

**LIVEVOX**

Optimize Website Self-Service with Integrated Chatbots and Agent Chat

LiveVox's website chat enables a simplified solution to enabling website self-service while maintaining a high level of customer satisfaction



Customer Profile

Contact centers who wish to leverage their website to drive self-service while maintaining a high level of customer satisfaction and performance



Problem Snapshot

Website chat is one of the fastest growing preferred digital channels but often requires costly and complex integrations with other channels and applications (e.g. CRM) in order to be effective.



Solution Snapshot

LiveVox's website chat is simple to configure and helps contact centers avoid the traditional integration hurdles needed to drive an effective webchat strategy. In doing so, contact centers can establish seamless links to their website with agents, other channels, and self-service technology such as chatbots.



Benefits

- Optimized chatbot logic with simplified access to customer account and interaction data
- Direct links to live agents with customer information, chat transcription, journey history, and multichannel functionality
- Easily configurable with full reporting

Optimize Website Chat with Seamless Configurations Across All Applications

Website chat is rapidly becoming one of the fastest growing channels with studies showing chat to overtake email, sms, and phone as a customer's first channel preference. In addition to its growing popularity, website chat also presents a prime opportunity to leverage innovative self-service applications such as chatbots and AI.

To be truly effective however, website chat must be highly personalized which requires deep integrations a contact center's other engagement applications spanning agent desktops, CRM, and other channels -- an often costly and complex undertaking.

LiveVox helps solve for these challenges by doing the heavy lifting - providing website chat as a fully integrated channel on its customer engagement platform.

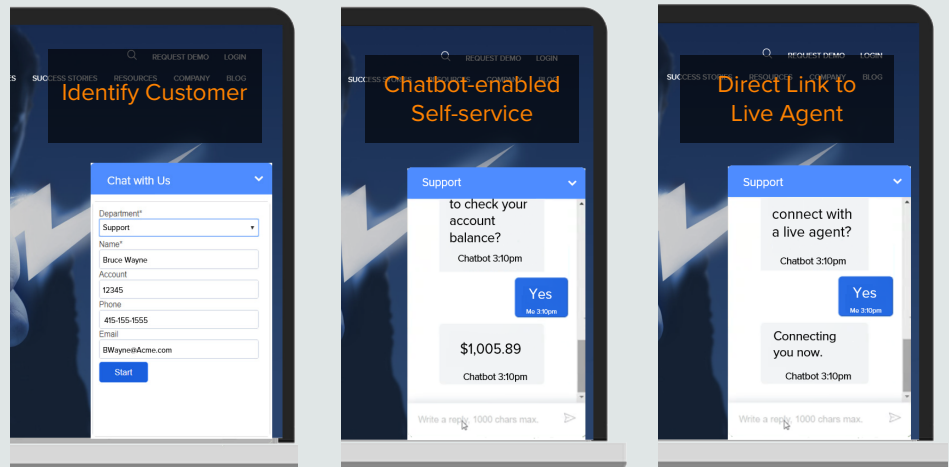
LEVERAGE YOUR WEBSITE TO DRIVE SELF-SERVICE THROUGH CHATBOTS WHILE MAINTAINING A SEAMLESS CUSTOMER AND AGENT EXPERIENCE

CUSTOMER-CENTRIC CHATBOT EXPERIENCE

Chatbots are only as effective as the data it derives it's logic from.

LiveVox's website chatbot has direct access to key customer data attributes, empowering the most effective and customer-centric self-service logic. If a live agent is needed, customers can opt to chat directly with an agent without having to repeat their information.

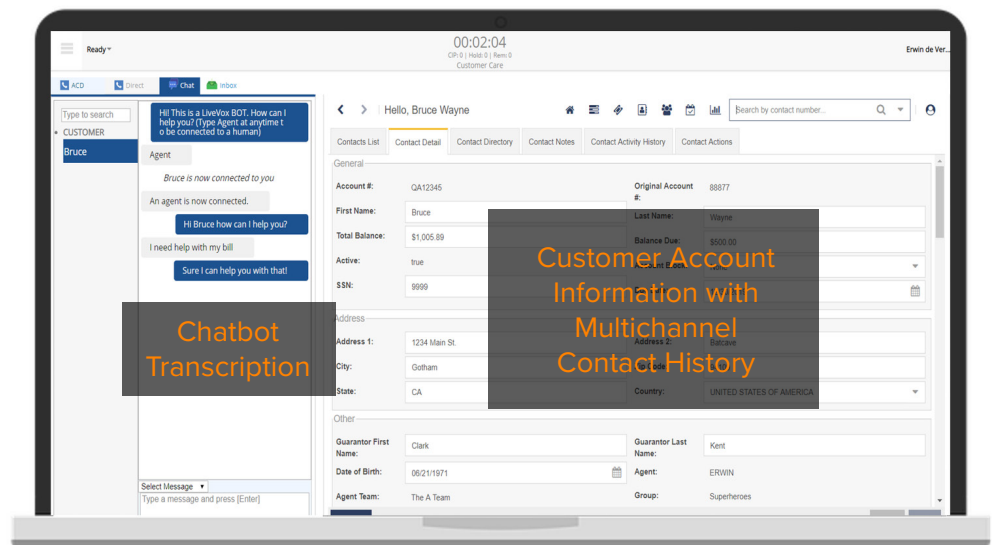
In addition, LiveVox's chatbots are easily configurable directly from the manager's desktop.



A SEAMLESS CONNECTION TO LIVE AGENTS

In an instance where a chatbot might not suffice, agents are connected quickly with the customer and automatically equipped with the customer's profile information and previous engagement history – including what happened with a chatbot prior to reaching the agent.

In addition, an agent has the ability to continue the customer's multichannel journey with Email and SMS functionality that is fully documented.



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