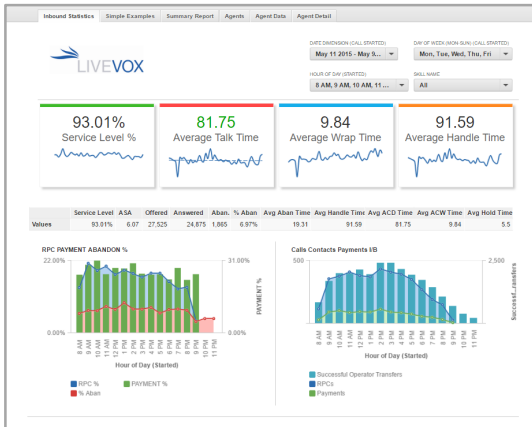


Business Intelligence (BI) Tool



In an environment where compliance concerns can impair productivity, optimizing efficiency has never been as challenging and critical to a business' ability to remain competitive. Leaders must be able to make smarter decisions and this is where business intelligence and analytics have become a differentiator.

Utilizing big data has not been a common practice in contact centers because the cost barrier was simply too high - but that is no longer the case. LiveVox's cloud technology dramatically reduces the entry barriers so that executives and managers can benefit from new operational insights.

With a special focus on collections and recovery, LiveVox's BI Tool provides clients with a streamlined approach to leverage big data, gain insights into their operations and take action to improve their business results and reduce costs. LiveVox expert industry consultants help to shape innovative use cases.

Focal audiences for insights:

- Line of business executives
- Contact center managers
- Front-line agents
- Client-specific reporting

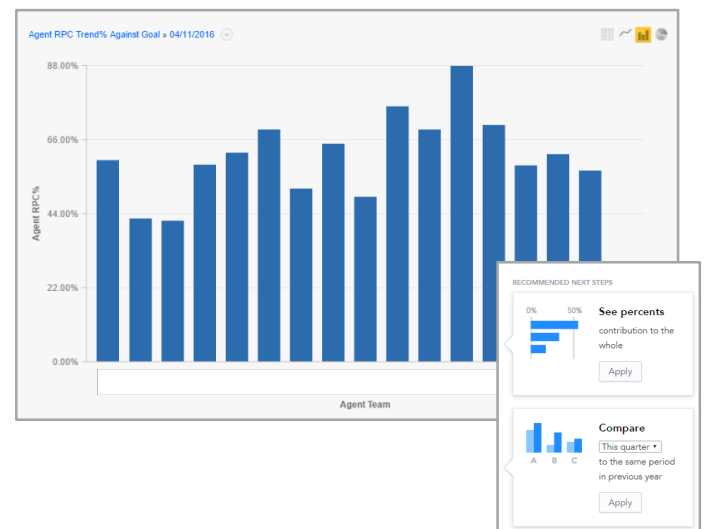
Key features:

- Leverages the rich LiveVox data set with campaign, center and agent performance
- Advanced data visualization guides users to assess root causes, correlations and solutions in minutes
- Create ad hoc reports, metrics on demand
- Dynamically drag-drop, drill-down into data instantly and easily
- E-mail sharing of reports to better communicate performance opportunities

Example: Business performance optimization

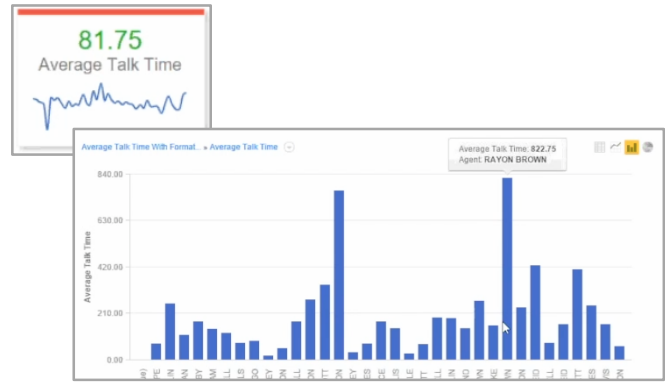
For the executive, one goal is helping every operational unit to perform at a consistently high level. One technique is to compare various Key Performance Indicators (KPIs) across multiple teams in order to identify and apply the practices of the better performers to other groups.

The BI Tool can create a group-by-group comparison of a KPI on a dynamic basis. In this example, the executive chooses RPC% as one factor and a second factor such as team assignment. The tool automatically joins and graphs the factors to show a performance histogram, where it is easy to see which team does well in this area and which teams could improve. Percent view or month-over-month comparison is a simple click away.



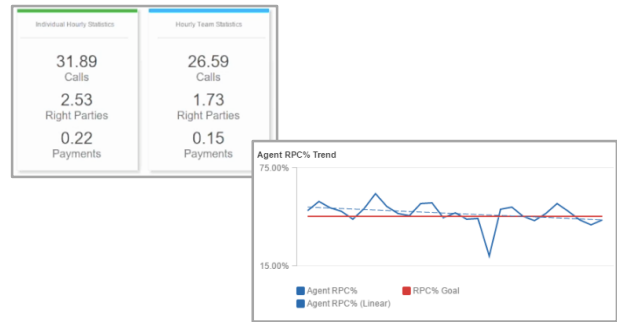
Example: Data discovery, root cause analysis

Supervisors need to know their best performers and worst performers in order to reward or coach appropriately. Even old-fashioned call centers can report a statistic like Average Talk Time for the entire group. But what insights are hidden behind that average? By using LiveVox, one click dynamically creates a new view such as the top and bottom performers displayed as a bar chart of agents. Two Agents are clearly way over average talk time, while a few Agents are way below average – and both ends of the spectrum deserve attention. For example, excessive length can indicate a training gap, while the extremely low talk time may indicate bad behavior.



Example: Self-assessment made simple

Individual agents also benefit from performance analytics. Agents seek to know how they are performing compared to goals, peers and incentive pay points. With the LiveVox BI Tool, it's easy to provision a dynamic dashboard that shows the performance statistics for each individual agent compared with their team average and with their goals.



Forward-thinking organizations use the LiveVox cloud-based contact center to consolidate operations across sites, mitigate compliance risks of outbound contact, and leverage cloud capacity for campaigns and staffing. LiveVox' Four Clouds manage outbound, inbound and self-service interactions for telephone calls and mobile SMS.

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LiveVox, Inc.

655 Montgomery Street, Suite 1000 - San Francisco, CA 94111 - USA
www.livevox.com - +1.844.207.6663 - info@livevox.com

