

Our priority is peace of mind

Insurance solutions from sales to claims, with skilled and compassionate agents

Today's insurance consumers are more knowledgeable than ever before. With the ability to get access online for quotes, make payments, or file claims, customer experience is a significant differentiator.

Insurance consumers rate "speed of problem resolution and offerings that meet their needs" as the most important factor in their choice of provider.

Liveops offers insurance companies a virtual workforce of on-demand skilled insurance agents that are certified to help with activities including policy sales, set-up and changes, outbound lead generation, payment support, roadside assistance, accident information collection, and much more.

With no call center overhead or wasted idle time, our pay-per-use model scales to meet volume spikes so you can be there for your customers when they need you the most.

SUBJECT MATTER EXPERTS WHEN YOU NEED THEM

We have more than 500 licensed insurance agents with substantive and relevant insurance industry experience, with lines of authority including life and health, property and casualty.

Many were top producers as full-time, in-house agents for major insurance carriers, capable of everything from policy sales to payment support. Others come to us skilled at dispatch or claims.

When customers experience a loss and call you, we're here to do more than just answer the phone—we're here to help your valued customers get through a very tough situation. It's the difference between

just dealing with a problem and truly caring for a person.

BE PREPARED WHEN VOLUME SPIKES

Steady volume in our world is simply the calm before the storm. When a tropical storm slams the East Coast and calls more than double, Liveops flexes to match your needs to handle the claims downpour.

Our agents can mobilize to massively scale call-taking capacity with as little as two hours' notice and be there for your customers in their most dire time of need.

MAXIMIZE REVENUE

Liveops agents build trust with consumers from the first encounter to future experiences. We'll help make the policy sale and add business with qualified agents who can articulate the value of the products and services you provide.

In fact, our agents generate more income per call through increased sales conversions and high customer satisfaction rates.





\$2b+

CLIENT REVENUE GENERATED
BY LIVEOPS EACH YEAR

33%

MORE REVENUE
PER CAMPAIGN

ABOUT LIVEOPS

Liveops offers an on-demand skilled workforce of onshore virtual agents for customer service and sales. With no call center overhead or wasted idle time, our pay-per-use model scales to meet seasonal or time of day spikes in demand.

More than 400 organizations across service industries including retail, health care, insurance and telecom trust Liveops to deliver an enterprise-grade workforce, with faster program readiness, increased revenue, and greater customer satisfaction scores than traditional call centers.

20k

INDEPENDENT HOME
AGENTS

114m+

CALL INTERACTIONS
HANDLED ANNUALLY



YOUR BRAND NEEDS

- Scalable workforce
- Brand advocates
- Reduced costs



OUR AGENTS DELIVER

- Flex daily/seasonally
- Top notch, certified talent
- Works via a pay-per-use



CUSTOMER RESULT

- Excellent service every time
- Buys more, returns often
- Satisfied & loyal