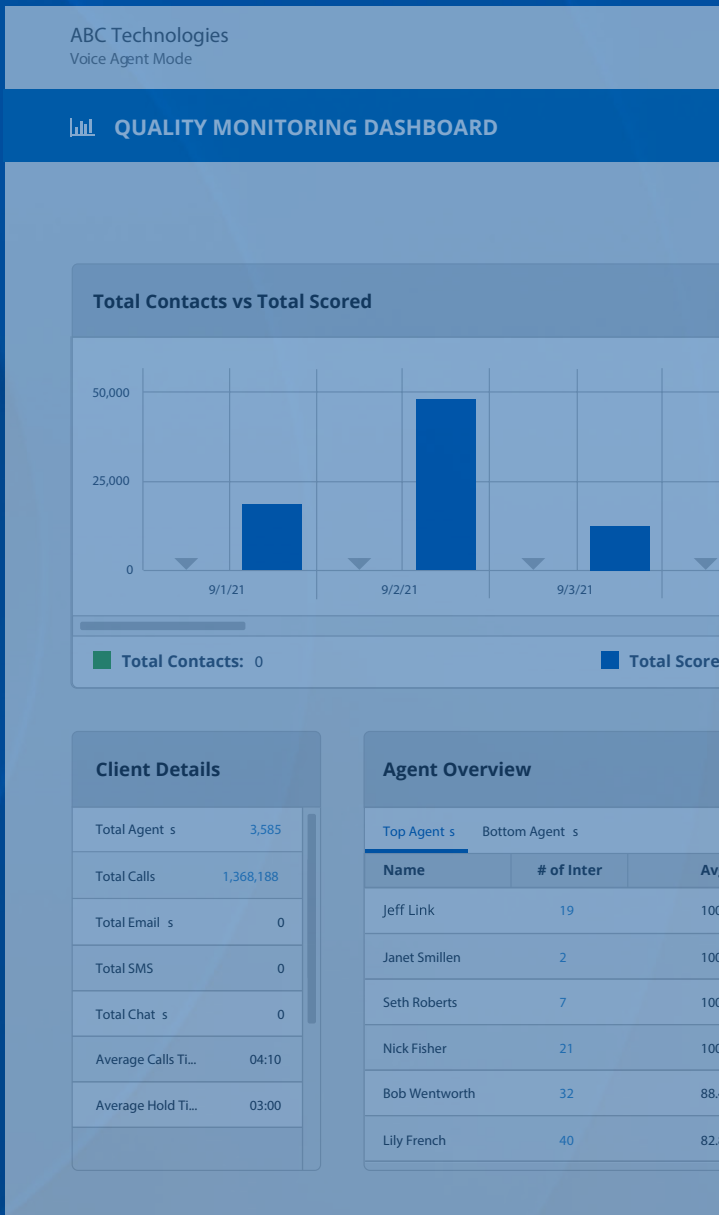
Customer Satisfaction Survey (CSAT) Data

Quality Management and Agent Scorecard Data

Speech and Interaction Analytics Data

Ticketing Data

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Give your team access to performance insights when and where they need them with customizable dashboards in the LiveVox platform

With new unified analytics dashboards embedded within the LiveVox platform, supervisors can access key metrics and performance data when and where they need them without jumping to a different application.

Dashboards are located within LiveVox's CRM and can be configured to surface any relevant customer and agent performance insights for on-the-fly data-driven decision-making.

For supervisors, this might mean day-to-day and week-to-week critical performance data related to agents, teams, and campaigns they are managing.

For agents, this could mean access to critical data relating to personal performance, perhaps compared to their peers, other teams, or their own historical standards.

ABC Technologies
Voice Agent Mode

QUALITY MONITORING DASHBOARD

Total Contacts vs Total Scored

50,000		
25,000		
0		
	9/1/21	9/2/21	9/3/21

■ Total Contacts: 0   ■ Total Score

Client Details

Total Agent s	3,585
Total Calls	1,368,188
Total Email s	0
Total SMS	0
Total Chat s	0
Average Calls Ti...	04:10
Average Hold Ti...	03:00

Agent Overview

Top Agent s   Bottom Agent s

Name	# of Inter	Av
Jeff Link	19	100
Janet Smillen	2	100
Seth Roberts	7	100
Nick Fisher	21	100
Bob Wentworth	32	88.
Lily French	40	82.

Unified Analytics dashboards within the platform surface key performance data when and where they are needed.
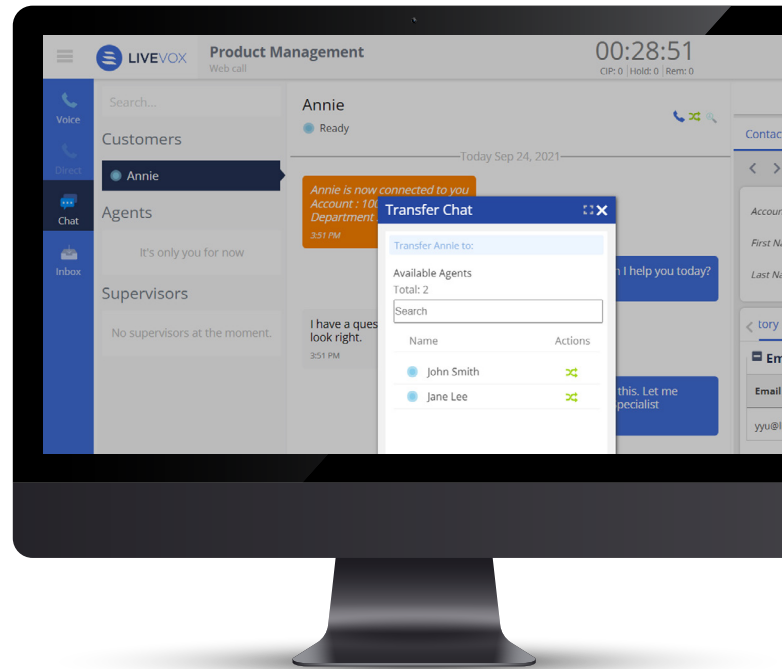
LIVEVOX

Meeting customers effectively on their channel of choice is more critical than ever as the expectations for seamless, omnichannel, non-linear conversations grow more rapidly than ever.
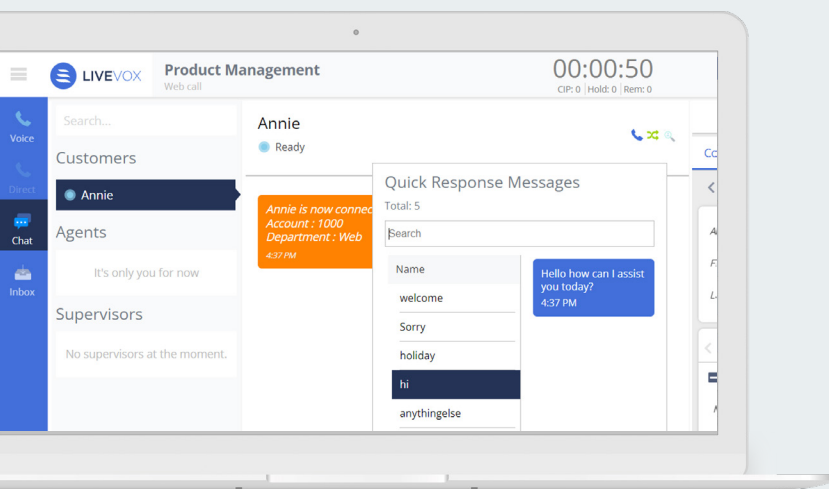
With a host of intelligent new capabilities being added to our already robust two-way messaging platform, we've given managers and agents the tools they need to surpass these expectations, regardless of customer journey stage and even in times of heavy inbound volume.

Get customers talking to the right people fast with chat transfers.

Agents can now transfer digital messaging conversations between different team members allowing for the easy handover of customers to subject matter experts or escalation of issues to managers. The transfer includes full conversation history - so no need for customers to repeat themselves or for downstream agents to dig deep to understand history.
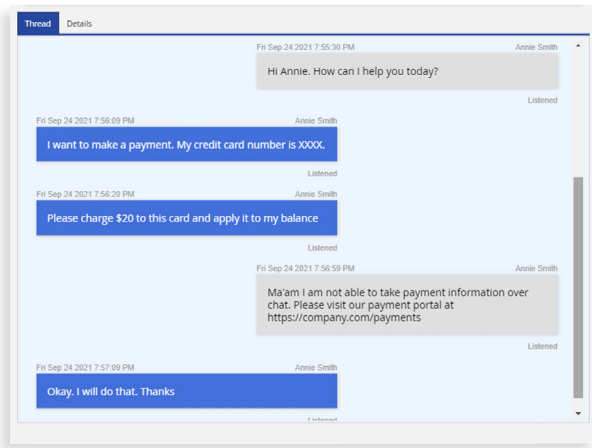
Easily transfer messaging conversations between agents, supervisors, and the back office.

Facilitate smoother, faster, and more pleasant WebChat conversations with quick responses

Contact center users can now configure quick, standardized responses in WebChat, saving agents from having to type the same thing over and over (with inevitable mistakes creeping in) and providing customers with a consistently positive experience that results in faster resolutions.

Quick responses are highly configurable to suit your organization's needs.

Sensitive data is automatically prevented from being displayed within conversation threads.

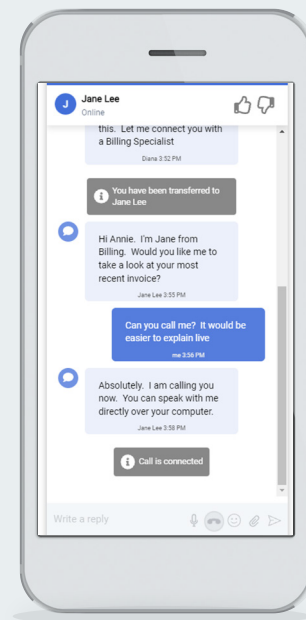## Keep customers' data secure, even when they don't, with automated sensitive data redaction

WebChat and SMS conversations are not the appropriate places for customers to provide you with sensitive information like their Social Security Number or credit card information. That's why the LiveVox platform now automatically recognizes and redacts this information based on its format, mitigating the risk of sensitive data exposure for clients and their customers.

Lay the foundation for WebChat success for agents and customers with post-log-in chat

Organizations utilizing LiveVox's WebChat feature on their website will now benefit from the fact that it will recognize logged-in users. That means no need for customers to reconfirm their case and personal details with the agent they chat with - a classic customer experience pain point.

Get on the phone quickly when you need to by launching calls directly from WebChat

For those customer conversations where the issue is just too complex to resolve over WebChat or the customer has a strong preference for traditional voice conversations, agents can now launch web-based voice calls directly from the WebChat application. That means issues are resolved more quickly, and there's no need to ask customers to call in via a number and experience all the potential associated delays.

Web calls can be launched by agents directly from a WebChat conversation, empowering them to better and more immediately serve customer needs. Plus, the interaction history will remain complete and intact even as conversations transition across channels.

Build engaging emails with rich content without the need for technical expertise

LiveVox email users can now build rich, marketing-style emails via an interactive and intuitive HTML editor, greatly expanding the scope of their email-based communication abilities.

LIVEVOX

With a range of intelligent new features added to our Ticketing and CRM systems, it's now much easier to flag, track, and resolve customer issues and for agents, managers, and back-office staff to collaborate seamlessly without getting wires crossed.

Ticketing

Never allow a customer issue to fall through the cracks with ticket tracking

As an agent or manager, you can now assign yourself and others to tickets and automatically receive notifications any time its status changes. This is great for keeping track of important customer issues and ensuring speedy resolution.

Easily share and collaborate on issues with URLs for every ticket

Every ticket now has a URL associated with it from the moment it is created. This is great for customer care, allowing team members to share cases for collaborative resolution and outside of the platform with individuals that need insight and updates but aren't day-to-day users of the LiveVox platform.

Create more detailed, nuanced tickets more efficiently with Ticketing form enhancements

The richness and accuracy of the information that you can include in tickets (the key to prompt and effective resolution of customer issues) has now been significantly improved with ticket form enhancements such as the ability to include attachments, the introduction of dynamic fields, an improved user interface, survey-like dynamic responses, and more.

Streamline customer care and lead generation processes with contact and account creation in Contact Manager from ticket forms

Streamlining processes, improving customer experience, and lead management are all supported by the introduction of the ability to create new contacts and accounts directly in Contact Manager when creating a new ticket.

CRM

Make it easier for agents to pull up customer info when they need it with the CRM contact button

When receiving inbound communications via any channel, agents can now easily retrieve the contact's information with a single click of a button.

Manage account and contact level data more effectively with account contact enhancements

Contacts in CRM and the parent accounts they are associated with are now more manageable and more dynamic. All interaction history is available at both a contact and account level, and linking between the two has been enhanced.

This has practical applications in the context of account management. For example, in the case of lead generation, users can create a hierarchy of contacts within an account with which to prioritize outbound communications based on lead quality.

Surface key performance metrics and insight right where you need it with Unified Analytics Dashboards in CRM

You can now surface key metrics in CRM via new dashboards that pull insight directly from LiveVox's Unified Analytics solution. These can be displayed to supervisors (e.g., essential day-to-day, week-to-week performance data) and agents (e.g., data, performance data compared to peers, other teams, their own past performance, etc.).

LIVEVOX

Communicate confidently: These major updates will keep you well ahead of the pack when it comes to compliance and security-focused two-way communication

U17

Born and bred in highly-regulated environments, LiveVox has been a leader in compliance-first communication since we were founded. In U17, we continue that trend with a new product and significant new updates designed to empower organizations to communicate with their customers efficiently and at scale while helping to mitigate risk.

Introducing our brand new product: Human Text Initiator (HTI®)

HTI® brings all the benefits that HCI® (Human Call Initiator) brought to outbound dialing to SMS and MMS. Easy-to-use, this capability allows organizations to send out text messages at scale while helping to mitigate risk and maximize productivity over manual messaging.
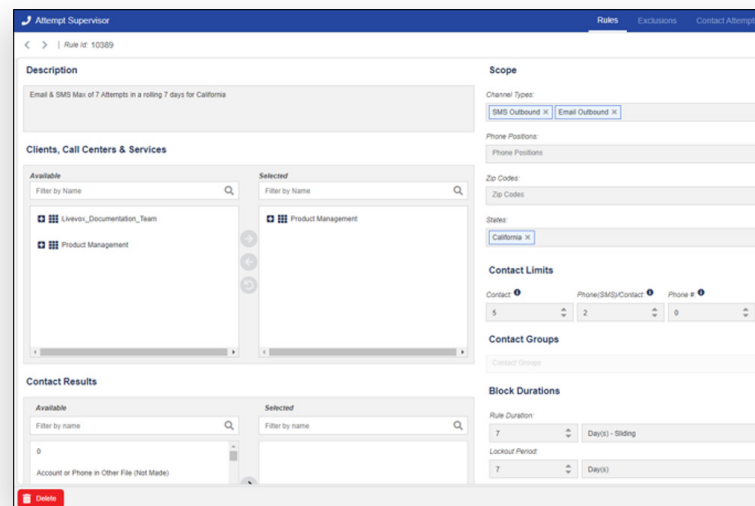
This offers significant advantages to compliance-focused organizations who want to reach as many contacts as possible while reducing the risk of potential fines and lawsuits — especially in an environment where getting people on the phone is only growing more difficult.

Have complete confidence in and control over your omnichannel outbound communication efforts with Attempt Supervisor

Attempt Supervisor brings LiveVox's previous solution, PDAS (Phone Dial Attempt Supervisor), up to speed in an omnichannel world.

Contact centers are given complete confidence in and control over their outbound contact attempts across voice, SMS, MMS, and email. Contact attempt controls can be configured and capped to map to even the most complex standards, rules, and regulations using a straightforward and flexible tool.

This allows organizations to maximize their outreach knowing that they won't go over the limit, with rules that cannot be overridden - both for internal and outsourced operations.

The Attempt Supervisor is highly flexible and easy to map to complex regulations and requirements.

LIVEVOX

Bolster security and support intelligent routing and handling of incoming calls with inbound call verification

The LiveVox platform now allows users to configure intelligent routing for incoming calls based on the attestation rating assigned to them by the carrier. Some real-world examples of how this could be useful:

- An A-rated call, where you can be highly confident the person calling is who they claim to be, could be routed directly to an agent.
- A B-rated call, where there are some call data discrepancies, could route to an IVR, which confirms some information to verify the caller's identity - for example, asking for a zip code.
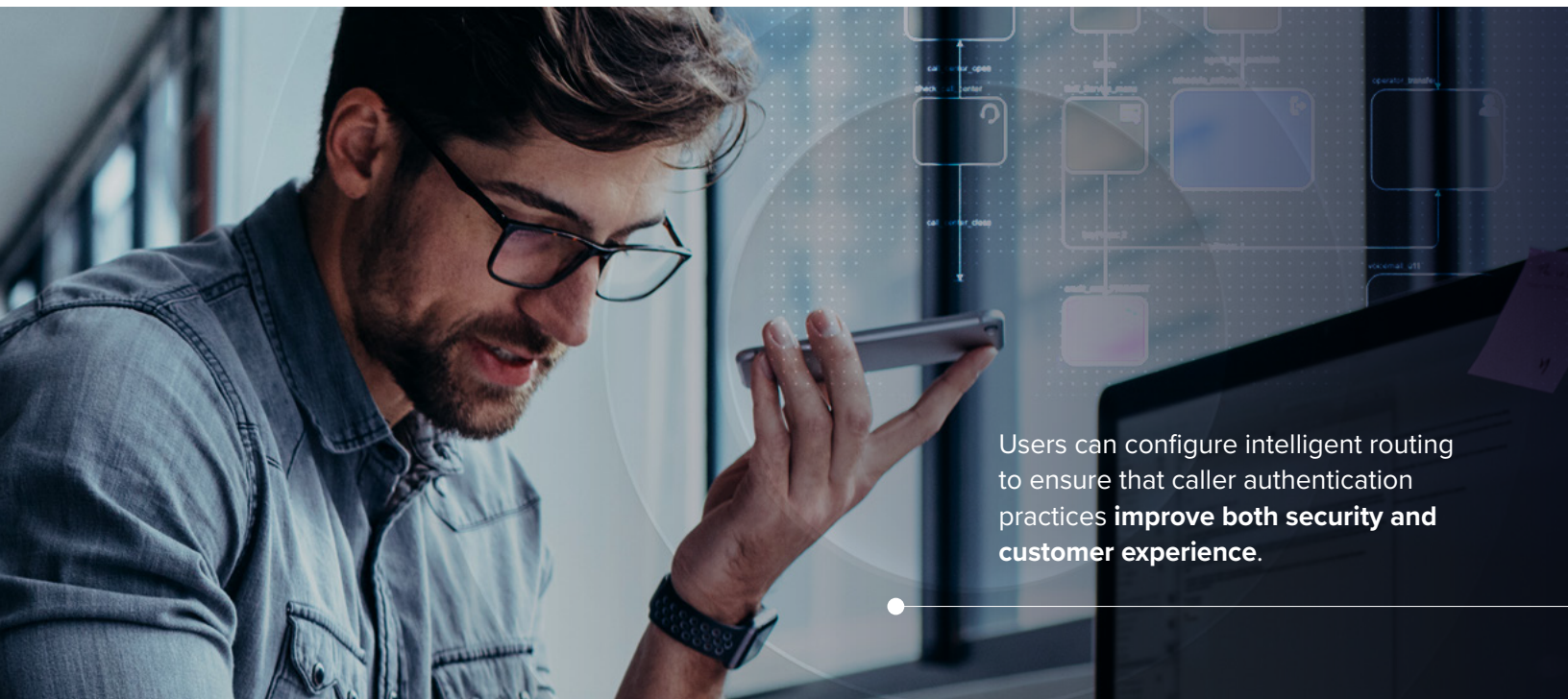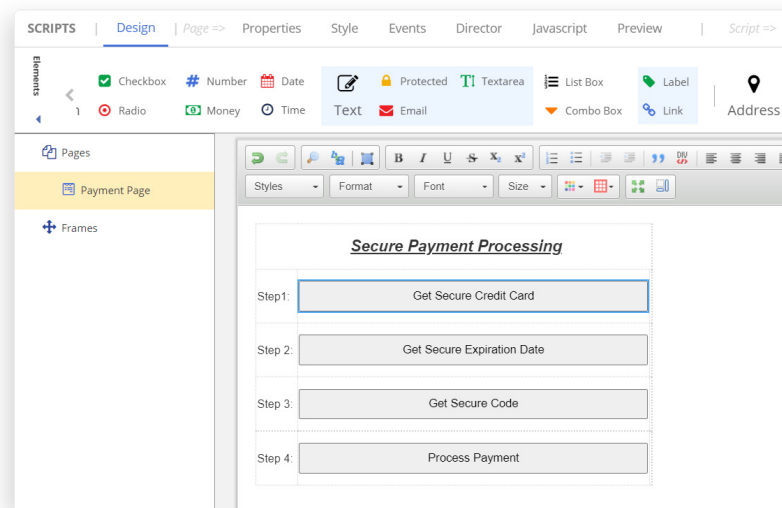- You might want to route a C-rated call directly to the fraud department.

These are all just examples - decision-makers can configure the routing to suit any organization. Plus, you can opt to have the attestation rating displayed on the agent's desktop when they receive the call.

When it comes to outbound calls, rest assured that LiveVox has proactively implemented the STIR/SHAKEN framework, enabling us to provide confirmation for call origination and helping to establish trust with customers.

Facilitate smooth, secure customer payments with Secure Payment Capture in Scripter

Agents using LiveVox's dynamically routed call scripts will now be able to use the Secure Payment Capture feature directly via the agent script in use rather than having to open it separately.

This helps facilitate smooth, secure payment capture, with a potential for positive impact on key metrics like average handle time and conversion rate - while increasing security around payments.

Users can configure intelligent routing to ensure that caller authentication practices **improve both security and customer experience**.

LIVEVOX

Reliability you can count on backed by a best-in-class Service Level Agreement (SLA) providing unmatched end-to-end coverage

U^{17}

With U17, we've introduced critical improvements to the platform's overall reliability and high availability infrastructure. Combined with LiveVox's established strengths in application and services, you can count on an industry-leading uptime SLA (99.99%) with unmatched end-to-end coverage.

Infrastructure

Our 100% public cloud architecture delivers data center redundancy with seamless failover to geographically distributed availability zones, which means that your contact center platform will operate continuously, even in the event of an outage or failure. We also leverage auto scaling to ensure service availability—your services automatically scale up or down in response to traffic fluctuations.

Application

Being in the cloud allows you to build and improve functionality quickly. Our software creation and deployment processes ensure rapid innovation with high quality and a stable delivery. Robust change control policies and workflows play an integral role in our platform's reliability.

The cloud also removes the burden of complex, costly upgrades that disrupt your operation. At LiveVox, upgrades are quick and easy—it takes just minutes at zero cost to you.

Services

Our end-to-end SLA delivers the best-in-class services that LiveVox has earned a reputation for with around-the-clock monitoring via a dedicated Network Operations Center (NOC), a Customer Care Team available 24/7, customer monitoring tools for real-time visibility into reliability performance, monthly reliability reports with year-to-date statistics for your platform usage, and a companywide commitment to reliability.

LIVEVOX

Introduce the power of LiveVox U17 to your contact center today

U17

LiveVox customers can upgrade to U17 easily and cost-free. They just need to reach out to their Account Executive or Technical Account Manager today.

If you're new to LiveVox and want to learn more about the most fully integrated, next-generation contact center platform on the market today - and how U17's advanced features could help your business - reach out to us now.

Call: (844) 207-6663 | Email: info@livevox.com