



liveops

The Modern Call Center. Virtual. Flexible. Efficient.

Liveops offers dynamic, on-demand virtual contact center solutions with unmatched scalability for enterprises across several different industries.

Our Virtual Flex model delivers highly capable, program-ready home office agents who are experienced, empathetic, and motivated to service your brand - when you need them.

The Best Agents. Period.

More well-educated, more tenured, more dedicated. Our agents offer a greater depth of skills to support your customers.

Flex Agents as Needed.

The built-in elasticity of our model flexes our workforce to match your demands, whether time of day or seasonal spikes - 24x7x365.

Omnichannel Solutions.

Liveops agents meet your customers on whichever channel they prefer, including voice, email, chat and social media.

Pay for What You Use.

You pay for the time agents are on calls. You don't pay for idle time or overstaffing.

Award-Winning Distance Learning.

We've honed the craft of adult learning at a distance for over 20 years and received many awards for it. We deliver fully-certified agents dedicated to your brand and customer happiness.

Quality Management.

We give you full visibility into agent performance, reviewing real-time analytics and auditing calls.

Proven Security.

Our innovative Secure Workforce Ops™ solution provides a proactive and comprehensive approach to security that is unmatched in the industry. We secure and encrypt the agent connection to meet top industry compliance standards.

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