



## Omnichannel / AI

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



To help contact centers succeed in an increasingly digital environment, LiveVox has married the most popular communication channels with rich customer profiles and full interaction history.

Contact center leaders can configure the entire customer journey with customer preferences and consent status in mind, spanning **Voice, Email, SMS, and Webchat**. This comprehensive and centralized approach ensures that customers engage with you on their terms and on their channels of choice.

LiveVox supports all of your campaign creation needs including segmentation and targeting with an embedded wizard, making campaigns easy to execute and also simple to track. User-friendly template creation enables unified brand interactions that scale across the organization.

LiveVox embeds consent & customer preference into campaigns and automatically updates records when consent or preferences change. Our robust compliance controls also ensure proper messaging outreach, so you always know you're reaching people when and how they've indicated is best. Additionally, **channel preferences are automatically transferred to future campaign workflows, so managing complex, multi-touch outreach campaigns is simplified.**

A unified omnichannel desktop with a single view of the customer makes it easy for agents to work without moving between platforms and toggling between webpages, empowering agents to leverage context for more personalized, and pertinent, interactions.

# Seamlessly unify the customer experience by meeting customers on their communication channels of choice



## Voice

### The Four Clouds for Outbound

LiveVox helps you manage today's regulatory requirements in a cost-effective and sustainable way with four separate dialing solutions spanning Manual, Preview-All, Human Call Initiator® (HCI®), and Automated. Each dialing system is available for selection based on business needs. LiveVox's HCI® system is the only TCPA-focused solution with a consistent track record of numerous positive TCPA court rulings (9-0), in addition to also helping businesses maintain some of the highest levels of operational efficiency.

### Inbound

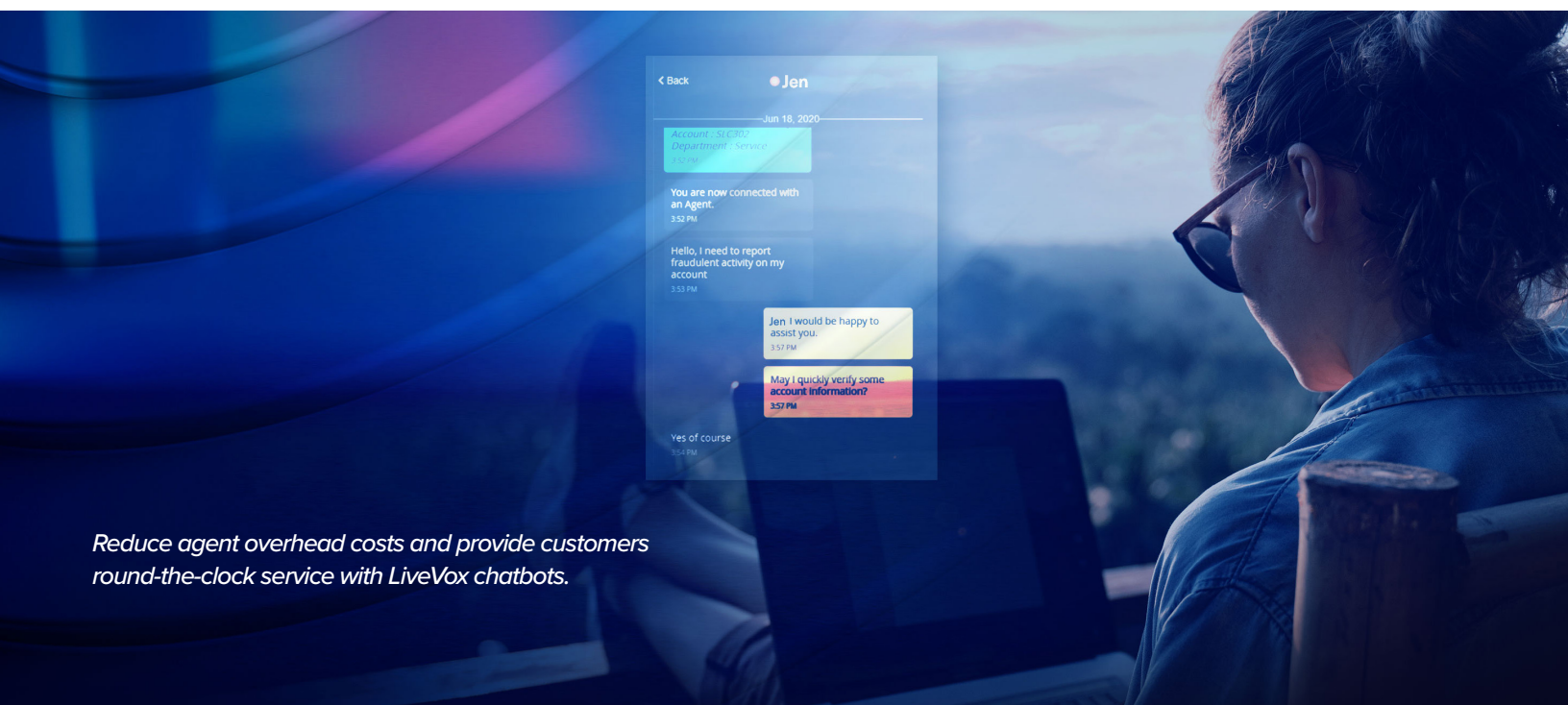
Make the most out of each inbound call by enabling the highest level of customer satisfaction at the lowest cost. Advanced IVR modules with access to unified customer data enable self-service while more intelligent routing optimizes agent resources. Tailored workflows and agent desktops drawing on multichannel customer contact histories help agents serve customers faster and more effectively.



## AI

### Chatbots

Reduce agent overhead costs and provide customers round-the-clock service with LiveVox chatbots. By leveraging unified customer profile data to optimize chatbot logic, contact centers can save agent resources for high value or complex customer interactions while maintaining a high customer experience and performance insight. LiveVox supports chatbots across a variety of channels including, Voice, SMS and Chat.



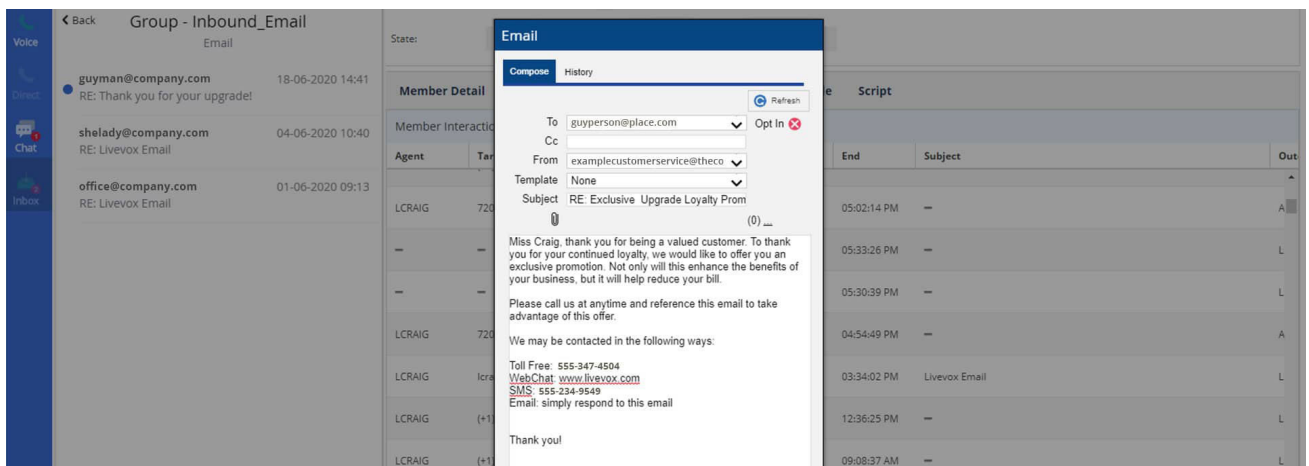
*Reduce agent overhead costs and provide customers round-the-clock service with LiveVox chatbots.*



## Digital Channels

### Email

Engage customers on the most widely used channel in the contact center after Voice. LiveVox's solution was built to optimize contact attempts and deliver higher ROI. LiveVox provides a number of methods for your organization to launch and manage email campaigns within our platform. Additionally, any agent can send emails directly to customers as a follow-up to a call, reminder message, or even to resolve an issue via conversation. And, with real-time email queue management, inbound emails are routed to appropriate agents based on skills assessments to enable better interactions between agents and customers.



### SMS

SMS is a cost-efficient alternative to Voice and offers customers a more convenient way to engage with your business to avoid long hold times. LiveVox's SMS solution provides a quick and flexible communication channel with seamless bi-directional capabilities and powerful self-service options. Make your SMS outreach customer-centric with robust campaign creation functionality. List segmentation, requeue, and trigger-based events allow you to create and automate SMS engagement based on specific customer attributes or interaction history. Agents are provided with everything they need to facilitate personalized 2-Way SMS conversations through enriched agent desktops that present customer account information and full multichannel interaction history and tailored message inboxes. Other key capabilities include advanced opt-out and keyword response, conditional SMS sends, trigger-based SMS, and permission-based agent-initiated messages.

### Webchat

Engage customers on the most self-service friendly channel in the contact center. LiveVox's solution was built to optimize contact attempts and deliver higher ROI. LiveVox provides a number of methods for your organization to launch and manage email campaigns within our platform. Additionally, any agent can send emails directly to customers as a follow-up to a call, reminder message, or even to resolve an issue via conversation. And, with real-time email queue management, inbound emails are routed to appropriate agents based on skills assessments to enable better interactions between agents and customers.