



Welcome to LiveVox

Innovation Driven by People and Accelerated
Through Data



LIVEVOX

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Modern contact centers are at a critical crossroads. The rapid expansion of digital channels is complicating customer experience management, while agent disengagement and high turnover continue to plague contact centers.

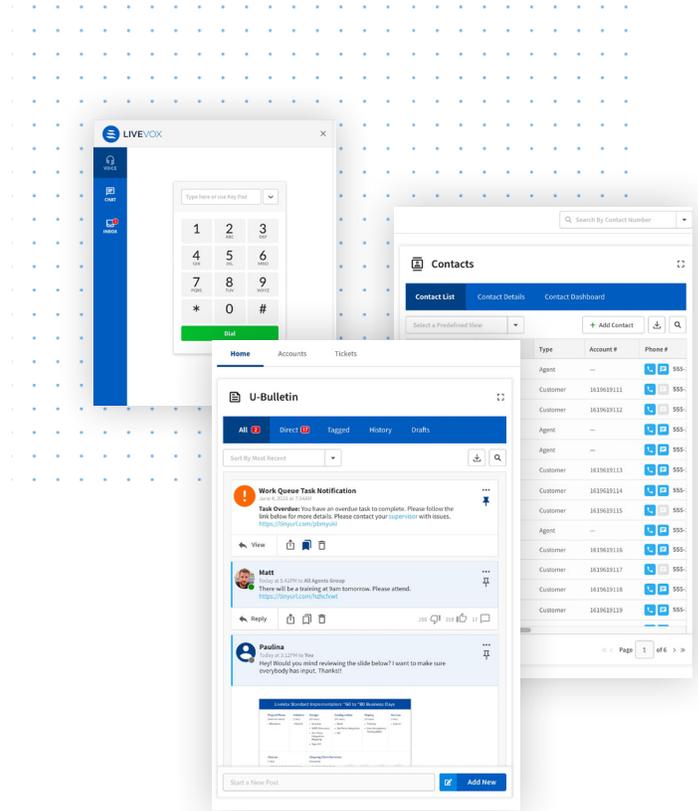
Customers are increasingly turning to messaging channels like SMS, email, and chat as their first point of contact—but no matter where the journey starts or ends, they expect the experience to be seamless. Yet, data silos prevent the contact center from accessing or generating the omnichannel insight it needs for a holistic view of the customer journey.

Finally, a tight labor market and high turnover puts the contact center in an endless cycle of hiring and training—impacting service quality, agent morale, and the bottom line. Agents who do stay on the job are frustrated by enterprise technology that lacks the easy usability of everyday tech and decreases the efficiency and experience of customer interactions.

Enter LiveVox, a true omnichannel platform that offers customers a fully integrated suite of communication channels, artificial intelligence including virtual agents, and robust CRM, WEM, and reporting capabilities. Our focus on ease of use helps contact centers achieve higher levels of agent engagement, performance, and customer satisfaction — all while maintaining industry-leading risk mitigation safeguards at a fraction of the cost of our competition.



Lastly, LiveVox customers gain the advantages of using a platform that is entirely in the public cloud, enabling high availability, industry-leading reliability, geo-redundancy, increased security, and rapid innovation to deliver business value and fast growth.



A True Omnichannel Platform

LiveVox has been a change-maker in the contact center space since 2000, providing a cost-effective path to voice and digital engagement, while significantly simplifying integration paths within our customers' environments.

The LiveVox platform offers a unique business advantage to clients by combining a **native contact center CRM with public APIs and tailor-made agent desktops that display key customer information and multichannel inboxes to aid task completion.** With multiple integration paths, you can flexibly automate business processes, standardize agent protocols, sync systems, apps, and more by feeding omnichannel data into easily configurable agent workflows for real-time changes. LiveVox's orchestration capabilities eliminate the complexity and the burden of pulling together multiple systems and data streams into one easy-to-create, easy-to-modify agent workflow solution that drives better customer experiences and happier agents



Technology Driven

LiveVox provides companies with the agility to compete successfully in today’s customer-centric, connected environment amid ever-changing regulations and compliance standards. Our high-availability public cloud architecture and commitment to reliability deliver peace of mind for our customers that their contact center solution will operate securely, without disruption, and is backed by our best-in-class end-to-end Service Level Agreement.. Our patented PCI-DSS and SOC II Certified platform facilitates 14+ billion multichannel interactions annually and **serves more than 250 clients across a broad variety of industries**, including financial services, healthcare and telecommunications, as well as outsourced call centers. LiveVox is now the best positioned solution for a \$25 billion market, where customers demand a fully integrated, cloud-based, omnichannel customer engagement platform.

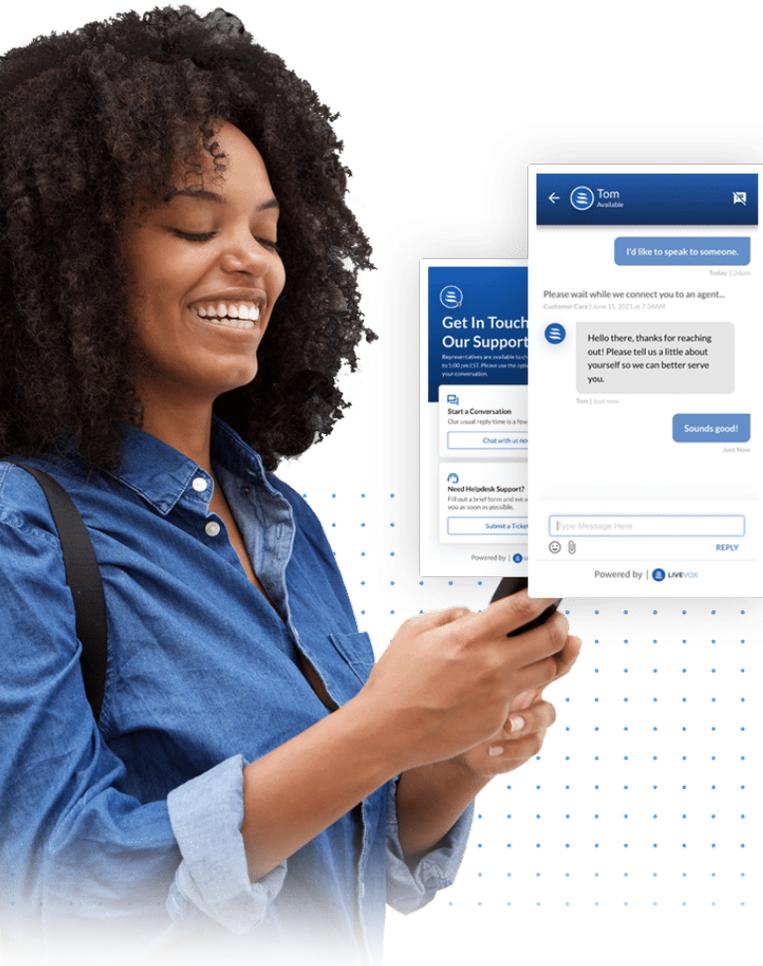


Solution and Operational Focus

Our enterprise and mid-market customers rely on us to solve their most challenging customer communication needs — so that their customers can rely on them. The LiveVox platform supports sales, servicing, and recovery use cases in the B2C space.

To ensure that we keep our customers top of mind, LiveVox solutions are focused on four pillars:

- ✓ Improving the Customer Experience
- ✓ Improving the Agent Experience
- ✓ Mitigating Risk for our Customers
- ✓ Providing an Easy-to-Use Platform



The pillars are very important to us as the core principles driving our value proposition. They are the foundation of everything we build, say, sell, and service at LiveVox. They organize how we see the world and the value we are trying to bring to our customers. They differentiate us from competitors and help us understand how to move forward as challenges arise. They are the themes our customers know that we care about deeply and will continue caring about. Our focus has helped us capture the **2022 Best of Enterprise Connect Award for Best Innovation in Customer Experience**, three **CUSTOMER 2022 Product of the Year Awards**, 2018 **TMC Contact Center Technology Award**, four previous **Product of the Year awards** from various industry groups, and the **Frost & Sullivan Best Brand award**.

The LiveVox Way

The foundation of how we work together is expressed by the LiveVox Way. Before LiveVox, our founders, Louis Summe and Larry Siegel, worked in large tech firms where innovation often became a casualty of efficiency. They designed guiding principles for LiveVox to preserve our entrepreneurial culture and build a strong growth company. You will hear our team talk about these principles, now known as the “LiveVox Way”: a combination of values that guide what we do, what we invest in, and how we work together.

Our goal is to not only be the solution of choice for customers, but the employer of choice for the world’s best talent. The LiveVox Way has yielded great results: a high retention, global workforce with best-in-class employee satisfaction ratings on GlassDoor and in employee surveys. We are proud to be recognized with **2022 Top Workplaces Culture Excellence awards for Employee Well-Being, Employee Appreciation, and Professional Development, and to be named a winner of the Greater Bay Area Top Workplaces 2022 Award by the San Francisco Chronicle.**



The LiveVox Way •

- *Develop Great People*
- *Marry Innovation and Discipline*
- *Data-Driven Innovation Cycle (DDI)*
- *Build Sustainable Competitive Advantage*
- *Differentiated Cloud-First Company*



Financial Strength

LiveVox (Nasdaq: LVOX) is a next-generation contact center platform that powers more than 14 billion interactions a year. **We seamlessly unify blended omnichannel communications, CRM, AI, and WEM capabilities to deliver an exceptional agent and customer experience** while reducing compliance risk. Our reliable, easy-to-use technology enables effective engagement strategies on communication channels of choice to drive performance in your contact center. Our battle-tested

risk mitigation and security tools help clients maximize their potential in an ever-changing business environment. With 20 years of pure cloud expertise, LiveVox’s CCaaS 2.0 platform is at the forefront of cloud contact center innovation. Our more than 650 global employees are headquartered in San Francisco, with offices in Atlanta; Columbus; Denver; St. Louis; Medellin, Colombia; and Bangalore, India.