

# The Benefits of LiveVox's Partnership Approach



Our approach helps clients extend their existing staff and expertise to implement, optimize, and strategize new ways to modernize the contact center. At LiveVox, we are there with our clients every step of the way.



*“Why we like LiveVox is that no matter what the challenge is, whatever the new thing is behind the next turn that you have to deal with in your business, you need a solution that can adapt... (LiveVox) is there in the boat with us.”*

Director, Workforce Management, Business Servicer

*“The LiveVox integration and implementation process surpassed my expectations. It was quite a great experience. Everything was laid out in a clear plan.”*

VP, Strategic Development, Business Servicer

**LiveVox has been a change maker in the contact center industry for over 20 years, helping businesses modernize their engagement strategies while meeting changing business requirements with our native cloud solution.**

Our platform combines omnichannel outreach with a range of additional capabilities that empower agents and improve CX.

But we understand that having the right tools isn't always enough, so we're also heavily invested in providing the hands-on support and expertise that may be required to achieve short and long-term success.

## Here are a few ways that LiveVox's partnership approach helps contact centers meet their goals:



### Initial and Ongoing Goal Alignment

We understand that the sales process is the start of our relationship, not the end. Your business goals are not forgotten after you sign a contract. Our Solution Specialists partner with you from before your first platform demo up through your diligence, contracting, implementation, and Go-Live. They then share the wealth of information they've learned about your business with your dedicated Technical Account Manager (TAM) to fuel future successful programs.



### Ongoing Support

Your team will have a number of internal LiveVox advocates supporting your business initiatives at every level of your organization. Our clients benefit from dedicated Account and Project Managers, a centralized Customer Care Team, and Business Consulting sessions. An online knowledge base also helps agents keep up with LiveVox's latest capabilities and best practices. You are not alone.



### Implementation Process

We start with a well-defined and standardized, but configurable, implementation process that is designed to quickly get your agents productive and managers the insights they need to drive performance. Your team is guided through the process, step-by-step, to maximize impact and reduce cycle time. We also build our evolving in-depth training into our workstreams.



### Industry and Platform Expertise

You will have access to our robust Solutions Consulting Group, with decades of hands-on experience in contact center operations. They provide operational strategies in a way that is easy to consume (email, phone call, meeting), share industry best practices (even from other segments), and help you think about ways to drive performance and CX with LiveVox.



### Business Review Process

These quarterly meetings combine our technology and operational expertise to help clients meet their daily and long-term goals with LiveVox. They are provided at no additional cost and cover industry market trends and regulatory developments, client performance dashboards and benchmark accomplishments, engagement strategies and best practices, and road mapping exercises.

An illustrative example of discussion topics is shown in "[Lessons Learned from 2020 for 2021](#)" — a summary of the key best practices recommended by our Business Consulting team in partnership with clients.

