

Reach more customers and help them stay connected.

Telecom operators face increasing challenges in this new era with customers demanding access to high-speed, unlimited data—delivered on any device, anywhere, anytime. It's viewed as a fundamental human right.

If you don't deliver great service, another telecom carrier will. Communications for better sales and customer service need to be easy for customers, no matter what device.

Liveops helps set you apart from other wireless, wireline, and cable operators by delivering exceptional customer experiences. We offer providers a virtual workforce of on-demand, skilled agents to promote your products, articulate your unique value to maximize revenue, and deliver exceptional customer experiences in order to grow and retain customers.

SKILLED TALENT BECOMES YOUR GREATEST GROWTH OPPORTUNITY

We start with sourcing the right agents, hand-picked for reliability and their affinity for and experience with your brand.

With access to the best agents, you've got ambassadors ready to promote your products and services, offering a greater depth of skills to support your customers, answering service questions, submitting and following up on repair tickets, and dispatch services.

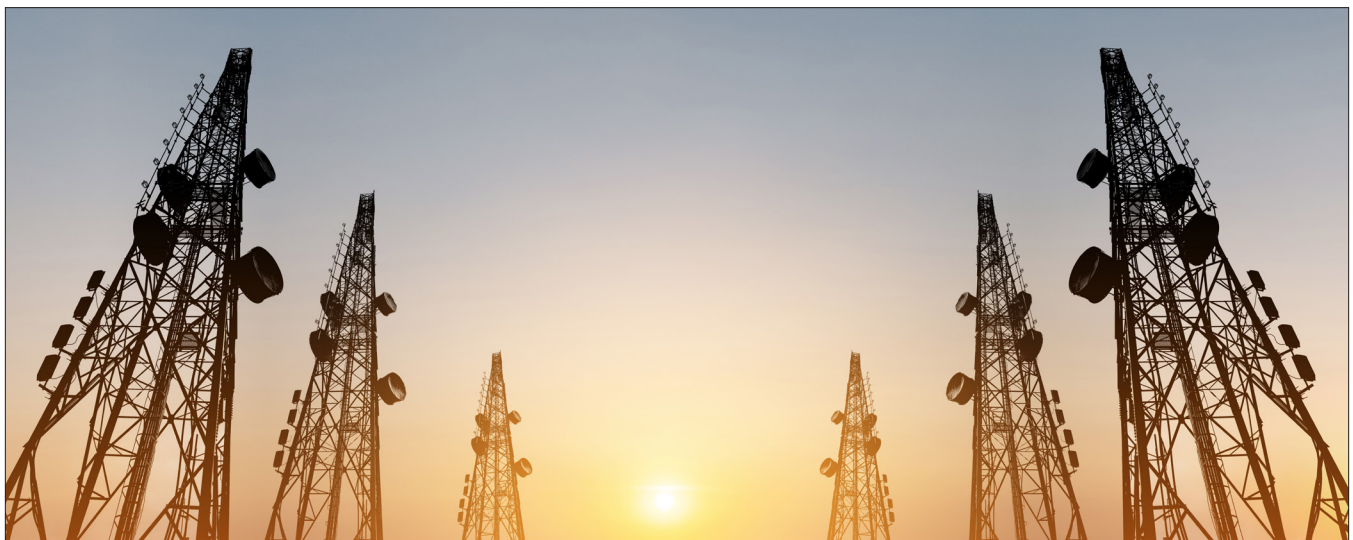
GROW LOYALTY IN A COMPETITIVE MARKETPLACE

Liveops helps make the sales, grow your business, and retain existing customers with qualified agents who can articulate your value and differentiate the services you offer.

Our certification creates accountable, on-brand interactions. Agents become fluent in your dialect, your systems, and processes, in order to give customers the best treatment possible.

UNMATCHED SCALABILITY

Liveops flexes to match your needs—whether time of day or seasonal spikes. Plus by proactively planning for upcoming spikes, you've got the workforce you need, when you need it—with no wasted idle time.





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.

\$2b+

CLIENT REVENUE GENERATED
BY LIVEOPS EACH YEAR

33%

MORE REVENUE
PER CAMPAIGN

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 pay-per-use



CUSTOMER RESULT

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