

Going the distance to make the journey smoother for travelers

Logistics support and a calm, confident voice to solve customers' problems

A new array of roadside assistance solutions are available today to ensure drivers can get back on the road as quickly and painlessly as possible.

Roadside assistance apps, auto insurance companies, car manufacturers, credit card companies and mobile providers all offer roadside services with the primary focus on providing fast response time, alleviating exhausting phone calls and endless waiting.

Liveops offers providers of roadside assistance an on-demand skilled workforce of onshore home-based agents ready to help with logistics, payment support, information collection, and much more.

With no call center overhead or wasted idle time, our pay-per-use model scales to meet seasonal spikes in demand so you've got the workforce you need, when you need it.

UNMATCHED SCALABILITY

Liveops flexes to match your needs—providing the flexibility and scalability necessary for the unique nature of the roadside assistance industry. A reactive response to seasonal call volumes means when spikes do occur, drivers are stuck on hold and those precious seconds seem like an eternity.

By proactively planning for potential spikes, you've got the workforce you need, when you need it, to quickly ramp up to meet seasonal demands, then ramp back down to control costs.

PROVIDE EXCEPTIONAL SERVICE

Liveops starts with sourcing the right agents, handpicked for reliability and experience in roadside assistance. With access to the best agents, you've got a greater depth of skills to support your customers.



Agents are the front-line team and with our certification, you get accountable, on-brand interactions that can give customers above-and-beyond treatment.

MINIMIZE COST AND MAXIMIZE VALUE

Heightened competition and savvier consumers mean roadside assistance companies need to be more efficient, doing more with less, while maintaining high levels of customer service.

Liveops agents build trust with drivers from the first contact to future experiences. Liveops will help build business with qualified agents who can articulate the value of the service you provide. Also, by providing the right agents at the right time, you'll lower your cost per call because you only pay for the minutes used.

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.



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