

Be a Game Changer

# Transform Your Contact Center's Performance



LIVEVOX

*LiveVox is a proven public cloud platform built to give you everything you need to transform your contact center's performance and create better customer and agent experiences.*



## Outperform Expectations On Every Level With a Platform That Helps You Redefine Customer Engagement

The LiveVox platform enables a seamless, single-platform experience for agents, supervisors, and decision-makers by serving as a comprehensive hub that connects tools, technology, and channels. Additional capabilities and channels are activated easily rather than added via costly, complex, and time-consuming integration projects. And the platform is open, allowing you to easily connect your most important third-party applications into the system to create seamless agent and manager workflows.

## The LiveVox Platform Will Help You to Stop Chasing Change and Start Leading It.

### You'll maximize your ROI by

- Experiencing immediate KPI and bottom-line gains. Our cost-effective solutions quickly pay for themselves, allowing you to allocate valuable resources elsewhere.
- Reducing friction, you'll save money and time, and eliminate wasted effort, ensuring a smoother and more profitable operation.

### You'll boost agent performance by

- Providing them with a comprehensive 360° view of each customer, enabling more personalized and effective service.
- Streamlining your team's efficiency with all essential tools accessible on a single screen, eliminating the need to switch between windows.
- Enhancing productivity further with automated workflows that guide agents through custom scripts and suggest next-best actions.

### You'll enhance the customer experience by

- Offering self-service options across various channels, empowering customers with greater control and convenience.
- Empowering your agents to resolve customer issues with minimal effort, contributing to a more seamless support process.
- By delivering exceptional service in every interaction, fostering customer loyalty and satisfaction, and solidifying your brand's reputation for excellence.

### You'll empower your managers to unlock your team's full potential by

- Implementing strategies that prioritize customer-first experiences.
- Leveraging powerful, pre-integrated analytics across all modules to make informed, data-backed decisions quickly and confidently.
- Simplifying the process of agent scoring and training by incorporating automation and insights from customer feedback and sentiment analysis to continuously refine your approach.

### You'll elevate your system orchestration capabilities by

- Tailoring our configurable modules, APIs, data, and expanding partner network to suit your unique requirements.
- Benefiting from the high availability, scalability, and redundancy offered by our cloud platform, ensuring your business remains on track at all times.
- Safeguarding your business with our industry-leading security protocols and compliance solutions that protect your sensitive information.



## Contact Center CRM

Keep the customer at the center of every interaction with a purpose-built CRM that syncs information across systems

### Made for Contact Centers

A contact center-specific CRM streamlines customer interactions, enabling efficient communication, personalized service, streamlined workflows, detailed analytics, and seamless integration with existing tools, ultimately driving enhanced customer satisfaction and improved business performance.

### Designed to Improve Agent and Customer Experience

Enable agents to do their jobs better and more efficiently with a tool that connects everything they need into a configurable desktop, and the support of targeted automation and AI-powered assistance - give them everything they need to do the best for your customers.

### Ready to integrate with your existing CRMs and Systems of Record

Achieve centralized data management, allowing for seamless access to customer information, streamlined workflows, improved data accuracy, enhanced collaboration, and ultimately, more personalized and efficient customer experiences.

- Unified Customer Conversations
- Configurable Agent Desktop
- Configurable Agent Workflows
- Real-Time Agent Assist
- LV Connect
- Customer Happiness Index
- Agent Scripting
- Ticketing
- Preference & Consent Management
- Knowledge Center



## Omnichannel Communications

Reduce customer effort and drive engagement and loyalty with personalized, connected experiences across all communication channels

### All your customers, conversations, and channels in one place

Quickly personalize conversations across the customer lifecycle in any communication channel and maintain consistency with a 360-degree view of all previous engagements.

### Meet customers wherever they want to be

Engage with customers across any channel they choose, including Voice, Email, SMS, Webchat, and WhatsApp, and easily switch without harming the conversation.

### Empower agents through a single, simple desktop

Our omnichannel desktops can be easily tailored by function and task, enabling agents to deliver top-notch customer care across communication channels, empowered by interaction history and workflow, guided by scripts and a knowledge center.

- Blended Multichannel Inbound
- Outbound Voice
- Email
- Pre-Integrated AI Capabilities
- Virtual Agents
- Chatbots with Generative AI powered by OpenAI
- Unified PBX
- Two-Way SMS, Webchat, WhatsApp, and Facebook Messenger

# Be a Game Changer Transform Your Contact Center's Performance



## Workforce Engagement

Empower, engage, and develop your agents and thrive in a challenging work environment and labor market

### Support great Omnichannel Customer Experiences

LiveVox gives you easy-to-use WEM tools to engage your team and support great, customer-centric experiences in an omnichannel environment – controlled through a single, unified interface.

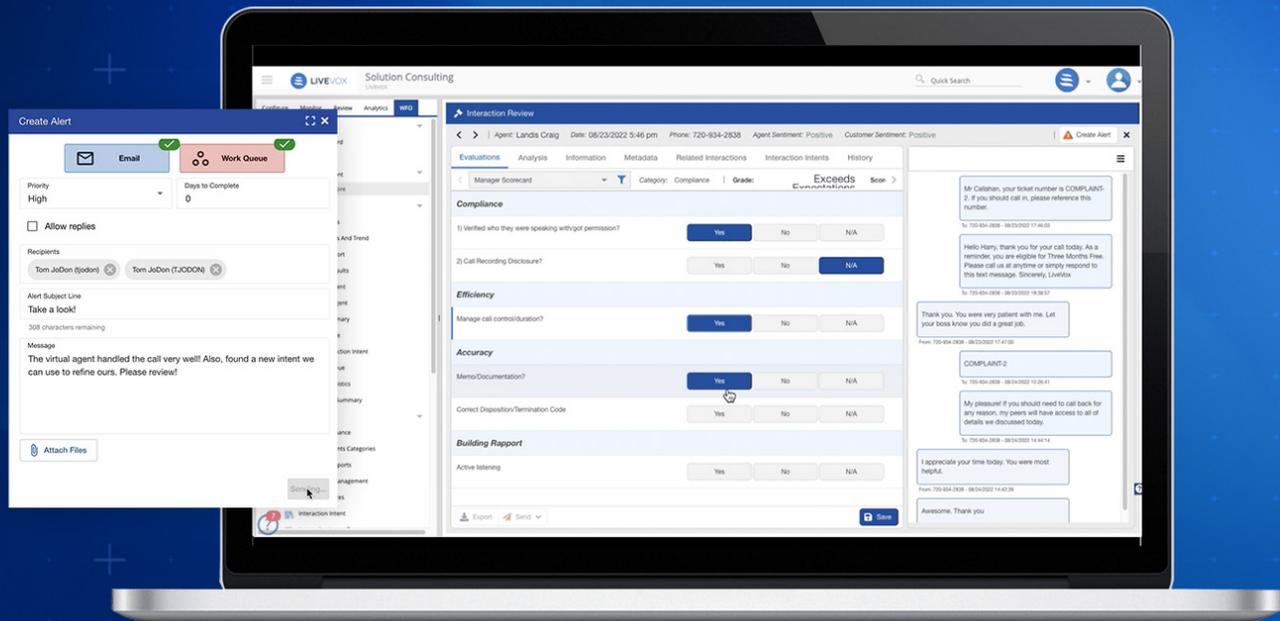
### Make Fast Data-Backed Business Decisions

Power smarter, faster, data-backed business decisions for your contact center with simple, integrated solutions that don't require costly and time-consuming integrations.

### Create a Positive Feedback Loop That Powers Agent Development

Establish effective and efficient quality monitoring and management processes in your organization. Then, use our integrated, intuitive tools and automation to provide objective, detailed feedback and targeted training and coaching programs to your team.

- Speech Analytics with Quality Management
- Agent Scheduling & Workforce Management
- BI & Performance Analytics
- Customer Journey Analytics
- Omnichannel CSAT
- Call and Screen Recording
- eLearning
- Work Center



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## 10 Ways LiveVox Empowers Game-Changers

### One Unified Platform

All capabilities and configurations are accessible from a single platform, allowing for a unified experience, easy adoption of new capabilities, and comprehensive analytics.

### Better Agent and Customer Experiences

Our technology transforms agent experience, providing easy, intuitive access to the tools and information they need to deliver exceptional customer experiences and be great ambassadors for your business, all via one simple, unified interface.

### Channels of Choice

Effortlessly engage customers where and when they want to communicate via integrated voice and digital channels. Conversations across channels are automatically linked, enabling continuous dialogues with comprehensive histories.

### Maximize Productivity, Quality, & Efficiency

Lay the foundation for exponential Voice, Digital, & AI ROI by easily orchestrating processes, data, applications, and systems to deliver better agent workflows and address critical efficiency gaps.

### Easy Integrations

Unlock new value from existing systems and incorporate any application, internal or third-party, into your workflow using our low-code, no-code integration approach—including key customer data sources, virtual agents, and more.

### Configurations in Your Control

95% of our functionality is self-configurable. Create and adjust engagement strategies without the additional budget or professional services that are often needed.

### Reduced TCO

Minimize your TCO by avoiding expenditures in hardware CapEx purchases and maintenance while also bypassing investments in custom integrations/developments.

### Cloud Reliability and Security

LiveVox's 100% public cloud architecture allows us to ensure high availability and gold standard reliability (99.99% uptime target). Our team is dedicated to maintaining compliance standards and proactive security protocols to minimize risks and safeguard your business.

### A Partnership Approach

LiveVox supports your day-to-day and long-term goals with in-depth training, an online knowledge base, dedicated account managers, a centralized Customer Care team, and Business Consulting sessions.

### Comprehensive Risk Mitigation

Simplify risk management with embedded compliance controls spanning TCPA, CTIA, CAN-SPAN, CFPB, PCI, and other regulatory considerations for voice and digital channels.



## What Our Game-Changing Clients are Saying About Our Platform

*"LiveVox's customer engagement and analytics capabilities have been a game changer for arrivia, and the technology has helped transform our contact center operations, including productivity improvements of up to 20% for our sales operations. Arrivia has fully immersed itself with LiveVox in nearly every way – the tech has key visibility in every board meeting, is featured in every partner review and carries its very own brand within our organization."*

— Travis Markel  
COO, arrivia

*"With LiveVox, you not only get cutting-edge technology, but hands-on and proactive expertise. When you are embarking on something new, like most contact centers are in today's environment, it is key to have both."*

— Senior Director Strategy & Analytics  
Sallie Mae

*"LiveVox can be managed with relative ease. You don't have to have a large, technology-supporting team in comparison to an on-premise telephony platform. Upgrades are also much simpler and less time-intensive."*

— Matt Murphy, Director of Workforce Management and Dialing Operations, Best Egg

*"With complete visibility and control across the customer journey...we are able to ensure we respect the customer's channel preferences while leveraging customer behavior data to drive more pro-active and intelligent strategies across new channels. As a result we saw an increase of ~50% in year over year revenue."*

— Director of Operational Strategies,  
Business Servicer