



Customer Care Ongoing Services Guide

Customer Care Team

Team Objective

Central Point-of-Contact

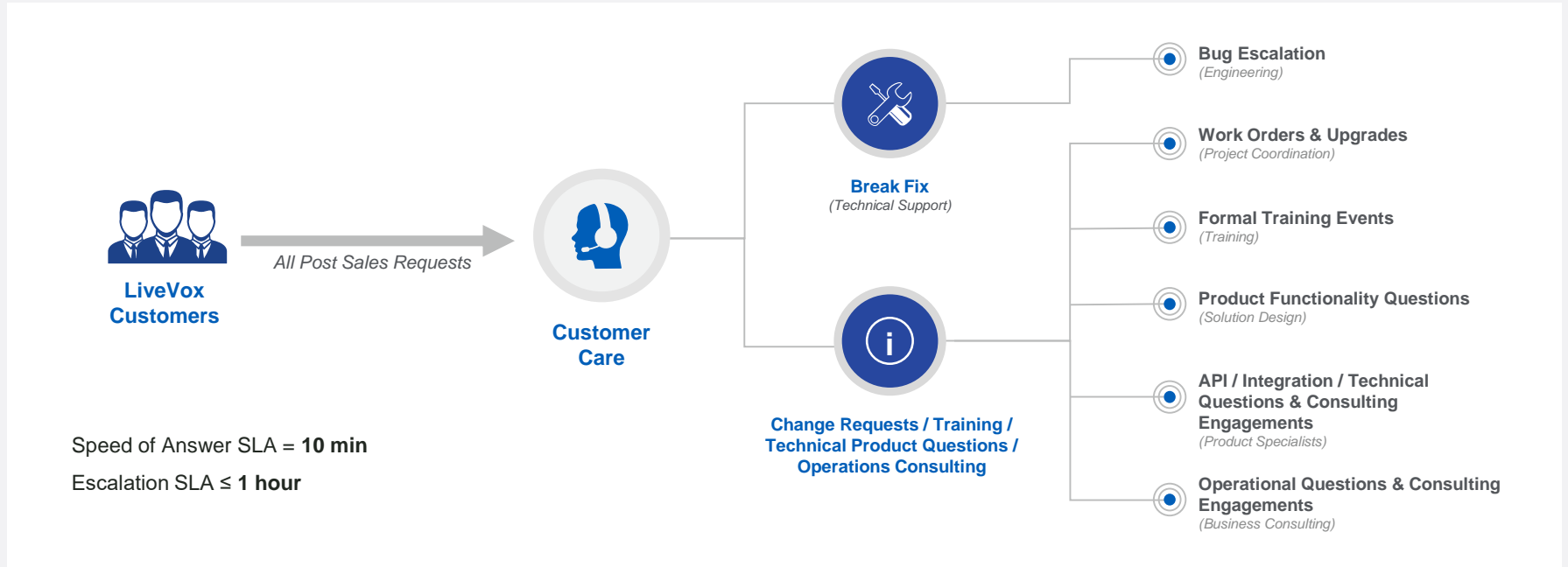


Customer Care is the **central point-of-contact** for all LiveVox inquires and requests. Need something changed? Something not functioning as intended? Want to upgrade a product? Customer Care can help.



In order to better serve you, we have introduced our **Unified Service Model** to streamline the request process.

Unified Service Model



Communication with Customer Care

Communication with Customer Care



Email Us*:

customercare@livevox.com



Call Us:

(888) 477-3448



Available 24-7**

(including holidays)

*Emails will be monitored from 7am to 12 midnight EST, Monday through Friday and from 7am to 10 PM on Weekends.

**The 24-hour phone line is answered by the LiveVox Customer Care Team on site from 7am ET to 12 midnight ET Monday through Friday and from 7am ET to 10 PM ET during the weekends. Outside of these hours, or if all representatives are assisting other clients, calls are answered by LiveVox Emergency Care staff and handled via the usual escalation procedures.

Status Page - status.livevox.com

NA3 NA4 NA5

NA6 SFTP PDAS

TECKST SPEECHIQ



SUBSCRIBE

All Systems Operational Updated a few seconds ago

System Dashboard for each component version, in each environment

Overall Environment Status Operational
NA3 NA4 NA5

LiveVox 12
API 12.0 Operational
NA3 NA4 NA5

Communication Timetable

Communication Channel	Response Time	Escalation Time
Phone	≤ 30 seconds*	≤ 1 hour**
Email	≤ 10 minutes	≤ 1 hour**

*Response time may vary in the event of high call volume.

**Escalation time will be 1 hour for High/Critical priority cases, it may be higher for Low/Medium priority cases.

**Escalation time during our emergency staffing hours may exceed 1 hour due to escalation resource availability.

Fulfillment Path (following escalation)

Ticket Type	Tracking Number Structure	Ticket Subjects
Customer Care	CASE-100	<ul style="list-style-type: none">• All post-sales inquiries
Technical Support (Escalation)	TSUP-100	<ul style="list-style-type: none">• Something is broken or not functioning as intended• System outage
Project Coordination (Escalation)	100100	<ul style="list-style-type: none">• Change requests• Upgrades• Adding new products and features• Training requests or technical product questions

Typical Interaction with Customer Care

1



Inquiry is sent to **Customer Care** via **email** or **phone**

2



Customer Care Representative assists to **completion**, or **determines** appropriate **escalation path**

3



Ticket is **opened** and **provided** as a point-of-reference

4



If something is **broken**, likely escalation path is **Technical Support**

5



If something needs to be **changed** or **created**, likely escalation path is **Project Coordination**

Communication with Other Teams

Communication with **Technical Support**



Escalation is **received** from Customer Care (including ticket number)

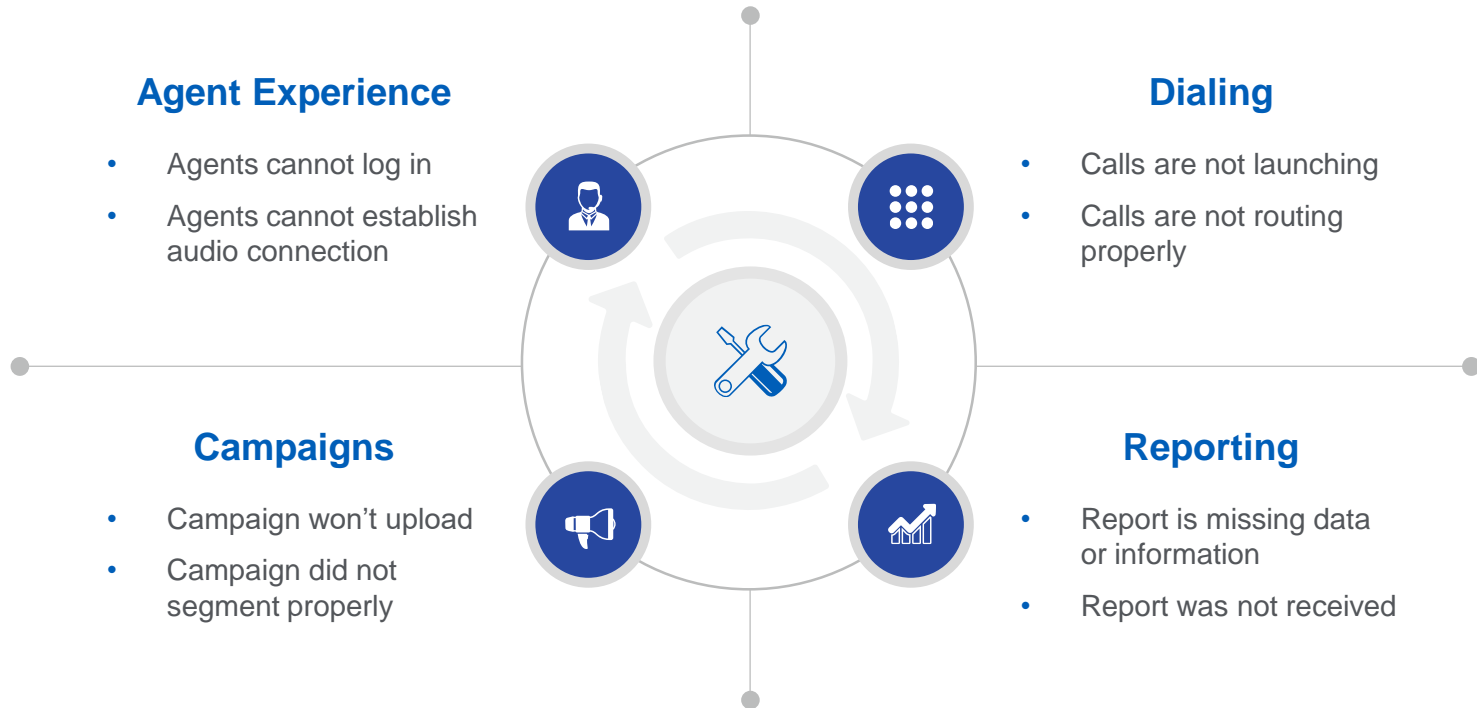


Ticket is **assigned** to **Technical Support Engineer** to commence troubleshooting process



Communication is **initiated** by **Technical Support Engineer** via **email**

Common Technical Support Escalations



Communication with **Project Coordination**



Escalation is received from Customer Care (including ticket number)



Ticket is **assigned** to **Project Coordinator** to process the request



Communication is initiated by **Project Coordinator** via **email**

Common Project Coordination Escalations

Complex Self-Service

- Detailed self-service requests
- Step-by-step guidance

Platform Changes

- Adjustments that cannot be self-serviced (**Work Order**)

Creation Requests

- Creation of new content or platform features (**Work Order**)

Platform Upgrades

- Upgrading of products
- Requesting or being notified of upgrade





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