

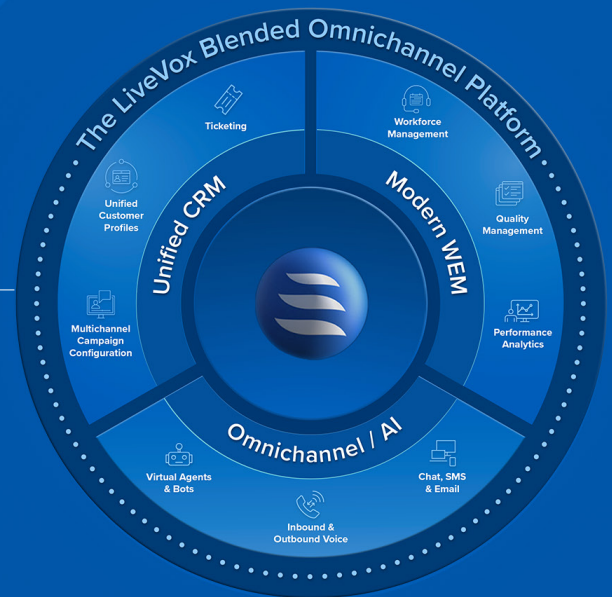
Maximize Your Contact Center's Performance

A Powerful, Next-Generation Contact Center Platform



LIVEVOX

LiveVox seamlessly integrates omnichannel communications, AI, CRM, and Workforce Engagement Management to maximize your contact center's performance and create better customer and agent experiences.



One Unified Platform, Many Capabilities

All LiveVox products and features are accessed via a single, secure, cloud-based platform, allowing for a seamless experience for agents, supervisors, and decision-makers. We continually improve and iterate our offerings to ensure we are at the forefront of contact center trends.

Additional capabilities and channels can be activated easily, rather than being added via costly, complex, and time-consuming integration projects. For example, practical AI capabilities are pre-integrated in our platform, making it simple to implement and optimize these powerful tools for your needs. This allows us to grow with our clients' operations as they become more sophisticated, however rapidly that may be.

A unified platform also allows for unified data. In real terms that means easy access to metrics that go way beyond standard contact center KPIs, including omnichannel analytics, comprehensive operational and agent performance insights, and a 360-degree view of customer experience.

Built to Enhance the Customer Experience

To help our clients provide a customer experience that differentiates them from their competitors, we focus our efforts on building software that empowers their agents. That means equipping them with the industry-leading tools and information they need to deliver delightful, efficient interactions on any channel. Workflows can be easily configured for specific business needs, avoiding complex and

clunky on-screen experiences that can affect agents' ability to handle interactions smoothly. Conversations can flow from channel to channel, with agents handling everything via one centralized and easy-to-use interface. Agents have easy, on-screen access to dynamic scripts to guide them through conversations and dashboards that allow them to understand their performance compared to their peers.

Everything Through the Lens of Compliance

The LiveVox platform was born and bred in the highly-regulated environment of financial services, with every capability we develop viewed through the lens of compliance. From our game-changing, compliance-first outbound communications tools, HCI® and HTI®, to our multichannel Attempt Supervisor, Two-Way Messaging, Speech Analytics, and Quality Management products, with our tools you'll no longer have to choose between productivity and risk mitigation.

Made For the Contact Center

LiveVox is made by and for contact center strategists. All of our tools are designed to be easy-to-use by contact center managers and agents, without the need for in-house technical expertise. The core platform, as well as a vast range of additional capabilities, can be configured and activated rapidly and we offer ongoing strategic and technical support.

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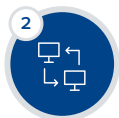
Unified CRM

Close the cross-channel gap with a unified CRM that syncs channels, customer information and ticketing throughout the customer journey.

LiveVox's out-of-the-box CRM is pre-built into the communications platform and centralizes and standardizes key customer and interaction data across all channels and applications into a single database, creating unified customer profiles. Based on these profiles, managers can deploy digital campaigns quickly from a single desktop and create custom fields, filters, multichannel workflows, and agent scripts on the fly. Agents have access to screen pops with key customer data and multichannel contact history. And, our integrated ticketing system allows teams to effectively track, manage and collaborate on issues across the customer journey.

Our CRM also enables workflow waterfalls for continual multichannel contact attempts to support lead generation. You can sync information across systems and manage your lead lists in one place to create targeted campaigns based on past outcomes, channel preferences, the number of contact attempts, customer segmentation, or any rule needed.

- Unified Customer Conversations
- Consent Management
- Configurable Agent Desktops and Workflows
- Ticketing



Omnichannel Communications

Exceed customer expectations with conversations that flow seamlessly across their channels of choice.

LiveVox supports best-in-class customer engagement by providing communications tools that support multichannel, non-linear, two-way conversations that meet growing customer expectations for an on-demand, seamless experience. AI and self-service capabilities are more accessible than ever, with easy-to-activate, integrated Chatbot, Virtual Agent, and Advanced IVR capabilities ready to be deployed rapidly. Plus, for knowledge workers and the back office we offer BusinessPhone, a fully integrated PBX system, which acts as an all-in-one connectivity solution for businesses of all sizes and complexities.

- TCPA-focused Outbound Voice
- Blended Multichannel Inbound
- Two-way Messaging
- Email
- Pre-Integrated AI Capabilities
- SMS
- Email & SMS Campaigns with Compliance
- Webchat
- Multichannel Chatbots
- Virtual Agents
- Unified PBX



WEM

Keep your agents and teams happy and high-performing and support productivity, quality, and compliance across your entire organization.

LiveVox WEM provides easy-to-use, easy-to-activate tools to help engage and empower your teams to deliver great customer experiences and establish a culture of ongoing performance improvement. Power smarter, faster, data-driven business decisions for your contact center with access to comprehensive operational, customer, and performance data when and where you need it. And, understand and respond to what's happening in your contact center like never before with 100% interaction analytics paired with robust Quality Management tools.

- Call and Screen recording
- Workforce Management
- Business Intelligence and Performance Analytics
- Quality Management
- Coaching and eLearning
- Customer Satisfaction
- Speech Analytics

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10 Reasons Why Contact Centers Choose LiveVox

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, giving them easy, intuitive access to the tools and information they need to deliver exceptional customer experiences and be great ambassadors for your business.

Channels of Choice

Shift engagement between Voice and digital channels while automatically linking all interactions into a threaded view, creating a continuous conversation with your customer.

Maximize Quality and Efficiency

Drive performance with the ability to scale across any location, streamline disparate workflows, and uncover best practices that can be implemented across the enterprise.

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.

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.

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 supports, both public and private cloud deployments, and lifts the burden of managing certifications and security in the cloud.

A Partnership Approach

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

“ What Our Clients Are Saying

“Using LiveVox’s monitoring, chat, and agent scorecard applications, our managers were able to maintain communication and visibility for their remote service representatives...with the help of LiveVox our at-home representatives were able to bring some humanity back to financial servicing in a time when it was needed most.”

— Justin Bates
Senior Director of Operations, *New Credit America*

“That LiveVox includes risk mitigation tools for managing compliance needs has been huge for us. Finally, I have a way to manage access to all those TDECU members...It has made a huge positive impact on our business.”

— Vice President, Loan Resolutions, *TDECU*

“Frictionless communication is key to our organization. LiveVox not only keeps customer and client data safe, but it also simplifies the experience as we navigate the digital ecosystem.”

— Matt Schuster
Vice President, Strategic Development, *Eastern Account Systems, Inc.*