LiveVox Inbound Voice

Maximize your inbound voice operation & improve self-service with LiveVox's advanced solution

LIVEVOX

58%
of consumers

will switch companies because of poor customer service.[1]

LiveVox's Inbound Voice solution increases contact center efficiency and supports effective self-service by identifying customers upon contact and collecting key information relevant for precise routing. You'll benefit from an ACD, multilevel IVR, skills-based routing, custom call queues, and a purpose-built CRM that enables better customer experiences. Leverage ready-made dashboards for real-time performance management or design your own for more tailored reporting.

1. https://clouddamcdnprodep.azureedge.net/gdc/gdcPiLLQw/original?ocid=mkto_eml_EM582302A1LA1

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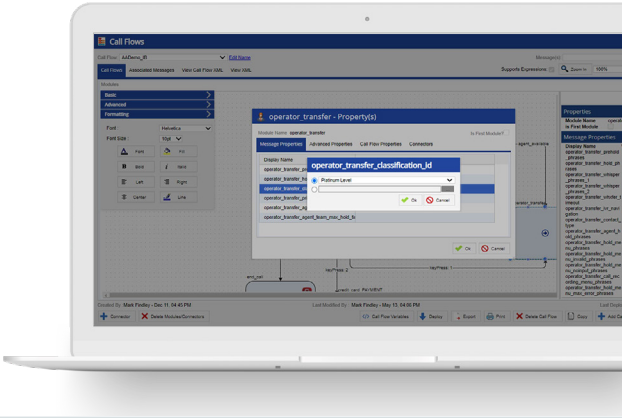
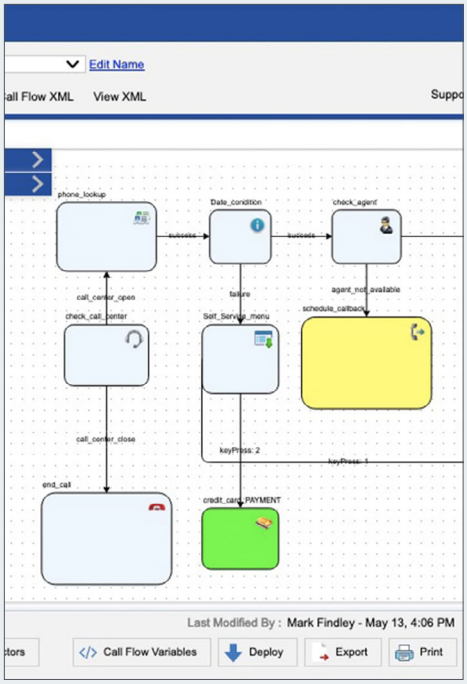
1 Call Routing

LiveVox ensures customers reach the right agents quickly using customer data on file, the customer's IVR selections, and proven call routing algorithms. Call priority and overflow options provide efficiency within the hold queue. Agent routing matches customers with the appropriate department while considering agent skills and proficiencies. Additional routing features include last agent routing and account ownership. LiveVox call routing connects customers with the right agents right away, reducing wait times and eliminating the need for agents to transfer between departments.





2 Interactive Voice Response (IVR)

LiveVox makes it easy to create and maintain IVRs, whether you are looking for ready to use IVR templates, want to construct a custom IVR, or prefer to write your own code. IVRs can be deployed in minutes, offering robust self-service features for customers and the flexibility to meet your business needs on-demand.

- **Contact Flow Editor** – With an intuitive drag and drop interface and 40+ pre-built modules for common IVR scenarios, Contact Flow Editor lets you effortlessly craft your customers' IVR journey.
- **Customer lookup** – Identify customers using their account, phone number, or other information on file. Perform secondary verification using zip code, date of birth, or last four digits of SSN.
- **Advanced features** – Text to Speech (TTS), voice recognition, virtual hold queue, schedule callback, and more premium features are readily available to improve the customer experience.
- **Integration** – Standard integration options are available with payment vendors and virtual assistant AI providers in our partner network. Developers may additionally use our public APIs and Functions Builder to achieve custom integrations.

3 Call Control & Agent Experience

When an agent receives an inbound call, the agent desktop displays the caller's customer profile and what transpired within the IVR. With this information, the agent can immediately continue the conversation without asking the customer to repeat information. Agents can take notes, schedule callbacks, transfer and conference, and access voicemail all within the agent desktop. Managers can create custom call dispositions, which are selected by agents at the end of each call. The customer profile is updated with the call notes and outcome as soon as the agent dispositions the call.

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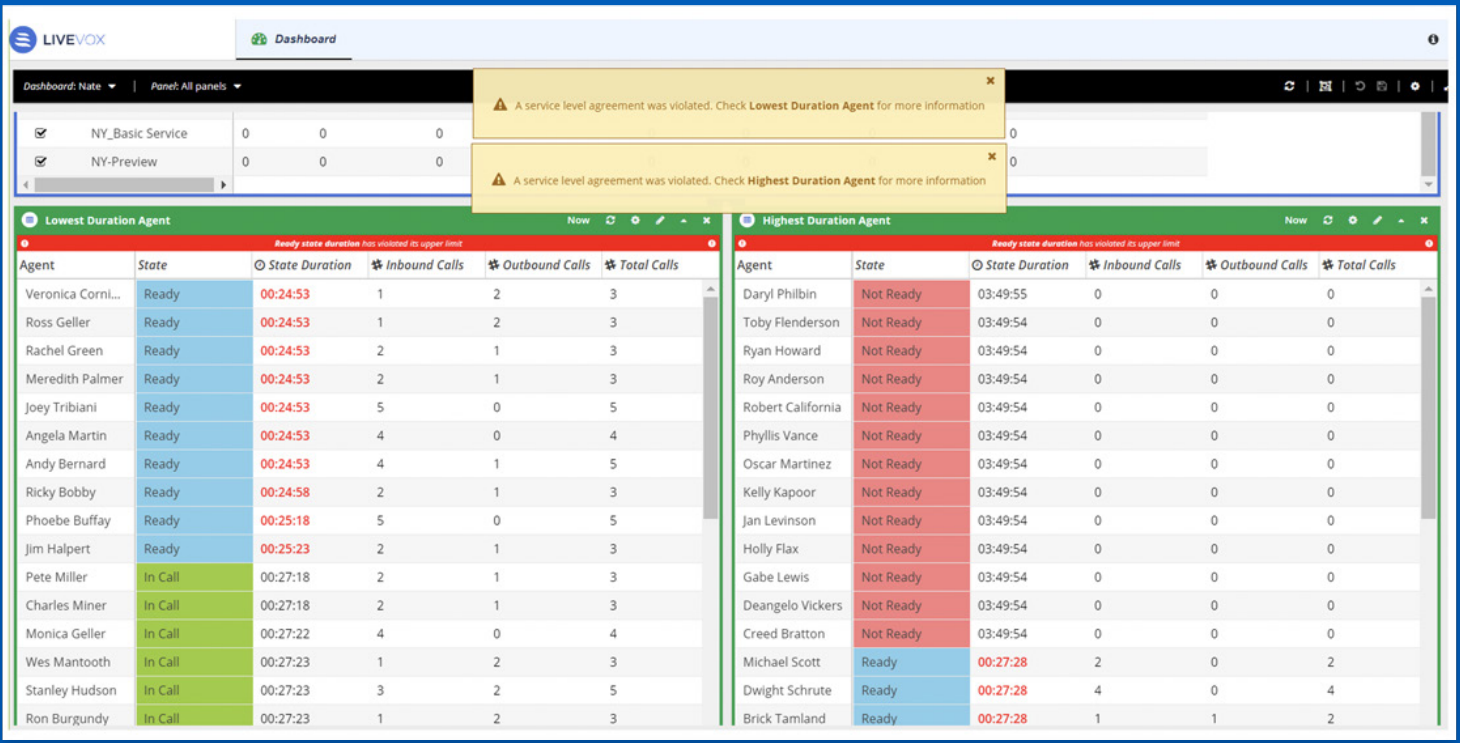
4

Contact Manager

LiveVox Contact Manager brings together the customer's voice, email, chat, SMS, and ticket history into a Unified Data Model. Using Contact Manager, the IVR matches the caller with their customer profile and presents security questions to verify the callers' identity. Knowing the customer's profile and interaction history across all channels allows the IVR to offer targeted self-service options and execute intelligent routing decisions. Agent access to Contact Manager means customers do not repeat themselves and agents have all the information they need in one place.

5

Dashboards & Reports

Inbound reporting provides insight into real-time metrics and historical trends. Managers can monitor contact center performance and listen to calls in progress directly from their browser. When a manager identifies an issue, they can provide live coaching to agents, barge on problematic calls, and move agents between service queues to manage call volume. Customizable wallboards broadcast agent and team metrics, incentivizing agents and alerting the team to service gaps. Historical reports show key performance indicators, such as SLA, wait times, abandon rates, and call volume over time, so managers can immediately identify trends and performance improvement opportunities.

Monitor & quantify inbound activity in real-time