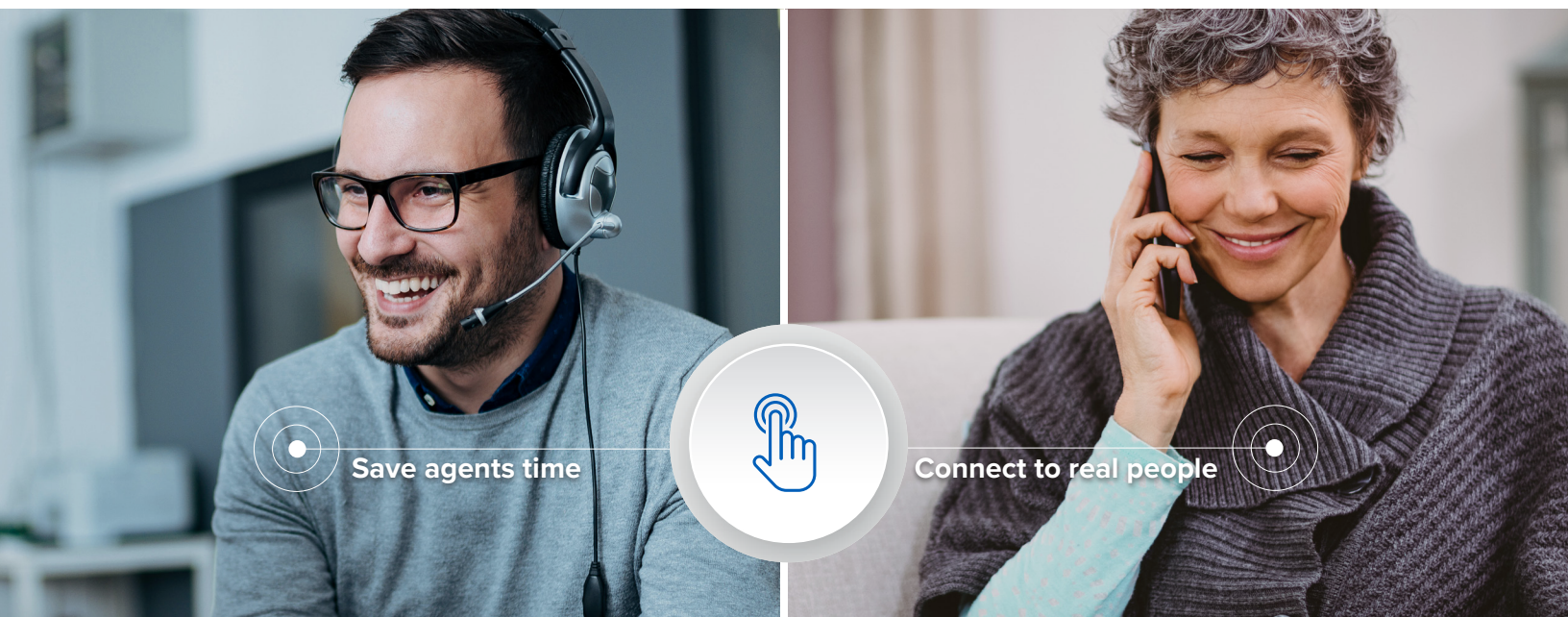ROI Breakdown

How does LiveVox's Human Call Initiator® drive results for your company's bottom line?

LIVEVOX

Save agents time

Connect to real people

Placing calls via 10-digit dialing can waste valuable agent time entering numbers on a keypad, listening to ringing phones, and hanging up on voicemails. Use LiveVox HCI® to help agents connect with live parties, eliminating wasted time while increasing productivity over manual 10-digit dialing. And with HCI,® your agents can work from home as efficiently as they would inside a contact center.

The lower your Live Answer Rate, the bigger the ROI impact of HCI®. See how it works below.

Live Answer Rate	Average Handle Time	ROI
Percentage of total calls answered by a human	Average Talk Time (per call) + Average Wrap Time (per call)	Estimated increase in agent productivity*
8%	**240 seconds**	**232%**

Assumes a calculation based on 100 total agents

ROI Breakdown

+232%	**+5.11**	**+511**
Increase in agent productivity	More live answers per agent/hour	More attempts per agent/day

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

info@livevox.com | 844.207.6663 | livevox.com