



Accelerate and Simplify Your Shift to At-Home Agents with LiveVox

COVID-19 has quickly interrupted our personal and professional lives on an unprecedented scale. Organizations across the board, from the smallest credit unions to the largest bulge-bracket banks are determining how to continue operations with a distributed workforce.

This is a daunting task for contact center operators whose operations have been historically centered on large co-working spaces. LiveVox, a pure cloud contact center solutions provider, can help make this shift easier. With over 20 years of experience as a cloud-first company, LiveVox facilitates over 14B global multichannel interactions annually, ~4X more than any other pure cloud contact center provider.

What has made LiveVox successful? We have always been a company built on cloud-first technology, processes, and people and have now amassed over two decades of best practices. We understand and can solve for the most difficult challenges you might face when shifting to a remote workforce. Here are a few highlights about the LiveVox approach.



PROCESSES

Setup is simplified.

Some businesses will provide their agents access to a secure VPN so that agents can work from home in the exact same way they do from the contact center. If this is not the case for you, LiveVox can provide an alternative. With LiveVox's light CRM functionality, U-CRM, you can **easily and reliably integrate your existing system of record** and have agents up and running with business-critical customer information quickly. The LiveVox CRM solution is a native repository that tacks onto existing systems. This means the agent's screen will be populated with only the select data they need to do their jobs.

Agents can be up and running to make phone calls quickly through your existing LiveVox Portal with access to a high-speed internet connection, computer/laptop with audio capabilities, and modern web browser.



TECHNOLOGY

100% Cloud: Built for flexibility.

Founded in 1999, LiveVox was built from the ground up as a cloud-native solution. This translates to a hardware-free, location-agnostic platform with **on-demand and virtually unlimited capacity**. Your agents can be configured in an outbound, inbound, or blended environment regardless of location. Skills-based routing and volume overflow are configurable to reach any agent and agent workgroup, regardless of location.



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Maximize quality.

To help ensure performance and mitigate risk for a remote workforce, LiveVox's platform provides a comprehensive suite of tools that help ensure supervisors can effectively monitor, manage, and assist remote agents on live calls. These tools range from coach, monitor, and barge to more robust and flexible Unified Agent Desktops, Agent Scripts, and Call & Screen Recording.

Live dashboards that show **agent status, call progress, average wait times, and more** can help create a unified view for managers to orchestrate their operations as if the team were all under one roof.

Maintain control.

Managing the schedule of a remote workforce comes with its own challenges. We provide a native Workforce Management tool, U-WFM, that supports scheduling and has schedule adherence mechanisms so that even from a distance, managers can allocate resources and maintain visibility of agent bandwidth.

Mitigate risk.

Born and bred in financial services, LiveVox offers clients a very comprehensive compliance suite including consent and revocation management, robust contact attempt controls that cover DNC, state dialing zone restrictions, and zip area mismatch. LiveVox can help a remote and dispersed workforce maintain a unified approach to managing complex contact attempts. In addition, LiveVox's leading-edge cell phone dialing solution helps contacts centers optimize the balance between risk and productivity.

Have secure and reliable access to data.

Our cloud-based, distributed data centers were created to operate without service interruptions. Our native-cloud platform was designed with a high degree of redundancy and geographic fail-over to reduce the likelihood of service interruptions or downtime. Your information is stored securely and accessible when you need it.



Support is provided by a virtual-ready company.

LiveVox is supported by a **geographically dispersed workforce of over 450 employees**. Virtual collaboration and processes are a normalized aspect of the LiveVox work culture. The company is well positioned to increase our remote work collaboration with minimal disruption to our clients.

As an experienced cloud company, LiveVox has the innovation and expertise needed to help contact centers navigate this trying time. To learn more, **please contact us at info@livevox.com**.