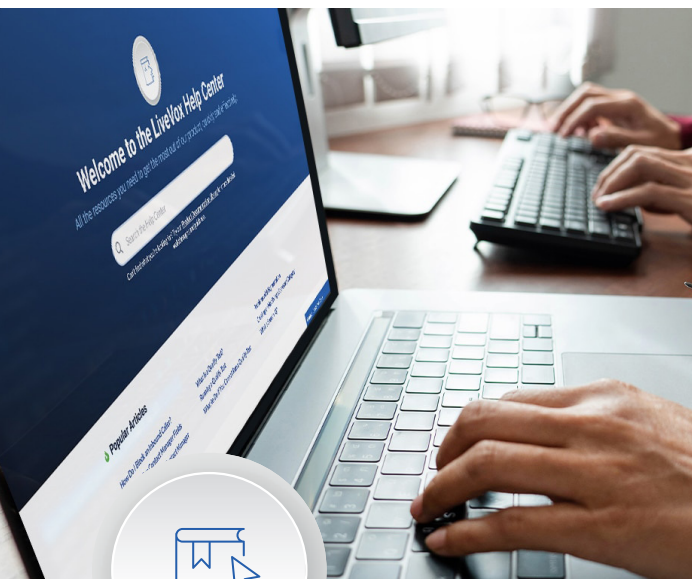


Instill confidence in agents, enable customer self-service, and impact customer success across the contact center



- ✓ Knowledge Center is an easy to use knowledge management solution that houses internal knowledge for customer self-service and agent assistance.
- ✓ Optimize every conversation with readily accessible summaries of frequently asked questions, product information, and more.
- ✓ Standardize your support responses, reduce call times, and maintain consistency.
- ✓ Connect to your website, and digital channels like webchat and SMS to help customers self-serve.

Contact centers need the ability to quickly and consistently answer customer and employee questions. LiveVox's Knowledge Center makes it easy to organize and present information to your customers and employees while generating an impressive 367% ROI from agent time saved and self-service opportunities created. LiveVox's Knowledge Center is available via web widget or embedded frame within the Agent Desktop, making it fast and simple for agents to optimize every conversation with readily accessible summaries of the key information they need at their fingertips.

Below, see how LiveVox's Knowledge Center can significantly increase self-service while also bringing the added benefit of decreasing the time your agents spend on calls requiring human attention.

COSTS ASSOCIATED WITH KNOWLEDGE CENTER		OPPORTUNITY TO AUTOMATE % IF		RESULTS WITH KNOWLEDGE CENTER	
Software Cost (based on 50 Agents)	\$1,000	% of Requests Self-Service	10%	↓ \$22,917	Cost Savings Due to Self Service
Monthly Employee Cost (article creation & management of content)	\$8,333	% of Agent Time is Reduced due to Article Availability	10%	↓ \$20,625	Total Agent Time Saved in Hours
				↑ 367%	Incremental ROI

Contact us today and we can show you what your ROI will look like with your data.