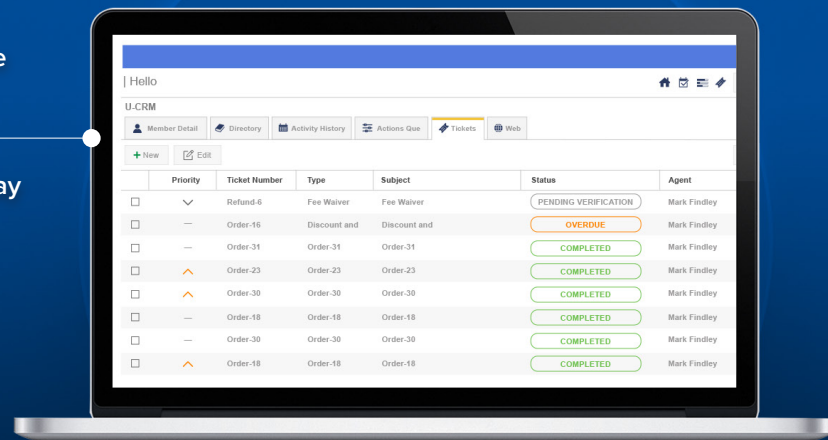


# Streamline workflows and respond to customer queries 24/7/365 with Integrated Ticketing from LiveVox



- ✓ Help customers solve their problems quickly and empower your team with visibility across your entire organization including self-service interactions.
- ✓ Leverage configurable agent dashboards that display task-specific customer profile data from disparate systems so agents search and click less.
- ✓ Improve customer satisfaction by staying on top of SLAs with shorter and fewer repeat calls.



With so many channels to manage, customer queries can get overlooked and ticket queues can become clogged. LiveVox's Integrated Ticketing makes it easy to organize and manage customer queries while generating an impressive 1078% ROI from agent time saved as well as the efficiency and visibility created by automation and integrated workflows.

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

## IMPACT ON ROI WHEN USING LIVEVOX'S TICKETING

Cost per Month	\$1,458
AHT Cost Savings per Month	\$15,795
1st Call Resolution Savings per Month	\$948
Total Savings	\$16,743

## RESULTS WITH TICKETING

- ↓ 5% Decrease in AHT
- ↑ 1% Increase in 1st call resolution
- ↑ 1078% Incremental ROI

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