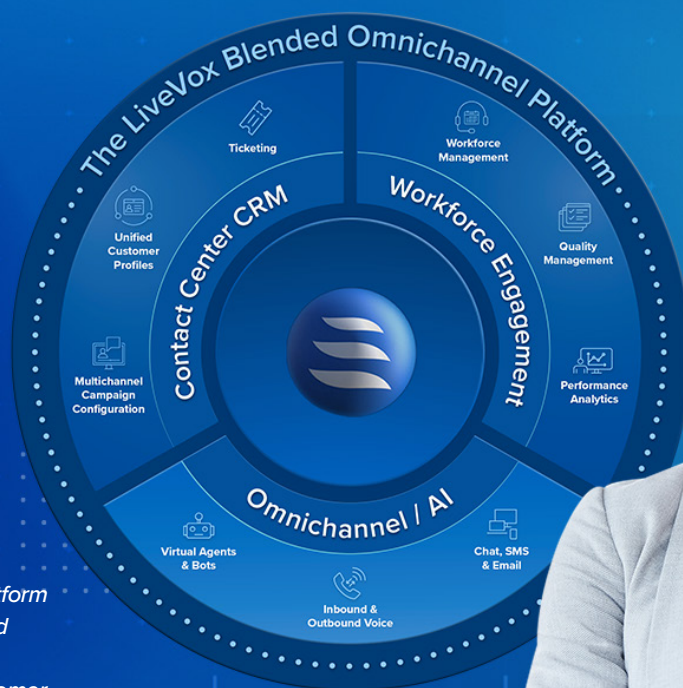


Be a Game-Changer with LiveVox Omnichannel/AI

# Meet Customers Where They Are With an Easy, Continuous Conversation That Flows Across Channels



## Omnichannel / AI

*LiveVox is a proven public cloud platform built to give you everything you need to transform your contact center's performance and create better customer and agent experiences.*



## Deliver Connected Experience Across All Communication Channels

Drive customer engagement and loyalty with personalized experiences that reduce customer effort and exceed expectations, regardless of the communication channel.

### LiveVox's Omnichannel communication capabilities will empower you to:

#### **Manage all your customers, conversations, and channels in one place.**

Effortlessly tailor interactions to each customer across their lifecycle in any communication channel. A comprehensive, 360-degree view of all previous customer engagements allows your agents to provide more personalized and relevant service.

#### **Meet your customers where they want to be.**

By supporting a wide range of communication channels, including voice, email, SMS, and webchat, our platform ensures that customers engage with your brand on their preferred channels, leading to higher satisfaction and increased loyalty.

#### **Empower agents through a single dashboard.**

Our omnichannel desktops are easily tailored by function and task, and agents have access to unified customer profiles with full interaction history - information that is there when and where they need it to solve problems and achieve objectives effectively.

#### **Launch campaigns with confidence and ease.**

Effortlessly create and manage campaigns with LiveVox's user-friendly segmentation and targeting wizard. Streamline compliance and consent, ensuring tailored messaging and unified branding that resonates with your audience, simplifies multi-touch outreach and drives success across the organization.



## Take and Make Great Calls with Performance-Focused Cloud-Based Voice Capabilities

Whether your agents are on-site or remote, taking and making calls domestically or internationally, maximize their voice productivity, providing great customer experiences, mitigating compliance risk, and enhancing your lead-generation capabilities.

### **Inbound and self-service that puts your customers on the fastest route to a solution**

Boost first-contact resolution and customer satisfaction with robust self-service options, intelligent routing, and Virtual Agents while minimizing wait times using advanced features like place-in-line notifications and callback options. Enhance agent experience and streamline interactions by equipping them with essential information for personalized conversations.

### **Optimize outbound efficiency while minimizing risk for effective customer outreach**

Achieve the perfect balance between efficiency and risk mitigation with four tailored outbound dialing systems, including HCl®, Manual and 10DMT, Preview-All, and Automated. Boost lead conversion through rapid, personalized, multichannel engagement, and simplify compliance management with on-demand, configurable controls addressing TCPA, FDCPA, and other regulations.

### **Seamlessly connect every part of your business with the Contact Center with BusinessPhone (PBX)**

Slash costs with a unified phone system offering dedicated extensions for all users, handling advanced inbound and outbound call features. Customize greetings, business hours, and hold music while managing auto attendants, IVRs, conference calls, call recordings, and voicemails seamlessly. Perfect for one storefront or thousands, our solution is custom-built based on your needs and easily scales as your number of employees and/or locations grows.



## Empower Your Customers and Lower Your Costs with Powerful Self-Service and Targeted Automation

Self-service and automation enhance contact center efficiency, reduce wait times, empower customers, lower operational costs, and provide 24/7 support, ultimately boosting customer satisfaction.

### **Easily incorporate AI Virtual Agents that increase efficiency and create a better CX**

Enhance interactions with personalized conversations, improve CX without adding agents, and boost capacity and efficiency. Achieve a positive ROI, all while reducing operational costs. Monitor and assess the performance and AI Virtual Agents manually and with Speech Analytics - exactly the same way you do with human agents.

### **Automate with ease using AI-enabled customer engagement chatbots for the web and SMS**

Effortlessly deploy bots with an easy editor, utilizing either LiveVox's eLvee chatbot or a Generative AI enabled chatbot powered by OpenAI that links directly to your Knowledge Center. Better utilize top-performing agents by focusing their skills on problem-solving and empathy, rather than repetitive tasks.

### **Drive self-service, incorporate digital alternatives, and increase First Call Resolution with smart routing.**

Enhance self-service journeys with 40+ IVR modules and a streamlined drag-and-drop workflow. Achieve outstanding routing with call qualifications and contextual data, while leveraging AI to understand customer intents, expand self-service options, and offer convenient digital alternatives.



## Enable Efficient Multichannel Support and Cost-Effective Scalable Operations With Digital Messaging.

Provide instant, convenient communication, reduce wait times, enhance customer experience, and cater to modern preferences with comprehensive, easy-to-use, highly-configurable digital messaging options. Empower your agents to seamlessly move between channels from the same dashboard while never losing sight of conversation history or key customer information.

### Expand the conversation on the fastest-growing channel of choice - SMS

Harness AI with eLVee, LiveVox's intelligent bot, to automate SMS conversations and easily launch bulk campaigns. Personalize interactions using unified CRM data, empowering agents with customer insights for meaningful, outcome-driven conversations.

### Mitigate risk and maximize outreach with our TCPA-focused outbound SMS solution, HTI®

Unlock more engagement opportunities with LiveVox's HTI®, enabling productive, risk-mitigated texting for unconsented cell numbers. Benefit from highly effective TCPA-focused engagement, boosting your bottom line with SMS's cost-effective, high productivity advantages and increased confidence.

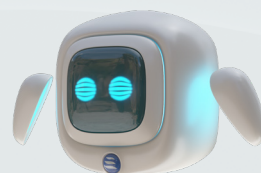
### Create branded emails that build digital relationships with your customers

Elevate email engagement with personalized, marketing-style emails using an intuitive HTML editor and customizable "from" field. Benefit from asynchronous communication for improved customer experiences and gain insights into performance with cross-channel reporting to optimize key performance indicators.



## Seamlessly integrate WhatsApp and Facebook Messenger into a comprehensive omnichannel suite

Use WhatsApp and Facebook Messenger just like you would SMS, webchat, or email. Respond to customers quickly in their preferred communication channel. Benefit from a unified hub for all messaging channels, and a consistent simple experience for agents.



## Optimize self-service with AI-enabled webchat solutions.

Cut costs while raising service levels with automation and self-service through easily configurable webchat solutions including a generative chat option powered by OpenAI. Enhance customer interactions with an integrated Contact Center CRM and 24/7 support.