AI Made Simple from LiveVox

Enhance Your Operations with AI: They Don’t Have to be Difficult.
Artificial Intelligence can be complicated and intimidating on the surface, but you don’t need it to be. Thanks, LiveVox makes AI simple, affordable, and easy to use, whether you’re trying to improve and optimize your current processes, or start new initiatives.

Unified Data
The foundation on which all AI capabilities are built: connects key data from respective systems in one place. Known as consolidated processes to generate detailed, actionable insights about customer journeys and workflows.

Conversational IVR
Auto-enables the IVR to understand what customers are saying and sends them to the right place. Lets customers input their information and self-service their needs in a way that’s easy and robust.

Tailored Workflows
Offers data-driven customer engagement automation based on their expressed intent and agent availability. Creates more effective workflows to reduce monotony and time-consuming manual tasks for live agents.

Personalized Interactions
Improves the customer experience without human intervention using advanced, unified data. Tailors conversations with customers based on their known information to provide a human-like touch.

Agent Assistance
Uses advanced AI processes by progressing their travel files to ensure accuracy and compliance. Makes it easier for agents to find and use information — improving the quality and speed of interactions.

Virtual Agents
An automated agent that’s value-added and can be monitored and managed alongside live agents. Gives customers convenient self-service options and free-up live agents for more meaningful interactions.

Chatbots
Text-based voice agents that use AI to engage in smart conversations with customers and other sources. Delivers 24/7 automated support providing customers an additional channel for self-service options.

Business Intelligence
Powerful, consistent insights that every agent can see in a single place for a 360-degree view of performance. Ensures we’re in the know, and every metric is changing, and how to impact desired outcomes.

Speech Analytics
Provides analysis from voice, video, and text conversations for actionable insights. Crucial for measuring customer intent and outcomes, helping those insights to improve processes.

Continuous Improvement Cycle
Creates positive feedback loops across contact center operations by learning from AI-driven data. Analyzes what’s working—and what’s not—to evolve and optimize engagement strategies.

Prepared by: SpeakQIP

Take the first step toward the intelligent contact center with LiveVox. Speak with one of our experts today.

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