

liveops

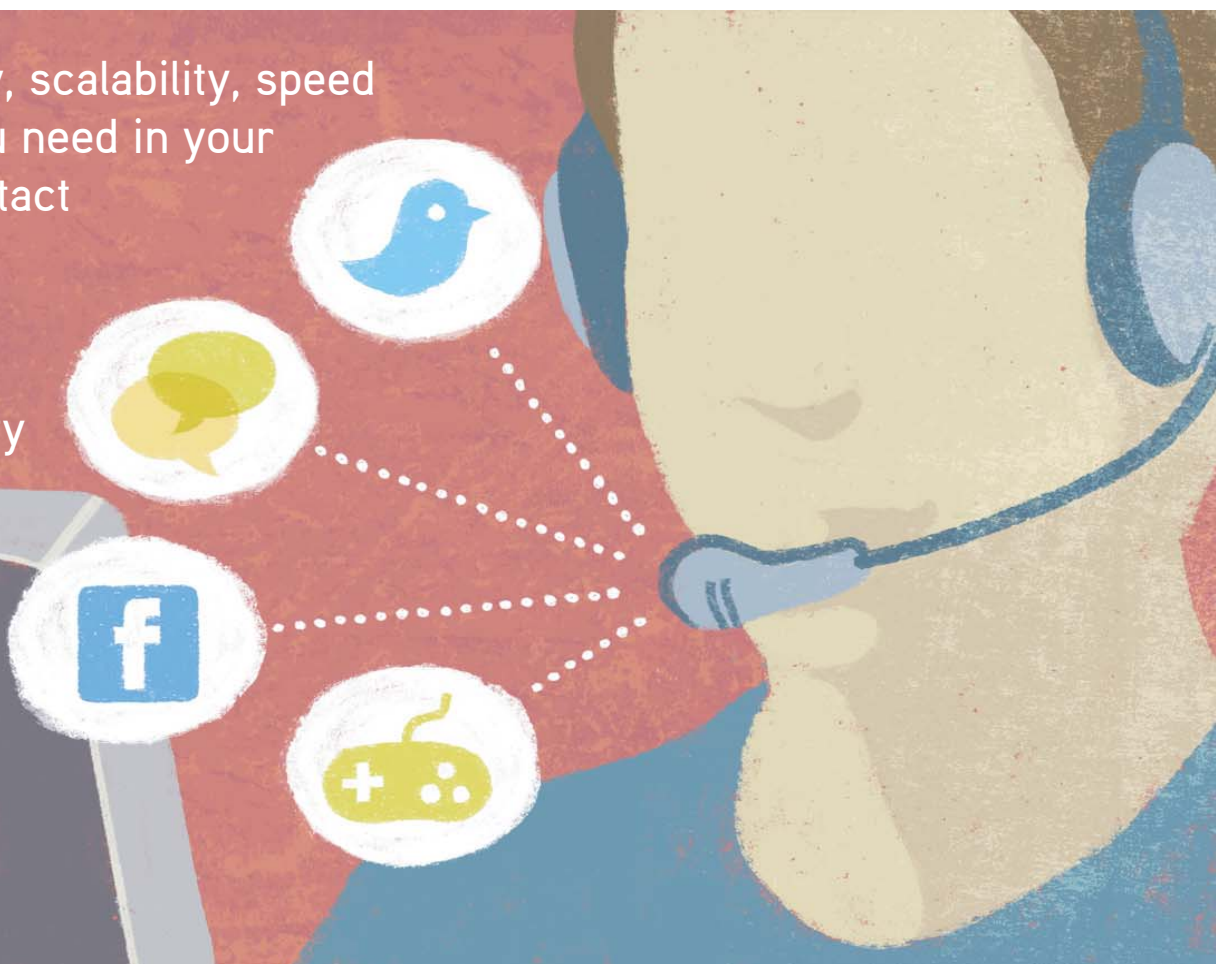
Transforming Customer Service in the Social Enterprise

VOICE | SMS | SOCIAL | EMAIL | CHAT



Get the simplicity, scalability, speed and flexibility you need in your multichannel contact center today.

- » Cloud based
- » Award winning
- » Trusted security



WWW.LIVEOPS.COM



LiveOps Platform™

LiveOps Platform gives you flexibility, intelligent multichannel routing, real-time reporting and interaction recording across every channel – voice, email, web chat, social (including Twitter and Facebook) and SMS. All delivered to the highest cloud security standards. And all integrated in the same easy-to-use multichannel agent desktop through a comprehensive suite of LiveOps Applications™.

- **Intelligent Multichannel Routing**

Route every customer interaction quickly to the right channel and the right agents, regardless of their location.

- **Channel Pivot**

Enable agents to respond and engage across different channels, including from public to private.

- **Simplicity and Rapid Deployment**

Empower managers and business users to make critical adjustments easily in just minutes, instead of days/weeks with non-cloud solutions.

- **Powerful Integration**

Leverage an open API framework that yields greater flexibility and quality of integration than legacy vendor systems.

- **Security and Reliability**

Exceed multiple industry security standards and uptime SLAs.

- **Pay-Per-Use**

Only pay for the bandwidth and infrastructure you use.

- **On-Demand Scalability**

Scale up and down instantly to seamlessly support even extremely large spikes in contact center volume.

- **Continuous Innovation**

Benefit from ongoing product enhancements enabled by our true multi-tenant cloud solution.



2011 American
Business Award

“Today, salesforce.com considers having a contact center in the cloud essential to providing great customer support. We’ve been extremely pleased with LiveOps Platform. All of our mission-critical infrastructure is performing to our high standards enabling salesforce.com to provide high-quality, responsive customer service across all of our customer support centers.”

salesforce®

— Krista Anderson
salesforce.com's SVP of Global Customer Support

LiveOps Applications™

Multichannel Agent Desktop



LiveOps Voice™

Leverage the power of the cloud-based LiveOps Platform with the robust phone channel capabilities of LiveOps Voice. Through an integrated agent desktop and phone panel, LiveOps Voice supports both inbound and outbound calling with a common set of telephony controls for agents. In addition, Interactive Voice Response (IVR) and Computer Telephony Integration (CTI) and CRM integrations provide flexible, easy-to-implement solutions to fit your specific business needs.

Inbound

Route calls to any agent, regardless of their location or telephony transport method (PSTN or VoIP).

Outbound

Leverage on-demand outbound functionality to rapidly configure and deploy outbound telemarketing, surveys, telesales or fundraising campaigns.

Interactive Voice Response (IVR)

Deploy self-service, customer segmentation, or pre/post-routing IVR applications in a personalized, user-friendly manner.

CTI / CRM Integration

Easily integrate with third-party desktops and telephony infrastructure for leading CRM platforms such as Salesforce.com and RightNow.

“Moving to a remote, on-demand contact center model just made sense from a business perspective. We could gain tremendous business flexibility and innovative contact center functionality – while reducing facility costs and retaining top employees.”

– Matthew Wise

Senior Director of External Customers

 **West Marine**
We make boating more fun!®



LiveOps Social™ (with SMS)

Social Channels (Twitter & Facebook)

Manage, measure and respond to your customers in social networks with the same routing, quality control, efficiency and reporting as other channels.

Manage

• Real-time Social Monitoring

Continuously monitor all posts by hashtag or keyword, as well as designated Twitter accounts and Facebook Pages.

• Automated Queue

• Intelligent Routing

Measure

• Interaction history

• Agent performance

• Analytics and reporting

Respond

• Integrated Multichannel Desktop

Agents are able to tweet or post comments easily.

• Schedule Posts

Schedule comments or tweets from your contact center or automate messages.

• Channel Pivot

Enable agents to pivot from Twitter or Facebook to email, SMS or voice and back as they resolve complaints and post replies or updates to customers.

• Standardize Responses

• QA Checking

SMS/Text Messaging

Manage mobile and social customer interactions more efficiently with inbound and outbound SMS/text messages.

• Fast Provisioning

Easy to get started quickly.

• Outbound Control

Broadcast scheduling, throttling and acceptable business hours rules.

• Short Codes

Offer short codes to make customer responses easy.

• Long Messages

Support for messages longer than 160 characters.



LiveOps Chat & Email™

Enable your website visitors to interact directly, in real time, with your agents. With one click on your website, customers and prospects can open a live web chat session with your representatives. This reduces call volume, gives customers more immediate help and improves satisfaction and conversion rates.

With LiveOps Chat & Email, more customers will leave your website satisfied. Plus you'll better meet the demands of today's mobile smartphone users.

- **Easy Integration**
Quickly integrate with your operations and CRM system.
- **Agent Deployment**
Control which agents can handle customer interactions.
- **Efficient Queue Management**
Route intelligently with automated queue rules.
- **Standardize Responses**
Utilize automated templates with custom personalization.
- **QA Checking**
Utilize built-in spell check. Managers are able to screen Web chat responses before they are sent.
- **Interaction History**
All customer interactions are tracked in a single, searchable record.
- **Agent Performance**
Monitoring and tracking of individual agent performance.
- **Analytics and Reporting**
Integrated reporting of all customer and agent interactions across all channels in a single system.

Chat

With one click on your website, customers and prospects can open a live, web chat session with your representatives.

- **Inquiry Forms**
For greater flexibility in managing chat interactions.
- **Web Page Push**
Give your agents the ability to direct customers to content on your website.

Email

Introduce or extend email services in your contact center, quickly, easily and efficiently.

- **Inbound Email**
Forwarding or POP3 mailbox.
- **Outbound Email**
SMTP connectivity.
- **Style Templates**
Templates for HTML or plain text emails that allow attachments.
- **Extended Character Sets**
Include symbols and accents on characters.
- **Broadcast Send**
Schedule outbound volume to stagger responses.
- **Reliability**
Guaranteed throughputs and delivery, with built-in protection from messages getting stuck between mail servers.
- **Protection**
Spam and virus detection for improved security.
- **Monitoring**
Email delivery receipts and detailed open and click-thru reporting.



LiveOps Applications™

Management Applications



LiveOps Insight™

Manage contact center performance with live monitoring and controls. With complete visibility across every contact center function and the ability to listen to live calls, you gain control over day-to-day operations and improve long-term performance.

- **Basic Reporting**
Powerful reporting tool provides critical information to the business user in just a few clicks .
- **Live Dashboard**
Critical dashboards give you immediate visibility into operations.



LiveOps Authoring™

Use an intuitive, graphical "drag and drop" interface to create sophisticated call flows without programming. Quickly create contact flows into your contact center and dynamically change routing rules based on current business needs—all manageable by the business user. Plus, LiveOps Authoring doesn't require IT involvement.



LiveOps Recording™

Whether your agents are part of a distributed workforce or are sitting next door, LiveOps Recording gives the contact center manager a front row seat to customer interactions.

- **Quality Call Recording**
100% call recording and auditing tools help address performance issues early.
- **Industry-first Cloud-based Screen Recording**
Combine call recording with video of agent desktop activity, without any hardware or software limitations.

“We haven't had any downtime in our service since it's been in operation and we've found it's a really simple system to both implement and for staff to use.”

— Sarah Barrow
Head of Customer Service

“LiveOps Platform is very important to us as it will revolutionize the council's customer care, whilst providing much-needed cost savings over the coming years .”

— Susan Law
Chief Executive



**WOKINGHAM
BOROUGH COUNCIL**



liveops



Since 2000, LiveOps has led the industry in the innovation of 100% cloud-based contact center technology. With over 20,000 global users, handling over 70 million customer interactions per year, LiveOps Platform consistently exceeds expectations for service and performance for over 200 enterprise customers around the world.

“With LiveOps, we now have a sophisticated system that prioritizes and directs incoming emails to the right agent, shows histories, provides template responses and real-time reporting. It is easy-to-use, has dramatically improved response times and streamlined the sales cycle.”

— Alan Moscrop
Customer Service Manager



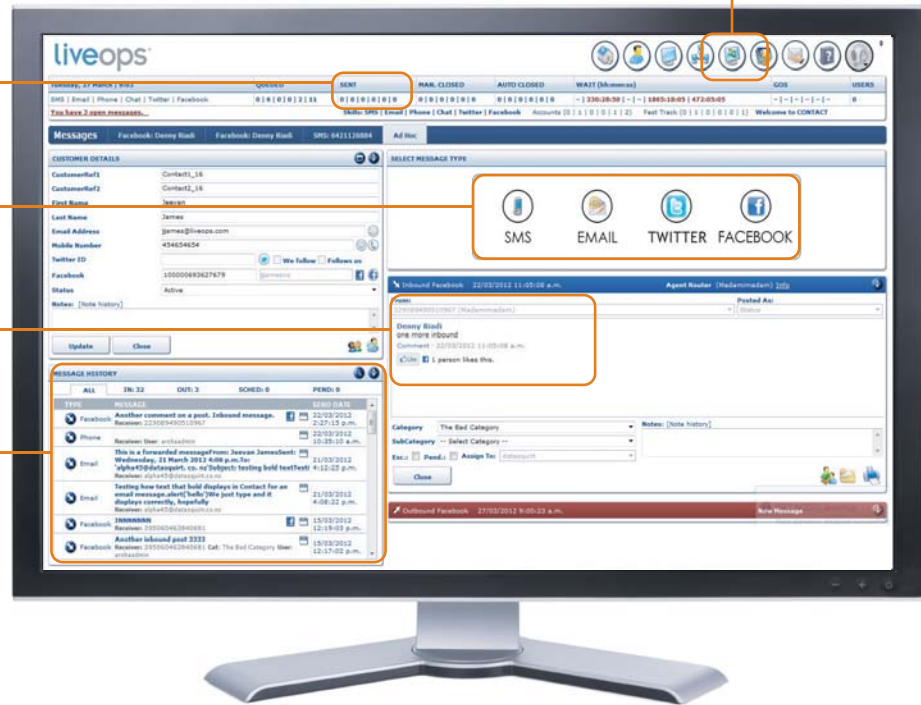
Robust reporting integrated across all channels.

Business rules routing for all text channels.

Single agent interface for all channels.

Single message window with response templates.

Complete message history across all channels.



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