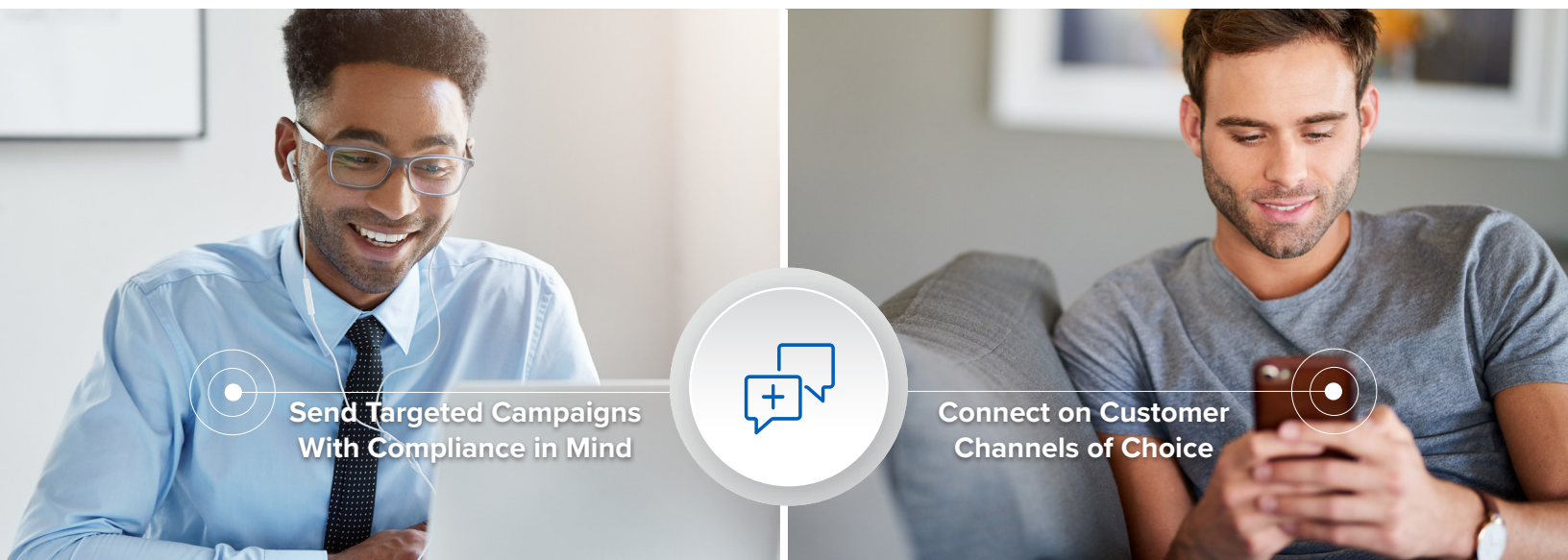


ROI Breakdown

How LiveVox's Two Way Messaging drives results for your company's bottom line



Send Targeted Campaigns With Compliance in Mind



Connect on Customer Channels of Choice

Seamlessly message with customers using SMS, email, and web chat based on how they want to connect with you. Avoid complexity by choosing communication solutions that easily integrate, expand, and scale as your business needs evolve. Mitigate the risks traditionally associated with outbound messaging campaigns including CTIA, TCPA, and CAN-SPAM regulations.

The larger your number of monthly customer interactions, the bigger the ROI impact of Two Way Messaging. See how it works below.



Monthly Customer Interactions

The number of customer interactions per month

50,000



Average Voice Handle Time

Average Talk Time (per call) + Average Wrap Time (per call)

210 seconds



ROI

Estimated Cost Savings from adopting messaging channels to supplement voice*

1319%

* Assumes a calculation based on 20 total agents

Channel Cost Breakdown

\$1.46

Operational Cost per Phone Interaction

\$0.038

Operational Cost per SMS

\$0.060

Operational Cost per Email

\$0.840

Operational Cost per Chat

Contact us today so we can create a custom ROI for you.

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