

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



LiveVox's Four Clouds™ gives you the versatility of four separate dialing solutions that deliver 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™ consists of four separate dialing systems, including HCI®, our TCPA-focused technology that's been successfully battle-tested in the courts time and time again. Four Clouds™ is also equipped with comprehensive contact attempt controls and 100% call recording.

Benefits

- Four separate dialing solutions
- TCPA-focused dialing solution with a formidable 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 the 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, have 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 other 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 to choose based on your business needs. LiveVox's HCI® system is backed by a successful track record of numerous positive TCPA court rulings, and our Automated System has won multiple cases after the Supreme Court's April 2021 decision in *Facebook v. Duguid*.

To help ensure a unified experience for your 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.

And if you're working to generate leads, we have you covered. LiveVox's public APIs grant you the ability to quickly convert an incoming lead to an outbound phone call, email, or SMS. Our CRM enables workflow waterfalls for continual multichannel contact attempts. Sync information across systems and manage your lead lists in one place to create targeted campaigns based on past outcomes, channel preferences, the number of contact attempts, customer segmentation, or any rule needed. Plus, access rich analytics that provide the insights your leaders need to understand performance and drive your business forward.



Four Clouds™ – Versatile TCPA-Focused Dialing Solutions

LiveVox's Four Clouds™ includes four separate outbound dialing systems that can be leveraged based on your specific business needs. Each dialing solution is fully separated at both the hardware and software level. For outreach programs where contacting cell phones adds TCPA exposure, you can use HCI®, which offers the right amount of manual human intervention to help you mitigate risk. Below is a high-level overview of all four outbound dialing solutions.



HCI®

A “clicker agent” clicks a button to launch a call.

Use HCI® to improve productivity over manual dialing while keeping TCPA compliance in mind, including our optional HCI® Select feature that addresses state-level regulations.

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 helps you solve for this with comprehensive and automatic controls that can be customized by consumer account, phone, zip code, or campaign level. This approach is your 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