



LiveVox's AI Virtual Agent Bundle

Improve CX and Lower Costs with AI Virtual Agents on Any Platform



CONTACT CENTERS MUST ALWAYS BE IMPROVING THE CUSTOMER EXPERIENCE.

Your customers want to interact on multiple channels and at all hours. At the same time, cost pressures are a reality, and it is crucial to improve efficiency to remain competitive. Today's environment is demanding. Implementing AI Virtual Agents can help you face this challenge by creating omnichannel self-service options that customers want to use, and by applying AI to automate processes and build better analytics. LiveVox's AI Virtual Agent Bundle goes a step further by making it easy for you to start using an AI Virtual Agent today, even with your existing PBX or ACD system. All in one value-based, cost-effective package.

80% of initial customer inquiries can be handled successfully by AI Virtual Agents.¹

When you operate a contact center, you're always looking for new and innovative ways to deliver consistent, exceptional experiences for your customers and to become continuously better every single day. But you need to do that while maintaining or improving your cost structure. This balance can be difficult to achieve and is made even more complicated by:

Rising customer expectations. Customers are savvier and more demanding than ever before. They prefer to communicate with you on their own terms—how they want, when they want. They expect a seamless experience from start to finish. And they certainly don't want to be stuck on hold waiting to speak to an agent.

People want to self-service. There are a number of different reasons why customers contact you. But how many of these requests actually require the help of a human agent? On top of that, when it comes to routine issues, a majority of people actually prefer to self-service on their channel of choice—including voice, email, SMS, and live chat.

Cost of doing business. Traditionally, increasing your contact center's capacity means adding more headcount, which only increases your expenses. With this type of trade-off, it's challenging to create a better

customer experience while keeping costs down. Not to mention the additional money, time, and effort it takes to train those agents and get them up to speed.

Artificial Intelligence can be intimidating. Most operators know that AI is important, but exactly how does it work? Where do you start? These can feel like difficult questions to answer. AI is a powerful technology, but still a relatively emerging one, so there's a learning process involved.

These can be complex challenges to deal with. But what if you could...

- Quickly and easily add AI Virtual Agents with omnichannel capabilities regardless of your current platform?
- Dramatically increase capacity while also freeing up your human agents for more in-depth interactions?
- Improve the customer and agent experience while cutting costs at the same time?
- Live monitor and manage AI Virtual Agents exactly the same way you do human agents?
- Continuously improve your processes and interactions with the right data, insights, and analytics?

It's all possible with LiveVox's AI Virtual Agent Bundle.



68%

of customers do not want to speak to an agent.²

Automation Made Easy

LiveVox's AI Virtual Agent Bundle makes it simple to add AI Virtual Agents—dramatically increasing capacity, cutting operational costs, and creating a better agent and customer experience without adding headcount, regardless of your current platform.

Capabilities included in this bundle include:

1. **Easily add AI Virtual Agents** with omnichannel capabilities using practical, pre-built integrations via the ACD vs. a traditional DTMF IVR
2. **Natural language processing and machine learning** offer a more conversational, optimized self-service experience for customers
3. Enable your AI Virtual Agents to **resolve or deflect customer interactions like a human agent**
4. **Send SMS messages or emails** with AI Virtual Agents as part of multi-step workflows
5. **Allow customers to self-service routine requests** without waiting on hold or talking to an agent, including making payments
6. AI Virtual Agents **connect with Contact Manager or your existing database**, quickly pulling customer info to personalize each conversation for better CX
7. **Gain access to LiveVox public APIs** for AI Virtual Agent live monitoring, controlling, and real-time data exchange
8. **Comprehensive reporting and powerful data analytics** for continuous customer experience improvements
9. Fully-managed cloud-based system with **24/7 monitoring and support**
10. **Proactive optimization** based on listening to call recordings and providing guidance on best practices



Conclusion

These days, delivering an exceptional customer experience while staying efficient and managing costs is key. That's why self-service, automation, and AI Virtual Agents are the answers to thriving in today's environment. LiveVox's AI Virtual Agent Bundle is an easy and inexpensive way to improve the customer experience and productivity simultaneously.

If you're handling a high volume of inbound calls, we have you covered. If you're unable to replace your PBX or ACD, that's okay. You can start quickly and seamlessly with our solution. **And if you want to add more features down the line, we make that painless, too. It all starts with our AI Virtual Agent bundle.**

¹ <https://sloanreview.mit.edu/article/the-future-of-customer-service-is-ai-human-collaboration/>

² <https://thetaylorreachgroup.com/contact-center-industry-stats-technology/>