



LIVEOPS CONTACT CENTER CLOUD FOR SALESFORCE.COM'S SERVICE CLOUD

A Complete Contact Center Platform for Service Cloud

The LiveOps Contact Center Cloud provides a complete, end-to-end contact center solution. Unlike other solutions, LiveOps puts control firmly in the hands of business users, making it possible for them to view information in real time and rapidly make changes in response to changing business needs. The combination of LiveOps Contact Center Cloud and salesforce.com's Service Cloud provides you with a comprehensive, enterprise-grade contact center solution that's easy to implement and simple to use.

With LiveOps, you achieve complete inbound and outbound contact center management functionality for your Service Cloud implementation. As a result, you can:

- Ensure that every call is routed to the best agents, regardless of their location
- Use CTI so agents can instantly see who is calling and view customer details
- Empower contact center managers to change call routing in minutes
- Have 100% or configurable call recording and instantly listen to calls directly through salesforce.com's Service Cloud

The integration of these two applications goes far beyond just CTI integration. This is a seamless integration enabling delivery of a complete contact center solution. Together, LiveOps and salesforce.com are helping businesses provide better customer service while reducing costs.

INTEGRATED APPLICATIONS SUPPORTING A COMPLETE CONTACT CENTER PLATFORM

The LiveOps Contact Center Cloud gives you access to a wide range of applications supporting core activities within your contact center operations, including:

- **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).



“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, Global Customer Support
salesforce.com

- **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

When you leverage the combined solution offered by LiveOps and salesforce.com's Service Cloud, you also benefit from:

- Agent presence or availability information
- Inbound screen pops with customer case details
- Click-to-dial functionality with outbound dialing
- 100% call recording; voice mail case updates; and comprehensive, 360-degree reporting and logging

The LiveOps Contact Center Cloud also provides:

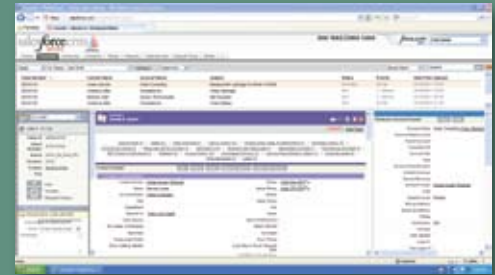
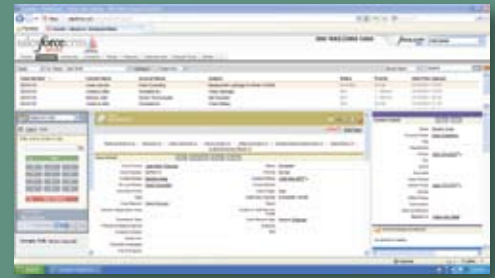
- **Visibility and control** – Use robust reporting and analytics across the entire contact center to monitor and report on processes, agent activities, and campaign outcomes.
- **Instant deployments and scalability** – Deploy a global contact center in days, configure it easily as needs change, and instantly scale infrastructure up or down to match call volumes.
- **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.
- **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.

TAKE THE NEXT STEP

To learn more about the LiveOps On-Demand Contact Center Platform for salesforce.com's Service Cloud, please visit us at www.liveops.com or on the salesforce.com AppExchange at www.salesforce.com/appexchange.



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



“With LiveOps, we were able to get a new call center solution up rapidly, and we finally have a call center platform upon which our business can depend and grow. We’ve seen an increase of 20% in the number of outbound calls per agent due to LiveOps’ reliability and functionality. ”

Jack Sands
 President, VForce/AAA of Ohio