

Modernize the call center experience

The service industry is at a crossroads and companies are heading back to the drawing board to see how they can deliver customer service voice work affordably and effectively, without sacrificing quality.

Now a revolution in flexible workforces is happening, enabling companies to reach far-flung, gig-workers at scale and use them as on-demand workforces. The landscape is changing and for businesses, this translates into a new source of fuel—namely virtual talent. It's faster, cheaper and more predictable.

A SELF-MOTIVATED, VIRTUAL WORKFORCE TRANSFORMS YOUR BUSINESS

Your business has a choice: The expensive path, weighted down with traditional issues such as a limited workforce to draw from, high overhead and attrition, and poor call handling.

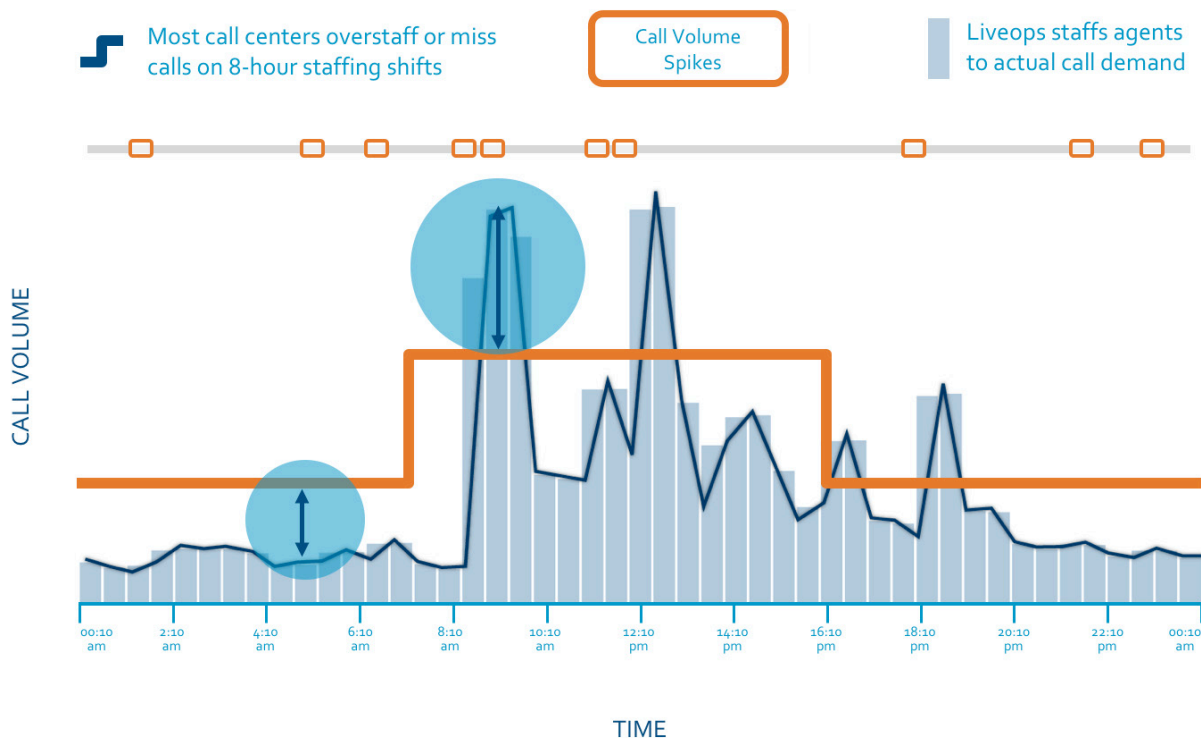
Or you can try a new approach—an approach that employs highly-skilled virtual workforces that are satisfaction oriented, conscientious, empathic and ready to work as needed. These unique workers aren't found in traditional call centers.

A flex solution from Liveops is a dynamic, as-needed virtual agent machine. We deliver managed, program-ready home office agents that are motivated to get the job done, when you need them.

FLEX AGENTS AS NEEDED

Our workforce flexes to match your demands, whether time of day or seasonal spikes—24x7x365.

For example, 500 agents may schedule themselves for one half hour, 2,000 agents the next half hour, and then scale back down to 500. Unscheduled agents get notified which calls increase to help eliminate any wait, and then log off when not needed.



THE BEST AGENTS. PERIOD.

We've discovered there is an incredible amount of good talent outside of a contact center. We've found it's much easier to find agents with relevant experience. With backgrounds in your industry, our agents offer a greater depth of skills to support your customers.

Our network of highly motivated, skilled representatives are comprised of tens of thousands of customer service agents nationwide. These agents are:

- Smart people available on-demand
- Geographically limitless
- Guaranteed to love your brand
- Motivated to invest time on your program
- Willing to stick with it: retention power

PAY FOR WHAT YOU USE

Don't pay for idle work because our pay-for-use agents are ready to work whenever needed. Traditional call centers have to over-staff to ensure adequate levels staffing are available when call volumes increase. And if volumes are lower, agents sit idle and underutilized.

AWARD WINNING CERTIFICATION

Liveops' award-winning certification sets us apart with learning modules, quizzes, videos, reading materials and live calls. Our tailored approach delivers fully-certified agents solely dedicated to keeping your customers happy and promoting your brand.

QUALITY MANAGEMENT

Everyday is an opportunity to optimize your customer's experience and we feel nobody should fly blind. That's why we give you full visibility to supervise agent/customer interactions, reviewing real-time analytics, auditing calls and actively coaching agents for improved performance. Also, our results-based routing and gamification programs help optimize agent performance.

PROVEN APPROACH TO SECURITY

Because checks and balances are in place, we do the necessary work up front to find reliable, professional agents. Also, Liveops performs client audits, penetration tests and goes through annual security audits for HIPPA, Pre-SOX, ISO 27001, and SAS-70, as well as PCI DSS Level 1 certification—which is the highest rating available.



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

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.