

Welcome to LiveVox



Modern contact centers are at a critical crossroads. Traditional voice channels are being used at a diminishing rate by consumers while regulations such as the Telephone Consumer Protection Act (TCPA) have led to a rise in both costly fines and litigation.

Customers are now communicating on multiple messaging channels like SMS, email, and web chat nearly as quickly as they are being developed — and expect to be recognized across all interactions. Furthermore, data silos prevent the creation of a cohesive view of the customer and insights cannot be easily generated or accessed. These operational complexities are making it hard to know where and how to implement holistic omnichannel messaging strategies.

Finally, a tight labor market means agent turnover rate is incredibly high, with frequent hiring and training impacting not only service quality but also 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, and robust CRM, WFO, as well as reporting capabilities. Our easy-to-use platform helps operators achieve higher levels of productivity, customer satisfaction, and agent satisfaction, while maintaining superior risk mitigation safeguards compared to other more expensive technologies.



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.

Our platform solves the integration challenge with a data-first point of view. We do this by assembling the right underlying data structures so that communication channels can be layered on top and the data can flow freely between them. Our true omnichannel solution makes integration easy by giving our customers a flexible data platform that layers in channels to multiply reach to consumers, maximize every touchpoint, and tailor communications to each consumer with simplified connectivity to existing systems of record or CRMs. This serves to unify all conversations and interactions in one place, providing a single pane of glass view. Moreover, our Workforce Optimization component helps derive actionable insights to help agents continually improve by monitoring performance quality and providing training capabilities.



TECHNOLOGY DRIVEN

LiveVox enables a level of flexibility that allows businesses to rapidly adapt contact strategies to meet the standards of the ever-changing regulatory environment without the large financial investments required by our competitors. Our cloud-based, multi-tenant architecture model and approach is designed from the ground up to operate securely with extremely low service disruptions for our customers around the globe. We were born and bred in the cloud. 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 2018 TMC Contact Center Technology Award, 4 Product of the Year awards from various industry groups, and the Frost & Sullivan Best Brand award. Our customers echo these accolades garnering us with a Net Promoter Score (NPS) of 67.



Innovation is driven by people and accelerated through data. The LiveVox Way fosters the growth of both concepts, creating an environment where technology and people development are not only sustainable, but can thrive.”

— Co-founder and CEO, Louis Summe



Co-founders Louis Summe and Larry Siegel

The LiveVox Way

The foundation of how we work together is expressed by the LiveVox Way. Before LiveVox, our founders, CEO, Louis Summe, and EVP, Product, 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.



The LiveVox Way •

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

Our goal is to not only be the contact center 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. LiveVox has more than 450 employees and is headquartered in San Francisco; with offices in Atlanta; Denver; New York City; St. Louis; Medellin, Colombia; and Bangalore, India.



A NEXT-GENERATION COMPANY

LiveVox is a contact center platform that powers more than 14 billion interactions a year. We seamlessly integrate omnichannel communications, CRM, and WFO 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 is at the forefront of cloud contact center innovation. Our more than 500 global employees are headquartered in San Francisco, with offices in Atlanta; Columbus; Denver; New York City; St. Louis; Medellin, Colombia; and Bangalore, India.