Increase Customer Satisfaction with Web Chat

Enable your website visitors to interact directly, in real time, with your agents. With one click on your website, customers and prospects can open a live, web chat session with your representatives. This reduces call volume, gives customers more immediate help and improves satisfaction and conversion rates.

With LiveOps Chat & Email, more customers will leave your website satisfied. Plus you’ll better meet the demands of today’s mobile smartphone users.

Features and Benefits
- Easy integration - integrate web chat with your operations, CRM and ACD system
- Agent deployment - determine which agents can hold web chat sessions
- Queue management - control which chat sessions are given priority
- Inquiry forms - for greater flexibility in managing chat interactions
- Web page push - give your agents the ability to direct customers to content on your website
- Standardise responses - Use optional reply templates for efficiency and consistency
- QA checking - Utilise built-in spell check. Managers are able to screen Web chat responses before they are sent
- Interaction history - All customer interactions are tracked in a single, searchable record
- Agent performance - Monitoring and tracking of individual agent performance
- Analytics and reporting - Integrated reporting of all customer and agent interactions across all channels in a single system

Improve Efficiency with Email

In our world of real-time interactions, customers expect faster responses to emails than ever before. Efficiency is vital for service levels as well as operational costs. LiveOps Chat & Email makes increased email efficiency easy.

Features and Benefits
- Easy set up - get started quickly and easily
- Fast provisioning - with other non-voice channels or existing CRM and ACD Systems
- Inbound email - forwarding or POP3 mailbox
- Outbound email - SMTP connectivity

Control over email creation
- Style templates - templates for HTML or plain text emails that allow attachments
- Extended character sets - include symbols and accents on characters
- Customer personalisation - Personalise emails with merged fields from your CRM system.
- Automated responses - templates to help quality and efficiency
- QA checking - Built-in spelling, grammar and vocabulary check, plus managers can preview outbound emails before they are sent

Confidence about sending and security
- Agent deployment - set the rules on who can send emails
- Broadcast send - schedule outbound volume to stagger responses
- Reliability - guaranteed throughputs and delivery, with built-in protection from messages getting stuck between mail servers
- Protection - spam and virus detection for improved security
- Monitoring - email delivery receipts and detailed open and click-through reporting

Efficient inbound email management
- Routing - based on keyword, route direct inbound messages to the right people in your team
- Automated queue - handle inbound emails as part of your call distribution system - set queuing rules to suit your priorities

The management information you need
- Interaction history - All customer interactions are tracked in a single, searchable record
- Agent performance - Monitoring and tracking of individual agent performance
- Analytics and reporting - Integrated reporting of all customer and agent interactions across all channels in a single system, including opens, click-through, unsubscribes and full bounce handling
Manage Faxes More Effectively
(Fax available only in UK, Ireland, Australia and New Zealand)

If your organisation sends or receives high-volume faxes, LiveOps will improve both your customer service and your efficiency.

LiveOps Chat & Email replaces time and space-wasting fax machines with a modern digital solution for message management and storage. With LiveOps, you can free up precious staff time from handling paper and cartridges or trying to retrieve hard copy faxes from storage.

Designed for organisations with at least 5,000 customer records, LiveOps Chat & Email makes fax sending and management easy.

Features and Benefits

- Fast provisioning – easy to get started quickly
- Outbound control – fax broadcast scheduling and throttling to stagger sends
- Express broadcasts – fax blast sends for emergency events or announcements
- Customer personalisation – personalise outbound messages with merged fields from your CRM system
- Automated responses – templates to help quality and efficiency in manual and automated responses to inbound faxes
- QA checking – Built-in spelling, grammar and vocabulary check, plus managers can preview outbound faxes before they are sent
- Full message history – single, searchable view of a customer’s inbound and outbound fax history and easy, electronic retrieval of all faxes
- Digital storage – Conversion of each fax to a PDF file for routing, processing and searchable archiving
- Real-time monitoring – metrics such as handle times and grade of service so you can optimise efficiency and performance
- Management reporting – access the reports you need on fax handling history. Analyse trends or investigate individual agent performance

About LiveOps Cloud Contact Center

LiveOps gives you cloud flexibility, intelligent multichannel routing, real-time reporting and interaction recording across every channel – voice, email, web chat, social (including Twitter and Facebook) and SMS – all delivered to the highest cloud security standards and integrated in a comprehensive suite of agent and management applications.

LiveOps Platform™

- Intelligent Multichannel Routing - Route every customer interaction quickly to the right channel and the right agents, regardless of their location.

LiveOps Recording™

- Basic Call Recording - Record every interaction with 100% call recording and address performance issues before they affect service levels and business outcomes.
- Industry-first Cloud-based Screen Recording - Get even more performance and compliance coverage by combining call recording with video of agent desktop activity, without any hardware or software limitations.

LiveOps Authoring™

- Customisation Flexibility - Enable business groups to customise aspects of their own callers’ experience.

LiveOps Insight™

- Basic Reporting - Powerful reporting tool provides critical information to the business user in just a few clicks.
- Live Dashboards - Critical dashboards give you immediate visibility into operations.

LiveOps Social™

- Social Channels (Twitter & Facebook) - Listen, analyse and respond quickly to customers in social channels – or "pivot" the conversations to private channels when appropriate.
- SMS/Text Messaging - Manage mobile customer interactions more efficiently with inbound and outbound text messages.

LiveOps Voice™

- Inbound Calling - Route calls to any agent, regardless of their location or telephony transport method (PSTN or VoIP).
- Outbound Dialing - Leverage on-demand outbound functionality to rapidly configure and deploy outbound telemarketing, surveys, telesales or fundraising campaigns.
- Interactive Voice Response (IVR) - Deploy self-service, customer segmentation, or pre/post-routing IVR applications in a personalised, user-friendly manner.

LiveOps Engage™

- Single, integrated agent desktop that gives your agents a better, faster way to engage with today’s social and multichannel customers through LiveOps Voice, LiveOps Social, and LiveOps Chat & Email.

LiveOps Platform™

- Channel Pivot - Enable agents to respond and engage across different channels, including from public to private.
- Powerful Integration - Leverage an open API framework that yields greater flexibility and quality of integration than legacy vendor systems.
- Security and Reliability - Exceed multiple industry security standards and uptime SLAs.

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