



# LiveVox Platform 6 Release Preview

Bringing Additional Features to Optimize Your Resources

This document is a preview of Platform 6 feature enhancements. The document provides high-level feature descriptions and highlights the key benefits and usability of these features.

# Platform 6 Feature Enhancements At-A-Glance



## Blended/Inbound Enhancements

- Virtual Scheduled Callbacks
- CSAT: CFE – New Agent End Call Connector
- CFE – HTTP Module Enhancement
- Configurable Pool for Agent to Agent Transfer
- Cold Transfers
- Inbound Service Monitor Enhancement
- New Report Writer Values
- Phones Editor – Inbound



## Expanded Risk Mitigation Capabilities

- Password Management Enhancement
- 10 Digit Manual Option on Preview All Services
- Dial-Time Phone DNC
- Build Time Scrubs – Landline
- Unified Agent Desktop – Transactional SMS



## User Empowerment

- LVP – New Look & Feel
- Exposed Configurations for existing features
- Productized Wireless Segmentation
- Change History on Activity Widget
- Unified Agent Desktop – New Event Triggers
- Contact Manager – Campaign Sort



## Empowering Users with Enhanced Reporting

- Call Recording Enhancements
- Agent Summary Report Enhancement – Not Ready Break Codes
- Campaign Line Summary Report Enhancement
- Multi-Agent Selection for Agent Related Reports
- Account/Phone Lookup Report Enhancement
- Agent-entered PTP Amount Validation



# Blended/Inbound Enhancements

Optimizing Your Inbound Opportunities

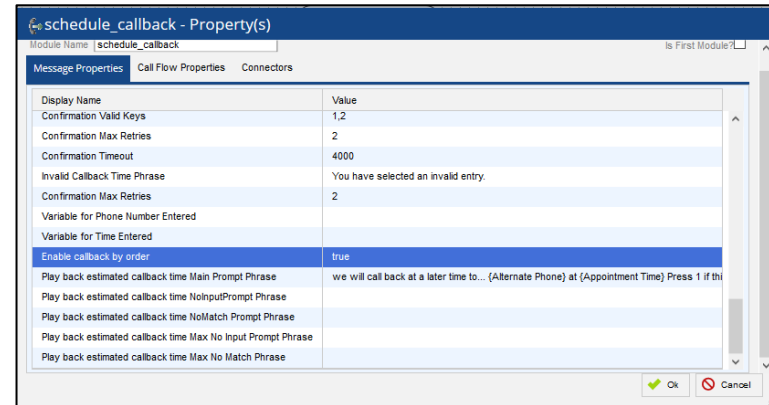


## 1. Virtual Scheduled Callbacks

A new option allows IVR callback functionality to call the customer in the order of the initial received call without requiring the caller to enter their callback time manually.

**Feature Highlight:** If enabled, the estimated wait time will be calculated and played back to the customer for scheduled callback confirmation allowing them to disconnect the call and await the callback.

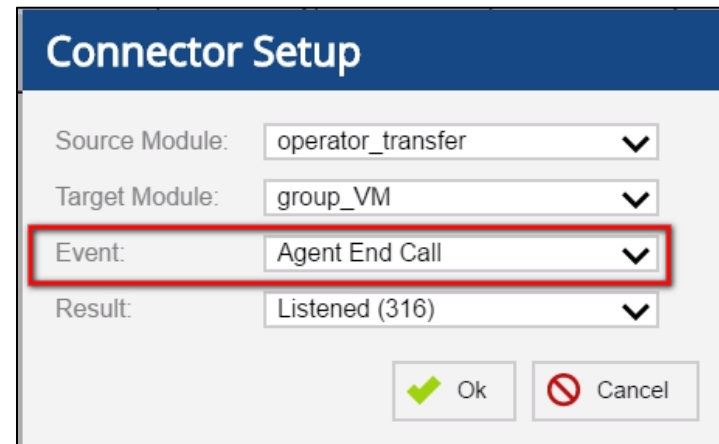
**Feature Benefits:** [Customer-friendly experience](#)



## 2. CSAT: CFE – New Agent End Call Connector

Easily trigger post-call CSAT surveys with a new 'Agent End Call' event connector working in conjunction with the "End Call" button. This allows the agent to maintain common operational processes such as ending the call, performing after-call work, and then selecting a termination code, while the customer will be sent to the survey as soon as the voice path with the agent is terminated.

**Feature Benefits:** [Increase CSAT survey adoption without disrupting Agent post-call activities.](#)

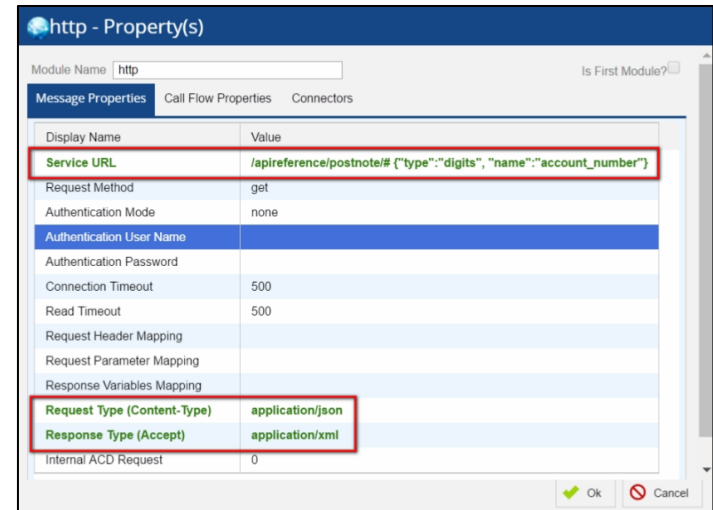




### 3. CFE – HTTP Module Enhancement

Call Flow Editor’s HTTP module has been enhanced to support more content types and allow for dynamic URLs based on variables. This enhancement provides more flexibility through **enhanced web services integration to remote applications**.

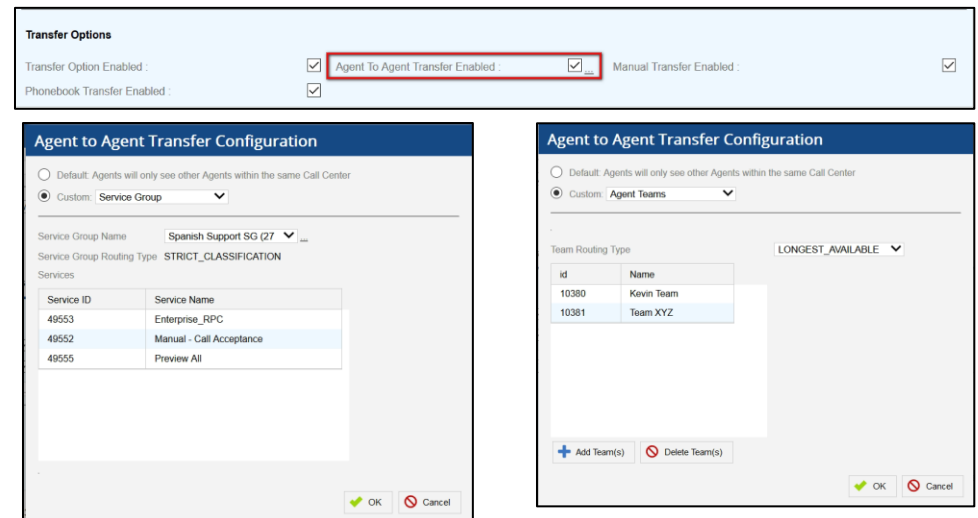
**Feature Benefits:** Increases the flexibility of the HTTP module to better integrate with additional API types



### 4. Agent Transfer Enhancements - Configurable Pool for Agent to Agent Transfer

Agent to Agent transfers can now be configured to look for a defined pool of agents rather than within the same Call Center. Users can now define the pool of agents for an agent to agent-based transfers based on Service Group, Service or Agent Teams ensuring the call to be transferred to the proper agents.

**Feature Benefits:** Improved skill-based routing, increase first call resolution leading to increased customer satisfaction/ improved interaction





## 5. Agent Transfer Enhancements – Cold Transfers

Transferring Agents can now initiate a cold transfer on any internal phonebook entry without the need to wait for a receiving agent to be in a Ready state. This feature will allow agents to initiate a cold transfer, especially during peak hours freeing the transferring agent to move on to the next call.

**Feature Benefits:** Improved Agent efficiency, Call transfer efficiency; Decreases wait time and Improved Service Level

**Entry**

Name:  Max Hold Time:

Entry Id: 420 Place Call On Hold:

External Transfer

Phone Number:  Extension:

Caller id:  Extension Delay:

Internal Transfer

Destination Type:  Destination:

Routing Type:  Agent Skill:

**Cold Transfer:**  Priority:

## 6. Inbound Service Monitor Enhancement

Inbound Service Monitor Widget has been expanded to provide real-time data on **Average Hold Time**, **Average WrapUp Time**, and **Calls Abandoned**.

This shows data for the day or the past 120 minutes broken up into 15-minute intervals.

**Feature Benefits:** Enhanced Real-time inbound monitoring capabilities

Service Monitor									
	Daily	Last 15	Last 30	Last 45	Last 60	Last 75	Last 90	Last 105	Last 120
<b>KPIs</b>									
Service Level (20 seconds)	0.00 %	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Abandon Rate	0.00 %	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Average Handle Time (mm:ss)	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00
<b>Service Average</b>									
Average Abandon Time (mm:ss)	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00
Average Speed of Answer (mm:ss)	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00
Average Talk Time (mm:ss)	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00
<b>Average Hold Time (mm:ss)</b>	<b>00:00</b>	<b>00:00</b>	<b>00:00</b>	<b>00:00</b>	<b>00:00</b>	<b>00:00</b>	<b>00:00</b>	<b>00:00</b>	<b>00:00</b>
Average WrapUp Time (mm:ss)	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00
<b>Service Totals</b>									
Calls Offered	0	0	0	0	0	0	0	0	0
<b>Calls Abandoned</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Calls Handled	0	0	0	0	0	0	0	0	0
Calls Answered Within SL	0	0	0	0	0	0	0	0	0
<b>Agent Totals</b>									
Agents Logged In	0								
Agents In Call	0								



## 7. Inbound Phones Editor

Easily track and identify where all LiveVox owned inbound phone numbers are assigned. Assign, modify and disassociate any phone numbers from one IB Service to another.

**Feature Benefits:** Single consolidated view for easier management and tracking. Empowering LiveVox clients to self-serve inbound number management.

Inbound Number	Inbound Service	Number Type	Agent	Inbound Message	LCID Package	City
8992020006		AGENT_AT_READY_IN				
2069054081	IB AlphaNumeric SpeechReco (82362)	CALLBACK		AlphaNumericSpeechRecognition		SEATTLE W
2092803672	IB AlphaNumeric SpeechReco (82362)	CALLBACK		AlphaNumericSpeechRecognition		MOKELUMNE HIL C
4155041922	Inbound Agent DIDs (49563)	CALLBACK		IB w EXT 2 (72012)		SAN FRANCISCO C
2014907046	IB Sched Cbk 4155041922 (49559)	LOCAL_CALLER_ID		Inbound NVR (51708)		
2014997062	Inbound Agent DIDs (49563)	LOCAL_CALLER_ID		IB w EXT 2 (72012)	Product_Mgmt_LCID (14412)	
2027799067	Inbound Agent DIDs (49563)	LOCAL_CALLER_ID		IB w EXT 2 (72012)	Product_Mgmt_LCID (14412)	
2028131946	Inbound Agent DIDs (49563)	LOCAL_CALLER_ID		IB w EXT 2 (72012)	Product_Mgmt_LCID (14412)	
2028131976	Inbound Agent DIDs (49563)	LOCAL_CALLER_ID		IB w EXT 2 (72012)	Product_Mgmt_LCID (14412)	
2055457223	Inbound Agent DIDs (49563)	LOCAL_CALLER_ID		IB w EXT 2 (72012)	Product_Mgmt_LCID (14412)	
2056230530	Inbound Agent DIDs (49563)	LOCAL_CALLER_ID		IB w EXT 2 (72012)	Product_Mgmt_LCID (14412)	

## 8. New Report Writer Values

Report Writer has been enhanced to include additional fields for CDRs.

- **Live Answer:** Result if a call was answered by an Answering Machine or Person
- **Operator Transfer:** Result if a call was offered to an Agent
- **Operator Transfer Successful:** Result if a call was successfully transferred to an Agent
- **Not Connected:** If a call was marked as 'Busy, Invalid Phone Number, No Answer'
- **Not Made:** For any accounts that were not attempted in a campaign and fall under the 'Not Made' category
- **Campaign Create Date:** The create date of the campaign the account is included in
- **Campaign Start Time:** The start date of the campaign the account is included in
- **Campaign End Time:** The end date of the campaign the account is included in



- **Requeue Level:** What requeue level the campaign an account was included in
- **Agent Skill Name:** The associated Agent Skill name that was tagged with the call
- **Agent Skill ID:** The associated Agent Skill ID (Agent Skill Name) that was tagged with the call

**Feature Benefits:** [More flexibility with custom reporting needs.](#) [Increased operational visibility.](#)

## 9. Call Recording Enhancements

- Customers can leave voice messages on the CSAT survey.
- On Platform 6, easily retrieve and playback via standard Call Recording Report.
- Optional 3-Day Call Recording Retention is now available on Platform 6.
- CFE record module supports .mp3 Recordings.

**Benefits:** [More Flexibility on offload duration and Easy playback with LVP](#)





# Expanded Risk Mitigation Capabilities

Enabling you to stay ahead of the regulatory curve



## 1. Dial-Time Phone DNC

Earlier Phone DNC was supported during campaign build time or via custom interval-based updates. Dial-Time Phone DNC now supports real-time DNC checks at dial time.

An example scenario is where a contact record is updated from an inbound call or payment related outcome and would avoid subsequent calls during the day. Additionally, Dial-Time Phone DNC now supports expiration date and Contact Group mapping.

**Feature Benefits:** Prevents dialing of DNC/DND records received post-campaign build for all service types. Campaign build flexibility.

**Advanced Features**

Partitioning	<input checked="" type="checkbox"/>	Report Only After All Retries	<input type="checkbox"/>
Vertical	Select One	Campaign Appends Allowed	<input checked="" type="checkbox"/>
Days of Contact Retention	365	Phone DNC Type	Dial-Time Phone DNC

**DNC**

Contact Group: All

Search:

Phone	Contact Group	Expiration Date	Delete	Phone	Contact Group	Expiration Date	Delete	Phone	Contact Group	Expiration Date	Delete
5107775555	Wells Fargo	04/25/2017	<input type="checkbox"/>								
5102225555	Bank Of America		<input type="checkbox"/>								
4152225555		04/22/2017	<input type="checkbox"/>								
8001234567			<input type="checkbox"/>								

**Add DNC**

Contact Group: Wells Fargo (1522)

Expiration Date: 04/26/2017

Phone Number: 9234567890

Save Cancel

<< < 1 1 to 12 pages > >>

Total Records: 4

+ Add DNC - Delete DNC Upload DNC File



## 2. Build Time Scrubs – Landline

Previously, the platform supported wireless scrubbing, but landlines scrub was not available. The Scrub Wireless feature during campaign builds has been expanded to support Scrub landline. With wireless numbers becoming more ubiquitous, the need to target wireless only campaigns was needed.

**Feature Benefits:** [Greater flexibility in their outbound strategies](#)

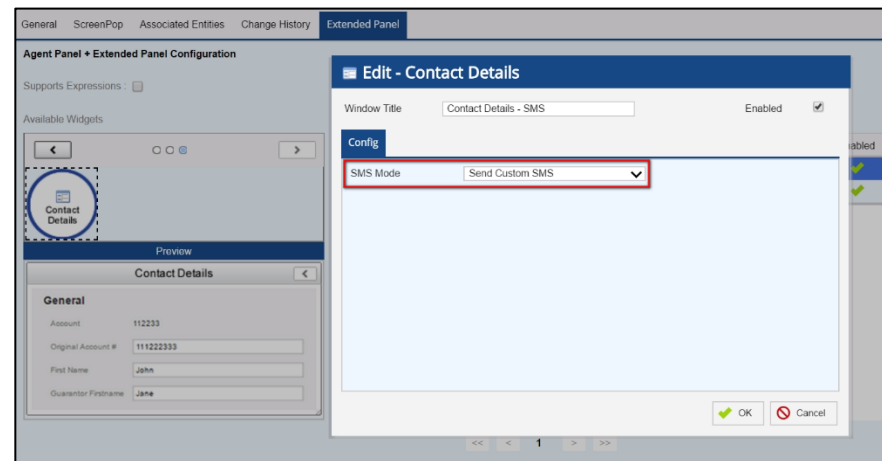
Date Modified	Message ID	Result
05/16/2017 15:01	53460	Landline Call Suppressed (Not Made)
05/16/2017 15:01	53460	Landline Call Suppressed (Not Made)
05/16/2017 15:01	53460	No Patient Name (Not Made)
05/16/2017 15:01	53460	No Patient Name (Not Made)
05/16/2017 15:01	53460	No Patient Name (Not Made)

## 3. Unified Agent Desktop – Transactional SMS

Agents can now initiate SMS on Unified Agent Desktop providing ability to **gather consumer consent** by first capturing consent verbally and then pushing a confirmation message via SMS channel.

Also, allows agents to deliver content via SMS while on a call such as receipt payments, reminders & survey links through templates and/or freehand messages.

**Feature Benefits:** [Consent Management/Multichannel capability/Channel of Choice](#)





#### 4. Password Management Enhancement

Users are now able to define the password strength required on the platform for Agents & Users logins for additional security.

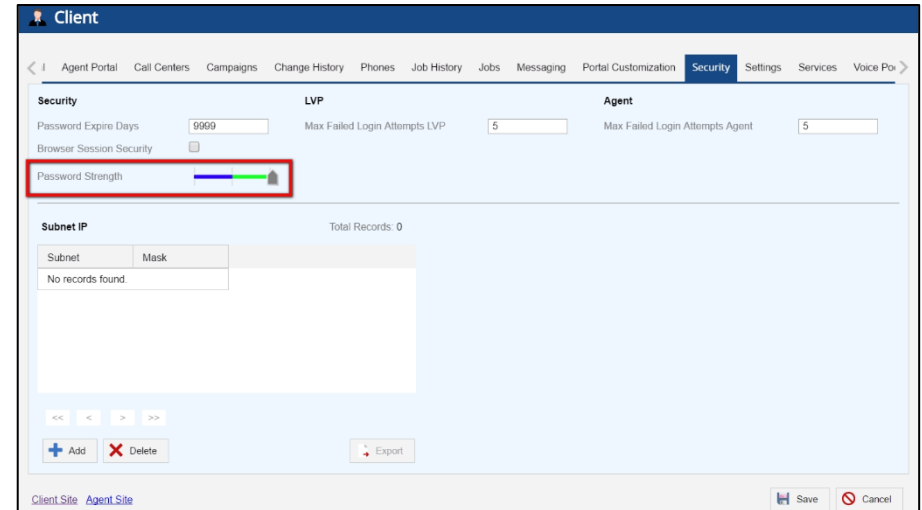
**Define password strength in 3 tiers with increasing complexity:**

**Medium:** Password requires a minimum 8 characters with at least 1 letter and 1 digit (default)

**Strong:** Password requires a minimum 8 characters with at least 1 letter, 1 digit and 1 special character

**Very Strong:** Password requires a minimum of 12 characters with at least 1 letter, 1 digit and 1 special character

**Feature Benefits:** [Add additional security to the changing technological landscape](#)

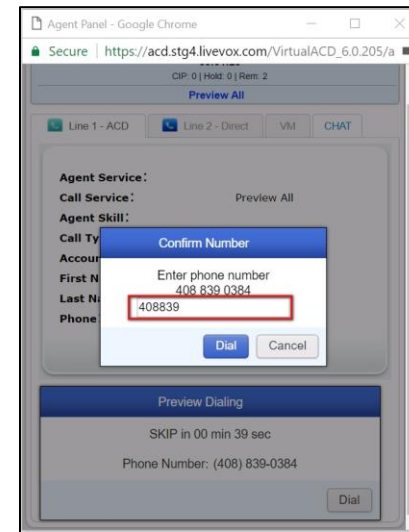
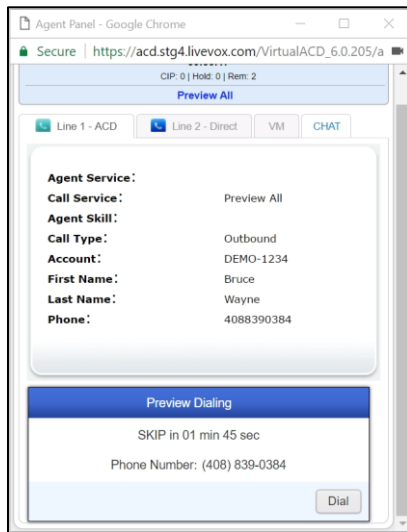
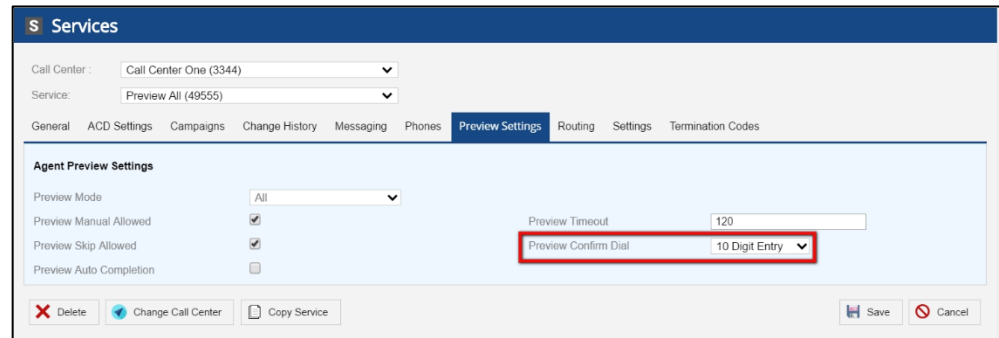




## 5. 10-Digit Manual Option on Preview All Services

New configurable option on Preview All Service types. If this option is used, then it will now prompt agents to manually key in the full 10-digit number before call launches (versus a single click).

**Feature Benefits:** Increases level of Human intervention. More dialing control.





# User Empowerment

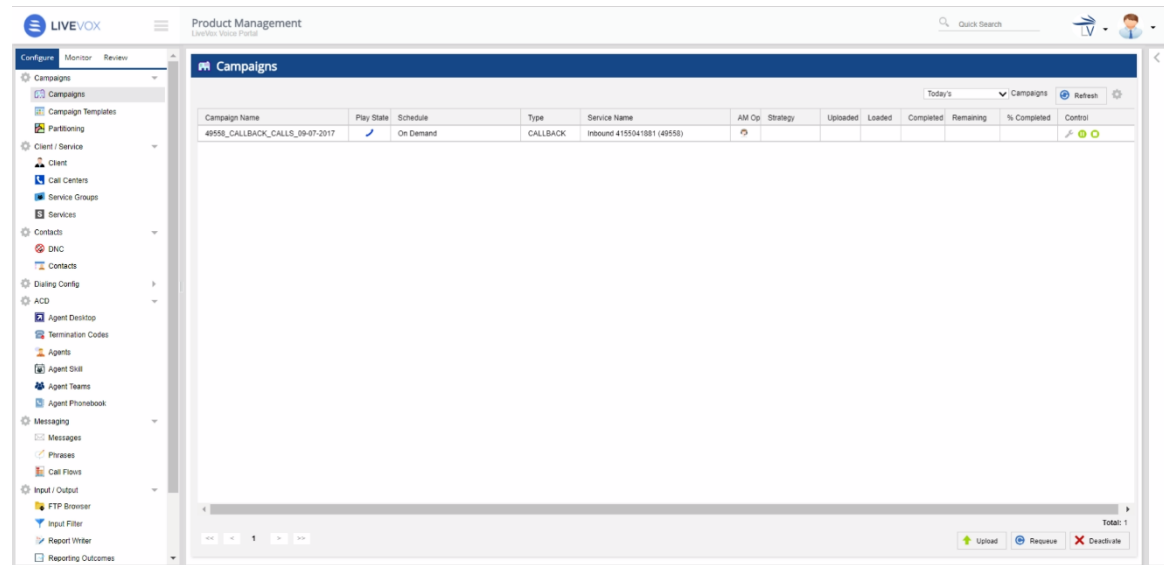
Feature enhancements improving user experience



## 1. LVP – New Look and Feel

LV Portal has been re-skinned to provide clean, modern look. Icons and images can now scale to different screen sizes and resolutions. Provides clean, modern look with bold colors, sharp edges, and flat images

**Feature Benefits:** Improved usability, Faster load time



## 2. Exposed Configurations for Existing Features

A variety of existing features has been exposed on the Voice Portal to allow Users to further configure their own changes as well as view existing settings. Find the exposed features on the right.

**Feature Benefits:** Empower Users and encourage self-service that can reduce Support and Work Order assistance

### Agent Desktop Editor

- Block Manual Dials if Account is not in Contact Manager
- Configurable Hold Button on Agent Desktop
- Force Specific Case for Agent entered Accounts

### Service Editor

- Preview Auto Completion Option

### Client Editor

- Days of Contact Retention (Read Only)



### 3. Productized Wireless Segmentation

Before Platform 6, wireless segmentation in the campaign build required a complex configuration, were limited to certain Services and file formats and needed special work order. Now users can apply Segment Wireless option on any campaign loaded on any Service without any special work order.

**Feature Benefits:** [Self-configuration](#)

### 4. Unified Agent Desktop – New Event Triggers

Previously, the extended-agent-panel only loaded when the agent was in In-Call or Wrapup state. Unified Agent Desktop Widgets can now be configured to open for the following Agent events.

These new trigger events give Users the flexibility to trigger third-party applications. For example, the trigger can open a CRM via API when the agent goes into On Call event or open their Contact List when the agent goes On Ready event.

**Feature Benefits:** [Improve Agent Productivity](#)

#### Unified Agent Desktop Widgets can now open for new Agent trigger events

- On Call
- On Login
- On Ready
- On Not Ready
- On Save Disposition
- On Logoff
- On Start Secure Payment
- On Stop Secure Payment
- On Pause Call Recording
- On Stop Call Recording
- On Resume Call Recording





### 5. Change History on Activity Widget

The Activity Widget on all Services now has a Change History log. This enhancement allows Users to identify and track changes easily made to Pacing Method, Throttle or Max Wait.

**Feature Benefits:** User audit enhancement/monitoring

Changed By	Changed On	Short Description
Livevox/De Vera, Erwin	03/13/2017 19:43:02	Field 'Pacing Method' changed.
Livevox/De Vera, Erwin	03/13/2017 19:43:02	[Skill ID : 55199] Value of field 'Pacing Method' changed from 'Max_CIP' to 'Predict'.
Livevox/De Vera, Erwin	03/13/2017 19:42:49	Field 'Throttle' changed.
Livevox/De Vera, Erwin	03/13/2017 19:30:43	Field 'Max Wait' changed.
Livevox/De Vera, Erwin	03/13/2017 19:30:43	Field 'Max Wait' changed.
Livevox/De Vera, Erwin	03/13/2017 19:23:01	Field 'Throttle' changed. Field 'Pacing Method' changed.
Livevox/De Vera, Erwin	03/13/2017 19:23:01	Field 'Throttle' changed. Field 'Pacing Method' changed.
Livevox/De Vera, Erwin	03/09/2017 20:43:27	Field 'Throttle' changed.
Livevox/De Vera, Erwin	03/09/2017 20:43:27	Field 'Throttle' changed.

### 6. Contact Manager – Campaign Sort

Clients may now sort their campaign by any category within in Contact Manager. Supports multi-category sorting within Advanced Search filters.

**Feature Benefits:** Greater flexibility with their outreach strategy by allowing them to determine which accounts to attempt first

Sort By	Sort Order
Account	⇌
Payment Balance	⇌



# Empowering Users with Reporting Enhancements

Providing more visibility into your operations



## 1. Agent Summary Report Enhancement – Not Ready Break Codes

Agent Summary Report has been enhanced to include Agent Not Ready times broken down into the individual break code level.

**Feature Benefits:** Granular reporting, better management and ability to identify training needs.

**Agent Summary Report**

Dates (MM/DD/YYYY) From 05/01/2017 To 05/17/2017

Call Center: Select Call Center Service: Select Service

Agent: Select Agent Agent Team: Select Agent Team

Service Group: Select Service Group

Show Termination Codes:  Show Detailed:

Show PTP Amount:

Generate Report

Export to PDF Excel CSV

Agent	First Name	Last Name	Successful Op Transfer	In Call (Min)	In Call %	Ready (Min)	Ready (%)	Wrapup (Min)	Wrapup %	Not Ready (Min)	Not Ready (%)	Lunch (Mins)	Lunch %	Training (Mins)	Training %	Break Time (Mins)	Break Time %	Meeting (Mins)	Meeting %	Technical Difficulty (Mins)	Technical Difficulty %	Other (Mins)	Other %	Agent System Time (Min)	Agent Productive Time (Min)		
AGENT1	AGENT	ONE	0	0.00	0.00%	0.00	0.00%	0.00	0.00%	2.30	100.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%	2.30	100.00%	2.30	0.00		
ERWIN	Erwin	Test	6	8.42	19.87%	4.93	11.64%	0.12	0.28%	28.90	68.21%	0.00	0.00%	0.00	0.00%	0.25	0.59%	0.00	0.00%	0.00	0.00%	0.00	0.00%	28.67	67.66%	42.37	13.47
ERWIN_LV	erwin	test2	0	0.00	0.00%	25.38	99.41%	0.00	0.00%	0.15	0.59%	0.00	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%	0.00	0.00%	0.15	0.59%	25.53	25.38		
		<b>Total</b>	<b>6</b>	<b>8.42</b>	<b>11.99%</b>	<b>30.32</b>	<b>43.19%</b>	<b>0.12</b>	<b>0.17%</b>	<b>31.35</b>	<b>44.66%</b>	<b>0.00</b>	<b>0.00%</b>	<b>0.00</b>	<b>0.00%</b>	<b>0.25</b>	<b>0.36%</b>	<b>0.00</b>	<b>0.00%</b>	<b>0.00</b>	<b>0.00%</b>	<b>0.00</b>	<b>0.00%</b>	<b>31.12</b>	<b>44.33%</b>	<b>70.20</b>	<b>38.85</b>

## 2. Campaign Line Summary Report Enhancement

Campaign Line Summary Report has new & updated fields to reflect the proper description of the metrics being reported.

**Feature Benefits:** Reporting Accuracy

**Campaign Line Summary Report**

Dates (MM/DD/YYYY) From 05/01/2017 To 05/03/2017

Call Center: Select Call Center Service: Select Service

Campaign: Select Campaign

Show Results:  Show Termination Codes:

Generate Detailed Report:  Generate Compact Format:

Generate Chart:

Generate Report

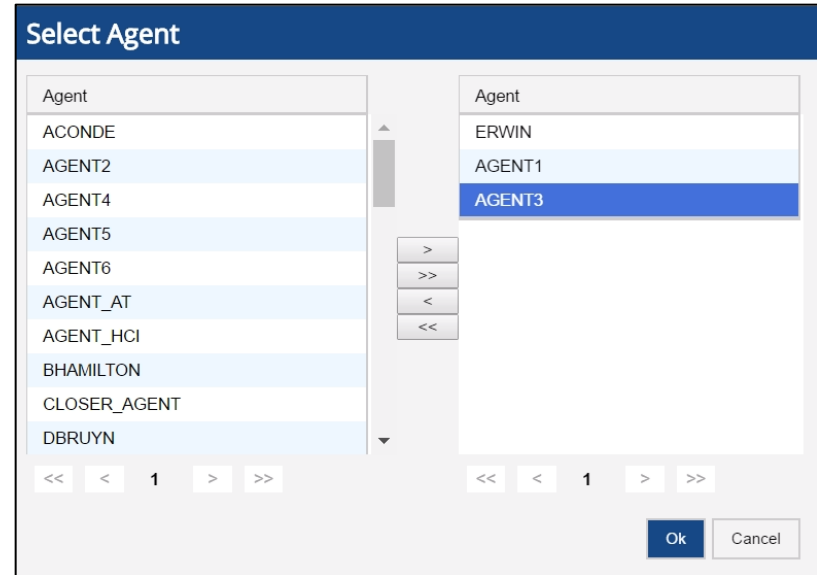
	Campaign	Start Date	End Date	Total Records	Total Calls	Total Connected Calls	Connect Rate(%)	Live Connects	Live Connect Rate(%)	Automated Connects	Non-Connects	Automated Answering Machine Left Message	Attempted Operator Transfer	Attempted Operator Transfer Rate (%)	Successful Operator Transfer	Successful Operator Transfer Rate (%)	Failed Operator Transfer	Failed Operator Transfer Rate (%)	RPC Payment/	
Call Center	Call Center One																			
Service	Preview All																			
	PVAL_10digit_demo	05/03/2017 12:13:10	05/03/2017 12:15:07	3	3	3	100.00	0	0.00	0	0	0	0	0.00	0	0.00	0	0.00	0	
Service Total				3	3	3	100.00	0	0.00	0	0	0	0	0.00	0	0.00	0	0.00	0	
Call Center Total				3	3	3	100.00	0	0.00	0	0	0	0	0.00	0	0.00	0	0.00	0	



### 3. Multi-Agent Selection for Agent Related Reports

Stock Reports now allow multi-agent selection in the search criteria to compare individual Agent stats against each other without having to filter through the entire pool of agents or running individual reports.

**Feature Benefits:** [Compare agent performances and recognize training opportunities](#)



### 4. Account/Phone Lookup Report Enhancement

Account & Phone Lookup Report has been enhanced to show any SMS transaction made on an Account. Additional columns added to the report include Interaction Type and SMS Text.

**Feature Benefits:** [Granular reporting on contact history](#)

### 5. Agent-entered PTP Amount Validation

Additional validation checks for agent entered PTP amounts. Designed to guarantee that values entered by agents are translated to legitimate dollar values.

**Feature Benefits:** [Increases checks and control](#)