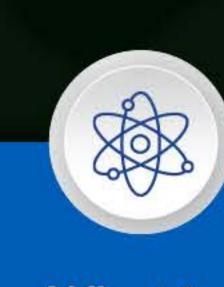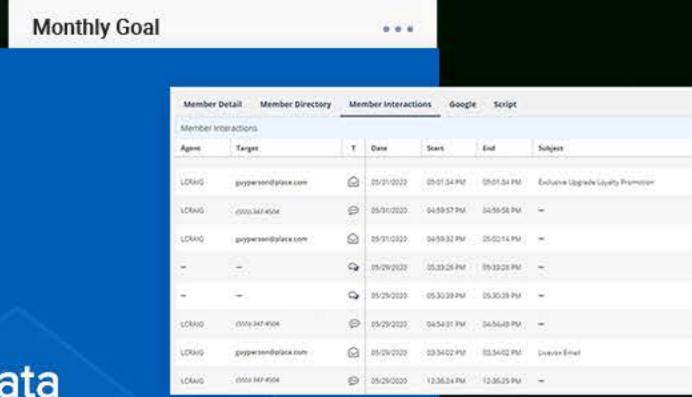PRE-INTEGRATED

DATA-POWERED

AI Made Simple from LiveVox

Enhance Your Operations with AI That's Easy to Understand, Implement, and Optimize.
Artificial Intelligence can be complicated and intimidating on the surface, but you don't need to do it alone. LiveVox makes AI simple to understand, with practical capabilities that are easy to implement and optimize, so you can get your operations up to speed immediately. Where other contact center platforms tout pie-in-the-sky AI possibilities, LiveVox is focused on ease of use and removing friction by delivering measurable value in simple ways, right now.

What is it? Why use it?
Unified Data
The foundation on which all AI capabilities are built; connects key data from separate systems in one place. Powers AI-enabled processes to generate data-fueled insights about customer journeys and workflows.
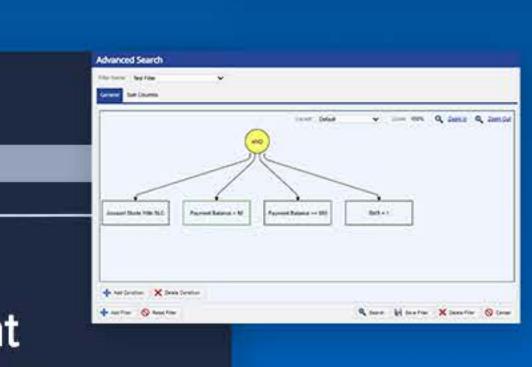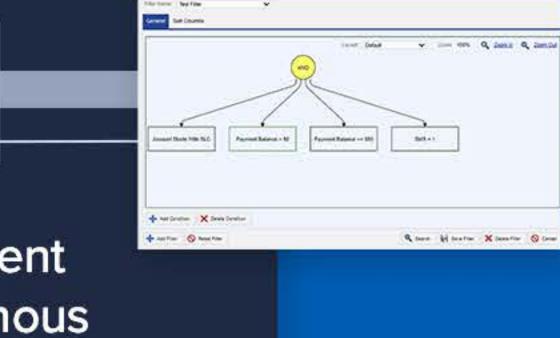
Conversational IVR
AI enables the IVR to understand what customers are saying and sends them to the right place. Lets customers input their information and self-service their needs in a way that's easy and natural.

Tailored Workflows
Directs each customer to the right destination based on their expressed intent and agent availability. Creates more effective workflows to reduce monotonous and time-consuming manual tasks for live agents.

Personalized Interactions
Improves the customer experience without human intervention using account-level unified data. Tailors conversations with customers based on their known information to provide a human-like touch.
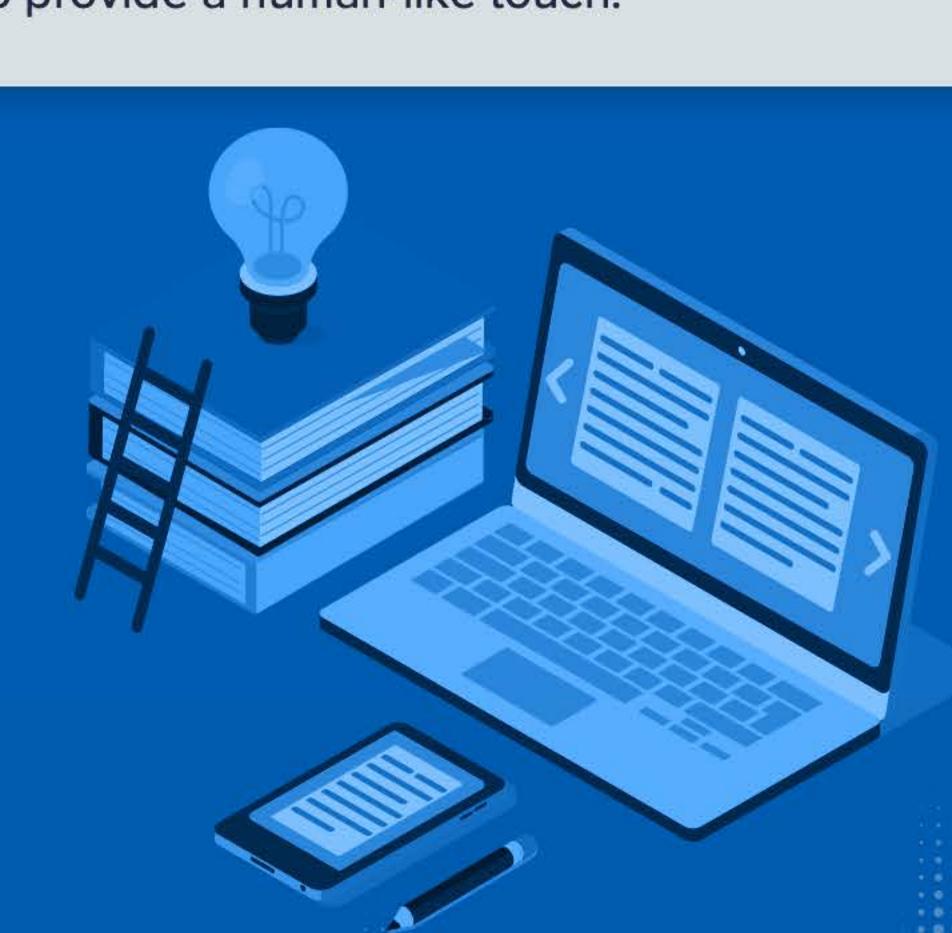
Agent Assistance
Guides agents to better outcomes by augmenting their knowledge to ensure accuracy and compliance. Makes it easier for agents to find and use information—improving the quality and speed of interactions.
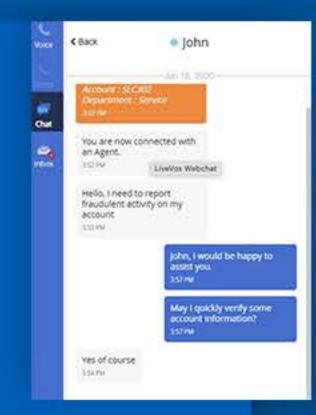
Virtual Agents
AI-powered agents are voice-enabled and can be monitored and managed alongside live agents. Gives customers convenient self-service options and free up live agents for more meaningful interactions.

Chatbots
Text-based virtual agents that use AI to engage in smart conversations with customers and offer solutions. Delivers 24/7 automated support—providing customers an additional channel for self-service anytime.
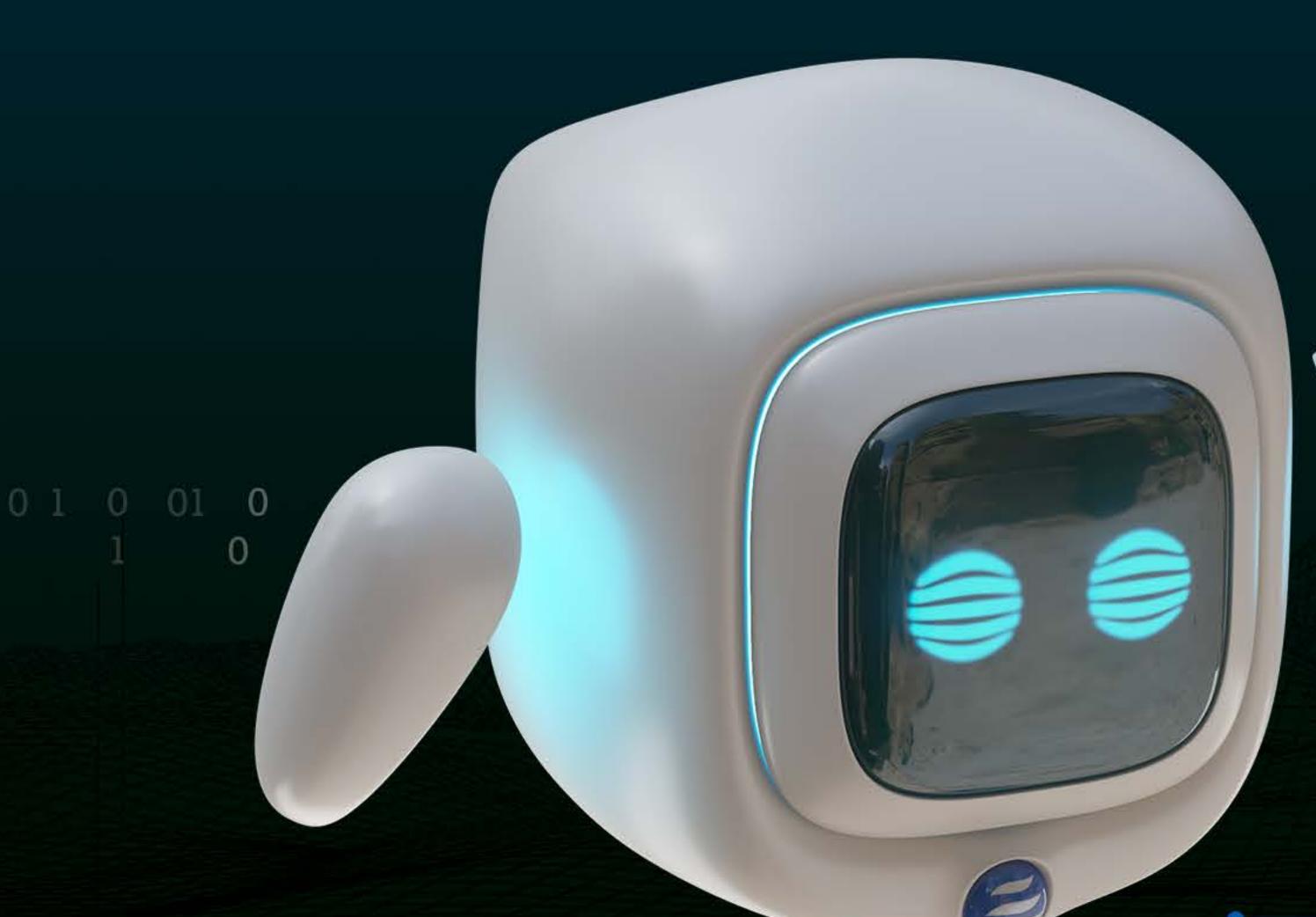
Business Intelligence
Powerful omnichannel analytics that overlay all data in one place for a 360-degree view of performance. Understand what is driving results, why metrics are changing, and how to impact desired outcomes.

Powered by SpeechIQ®
Speech Analytics
Scores 100% of interactions across all channels and mines conversations for actionable insights. Crucial for measuring customer intents and outcomes, then using those learnings to improve processes.

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

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

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