

# Telesales Shrinks New Business Implementation Time by 60% with Simplified Access to Customer Data



LIVEVOX



↓ 60%

Decrease in implementation time



*With other platforms there was a need to go to IT and other applications. The way its setup, you have the flexibility to monitor/administer things on the fly. You can be nimble, you can roll with those changes fairly quickly because everything is on one platform.*

— **Edward Abreu**  
Business Analyst  
*in charge of new client implementations*



## Problem

Speed-to-Market for new campaigns is often a multi-step, multi-application, multi-department process – reliant on IT. This can slow down the ability to compete for new business and adapt to changes.



## Solution

LiveVox's cloud engagement platform dramatically simplifies data complexities and integrations of customer data, empowering contact center managers to implement new client campaigns from a single platform without significant IT resources.



## Success

With LiveVox, Performant is able to configure all campaign attributes from a single platform, eliminating multiple steps and the need for IT involvement.

*Performant Financial Corporation is a BPO specializing in healthcare, commercial, and government outsourcing services. Performant is supported by 600+ agents with four call center locations across the U.S. The BPO has over 15+ years providing contact center services, maximizing revenue, quality and cost integrity for the clients they serve.*