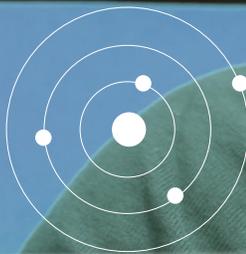


LiveVox Integrated Ticketing Deliver Superior Customer Service



LiveVox's integrated ticketing system consolidates all ticketing activities into unified customer profiles. Contact centers can effectively track and seamlessly respond to all the support cases in a multichannel environment to deliver an exceptional customer experience.



Integrated Ticketing lets you stay organized and interface with customers 24/7

LIVEVOX TICKETING FEATURES



Ticketing

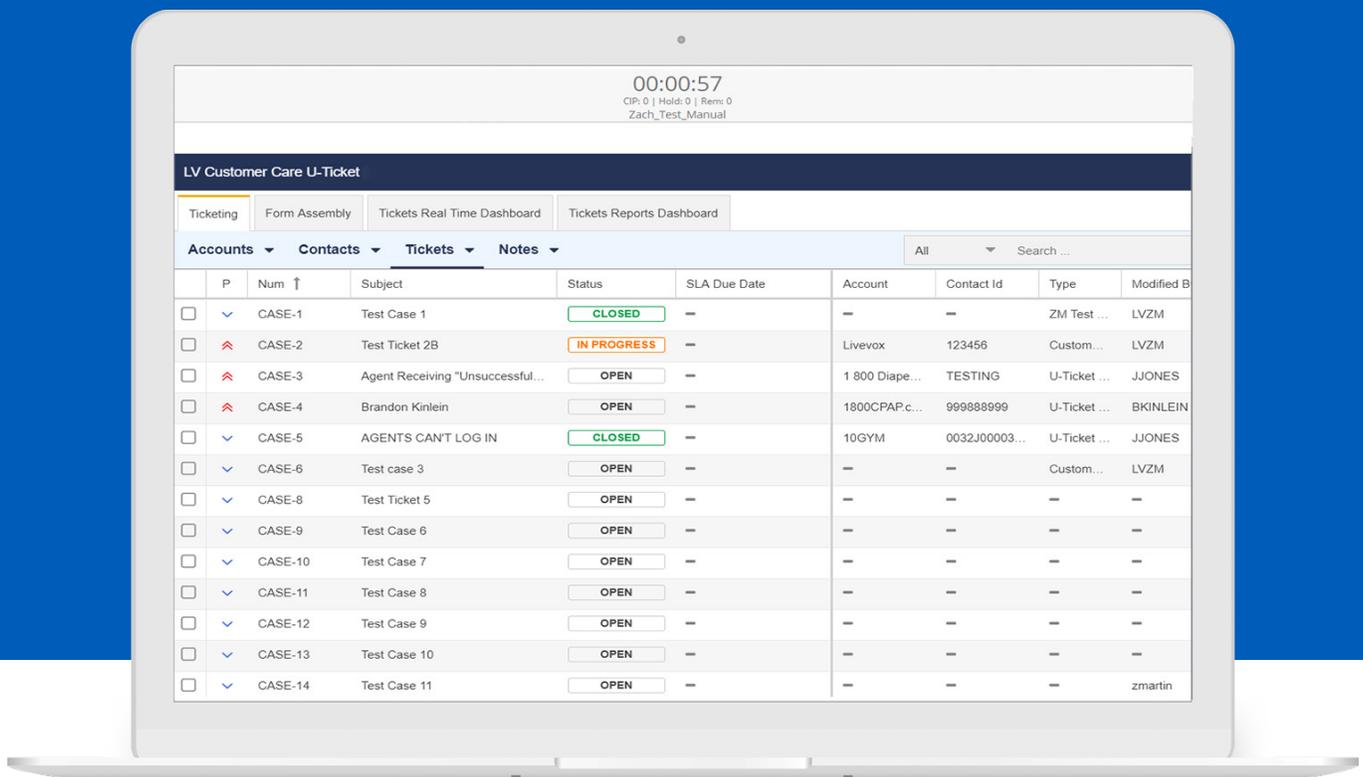
LiveVox makes the process of tracking customer issues simpler, by allowing your organization to create ticket structures specifically for your business and its needs. Administrators can easily configure multiple ticket types with unique data structures to ensure relevant information is captured during conversations. All customer conversations as well as supporting documents are tracked and managed utilizing the ticket as the index, ensuring continuity within your organization as the ticket is worked on by multiple teams.



Dashboard

Ensuring great visibility is vital to any ticketing platform and at LiveVox we provide a configurable dashboard to fit your organizational and team needs. The LiveVox dashboard provides real-time insights into the overall performance of your organization, as well as each individual team. This gives you the ability to drill down into performance of specific tickets, agents as well as key customers. The smart filters allow multiple users within your organization to configure their desired view of information and focus on key metrics. Additionally, the dashboard provides highlights of current SLAs and how your organization is tracking against them.

LiveVox consolidates all ticketing activities into unified customer profiles.





Workflow

Automation is not only a benefit to your organization but an improvement in customer service, as key customer issues are quickly routed to the most appropriate part of your organization. The built in component of the Integrated Ticketing application allows you to create workflows that automate ticketing routing based on any key field, priority or ticket type. Additionally, the workflow can be executed every time a new ticket is created or anytime its edited. Key connections to communication channels allow your team to seamless configure automated communication via email & SMS channels that can automatically send updates to customers when tickets are resolved, updated or require additional information from the customer.



Automated ticketing workflows improve routing efficiency to the correct agent.



Forms

Enabling your customers to self-categorize their issues and submit them 24/7 is vital to your organization as it creates faster processing of issues, better routing and improved customer experience. With the LiveVox web-widget your organization can deploy a ticket form on any site, allowing your customers to submit tickets anytime. Forms alleviate bottlenecks by accommodating attachments and survey-like response setups and can be automatically routed to the appropriate department with all key information. This reduces the back and forth of problem discovery questions upon connection with an agent.



SLAs

Executing against key metrics and keeping your promise to customers is important to any organization and at LiveVox we have built the SLA component of ticketing specifically for this reason. With our SLAs you can assign specific time frames of when you will solve critical customer issues, giving you the granularity to assign SLAs at the ticket type and priority level. Additionally, by exhibiting the SLA on each ticket along with our Dashboard your organization can focus on what really matters – the customer and providing great service.