

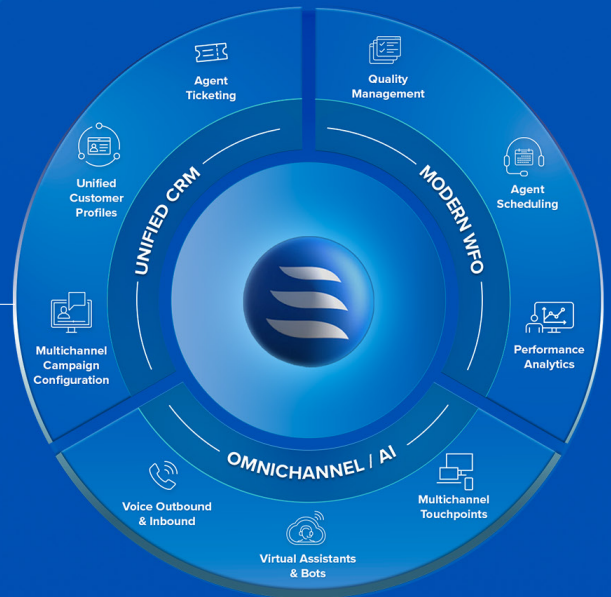
Maximize Your Contact Center's Performance

A Powerful, Next-Generation Contact Center Platform



LIVEVOX

LiveVox seamlessly integrates Omnichannel communications, CRM, AI, and Workforce Optimization 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.

And a unified platform also allows for unified data. In real terms that means easy access to omnichannel analytics and comprehensive business intelligence that goes way beyond standard contact center KPIs.

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. Agent scripting is available to guide new agents or train existing ones. And knowledge bases are integrated into the platform so agents can find the answers to questions and queries quickly.

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 dialer HCl® to our two-way messaging capabilities or our suite of contact center bespoke quality management and performance analytics 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.

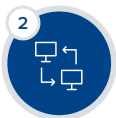


Unified CRM

Unify all conversations and consumer attributes into a single location.

LiveVox's out-of-the-box CRM is pre-built into the communications platform for the next generation contact center. We've married channels, contacts, accounts, consent management, and conversations to provide you a more holistic view of your customer and your business. With unified customer profiles that automatically centralize all interactions across all channels and accounts into a single location, you can replace the clunky tools of yesterday's contact center with one elegant tool that keeps your momentum going.

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



Omnichannel Communications

Easily incorporate any channel, including chatbots, into the customer journey.

Give your customers the freedom to communicate in their preferred manner when and how they want. LiveVox's Omnichannel solution makes it easy to provide consistent customer experiences regardless of channel with the flexibility of the same queue across both voice and digital channels. Agents see conversation streams in real-time and fluidly switch from channel to channel, reflecting the up/down and back/forth flow of the support journey.

- 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



WFO

Support productivity, quality, and compliance and get the most out of your team — wherever they are.

LiveVox WFO gives you easy-to-use tools to support compliance, performance, and quality in an omnichannel environment — controlled through a single, unified interface. Power smarter, faster, data-backed business decisions for your contact center, establish effective and efficient quality monitoring and management processes, and provide objective, detailed feedback and targeted training and coaching programs to your team.

- Call and Screen recording
- Agent Scheduling
- 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 Customer Experiences

Our technology improves agent experience and, by extension, their ability to deliver an excellent customer experience.

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.