



# CALL FLOW AUTHORING STUDIO

## Call Flow Interface Design Tool

The LiveOps Call Flow Authoring Studio enables you to design and manage the customer experience at each stage of an inbound call. You can vary call flows for different types of calls using highly intuitive menus accessible from any browser. The Call Flow Authoring application allows you to design an end-to-end call flow from arrival to post-call treatment.

A well-designed inbound caller can shorten overall implementation time and cost. LiveOps unique Call Flow Authoring Studio:

- Lets you create complex call flows in just a few hours, without the assistance of IT or third parties
- Is dramatically easier to use than any competing tool
- Gives you complete control over the caller experience
- Enables business groups to customize aspects of their own callers' experience
- Requires little training to learn and use.

### AUDIO LIBRARY

Establish a library of greetings and prompts to play to inbound callers according to their progress in the call. Listen to a prompt before adding it to the call flow. Audio library prompts can also be used for Post Call Surveys and Live Announcements.

- Makes audio options accessible for instant edits and changes to the call flow
- Assures that you are selecting the correct prompt for the stage in the call flow

### CALL FLOW ROUTING

Depending on business hours and holiday schedules, select, edit or modify the greeting and audio prompts that play upon call arrival. Choose or customize an optional post call survey

- Gives callers control over reason for call and end-of-call options
- Allows you to gather customer satisfaction details from callers

### OFFER CALL-BACK WITH VOICEMAIL

Give callers an option to leave the queue and receive a call back

- Optimize agent efficiencies and service levels
- Provide a better customer experience and increase customer satisfaction



LiveOps provides an award-winning cloud-based technology platform and workforce of over 20,000 that can meet all contact center needs. Its leading-edge capabilities include routing, reporting and agent productivity. The LiveOps solution is reliable, secure and provides comprehensive operational insights globally with nearly unlimited scalability.

## AGENT SELECTION

Establish which agents are qualified to take a call based on call purpose, agent skills, overflow scenarios, etc. The call flow you design will establish the specific agent queue for the call type.

- Assures that callers reach a qualified agent to handle their particular type of call

## QUEUE CONFIGURATION

Queue options let you set up appropriate queue treatment, including audio loops and prompts, once qualified agents have been selected. Optionally play an announcement that loops through the queue, notifying callers of estimated wait time.

- Improves callers' experience

## AGENT DESKTOP CONFIGURATION

Designate the call control options that will display for the agent to handle a received call. Establish customer transfer/conference options, hold music, etc. on a call flow basis.

- Makes relevant information available for agents' use.

## POST CALL CONFIGURATION

Designate post-call treatment elements such as surveys and/or agent wrap-up time.

- Lets you manage post-call time, both from callers' perspective and from that of the agents.

## ADMINISTRATION

The innovative drag-and-drop interface of the Call Flow Authoring Studio lets you cost-effectively and flexibly manage both caller and agent experiences from beginning to end of the call, including wrap-up.

**Testing** – Configure a new call flow, edit an existing one or revert back to a previous one. Test it before turning it on.

**Go-Live Controls** – Set a call flow to go live immediately or at a future date and time.

**Call Flow Version History** – View active or past call flows, and choose to edit or replace a current one.

- Easy call flow configuration saves time and allows you to be self-sufficient.
- Allows a business user to create custom call flows.
- Track history of all changes.

## THE UNIQUE BENEFITS OF SAAS-BASED SOLUTIONS

- Reduce costs
- Ease of use
- Faster responsiveness
- Rapid deployment
- Reliability and scalability



5425 Stevens Creek Blvd.  
Santa Clara, CA 95051  
Telephone (toll-free): +1.800.411.4700  
Telephone: +1.408.844.2400