

Platform 6

Bringing Additional Features to Optimize Your Resources

In this Webinar, We Will Cover

- 1 Introductions
- 2 LiveVox Platform 6 Themes and Features
 - Inbound/Blended Enhancements
 - Expanded Risk Mitigation Capabilities
 - User Empowerment

Additional Resources

- 3 Q & A

- 4

Speakers



Kevin Stark

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Platform 6 Feature Enhancements At-A-Glance



Blended/Inbound Enhancements

- Virtual Scheduled Callbacks
- Alphanumeric Speech Recognition
- 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

Empowering You to Create Intelligent Inbound Workflows

Advanced Speech Recognition

- Optimize your inbound calls by enabling **Alphanumeric speech recognition** which now allows customers with alphanumeric account numbers to self-serve

HTTP Module

- **More flexibility through enhanced web services integration to remote applications** through additionally supported Request and Response formats as well as Variable URL requests

Virtual Scheduled Callbacks

- Inbound calling customers can now easily **schedule a callback during high call volume times** while maintaining their place in the hold queue

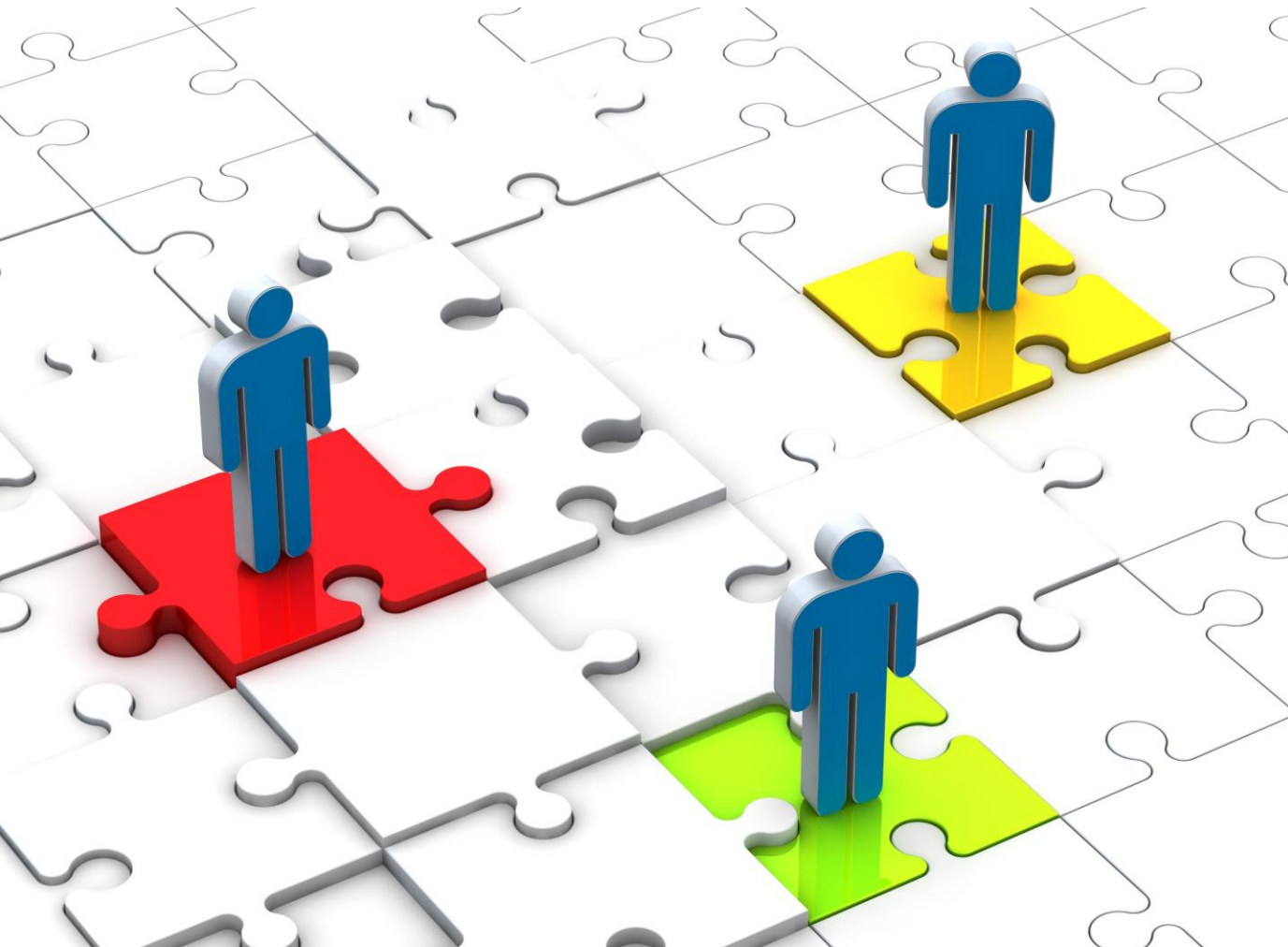
CSAT End Call Trigger

- **Easily initiate post-call surveys** with Agent desktop End Call button

IVR Recording

- **Customers can leave voice messages on the CSAT survey**
- On Platform 6, easily retrieve and playback recording on LVP

Efficient Customer Routing with Configurable Pool for Agent to Agent Transfer



- Earlier, Agent to Agent transfer, could only be done within the same call center
- This limited routing customers to the right-skilled agent pool
- Expanded Agents to Agent transfer capability to route calls across **multiple call centers based on User-defined Services**
- Increase customer satisfaction, first call resolution and agent productivity

Configurable Pool for Agent to Agent Transfer

LIVEVOX Product Management NA4 Demo
LiveVox Voice Portal

Quick Search

Configure **Monitor** Review

Call Centers Service Groups Agents

Call Centers

- Atlanta (1002085)
 - ATL_HCI (1008350)
 - ATL_HCI 1900 (1008437)
 - ATL_IB_9543140889 (1008352)
 - ATL_Manual (1006758)
 - ATL_MO (1009026)
 - ATL_PV_CSAT (1008429)
 - ATL_QC_CSAT (1008351)
 - ATL_RPC (1005018)
- Traning (1003639)
 - Training-10DMT (1008831)
 - Training-HCI (1008827)
 - Training-Inbound (1008828)
 - Training-Manual (1008829)
 - Training-PVALL (1008832)
 - Training-QC (1008830)
 - Training-RPC (1008826)

Monitor Outbound
Call Centers

Hide Inactive Call Centers:

Call Center	Agents Logged	Agents In C	Time On H	Calls Transferr	Total	Rema	%D	Calls	Calls Conx	Calls	Calls C	Calls H	Co	Total Abandone	Today	MTD	Past	Calls
Atlanta (1002085)	0	0	00:00	7	0	0	0	0	0	0	7	7	0	0				

Agents

Name filter:

Service Name	Logon ID	Name	State	Duration	Account	Customer P
No records found.						

Campaigns

Filter by: Today's Active Playing

Campaign Name	Play State	Remaining	Control
1008352_CALLBACK_CALLS_09-14-2017			

RECORDED WITH SCREENCAST MATIC

Start Monitor

Lower Hold Times with the New Cold Transfer Feature



- Before Platform 6, transferring agents needed to wait for a receiving agent to be in a Ready state before exiting the call
- Free up the transferring agent to move on to the next call during peak hours
- Increased Agent productivity

Agent Transfer Enhancement: Cold Transfer

LIVEVOX Product Management NA4 Demo
LiveVox Voice Portal

Quick Search

Configure **Monitor** Review

Call Centers Service Groups Agents

Call Centers

- Atlanta (1002085)
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 - ATL_MO (1009026)
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 - ATL_QC_CSAT (1008351)
 - ATL_RPC (1005018)
- Training (1003639)
 - Training-10DMT (1008831)
 - Training-HCI (1008827)
 - Training-Inbound (1008828)
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 - Training-QC (1008830)
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Monitor Outbound
Call Centers

Hide Inactive Call Centers:

Call Center	Agents Logged	Agents In C	Time On H	Calls Transferr	Total	Rema	%D	Calls	Calls Con	Calls	Calls C	Calls H	Co	Total Abandon	Today	MTD	Past	Calls
Atlanta (1002085)	0	1	00:00	7	0	0	0	0	0	0	7	7	0	0				
Training (1003639)	0	1	00:00	2	0	0	0	0	0	2	0	0	0	0				

Agents

Name filter:

Service Name	Logon ID	Name	State	Duration	Account	Customer P
ATL_Manual (1006758)	ERWIN2	Erwin LiveVox	Not Ready	00:01:56		
Training-Manual (100882)	ERWIN	Erwin Test	Not Ready	00:01:47		

Campaigns

Filter by: Today's Active Playing

Campaign Name	Play State	Remaining	Control
1008829_MANUAL_CALLS_09-14-2017			
1008352_CALLBACK_CALLS_09-14-2017			

RECORDED WITH SCREENCAST MATIC

Start Monitor

Inbound Reporting Enhancements: Expanded Real-Time Inbound Service Monitor

- Real-time visibility into inbound KPIs
- The Inbound Service Monitor Widget now includes
 - Average Hold Time
 - Average Wrap Up Time
 - Calls Abandoned

The screenshot displays the 'Service Monitor' interface with the following components:

- Service Monitor Table:** A table showing KPIs and Service Averages across various time intervals (Daily, Last 30, Last 45, Last 60, Last 75, Last 90, Last 105, Last 120).
- Activity Inbound Inbound:** A summary section showing metrics like CIP (0), Calls In Queue (0), and With Agent (0/0).
- Inbound Calls Graph:** A line chart showing call volume over time, with a yellow circle highlighting a data point at approximately -15 minutes.
- Agents Table:** A table for agent monitoring, currently showing 'No records found'.

	Daily	Last 30	Last 45	Last 60	Last 75	Last 90	Last 105	Last 120
KPIs								
Service Level (20 seconds)	61.54 %	42.86 %	100.00 %	0.0%	100.00 %	0.0%	0.0%	0.0%
Abandon Rate	38.46 %	71.43%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Average Handle Time (mm:ss)	02:43	03:25	02:05	00:00	00:28	00:00	00:00	00:00
Service Average								
Average Abandon Time (mm:ss)	00:27	00:27	00:00	00:00	00:00	00:00	00:00	00:00
Average Speed of Answer (mm:ss)	00:03	00:00	00:00	00:00	00:00	00:00	00:00	00:00
Average Talk Time (mm:ss)	02:28	02:49	01:49	00:00	00:18	00:00	00:00	00:00
Average Hold Time (mm:ss)	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00
Average WrapUp Time (mm:ss)	00:14	00:36	00:16	00:00	00:10	00:00	00:00	00:00
Service Totals								

Inbound Reporting Enhancements: Enhanced Phones Editor

- Easily track and identify where all LiveVox owned inbound phone numbers are assigned
- Single view for easier management
- Empowering LiveVox clients to self-serve inbound number management
- Assign, modify and disassociate any phone numbers from one IB Service to another

The screenshot displays the 'Monitor Outbound' interface in the LiveVox Product Management portal. The top navigation bar includes 'LIVEVOX', 'Product Management', and 'LiveVox Voice Portal'. The main content area is divided into three sections: 'Call Centers', 'Agents', and 'Campaigns'. The 'Call Centers' section features a table with the following data:

Call Center	CIP	Agents Logged In	Agents In Call	Time On Hold	Calls Transferred	Total	Remaining	%Done	Calls In Qu	Calls Connected	Average Hold Time
Call Center One (3344)	0	0	0	00:00	0	0	0	0	0	0	00:00

The 'Agents' section shows a table with columns: Service Name, Logon ID, Name, State, Duration (s), Account, and Customer Phone. It currently displays 'No records found.' The 'Campaigns' section includes a table with columns: Campaign Name, Play State, Remaining, and Control. It shows one campaign: '49558_CALLBACK_CALLS_09-14-2017'. A yellow circle highlights the 'Start Monitor' button located at the bottom right of the 'Call Centers' table area.

Inbound Reporting Enhancements: New Report Writer Values

- More flexibility with custom reporting needs
- Increased visibility

Some of the new fields for CDRs

- Agent Skill
- Live Answer
- Operator Transfer
- Not Connected
- Requeue Level

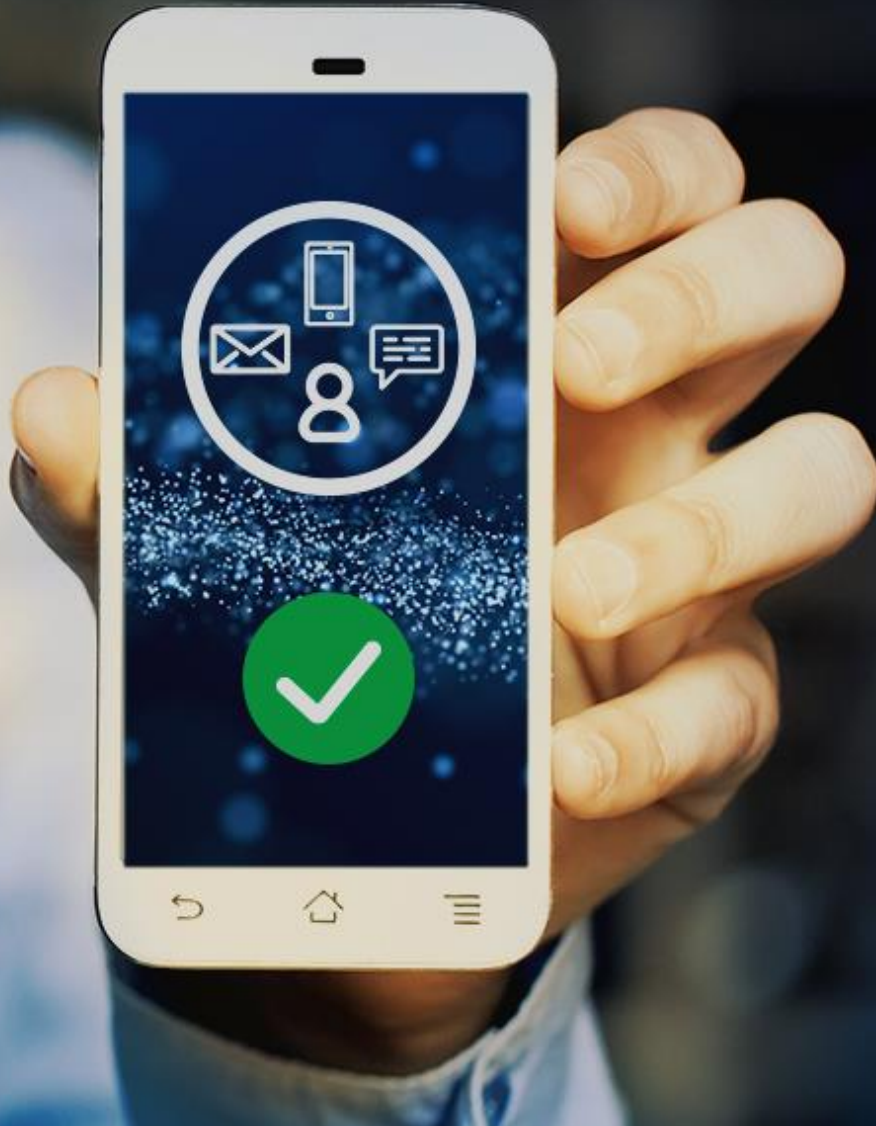
The screenshot shows the LiveVox Product Management interface. The top navigation bar includes the LiveVox logo, a search bar, and a user profile. The left sidebar contains a navigation menu with categories like Campaigns, Client/Service, Contacts, Dialing Config, ACD, and Messaging. The main content area is titled 'Campaigns' and features a table with the following columns: Campaign Name, Play State, Schedule, Type, Service Name, AM Op, Strategy, Uploaded, Loaded, Completed, Remaining, % Completed, and Control. A single row is visible in the table with the following data: Campaign Name: 49558_CALLBACK_CALLS_09-14-2017, Play State: (blue checkmark icon), Schedule: On Demand, Type: CALLBACK, Service Name: Inbound 4155041881 (49558), AM Op: (red stop icon), Strategy: (empty), Uploaded: (empty), Loaded: (empty), Completed: (empty), Remaining: (empty), % Completed: (empty), and Control: (three icons: a green play button, a yellow circle with a mouse cursor, and a green stop icon). The bottom of the interface shows a pagination bar with '1' and 'Total: 1', and a control bar with 'Upload', 'Requeue', and 'Deactivate' buttons.



Expanded Risk Mitigation Capabilities

Enabling you to stay ahead of the regulatory curve

Transactional SMS offers a Practical Approach to Multichannel Consent Management



- Harder to reach consumers via telephone
- Multichannel contact strategy improves the probability of connection
- LiveVox helps you stay ahead of multichannel regulatory requirements with effective consent management
- The new LiveVox Transactional SMS is seamlessly integrated into the existing workflow empowering Agents to gather consumer consent

Multichannel Consent Management with Transactional SMS

The screenshot displays the LiveVox Product Management NA4 Demo interface. The top navigation bar includes the LiveVox logo, a menu icon, the title "Product Management NA4 Demo", a search bar, and a user profile icon. The left sidebar contains a navigation menu with categories like Campaigns, Client / Service, Contacts, Dialing Config, and ACD. The main content area is titled "Campaigns" and features a table with columns for Campaign Name, Play S, Schedule, Type, Campaign ID, Call Center, Service Name, Serv, Voice, AM, Strategy, Upload, Load, Compl, Remainin, % Comple, Date Mod, and Upload. Two campaigns are listed in the table. A yellow circle highlights a mouse cursor over the empty space below the table. At the bottom right, there are buttons for "Upload", "Requeue", and "Deactivate", along with a "Total: 2" indicator.

Campaign Name	Play S	Schedule	Type	Campaig	Call Center	Service Name	Serv	Voice	AM	Strategy	Uploa	Loade	Compl	Remainin	% Comple	Date Mod	Upload
1008829_MANUAL_CALLS_0		On Demand	MANUAL	1003710	Traning (1003639)	Training-Manual (1008829)	100		Julie							18:21	18:21
1008829_MANUAL_SMSES_		On Demand	MANUAL	1003710	Traning (1003639)	Training-Manual (1008829)	100		Julie							19:11	19:11

Dial-Time Phone DNC: Prevent Dialing of DNC/DND Received Post-Campaign Build

- Previously, phone DNC was only supported during build time
- Ex. Incoming call for payment/unsubscribe
- Dial Time Phone DNC is now available on the phone level enabling immediate DNC control
- Dial-Time Phone DNC now supports expiration date and Contact Group mapping

The screenshot displays the LiveVox Product Management NA4 Demo interface. The main section is titled "Monitor Outbound" and shows a table of Call Centers. The table has columns for Call Center, Agents Logged, Agents In C, Time On H, Calls Transferr, Total, Rema, %Di, C, Calls, Calls Conr, Calls, Calls C, Calls H, Co, Total Abandone, Today, MTD, Past, and Calls. The first row shows "Traning (1003639)" with 0 Agents Logged, 1 Agent In C, 0 Time On H, 4 Calls Transferr, 0 Total, 10 Rema, 0 %Di, 0 C, 4 Calls, 0 Calls Conr, 0 Calls, 0 Calls C, 0 Calls H, 0 Co, 0 Total Abandone, 0 Today, 0 MTD, 0 Past, and 0 Calls.

Below the Call Centers table is an "Agents" table with columns for Service Name, Logon ID, Name, State, Duration, Account, and Customer P. The first row shows "Training-Manual (100882)" with ERWIN as the Logon ID, Erwin Test as the Name, Ready as the State, and 00:00:24 as the Duration.

To the right of the Agents table is a "Campaigns" table with columns for Campaign Name, Play State, Remaining, and Control. The first row shows "1008829_MANUAL_SMSSES_09_07_2017" with a Play State of a blue checkmark, 0 Remaining, and Control icons. The second row shows "1008829_MANUAL_CALLS_09-07-2017" with a Play State of a blue checkmark, 0 Remaining, and Control icons.

A yellow circle highlights a button in the Call Centers table, likely the "Start Monitor" button. The interface also includes a "Start Monitor" button at the bottom right and a "RECORDED WITH SCREENCAST MATIC" watermark at the bottom left.

Landline Build Time Scrubs: Providing Greater Flexibility in Campaign Strategies

- Previously, the platform supported wireless scrubbing, but landlines scrub was not available
- With wireless numbers becoming more ubiquitous, the need to target wireless only campaigns was needed
- Scrub Landline is the feature to ensure that only identified wireless numbers are retained on a campaign file for dial

The screenshot displays the LiveVox Product Management NA4 Demo interface. The main view is titled "Monitor Outbound" and shows a table of call center performance metrics. A yellow circle highlights a "Start Monitor" button at the bottom of the interface.

Call Center	Agents Logged	Agents In C	Time On H	Calls Transferr	Total	Rema	%D	Calls	Calls Contr	Calls	Calls C	Calls H	Co	Total Abandone	Today	MTD	Past	Calls
Traning (1003639)	0	1	00:00	4	0	5	0	0	4	0	0	0	0	0				

Service Name	Logon ID	Name	State	Duration	Account	Customer P
Training-Manual (100882)	ERWIN	Erwin Test	Ready	00:01:33		

Campaign Name	Play State	Remaining	Control
1008829_MANUAL_SMSES_09_07_2017	📞		🔧 ⏸ ⏹
1008829_MANUAL_CALLS_09-07-2017	📞		🔧 ⏸ ⏹



User Empowerment

Feature enhancements improving user experience



LVP Gets a New Look and Feel

- LV Portal has been re-skinned to have a more minimalist design – a ‘flat’ feel
- Provides clean, modern look with bold colors, sharp edges and flat images
- Icons and images can now scale to different screen sizes and resolutions
- Improved usability. Faster load time

Configure Monitor **Review**

- Campaign Reports
 - Account Lookup Report**
 - Call Statistics Report
 - Campaign Line Summary Report
 - Phone Lookup Report
 - Real Time Reports(RTR)
 - Service Efficiency Report
- Call Reports
 - Call Detail Reports(CDR)
 - Failed Operator Report
- ACD Reports
 - Agent Activity Report
 - Agent Summary Report
 - Agent Team Summary Report
 - Call Monitoring Report
 - Call Recording Report
 - Call Transfer Report
- Billing Reports
 - Billing Duration Report
- Analytics
 - Analytics Dashboard
 - Hourly Analytics
 - Operator Transfer Analytics
 - Penetration Detail Analytics
 - Penetration Summary Analytics
 - Service Comparison Analytics
- Inbound Reports
 - Inbound Efficiency Report

Account Lookup Report

Dates (MM/DD/YYYY)	From	<input type="text" value="09/08/2016"/>	To	<input type="text" value="09/07/2017"/>
Transaction Type	<input type="text" value="Select Transaction Type"/>			
Call Center	<input type="text" value="Select Call Center"/>		Service	<input type="text" value="Select Service"/>
Account	<input type="text"/>		Original Account Number	<input type="text"/>

Generate Report



Fast and Easy Configurations for Existing Features

- No more work orders to make changes to the existing features
- Empowering you to self serve and configure your own changes

Exposed Configurations include:

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)

Configure Monitor Review

- Campaigns
 - Campaigns
 - Campaign Templates
 - Partitioning
- Client / Service
 - Client
 - Call Centers
 - Service Groups
 - Services**
- Contacts
 - DNC
 - Contacts
- Dialing Config
 - Profiles
 - Contact Timing
 - Strategy
 - LCID
 - Phones
- ACD
 - Agent Desktop
 - Termination Codes
 - Agents
 - Agent Skill
 - Agent Teams
 - Agent Phonebook
- Messaging
 - Messages
 - Phrases
 - Call Flows

S Services

Call Center :

Service:

General ACD Settings Campaigns Change History Messaging Phones **Preview Settings** Routing Settings Termination Codes

Agent Preview Settings

Preview Mode

Preview Manual Allowed

Preview Timeout

Preview Skip Allowed

Preview Confirm Dial

Preview Auto Completion

Unleashing More Data Power on Unified Agent Desktop with New Event Triggers

- Previously, the extended-agent-panel only loaded when the agent was in In-Call or Wrapup state
- Now, trigger third-party applications (web-based CRMs) at any time
- Empower agents to access Contact History with automatic triggers
- Improve Agent Productivity with custom desktops

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

Unified Agent Desktop: New Event Triggers

The screenshot displays the LiveVox Unified Agent Desktop interface. At the top, the 'LIVEVOX' logo is on the left, and 'Product Management NA4 Demo' is in the center. A search bar and user profile are on the right. The main navigation bar includes 'Configure', 'Monitor', and 'Review'. Under 'Monitor', there are sub-tabs for 'Call Centers', 'Service Groups', and 'Agents'. The 'Call Centers' sub-tab is active, and a yellow circle highlights a plus icon next to it. Below this, a list shows 'Atlanta (1002085)' and 'Traning (1003639)'. The main content area is titled 'Monitor Outbound' and contains a table of call center performance metrics. Below this, there are sections for 'Agents' (showing 'No records found') and 'Campaigns' (showing one active campaign).

Call Center	Agents Logged	Agents In C	Time On H	Calls Transferr	Total	Rema	%Dv	Calls	Calls Contr	Calls	Calls C	Calls H	Co	Total Abandone	Today	MTD	Past	Calls
Traning (1003639)	0	0	00:00	2	0	0	0	0	2	0	0	0	0	0				

Service Name	Logon ID	Name	State	Duration	Account	Customer P
No records found.						

Campaign Name	Play State	Remaining	Control
1008829_MANUAL_CALLS_09-07-2017			



Empowering Users with Reporting Enhancements

Providing more visibility into your operations

Gain Granular Visibility into Agent Not Ready State

- Now get additional data points in understanding Agent Not Ready State
- Further break down Agent Not Ready times in the individual break code level
- Enables effective agent management and training

The screenshot displays the LiveVox Voice Portal interface for 'Product Management NA4 Demo'. The main view is 'Monitor Outbound' for Call Centers. A table shows data for 'Traning (1003639)'. A yellow circle highlights a data point in the table. Below the table, there are sections for 'Agents' (showing 'No records found') and 'Campaigns' (showing '1008829_MANUAL_CALLS_09-07-2017').

Call Center	Agents Logged	Agents In C	Time On H	Calls Transferr	Total	Rema	%Di	Calls	Calls Coni	Calls	Calls C	Calls H	Co	Total Abandone	Today	MTD	Past	Calls
Traning (1003639)	0	0	00:00	2	0	0	0	0	2	0	0	0	0	0				

Service Name	Logon ID	Name	State	Duration	Account	Customer P
No records found.						

Campaign Name	Play State	Remaining	Control
1008829_MANUAL_CALLS_09-07-2017			

Comparing Agent Performances Made Simple with Multi-Agent Reports

- No more filtering through the entire pool of agents or running individual reports to compare agent performances
- Now generate reports for multiple agents with a single click for the following stock reports:
 - Call Recording Report
 - Agent Activity Report
 - Agent Summary
 - Call Transfer Report
 - Call Monitoring Report

The screenshot displays the LiveVox Product Management NA4 Demo interface. The top navigation bar includes the LiveVox logo, a menu icon, the title "Product Management NA4 Demo", a search bar, and a user profile icon. The main interface is divided into three sections: "Call Centers", "Agents", and "Campaigns".

Call Centers Section: A table titled "Monitor Outbound" shows data for "Atlanta (1002085)". The table has columns for "Agents Logged", "Agents In C", "Time On H", "Calls Transferr", "Total", "Rema", "%D", "Calls", "Calls Cont", "Calls", "Calls C", "Calls H", "Co", "Total Abandon", "Today", "MTD", "Past", and "Call". The data row shows 0 agents logged, 0 agents in call, 00:00 time on hold, 1 call transferred, and a total of 2 calls.

Agents Section: A table titled "Agents" with columns for "Service Name", "Logon ID", "Name", "State", "Duration", "Account", and "Customer P". It displays "No records found." A yellow circle highlights a navigation arrow in the table's header area.

Campaigns Section: A table titled "Campaigns" with columns for "Campaign Name", "Play State", "Remaining", and "Control". It displays "No records found." Below the table, it shows "Loaded: 0", "Remaining: 0", and "% Completed: 0".

The sidebar on the left lists various call centers and agents, including "Atlanta (1002085)", "ATL_HCI (1008350)", "ATL_HCI 1900 (1008437)", "ATL_Manual (1006758)", "ATL_MO (1009026)", "ATL_PV_CSAT (1008429)", "ATL_QC_CSAT (1008351)", "ATL_RPC (1005018)", "Inbound CC (1004181)", "ATL_IB_9543140889 (1008352)", "Training-Inbound (1008828)", "Traning (1003639)", "Training-10DMT (1008831)", "Training-HCI (1008827)", "Training-Manual (1008829)", "Training-PVALL (1008832)", "Training-QC (1008830)", and "Training-RPC (1008826)".

How to Upgrade

- Contact Your Account Manager
- Upgrade Options
 - Upgrade from Platform 5 to Platform 6

Additional Resources

- **User Hub** (Access available on LVP)
 - ☑ Get complete rundown on all the Platform 6 feature upgrades
- **Upcoming Webinar:** Learn how to utilize LiveVox's intelligent inbound workflows
 - ☑ **Wed., September 27th at 11:30am PT/ 2:30pm ET**

Q&A

Contact info@livevox.com for more information



LIVEVOX