

Deliver a personalized experience tailored to meet travelers' needs

From bookings to mid-journey assistance, agents find no-hassle solutions

The travel and hospitality industry is highly competitive, with airlines, cruise operators, hotels and resort destinations.

All are under pressure to keep costs low, while still providing great customer service, ensuring customers get from point A to B, without hitches along the way. It's this service that often determines whether a traveler will buy from and stay loyal to your business.

Liveops offers travel and hospitality providers an on-demand skilled workforce of onshore home-based agents ready to deliver excellent customer service and articulate your value to maximize revenue.

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

Travel and hospitality providers have peaks and lulls throughout the year. While there are plenty of temporary or seasonal options, these agents are not always highly trained or capable of providing customers with the service they need and expect.

Liveops flexes to match your needs—providing the flexibility and scalability necessary for the unique nature of the travel and hospitality industry. Plus, by proactively planning for upcoming 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 reduce costs.

PROVIDE EXCEPTIONAL SERVICE TO EXTEND YOUR BRAND

Agents are the front-line team and the need for skilled, well-trained contact center agents is high.



That's why Liveops starts with sourcing the right agents, handpicked for reliability and experience in the travel industry. With access to the best agents, you've got ambassadors ready to promote your services, offering a greater depth of skills to support your customers.

Our certification creates accountable, on-brand interactions. Agents become fluent in your brand dialect, your systems and processes, in order to give travelers above-and-beyond treatment.

MINIMIZE COST AND MAXIMIZE VALUE

Liveops agents build trust with travelers from the first contact to future experiences. We will help build business with qualified agents who can articulate the value of the services you provide.

By providing you with the right agents at the right time, you'll lower your cost per call because you only pay for the minutes you use and don't pay for 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.



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