

October 1, 2012



# LiveVox & CallMiner to Host Webinar on Mitigating Compliance Risk with Speech Analytics and Centralized Call Recording

*Learn How ARM, Inc. Is Leveraging the New Partnership To Prepare for CFPB Compliance*

SAN FRANCISCO--(BUSINESS WIRE)-- LiveVox, a leading cloud contact center software provider today announced a joint webinar with CallMiner, a market leading provider of cloud-based speech analytics. As contact centers prepare for a tightening regulatory environment, the market is responding with new technology, among the most promising of which is speech analytics. LiveVox and CallMiner have partnered to provide a simple, cost effective and short deployment path for speech analytics. Join executives from both organizations as they discuss technology approaches for an uncertain but assuredly tightening regulatory world.

Speech analytics, like all business analytics strategies, is rooted in data and dependent on its accessibility. In order to aggregate data and make it accessible for analysis, site-based networks have been required to purchase equipment that necessitates large capital expenditures, ongoing maintenance and, most handicapping, integrations into existing topology. For multi-site operations, the cost and complexity are compounded with each site. Cloud changes that. Data is centralized, secure and available for analysis. Speech analytics for multisite contact centers is a great example of a cloud solution to a heretofore complex problem.

"It would not surprise me if call recording data is held to the same standard as financial data in the accounts receivable management industry. Clients and regulators expect a complete record of all financial transactions and agent documentation on accounts. The agent/consumer audio is critical data that is often glaringly absent. LiveVox makes it very straightforward for multisite contact centers to centralize data in a secure environment. Speech analytics turns that data into risk management and operational improvement gold," said John McNamara, Chief Marketing Officer of LiveVox.

Join CallMiner, LiveVox and Accounts Receivable Management, Inc. operations and technology executives as they share a path to bypass integration hurdles and implement speech analytics to improve operations and compliance across the enterprise. The event will be held at **2PM, EST, Wednesday, Oct. 17th**. [Reserve](#) your spot today.

"Leveraging speech analytics to automatically analyze calls can significantly reduce the risks associated with non-compliance for collectors in accounts receivable management. Instead of spot checking recordings, 100% of captured audio can be analyzed to ensure agents are saying things they should, such as the mini-Miranda, and not saying things they shouldn't. The end result is better customer experience and higher success in collections efforts," said Scott Kendrick, Vice President of Marketing and Product Management at CallMiner.

## WEBINAR TOPICS:

- Utilizing Centralized Call Recording to address integration challenges
- Leveraging 100% call recording to maximize speech analytics initiatives
- Transforming voice data into usable analytics across all operations
- Practical uses of speech analytics to improve compliance and operations
- Maximizing the LiveVox and CallMiner partnership for rapid deployment

**WHAT:** (Webinar) “**Optimizing Speech Analytics Adoption**”

**WHO:**

- Steve Vaughan, Sr. Director Product Management - LiveVox, Inc.
- Brandon House, Sr. Director, South East Sales - CallMiner
- Joe Burch, Chief Operating Officer - Accounts Receivable Management
- John McNamara, Chief Marketing Officer - LiveVox, Inc. as Moderator

**WHEN:** 2PM EST, Wednesday, October 17th

**WHERE:** To register, [click here](#).

## **About LiveVox**

LiveVox is a leading provider of fully integrated Cloud contact center solutions. Applications include ACD/PBX, Dialer, IVR, Call Recording and business analytics. Through LiveVox’s PCI-Certified (Verizon) platform, LiveVox enables capabilities like on-demand global virtual agent queues with sub-second warm transfers, comprehensive compliance suite, enterprise-wide skills-based routing and incremental migration paths. LiveVox is headquartered in San Francisco. For more information, visit [www.livevox.com](http://www.livevox.com).

## **About CallMiner**

CallMiner is the market leading cloud-based solution for improving agent performance through Voice of the Customer analytics across all channels. Eureka automates the overwhelming process of monitoring information from 100% of interactions – calls/audio, chat, email, surveys and social – to uncover consistent and reliable information about agent performance. Real time business intelligence can be leveraged by enterprises to dramatically improve customer service and sales, reduce the cost of service delivery, mitigate risk, and identify areas for process and product improvements. For more information, please contact CallMiner at (781) 547-5666, or visit [www.callminer.com](http://www.callminer.com).

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Source: LiveVox