



**LIVEVOX**

# Optimize Digital Engagement and Workforce Performance with Assessor

LiveVox's cloud WFO solution allows contact centers to apply and scale traditional operational best practices across a multichannel environment



## Customer Profile

Contact centers who wish to optimize their digital engagement strategies and workforce performance.



## Problem Snapshot

Contact centers that are adding digital channels must also evolve how they optimize their workforce. Updating WFO solutions to be omnichannel enabled can quickly turn into a multi-year, multi-million integration projects.



## Solution Snapshot

LiveVox's Assessor automatically centralizes key interaction data across all channels into customizable agent scorecards with screen and call recordings. Contact center managers can easily identify, train, and scale multichannel best practices across the agent workforce.



## Benefits

- Integrated, omnichannel-enabled WFO solution
- Centralizes all key interaction information including call and screen recordings
- Fully customizable scorecards to optimize multichannel performance and compliance

Training on digital engagement requires an omnichannel-enabled Quality management (QM) tool that includes both voice, screen, and call interaction data

In a modern contact center, agents are now interacting on both their phones and desktops. Therefore, relying on a QM tool that only analyzes audio data for insight is no longer enough.

Contact centers must now have both audio and visual – the ability to not only hear what the agent is saying but also see what they're doing on their desktop. Updating WFO applications to include these new data elements can be incredibly costly.

LiveVox's cloud customer engagement platform helps solve this with fully integrated omnichannel WFO solutions, such as Assessor. Assessor incorporates all interaction data across a multichannel environment into customizable scorecards to analyze workforce performance.

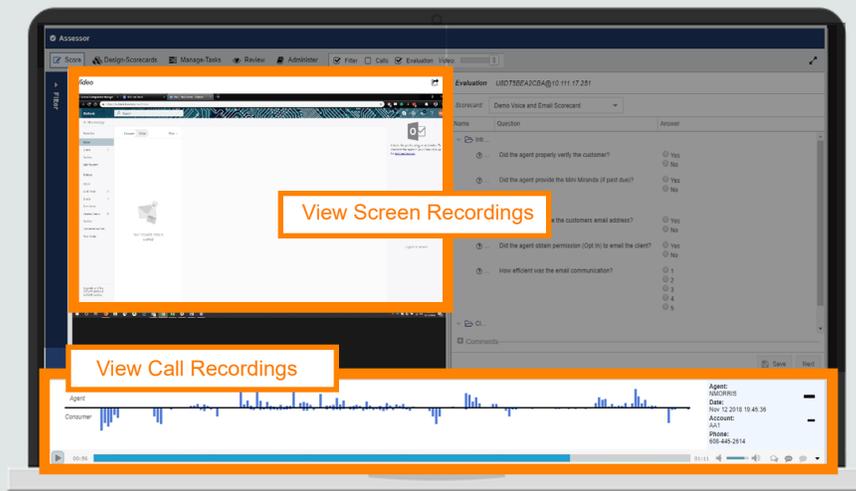
## EMPOWER YOUR MANAGERS TO DRIVE COMPLIANCE AND PERFORMANCE IN A MULTICHANNEL ENVIRONMENT WITH OMNICHANNEL-ENABLED SCORECARDS

### COMBINE SIGHT + SOUND TO UNDERSTAND PERFORMANCE

Assessor integrates all interaction data -including an agent's call recording, screen recording, and customer profile data - into a single pane of glass.

This provides managers with a comprehensive view of the interaction regardless of channel.

With Assessor, managers can easily hear how an agent engages with a customer on the phone and also see what the agent is typing in an email, chat, or SMS.

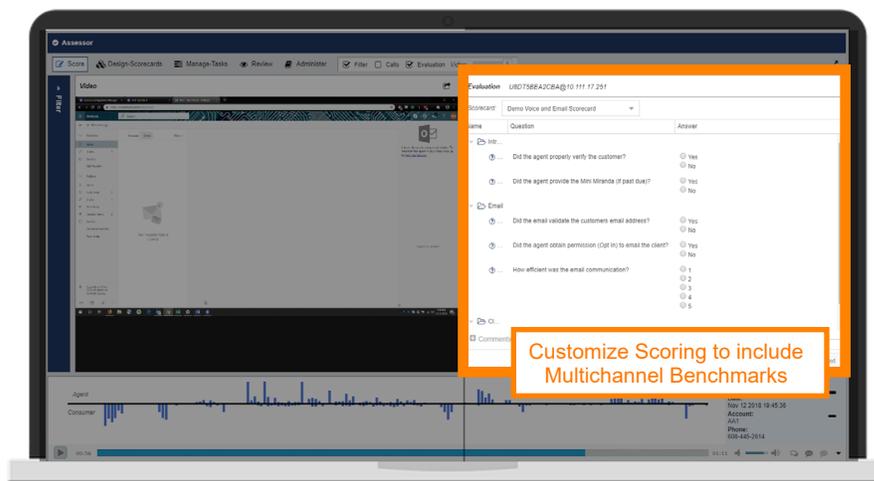


### CREATE CUSTOMIZED MULTICHANNEL SCORECARDS

Assessor also allows contact managers to create customized scorecards for multichannel interactions.

This can be defined on the fly to include any key performance benchmarks such as email/SMS best practices, or compliance requirements such as multichannel consent capture and confirmation.

Assessor can also be used to create follow-up tasks based on result code in addition to allowing agents to provide feedback on their scores.



### About LiveVox

LiveVox is a leading provider of enterprise cloud contact center solutions, managing 14+ billion interactions annually. With 15+ years of pure cloud expertise, we empower effective channel of choice engagement strategies. Our risk mitigation and security capabilities help our clients adapt to changing business environments. To learn more, visit [LiveVox.com](https://livevox.com) or email [info@livevox.com](mailto:info@livevox.com)