



THE LIVEOPS CONTACT CENTER CLOUD

Delivering On-Demand, Rock-Solid Contact Center Operations That Scale and Adapt with your Business

The fully-integrated LiveOps Contact Center Cloud demonstrates the true value of cloud computing. It allows your business to rapidly deploy an Always-On™, highly secure, and instantly scalable contact center solution using a pay-as-you-go model.

Delivered using an on-demand model, the LiveOps Contact Center Cloud is flexible and highly scalable to meet your changing business needs. You can use it to quickly set up, manage, and operate your enterprise-grade contact center, as well as deploy it within existing traditional centers to gain greater visibility and control, agility, and performance optimization. The solution provides a robust native reporting and analytical tool, giving you unprecedented visibility into every aspect of your contact center operations – right down to individual agent performance. And because business users can centrally manage every contact center function in real time – without IT assistance – they can use the insights they gain to implement corrective actions that increase call center effectiveness.

With the LiveOps Contact Center Cloud, you benefit from:

- **Always-On availability** – Gain a highly scalable, Always-On solution with redundant systems for high availability (up to 99.99%) and scalability to support enterprise-grade contact centers.
- **Enterprise-grade security** – Leverage our multi-layered, PCI-certified infrastructure that meets and exceeds industry security requirements; complies with HIPAA, GLBA, and SOX requirements; and automatically captures, encrypts, and stores secure information.
- **Instant deployments and scalability** – Deploy a global contact center in days, configure it easily as needs change, and instantly scale infrastructure up or down to match call volumes.
- **Visibility and control** – Use robust reporting and analytics across the entire contact center to monitor and report on processes, agent activities, and campaign outcomes.
- **Rapid integration** – Use our open, service-oriented architecture to easily integrate



“With LiveOps, we’ve significantly improved the quality of our customer experiences – consistently and across all locations. Equally important, we have a solid contact center platform that will grow with the business.”

SVP of Customer Support
Salesforce.com



with existing technologies, so there's no need to rip and replace to take advantage of application functionality.

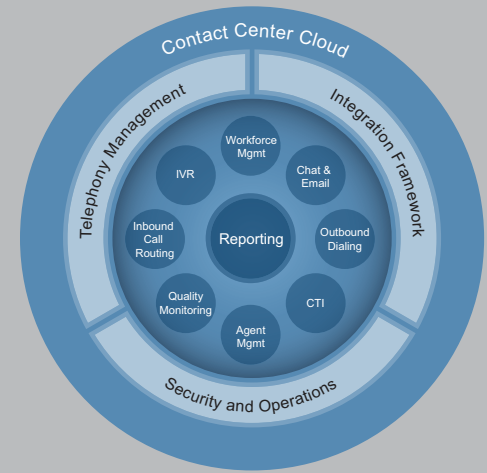
- **A low-risk, next-generation contact center** – Pay-as-you-go to test out a proven, next-generation contact center delivering fast access to the latest capabilities – without the need for costly upgrades.

INTEGRATED APPLICATIONS SUPPORTING THE COMPLETE CONTACT CENTER SOLUTION

The LiveOps Contact Center Cloud provides a complete, end-to-end contact center solution that equips business users with complete visibility into and control over day-to-day operations and performance. The software supports:

- **Interactive voice response (IVR)** – Deploy self-service, customer segmentation, or pre/post-routing applications in a personalized, user-friendly manner. Options are available to support speech-enabled applications, touch-tone call routing, and call surveys.
- **Inbound call routing** – Have complete control over call routing and ensure each call is managed in a way that provides the best customer interaction and experience. You can route calls to any agent, regardless of their location or telephony transport method (PSTN or VoIP).
- **Chat and email** – Communicate with customers in the media of their choice and automatically route email and web chat to the right agent, every time.
- **Workforce management** – Use the LiveOps solution to oversee your global agent workforce; complete all agent on-boarding, eLearning, and certification processes; generate workload forecasts; and arrange agent scheduling.
- **Agent management** – Optimize productivity by generating accurate capacity plans and flexible schedules, monitoring agent and team performance in real time, and providing performance feedback.
- **Quality monitoring** – Record every interaction, with 100% call recording, silent monitoring, and auditing tools, and address performance issues before they affect service levels and business outcomes.
- **Reporting and analytics** – Manage contact center performance with real-time monitoring and controls, and gain complete visibility across every contact center function so you gain control over day-to-day operations and improve long-term performance.
- **Outbound dialing** – Leverage on-demand outbound functionality to rapidly configure and deploy outbound telemarketing, surveys, telesales or fundraising campaigns.
- **Computer telephony integration** – Easily integrate with third-party desktops and telephony infrastructure

Take the next step into the Cloud, please visit us at www.liveops.com.



The LiveOps Contact Center Cloud is designed for business users and helps you break away from the complexity and constraints of traditional contact centers.



5425 Stevens Creek Blvd.
Santa Clara, CA 95051
Telephone (toll-free): +1.800.411.4700
Telephone: +1.408.844.2400
Fax: +1.650.745.3756