



Empower Each Contact Center Manager to Make Faster, Smarter Decisions

Transform Data into Actionable Insight with Performance Analytics through Business Intelligence

Customer Profile



Contact center managers and analysts responsible for tracking, monitoring, and improving agent efficiency and campaign performance metrics, including ROI.

Problem Snapshot



Dependency on manually-intensive and static spreadsheet reporting significantly hinders the ability to quickly and effectively uncover factors impacting performance. Analytics addresses these challenges but requires significant investments.

Solution Snapshot



LiveVox's cloud-based Business Intelligence and Analytics solution significantly lowers the barriers to leveraging performance analytics, transforming data into actionable insight to drive ROI.

Benefits



- Enable smarter, faster data-backed decision making with intuitive visualizations
- Shrink reporting time frames from days to minutes
- Drive multichannel performance with cross-channel analytics, including Email and CSat surveys

BUSINESS ENVIRONMENT IS MORE COMPETITIVE THAN EVER: BE FASTER, SMARTER – OR GET LEFT BEHIND

Contact centers have a wealth of data that can help businesses stay on top of industry trends, customer preferences, and operational performance. However, the standard approach to insight, such as spreadsheet reporting, falls materially short of quickly uncovering crucial data elements and converting them into consumable formats. These legacy reports also lack an agile reporting model required for complex BPO environments where each BPO client demands are unique.

LiveVox helps contact centers solve this challenge with cloud-enabled Business Intelligence (BI) that eliminates the traditional costs of obtaining analytics. With a deep understanding of the unique environment of contact center operations, LiveVox Performance Analytics powered by BI offers an intuitive user interface to mine data in a matter of minutes, helping analysts and non-analysts quickly understand what factors to change and how to change them in order to drive business results.

In addition, LiveVox's rapid cloud innovation model is quickly expanding its analytics capabilities to incorporate new aspects of a modern contact center campaign, including multichannel and customer satisfaction for example.

LIVEVOX INTEGRATED BUSINESS INTELLIGENCE PROVIDES END-TO-END, TOP-TO-BOTTOM OPERATIONAL VISIBILITY

LiveVox's BI - enabled performance analytics solution empowers contact centers to drill up, down, and across all aspects of their operations – on-demand. Turning data into actionable insights in minutes, not days.



LiveVox Cloud Technology Lowers the Barrier to Obtaining Business Intelligence and Analytics

- Avoid the need for CapEx, upgrade, or maintenance requirements
- Accelerate implementation and deployment by avoiding delays associated with infrastructure procurement and application deployment
- Cost-effective: Subscription model transitions CapEx to OpEx
- Easy accessibility and scalability across all contact center locations



Accelerate and Expand Opportunities to Optimize Contact Center

- Reduced reporting time enables getting insights in minutes, not days
- Advanced data visualization guides users to assess root causes, correlations
- Consolidated reports under a single pane of glass enables forecasting and analyzing trends
- Dynamic visibility and monitoring capability into the operations cuts response time to



Leverage Cross-Channel Analytics, Spanning Email and Customer Satisfaction

- Gain visibility into non-voice channel performance, including email and SMS
- Drive cross-channel strategies that drive ROI
- Get in-depth data analysis of customer satisfaction (CSAT) survey performance

KEY FEATURES

- Self-service analytics
- Intuitive and Interactive Interface
- Multi-dimensional metric view uncovers new statistics
- Metrics editor and advanced statistical analysis
- Sharing and Collaboration: Easily share reports and dashboard with clients and different teams