

Delivering better talent and scale: inside the virtual flex agent model

Your customers aren't just picking up the phone to interact with your brand anymore. Email, chat and social channels including Facebook and Twitter are becoming common channels.

Liveops continues to innovate our cloud-based contact center by revolutionizing the very technology that supports it. Liveops' award winning platform, enables agents to delight customers with multichannel tools.

AGENT SERVICES

Liveops provides a full range of contact center services to help your company deliver the best experience for your customers. With over 20,000 independent home-based agents, Liveops taps the talent where the talent lives. Without geographical boundaries, Liveops sources highly talented and specialized agents to effectively represent your brand and drive increased revenues.

Best of all, because our agents are available on-demand, you have the flexibility to adjust staffing needs to meet one-time projects, short-notice call spikes or seasonal fluctuations.

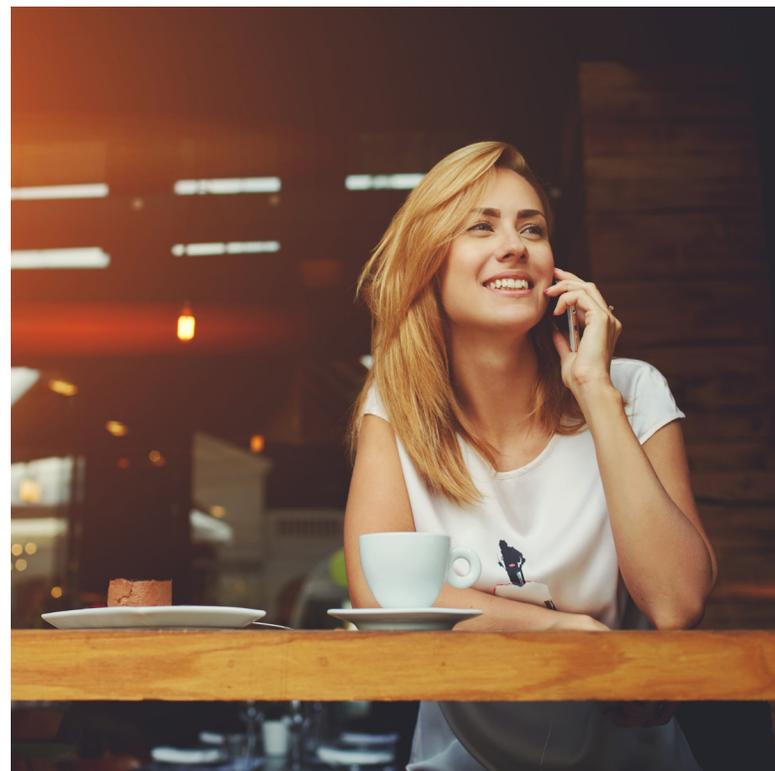
CUSTOMER ACQUISITION & INBOUND SALES

Our mission is to optimize your media investment by delivering the highest possible revenue for your campaign. We do that by sourcing better agents, more of them, and disseminate program education in a format far more efficient than the antiquated classroom. As a result, you get higher conversion, higher revenue per order, longer continuity cycles and customer experience that leaves the caller feeling good

about their purchase decision. Liveops leverages key technology tools like performance-based routing to achieve amazing results. That means the top agent on your programs get more calls. This approach not only allows Liveops to reward good work with more work, but also ensures that more calls are answered by agents with a proven performance track record.

LEAD GENERATION

The key to successful lead generation is low-cost and high integrity of the leads. Liveops helps your organization do both by qualifying only the best leads and passing them back to your CRM for you to close.



CUSTOMER SERVICE

Today's customer buys online as often as off-line. But when it comes to returns or questions, they don't hesitate to pick up the phone. And when they do, they'll expect excellent care when they interact with your company.

Whether you have a steady flow of call volume or spikes in traffic, Liveops ensures that your customers receive the personalized service they deserve. Our agents work on a dedicated—not shared—environment and are specifically equipped to handle calls ranging from answering product questions handling returns, save the sales, reorder reminder calls to healthcare patients, and more.

POST-TRANSACTION MONETIZATION UP TO \$300 CPM

Our unique advertising unit generates industry-leading COMs to monetize your "Order Confirmation" page. By leveraging drive-to-phone advertisements, we bring a human element to upsells that deliver a superior customer experience and maximum monetization. With a track record of millions of interactions, it's a revenue generating solution that responsibly adds incremental revenue to every e-commerce transaction.

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"Liveops has helped us transform our business model by consistently delivering high-performing agents with a scalable model to help us grow. This has enabled us to quickly move forward and realize a much faster return on each campaign."

—JAIMIE MINNELLA,
DIRECTOR OF SALES, IDEAL LIVING

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Giants across all service industries run their business on Liveops, the leader in managed, virtual workforces. For more than 15 years, we've been delivering blue-chip level value through on-demand contact centers and direct-selling teams.

Our onshore network of highly motivated and skilled representatives deliver premium-quality brand interactions as a competitive advantage in today's rapidly changing landscape, and we consistently deliver 15-33% increases in sales and customer satisfaction.