

Optimize Outreach Engagement and Mitigate Risk with LiveVox's Four Clouds™ Performance-Driven Solution



LiveVox's Four Clouds™ consists of four separate dialing solutions that provide the highest levels of risk mitigation while maintaining the ability to drive performance and efficiency.

Customer Profile

Contact centers seeking to optimize outreach engagement strategies in a fluid regulatory environment while maintaining a high level of risk mitigation and workforce efficiency.

Problem Snapshot

A growing majority of consumers rely solely on their cell phones as a form of communication and reaching these consumers has become increasingly complex as regulatory requirements and consumer sentiment continue to shift.

Solution Snapshot

LiveVox's Four Clouds™ outbound dialing solution consists of four separate dialing systems, including the only TCPA-focused dialing technology with a 9-0 positive court ruling record and ability to optimize efficiencies. Four Clouds™ is also equipped with comprehensive contact attempt controls and 100% call recording.

Benefits

- Four separate dialing solutions
- Only TCPA-focused dialing solution with a 9-0 court ruling record
- Ability to maintain high levels of operational efficiencies
- Simplified and comprehensive contact attempt management controls
- Links to blended call flows to optimize callback performance

Simplify how you manage the balance between efficiency, risk, and consumer experience

Voice remains one of the most effective engagement channels but has also become more challenging. Increasingly complex regulatory restrictions, alongside changing consumer sentiment, has made consumer outreach one of the most difficult operations to manage. LiveVox helps solve for this with some of the most comprehensive compliance controls available for outbound dialing that span the TCPA, CFPB, and more regulatory requirements.

LiveVox's Four Clouds™ systems consist of four separate dialing solutions spanning Manual, Preview-All, Human Call Initiator® (HCI®), and Automated. Each dialing system is available for selection based on business needs. LiveVox's HCI® system is the only TCPA-focused solution with a consistent track record of numerous positive TCPA court rulings (9-0), in addition to also helping businesses maintain some of the highest levels of operational efficiencies.

To help ensure a unified experience for outbound activity and resulting inbound calls, LiveVox's outbound solution is fully blended—enabling each agent to identify and personalize each connected outbound or resulting inbound call upon connection with customers.



Four Clouds™ – A TCPA-Focused Dialing Solution

LiveVox's Four Clouds™ outbound dialing solution includes four separate dialing systems that can be leveraged based on specific business needs. Each dialing solution is fully separated at both the hardware and software level. For outreach programs where using cell phones risks an increase in TCPA exposure, businesses can leverage LiveVox's HCI®, which is the only TCPA-focused solution with an unbeaten positive TCPA court ruling history. Below is a high-level overview of all four outbound dialing solutions.



HCI®

A “clicker agent” clicks a button to launch a call. One click can launch just one call.

Use HCI® to improve productivity over manual dialing while keeping compliance in mind.

Recommended For:

Agents calling unconsented cell phones while balancing risk mitigation.



Manual and 10DMT

LiveVox's Manual System includes two dialing modes, Manual and 10 Digit Manual with Transfer (10DMT).

Use the Manual Dialer to give agents maximum flexibility to easily launch outbound calls while keeping compliance in mind.

Recommended For:

Giving agents maximum flexibility in an account ownership model.



Preview-All

The agent is presented with a number and manually clicks a button to launch (or skip) a call to that number, and then handles the call.

Use Preview-All to provide agents relevant insights before the call and to empower performance during the call.

Recommended For:

Agents that need time to prepare before speaking with high-touch, high value contacts.



Automated

Calls are launched automatically under a variety of dialing strategies, including Right Party Connect, Quick Connect, and Message Only.

Use the Automated System to leverage predictive dialing that maximizes agent performance and minimizes agent idle time.

Recommended For:

Improving contact rates and reducing agent idle time.

Comprehensive Compliance Controls

Managing complex and often fluid contact attempt requirements and preferences can be incredibly challenging. LiveVox solves for this with comprehensive and automatic controls that can be customized by consumer account, phone, zip code, or campaign level. This approach is the foundation for a continual risk mitigation model.

Key Controls

- State Dialing Settings
- Time Zone Settings
- Maximum Dial Attempt Settings (Account & Phone)
- Do Not Call (DNC)
- Zip-Area Mismatch
- Cell Phone Scrubs
- PCI-DSS 3rd Party Payment Lines