



LIVEVOX



LiveVox Solutions Overview

Cloud Contact Center



Four Clouds

Manage today's regulatory requirements in a cost-effective and sustainable way utilizing the LiveVox Four Clouds™ outbound dialing systems. Built with four separate TCPA-focused dialing systems, LiveVox's on-demand solutions help meet your specific business requirements with the appropriate levels of efficiency and risk mitigation.



Blended Inbound

Make the most out of each inbound call by enabling the highest level of consumer satisfaction at the lowest cost. Over 30+ advanced IVR modules enable robust self-service opportunities while on-demand blended agent pools optimize agent resources to handle inbound and outbound service calls, regardless of location.



Channel of Choice

Engage customers on their channel of choice. LiveVox provides a practical approach to expanding beyond voice campaigns while mitigating regulatory risk. Cross-channel analytics powered by Business Intelligence provides the critical insight needed to measure and drive multichannel ROI by tracking call back attribution to non-voice outbound campaigns including Email and SMS.



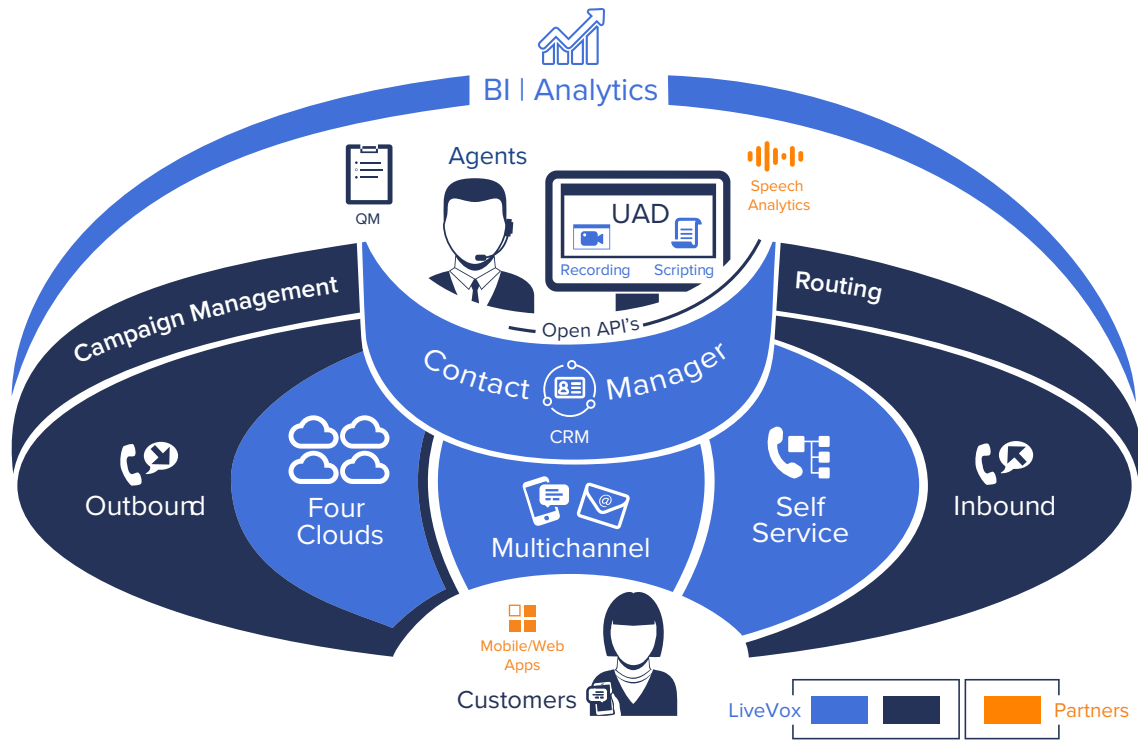
Contact Manager

For businesses leveraging multi-site contact centers or outsourced servicers, drastically simplify compliance management with on-demand controls spanning dial attempts, state dialing limits, time zone settings, and much more for all campaigns, regardless of the location of your contact center. Automatic, proactive compliance controls can also be leveraged across an entire agency-network and cannot be overridden.



Performance Analytics

Transform data into actionable insights in minutes, not days leveraging Business Intelligence. LiveVox's Performance Analytics powered by Business Intelligence helps quickly uncover performance improvements to help drive ROI. LiveVox significantly lowers the cost barriers to leveraging analytics, thereby empowering contact center leaders across your operation to make faster, smarter decisions.



Feature Highlights

Four Clouds Outbound

Three-Human-Initiated Dialing Systems

- Manual & 10-Digit Manual with Transfer (10DMT)
- Human Call Initiator (HCI)
- Preview-All (click 10-digits)

One-Automated Dialing System enables:

- Message only
- Quick Connect (QC)
- Right Party Connect (RPC)
- Unattended

Blended Inbound/Outbound

- Location-agnostic
- Inbound prioritization over outbound
- Skills-based routing
- Scheduled call back
- Estimated wait time

Self-Service

- 30+ advanced IVR modules
- 3rd-party CRM integration
- Visual call flow editor
- Agent-tie back
- Speech Recognition-IVR

Multichannel

- Fully integrated Email, SMS
- Customized templates
- Channel analytics

Campaign Management

- Monitor, Coach, Barge
- Optimized pacing configurations
- Simplified list management

Compliance Controls

- Contact attempt controls
- Cell Phone scrub
- 100% call recording
- Time Zone Settings

Reporting and Analytics

- Agent to call center level reporting
- Standard and configurable reports
- Business Intelligence enabled Performance Analytics

Partnership Capabilities

- Open APIs
- WFM; Speech Analytics