



With its Latest Milestone Release, LiveVox Continues to Deliver on Its Commitment to Building the Most Comprehensive, Advanced, and Easy to Deploy Contact Center Platform in the Market

U17 is the latest in a line of releases from the Company that enable contact centers to better provide superior customer care, generate new business opportunities, and ensure quality during the full customer journey while operating more efficiently.

SAN FRANCISCO--(BUSINESS WIRE)-- [LiveVox Holdings, Inc.](#) ("LiveVox" or the "Company"), a leading cloud-based provider of customer service and digital engagement tools, has launched the latest version of its fully integrated contact center platform—[U17](#). The latest platform update empowers organizations to deliver exceptional customer experiences by reducing internal communication silos, empowering agents to have more meaningful interactions with customers, and enabling contact center managers to better understand performance and train staff.

"Our latest platform update is purpose-built to power best-in-class experiences for the performance-driven contact center," said Louis Summe, CEO of LiveVox. "U17 truly enhances our fully integrated contact center platform—making it possible for our customers to take advantage of AI, the breadth and depth of omnichannel communication tools, and the full richness of data and insights that inform the contact center."

New capabilities in U17 include:

- **Interaction Analytics with Built-In Performance Improvement** – Multichannel analytics have been added to LiveVox's Speech Analytics capabilities giving organizations greater visibility and understanding of the interactions being handled by their teams. Coupled with its integration with the company's Quality Management product, multichannel analytics help to further close the loop between interaction auditing and agent performance improvement.
- **Ticketing & CRM Capabilities** – Customer care organizations can now leverage smart features that make flagging and tracking customer issues more efficient and easier for agents, managers and back-office staff to resolve collaboratively.
- **360 Degree View of CX** – Comprehensive customer and operational data from across the platform is unified in LiveVox's Business Intelligence tool, providing the insights necessary to improve performance at scale. Plus, key enterprise-level KPIs can be surfaced where and when agents and managers need them, powering data-driven

decisions, top-class customer care, and more purposeful sales interactions.

- **Digital Messaging Enhancements** – With a host of new smart capabilities being added to LiveVox’s already robust two-way digital messaging platform, agents are better able to meet evolving customer expectations for smooth, meaningful interactions regardless of journey stage and channel of choice, even in a non-linear multichannel communications environment. This includes the ability to map outbound outreach to adhere to industry and local rules and regulations.

“U17 is the latest example of our ongoing commitment to a singular focus on the digital transformation of the contact center,” continued Summe. “We’re excited about the innovation that we’re delivering to customers—through solutions like our SmartStart Portal and recently announced LiveVox WFM. These tech developments are important milestones in our work to deliver the most comprehensive, advanced, and easy-to-deploy solution in the market.”

Learn more about U17 [here](#).

About LiveVox

LiveVox (Nasdaq: LVOX) is a next-generation contact center platform that powers more than 14 billion interactions a year. By seamlessly integrating omnichannel communications, CRM, AI, and WFO capabilities, the Company’s technology delivers an exceptional agent and customer experience while reducing compliance risk. With 20 years of cloud experience and expertise, LiveVox’s CCaaS 2.0 platform is at the forefront of cloud contact center innovation. The Company has more than 500 global employees and is headquartered in San Francisco, with offices in Atlanta; Columbus; Denver; New York City; St. Louis; Medellin, Colombia; and Bangalore, India. To stay up to date with everything LiveVox, follow us at [@LiveVox](#) or visit livevox.com.

Forward-Looking Statements

This press release contains certain forward-looking statements within the meaning of Section 27A of the Securities Act of 1933, as amended, and Section 21E of the Securities Exchange Act of 1934, as amended. These statements may be made directly in this press release. Some of the forward-looking statements can be identified by the use of forward-looking words. Statements that are not historical in nature, including the words “anticipate,” “expect,” “suggests,” “plan,” “believe,” “intend,” “estimates,” “targets,” “projects,” “should,” “could,” “would,” “may,” “will,” “forecast” and other similar expressions are intended to identify forward-looking statements. All forward-looking statements are based upon management estimates and forecasts and reflect the views, assumptions, expectations, and opinions of the Company as of the date of this press release, and may include, without limitation, changes in general economic conditions, including as a result of COVID-19, all of which are accordingly subject to change. Any such estimates, assumptions, expectations, forecasts, views or opinions set forth in this press release constitute the Company’s judgments and should be regarded as indicative, preliminary and for illustrative purposes only. The forward-looking statements contained in this press release are subject to a number of factors, risks and uncertainties, some of which are not currently known to the Company, which may cause the Company’s actual results, performance or financial condition to be materially different from the expectations of future results, performance or financial condition. Although such forward-looking statements have been made in good faith

and are based on assumptions that the Company believes to be reasonable, there is no assurance that the expected results will be achieved. The Company's actual results may differ materially from the results discussed in forward-looking statements. Readers are cautioned not to place undue reliance upon any forward-looking statements, which speak only as of the date made. These forward-looking statements are made only as of the date hereof, and the Company does not undertake any obligations to update or revise the forward-looking statements, whether as a result of new information, future events or otherwise, except as required by law.

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