

AI Made Simple from LiveVox
Enhance Your Operations with AI That's
Easy to Understand, Implement, and Optimize



69%
of contact center leaders

agree they need an AI strategy in
today's competitive environment.¹



Experience the power of AI with LiveVox's AI-powered agent guidance, virtual agents, speech analytics and holistic sentiment scores. Artificial Intelligence may seem complex and overwhelming at first glance, but you don't have to navigate it alone. LiveVox is here to simplify AI for you, providing easy-to-deploy and optimize capabilities that will accelerate your operations.

LiveVox's AI capabilities can enhance your operations across various fronts. Augment the capacity of your human agents and **unlock their potential through AI-powered guidance**. Craft a truly personalized journey for your customers leveraging the wealth of data and analytics stored across the platform at your disposal. Experience continuous improvement and streamlining of your processes by harnessing the power of data. And that's just the beginning – LiveVox offers a wealth of possibilities to explore.

¹. LiveVox Survey Data

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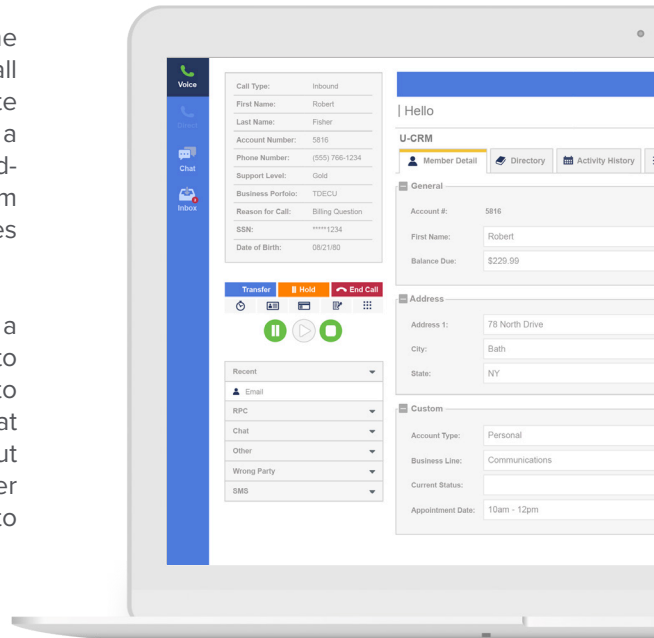


Unified Data

Whether you're using virtual or human agents, your goals are the same—to delight customers. We provide a unified data layer for all the right contexts and supply you with visual workflows to create personalization at scale without ever having to code. Design a model that fits your specific business needs with simplified 3rd-party integrations that allow you to easily incorporate all upstream and downstream data, avoiding repetitive, tedious, and oftentimes unnecessary agent tasks and customer attention.

The path to AI success in the contact center begins with having a vast amount of data available in your platform and being able to unify it together with an embedded CRM. This way, you're able to create one actionable customer view and generate insights that deliver a frictionless experience. The best part? You always put the customer first. Because with a connected view of the customer and their complete interaction history, you can pinpoint areas to improve along their journey.

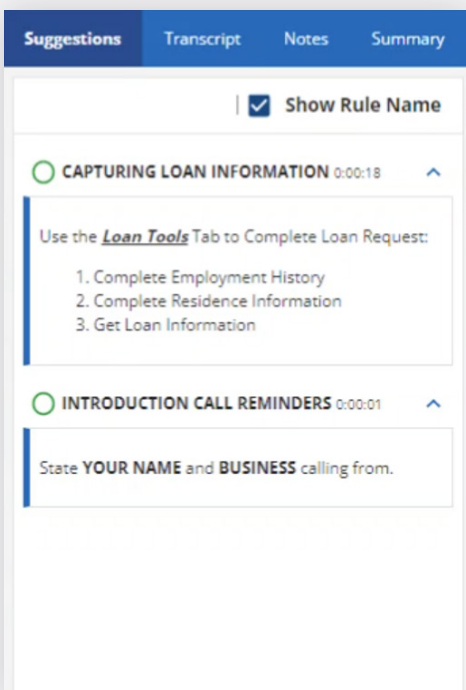
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Agent Assist

Livevox Agent Assist automates manual processes and provides real-time guidance to direct agents towards successful resolutions during every interaction using AI-powered knowledge and conversation suggestions. Agent Assist provides advanced intent recognition, so you can quickly and accurately recognize customer inquiries and respond with the right help. With customizable rules, you can set specific parameters and conditions to ensure that agents have the right guidance for each customer. Agent Assist is capable of recognizing customer inquiries, analyzing call metadata, and even real-time sentiment analysis for more engaging and accurate communication. It can trigger automated actions such as on-screen text displays, API calls, alerts, and notifications. This powerful tool helps boost efficiency and productivity while freeing up managers to focus on strategic growth and coaching. With customizable rules and actions based on specific conditions and parameters, Agent Assist helps to streamline contact center workflows and deliver the best possible customer experience.

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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



Customer Happiness Index

LiveVox's Customer Happiness Index helps you gain full visibility into how your customers feel along their journey and increase their commitment to your brand. We use cutting-edge AI and machine learning models to give agents access to emotion icons and trend lines that help quickly identify customer sentiment without needing to sift through lengthy customer history or tedious notes. The LiveVox Happiness Index unlocks new insight into customer needs, giving agents a blueprint for building loyalty and creating long-lasting relationships with your customers.

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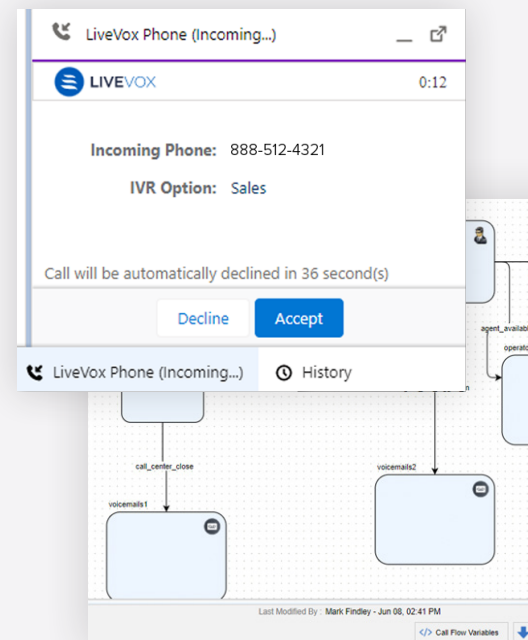


Conversational IVR

With LiveVox's IVR, you can focus on the customer's reason for reaching out in the first place, because AI and Machine Learning make it easier to process natural speech input intelligently. Powered by smart, flexible workflow management, LiveVox's IVR gives you the ability to drag, drop, and build experiences tailored specifically for your customers. It also enables you to resolve problems quicker and more accurately by surfacing critical data for fast customer recognition and issue resolution.

The customer is always the number one focus, giving you the power to provide personalization and convenience with self-service options, digital alternatives like email and SMS, and wait-time features—including payment IVRs, place in line notifications, estimated hold times, callbacks, and more. With 40+ IVR modules available, you can easily configure the entire customer journey and streamline workflow creation. We also offer the flexibility to integrate with third-party systems, including virtual agents.

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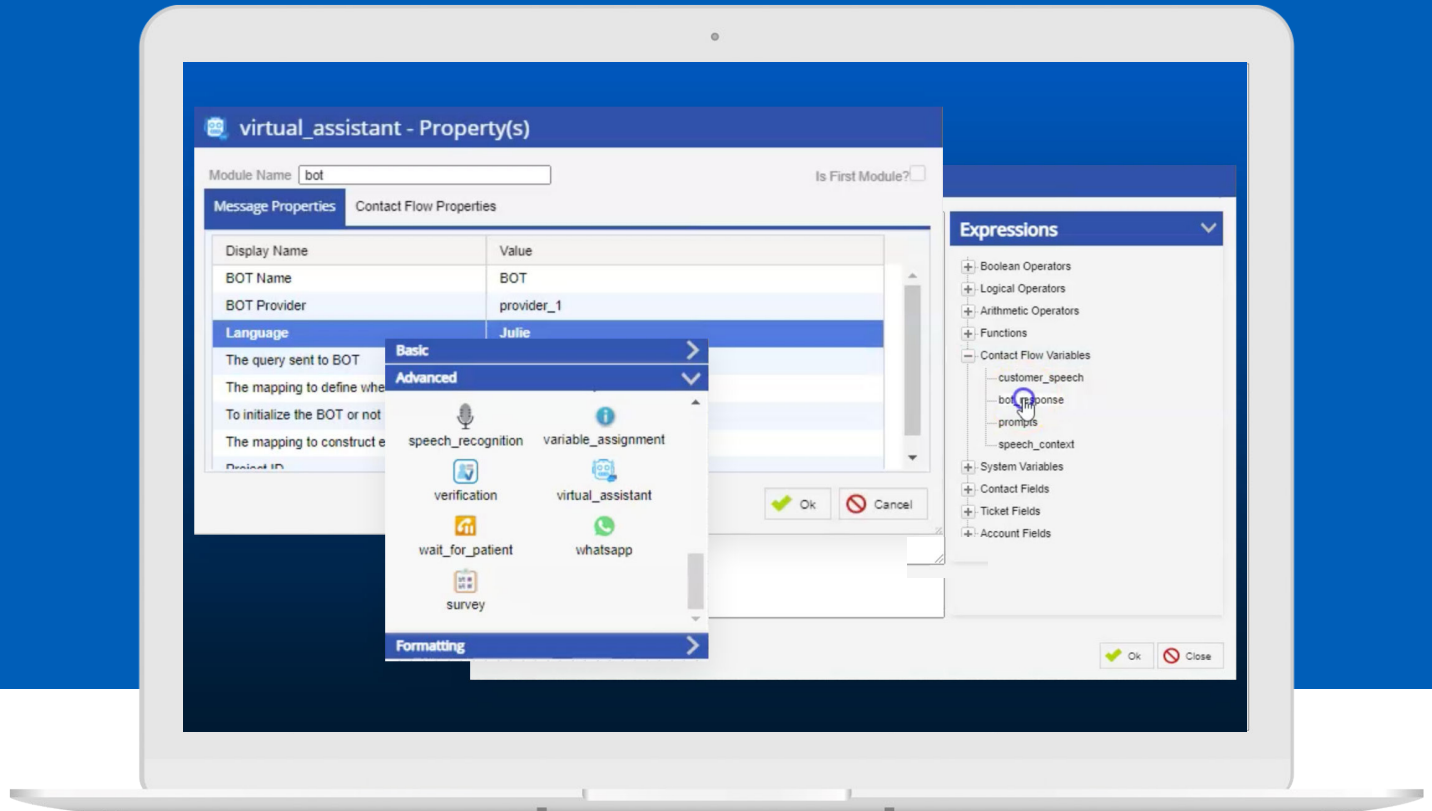
Virtual Agents

Integrated virtual agents provide your customers with self-service options utilizing customer and interaction history, as well as 3rd-party data. Using virtual agents, you can automate inbound flows and help customers with a human touch using world-class natural language processing that makes your human agents more effective. All without the need for any custom integration, coding, or complex setup.

Our virtual agents pull from CRM data enabling intuitive, personal interactions that improve over time, creating self-service opportunities and greater efficiency. And with LiveVox, virtual agents are logged similarly to human agents—providing comprehensive dashboards, reporting, and call recordings for both types of agents.

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LiveVox's virtual agents use world-class natural language processing



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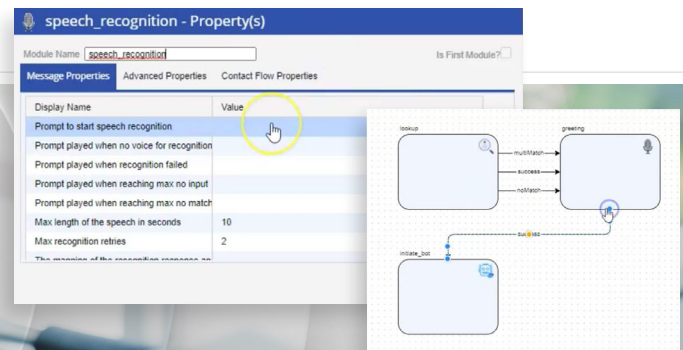


Chatbots

Bring your own bot, use ours, or leverage our growing network of AI providers including Google Dialogflow and Interactions—we leave that up to you. Our standard integrations allow you to automate digital self-service faster and with less effort, giving you the ideal experience for your unique needs. It is not a one-size-fits-all solution.

Use chatbots and prewritten messages for 24/7 support that's fast and efficient, boosting customer satisfaction and experience by increasing self-service and reducing hold times. Webchats can be implemented across your entire site or on specific pages and can be branded to match your site's look and feel—enabling you to optimize messaging and conversations based on customer intents.

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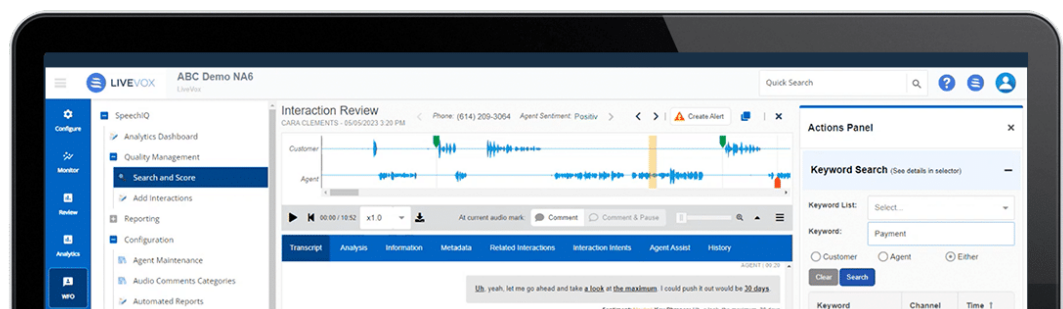


Speech Analytics

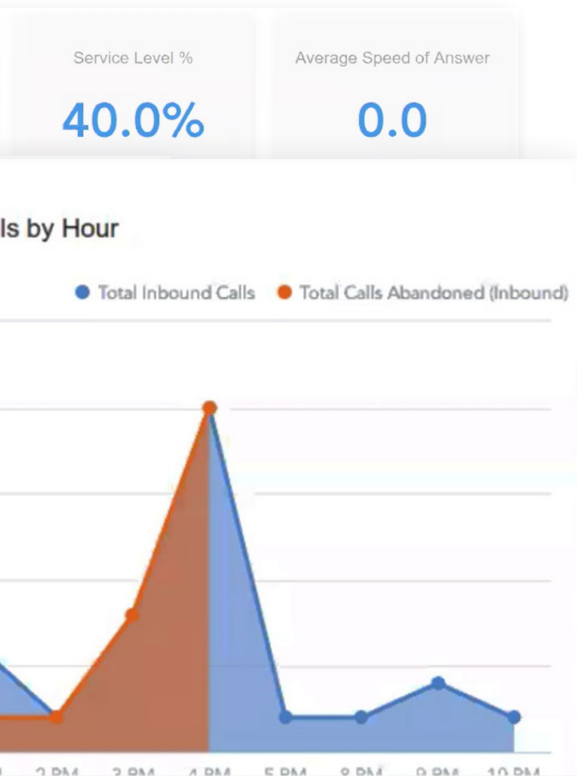
Mine conversations for insights with LiveVox's SpeechIQ®—giving you the ability to automatically monitor, analyze, and score 100% of interactions with advanced AI. Our powerful speech analytics parse conversational data, voice, and text, to dig deeper into the issues confronting your business, so you can enhance, iterate, and improve from the inside out. With our Customer Intent Reports, you can better understand the reasons for every inbound contact across all of your channels, and use that information to develop new self-service strategies.

Ultimately, SpeechIQ® enables you to interpret thousands of interactions spanning voice and digital, delivering a source of insights to drive improved customer experience and performance. And you can flag calls that educate your agents and improve quality and compliance posture. It has an incredibly user-friendly, business-focused interface and can be up and running in a matter of days with a straightforward, streamlined implementation and integration process.

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Business Intelligence & Performance Analytics

Get a 360-degree view of your business that goes beyond standard contact center analytics, giving you the ability to overlay multichannel, customer, agent, business outcome, and operational data. With LiveVox Unified Analytics, you can easily access highly intuitive, visualized data from any channel you use, from Voice and SMS to Webchat and Email, all via one integrated, simple-to-use platform. And with this much data at your disposal, you can easily set up and manage machine learning models, generating the insights needed to optimize your contact center's performance.

But data and machine learning models are just the beginning. What makes LiveVox unique is the expert guidance we can provide from an operational standpoint. We don't just give you the data—we also help you figure out what to do with those machine learning insights. For example, other providers will tell you your first call resolution rate is trending down and will soon hit a threshold. However, LiveVox is focused on helping you understand why that's happening. What should you do next? Is it a bad sign, or is there something positive happening that you can learn from? At LiveVox, we have the data you want—plus the insights and expertise you need to make the most of our AI capabilities.

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Intelligent Interaction Routing & Tailored Workflows

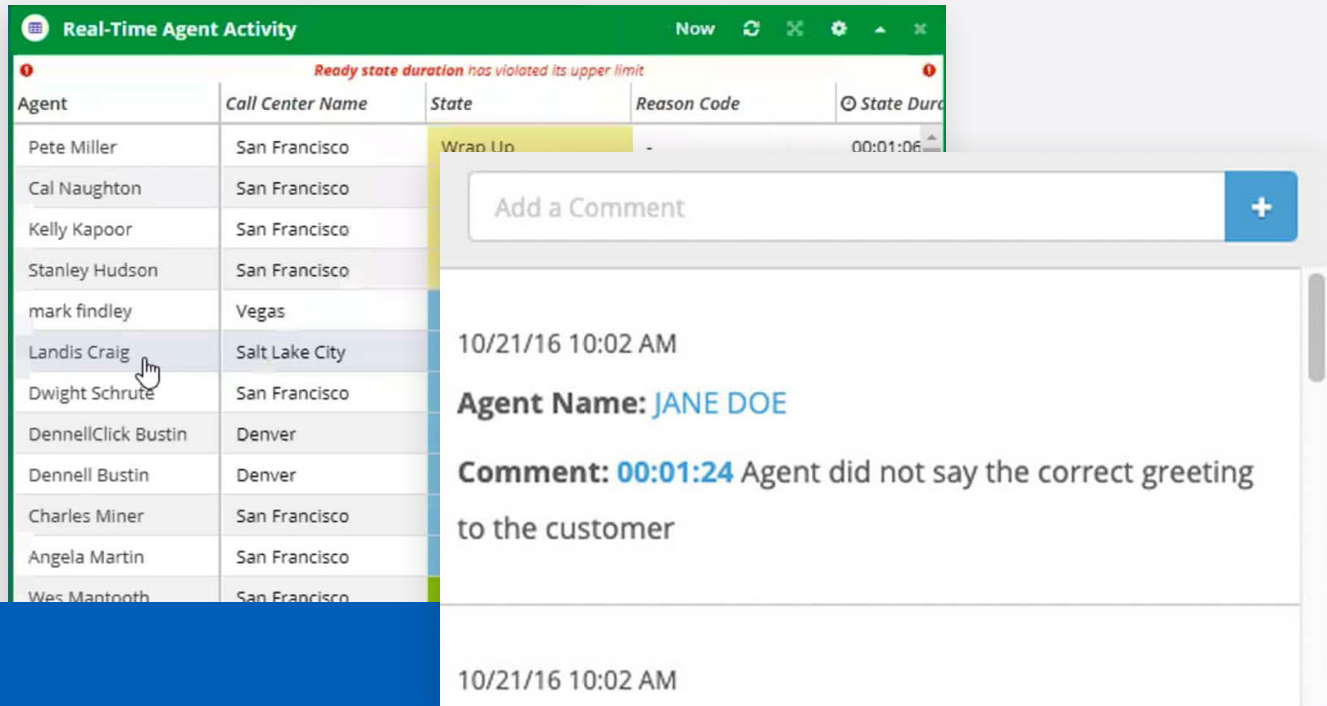
Make intelligent routing and self-service decisions based on the customer's profile and the information they input to service customers effectively the first time. By leveraging LiveVox's intelligent routing capabilities, you can ensure higher first call resolution rates and improve the customer experience and overall satisfaction.

You can also access key interaction data such as call routing attempts and self-service completion rates to better understand and enhance the customer journey, giving you an important feedback loop to make continuous improvements in your workflow. And with LiveVox's Tailored Workflow functionality, you can automate processes by creating trigger-based events—configuring specific if/then rules based on customer attributes or interaction history to automatically initiate actions across the best channel for each customer.

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Customize Contact Grid				
Contact Column Grid	Date	Start	End	Sub
Field				
Account	11/23/2020	01:13:07 PM	01:13:10 PM	Mo
B Active	11/23/2020	01:08:29 PM	01:08:32 PM	
Account To Speak				
Original Account Number				
First Name	11/20/2020	04:09:16 PM	04:09:18 PM	
Last Name				
DOB				
Email Address	11/20/2020	08:18:46 AM	08:22:38 AM	
Email Consent				
SSN	11/20/2020	08:14:56 AM	08:15:42 AM	
Salutation				
Department	11/20/2020	08:12:33 AM	08:14:35 AM	
Description				
Title	11/20/2020	08:07:26 AM	08:07:26 AM	Re:
Phone1	11/20/2020	08:05:42 AM	08:06:01 AM	Excl
* Check/uncheck fields to show/hide particular column				
	11/20/2020	08:04:47 AM		
	11/19/2020	12:43:07 PM		

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Agent	Call Center Name	State	Reason Code	State Duration
Pete Miller	San Francisco	Wrap Up	-	00:01:06
Cal Naughton	San Francisco			
Kelly Kapoor	San Francisco			
Stanley Hudson	San Francisco			
mark findley	Vegas			
Landis Craig	Salt Lake City			
Dwight Schrute	San Francisco			
DennellClick Bustin	Denver			
Dennell Bustin	Denver			
Charles Miner	San Francisco			
Angela Martin	San Francisco			
Wes Mantooth	San Francisco			

Add a Comment

10/21/16 10:02 AM

Agent Name: JANE DOE

Comment: 00:01:24 Agent did not say the correct greeting to the customer

10/21/16 10:02 AM

With LiveVox's AI capabilities powering your operations, and by starting with the foundational elements above, you'll be able to accomplish more than ever before.

Position virtual agents. Make your existing agents more productive with Agent Assist.. Improve your processes. Utilize native capabilities and access our pre-integrated premiere vendors, or plug in your own AI provider. It's all right here and ready for you right now.

Take the first step toward the intelligent contact center with LiveVox. [Speak with one of our experts today.](#)

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.