

August 7, 2013



LiveVox Wins 2013 IP Contact Center Technology Pioneer Award

LiveVox recognized for providing enterprise level cloud technology for global contact center operations

SAN FRANCISCO--(BUSINESS WIRE)-- LiveVox Inc., the leading provider of enterprise cloud contact center solutions, today announced it won the 2013 IP Contact Center Technology Pioneer Award. Technology Marketing Corporation's *Customer Interaction Solutions* magazine, a leading publication in the CRM and contact center industries, presented this award for LiveVox's ability to support the changing needs of a complex multi-site operation through its robust Cloud platform.

LiveVox's PCI-DSS certified cloud platform provides fully integrated core contact center applications such as ACD, IVR, Skills Based Routing, Dialer and Call Recording. LiveVox enables businesses with complex network topologies and multi-site infrastructure to significantly decrease operating costs and optimize multi-site resources with capabilities such as global virtual agent queues, real-time bursting, and rapid deployment.

Cloud removes historic restraints (such as integrations, capacity, and deployment) to enable a level of network simplicity and flexibility that drives seamless contact strategies, higher agent efficiency, and a significantly lower operating cost.

"While large enterprises have been one of the slower business sectors to adopt Cloud, they are the ones with the most to gain. One of the main hurdles slowing Cloud adoption for these types of global operations is the assumed effort required to turn the tide on massive network complexity inherent in large enterprises. Anyone adding to that complexity is not your friend. They are layering on inertia that will make you less nimble, not more. With some of the largest multi-site contact center clients in the market, LiveVox has proven that its technology is more than able to support enterprise-level needs. We are honored to be recognized for this accomplishment," said John McNamara, Chief Marketing Officer of LiveVox.

Over the last year, LiveVox deployed features to help large multi-site operations rapidly adapt to market changes. Two prime examples include:

Changes in Regulatory Environment:

Recent changes in the regulatory environment placed pressure on many businesses to keep auditable records of all calls. For enterprise operations leveraging premised technology, achieving this is extremely costly and requires large amounts of time and resources to purchase, install, integrate, monitor and maintain at each site and with each pre-existing application. LiveVox not only offers 100% call recording without the inherent costs associated with premised equipment, but also allows operations to deploy this feature across

all sites and business lines, automatically. To read more, [click here](#).

Tightening Budget Requirements:

Through LiveVox's virtual agent queues and integrated self-service with bursting capabilities, LiveVox helped multi-site contact centers dramatically reduce operating costs by increasing the efficiency of each agent. Using real-time configurable virtual agent queues, contact centers can unify agents across multiple sites based on skill sets and execute contact strategies that leverage optimum pacing levels (through capacity bursting) to increase overall account penetration levels. Customized self-service routing schemes improve the customer experience by providing solution options and matching them with the channel and resource most likely to solve their problem. In applying these technologies, contact centers can significantly reduce agent resource costs and provide a better customer experience. To read more [click here](#).

This award continues the market's recognition of LiveVox's leadership in Cloud contact center technology. Other awards include the American Teleservice Association's Technovation award and Frost & Sullivan's Best Brand award.

About LiveVox

LiveVox is the provider of the Private VoIP Cloud™ with integrated contact center applications. The patented, PCI-certified LiveVox platform utilizes a burstable, redundant IP/MPLS mesh to deliver cloud-based switching and highly scalable contact center applications such as ACD, predictive dialer, IVR, call recording and business analytics. LiveVox is headquartered in San Francisco. For more information, visit www.livevox.com.

About TMC

TMC, a global, integrated media company helping clients build communities in print, in person and online, today announced the 2013 IP Contact Center Technology Pioneer Award winners presented by *Customer Interaction Solutions*.

LiveVox Inc.
Stephanie Trinh, 408-464-9612
st Trinh@livevox.com

Source: LiveVox Inc.