

LiveVox Workforce Engagement Management Empower, Engage, and Develop Your Agents and Thrive in a Challenging Work Environment and Labor Market



LiveVox is a proven public cloud platform built to give you everything you need to transform your contact center's performance and create better customer and agent experiences.

Engage, Empower, and Develop Your Teams

Easy-to-use, easy-to-activate tools keep your teams engaged and improving, empower them to deliver great customer experiences, and support productivity and compliance in your contact center.

LiveVox's Workforce Engagement Management capabilities will empower you to:

Support great omnichannel customer experiences

LiveVox gives you easy-to-use WEM tools to engage your team and support great, customer-centric experiences in an omnichannel environment – controlled through a single, unified interface.

Make fast data-backed business decisions

Power smarter, faster, data-backed business decisions for your contact center with simple, integrated solutions that don't require costly and time-consuming integrations.

Create a positive feedback loop that powers agent development

Establish effective and efficient quality monitoring and management processes in your organization. Then, use our integrated, intuitive tools and automation to provide objective, detailed feedback and targeted training and coaching programs to your team.

Drive a cycle of performance improvement with **Speech Analytics with Quality Management**

LiveVox's Speech Analytics solution stands out in today's market as it seamlessly integrates with comprehensive quality management, eLearning, and agent coaching tools. Our innovative design enables you to foster a continuous cycle of performance enhancement, elevating your contact center to new heights of excellence.

You will continuously enhance > develop and improve your contact center's performance by following this comprehensive loop: Begin by monitoring, analyzing, and scoring your agents' interactions with unrivaled precision. Streamline Quality Management processes through automation, enabling insights from every interaction while liberating quality managers' valuable time. Delve into performance metrics using in-depth, manual quality management and call scoring capabilities. Elevate agent performance by employing targeted, data-driven eLearning and personalized coaching strategies. Finally, iterate this cycle to consistently drive improvement and achieve exceptional results.

Benefits from a cutting-edge, simplified approach to **Workforce Management and collaboration**

Embrace intelligent staffing strategies to maximize contact center efficiency through data-driven forecasting, skill-based scheduling, and real-time adjustments. Keep agents engaged and high-performing with a mobile app for easy access to schedules, shift-bidding, swapping, and PTO requests. Foster an agile, collaborative workplace with an advanced communication framework that seamlessly connects agents, supervisors, and analysts via integrated desktop portals, messaging groups, and notification channels.

Experience seamless, integrated **Unified Analytics** for data-driven decisions, enhancing contact center performance and growth

Gain rapid access to omnichannel insights for data-driven decisions with a 360-degree business view, including over 150 ready-to-use reports tailored for modern contact centers. LiveVox's fully managed data solution offers a unified, PCI-compliant platform, allowing you to focus on business insights while we handle data storage and management. Our user-friendly interface ensures easy activation and usage, eliminating the need for costly integration projects or dedicated analysts.

Understand complex, fragmented omnichannel journeys easily with **Customer Journey Analytics**

With Customer Journey Analytics, you'll effortlessly create comprehensive maps of customer journeys, including all touchpoints and paths that result in any specific outcome you choose (e.g., issue resolved, bill paid, sale made, etc.).

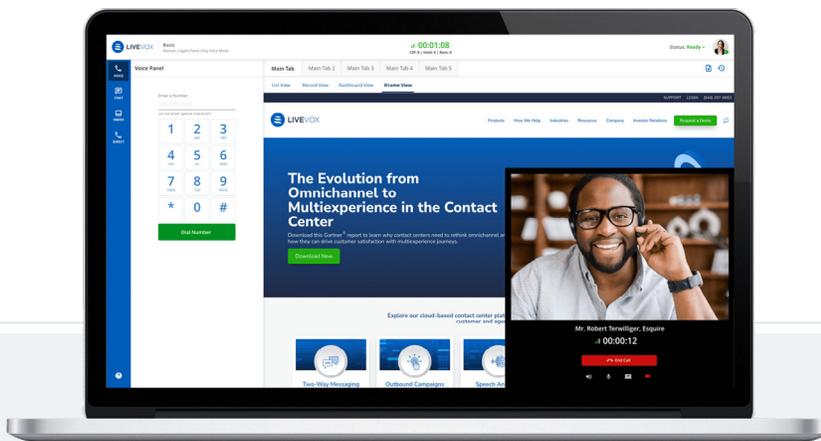
Integrating Ticketing data and the ability to drill down into customer profiles and other underlying information enables you to conduct comprehensive analyses that provide in-depth insights into customer behavior and operations. With this insight, you can create strategies that result in simpler, low-effort customer journeys that improve customer experience and drive operational efficiency.

Gather customer satisfaction data on their preferred communication channels with **Omnichannel CSAT**

By distributing post-interaction surveys via SMS and email, you can gather richer and more detailed feedback than is possible with traditional post-call voice surveys. This capability fully integrates with the new Customer Happiness Index (real-time sentiment during conversations and for the entire customer relationship) and LiveVox's unified customer profiles. With Omnichannel CSAT, you can gain a deeper understanding of customer satisfaction across all channels and use that information to continuously improve the customer experience and guide your agents.

Gain complete visibility on agent-customer interactions with **Call and Screen Recording**

Minimize risk with full visibility of all interactions across channels, enabling effortless retrieval and playback. Enhance agent performance by providing detailed feedback through annotated, synchronized call and screen recordings. Refine workflows by capturing the entire desktop, including dual monitors, to ensure secure payments and identify any on-screen distractions, optimizing agent efficiency and focus.



Develop your agents regardless of location with Coaching and eLearning

Enhance agent development across locations with targeted, effective, and trackable training and coaching. Empower managers to easily create workflows, assign, and monitor training tasks for individuals or teams. Utilize a user-friendly interface for overseeing progress while providing highly-detailed feedback through call and screen recordings, manager notes, tagged audio, and scorecards, ensuring comprehensive support for agents' professional growth and improved performance.

Manage complex tasks while maintaining promptness and professionalism with Work Center

Benefit from a unified workspace for agents and supervisors, serving as a centralized hub for tasks and responsibilities. The easy-to-navigate interface includes alerts, scheduled callbacks, eLearning tasks, schedules, and more, ensuring seamless operations and quick responsiveness to changing demands for a superior contact center experience.

Make data-driven decisions to keep operations and teams running smoothly with a new Performance and Compliance Dashboard

For Contact Center managers tracking key performance metrics and hitting targets is a growing challenge - dispersed teams are harder to manage, regulations and operations grow more complex, and customers always expect more. The Performance and Compliance Dashboard is a configurable solution that keeps decision-makers informed and in control. The dashboard offers visualized, actionable data and insights tailored to a manager's specific needs. For example:

- Set tolerance levels for key performance metrics
- Automatically trigger alerts to relevant team members to address performance concerns
- Monitor teams and deep dive into performance with a click
- View agent statistics and quality management scores
- Communicate with agents directly from the dashboard.

