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# LiveVox Joins Panel Debate on Contact Center Compliance at DCS 2013

*LiveVox CMO and other industry experts discuss some of the most challenging issues of TCPA, CFPB, and rapidly changing requirements*

SAN FRANCISCO--(BUSINESS WIRE)-- LiveVox Inc., the leading provider of cloud contact center solutions for enterprise operations, announced today that John McNamara, Chief Marketing Officer of LiveVox, will moderate a compliance panel with legal, technology, and operations experts at the 2013 Debt Connection Symposium (DCS) in Las Vegas on September 12, 2013. Set in a debate-style format, industry leaders will discuss and defend the latest strategies and tactics to balance consumer experience, cost, customer SLA's and compliance.

On the panel, McNamara says, "Unlike most speaking events, attendees will not only benefit from hearing exactly why and how certain sectors of the industry are reacting to regulatory changes, but more importantly, whether or not these choices are viewed by their peers as a true best practice. Contact centers not yet visited by the CFPB are still working overtime to determine how to build best-in-class compliance management systems. Those that have been examined are calibrating operations with CFPB stated expectations. This panel will give businesses affected great insight into how to evolve responsibly and still do right by their shareholders in terms of profits and customer SLA's."

Compliance costs are and will continue to rise, especially for leaders of large, multi-site operations where adapting to change can be extremely difficult. To counter the increasing costs of improving compliance management systems, agent productivity levels in turn must improve. LiveVox's bursting and global skills based routing addresses both challenges. Bursting enables agents to spend more time productively talking with consumers while dynamic skills-based routing helps optimize global resource pools and achieve a better, more seamless customer experience.

"For enterprise operations, achieving new levels of agent productivity are too often crippled by costly and stagnant hardware architecture", adds McNamara. "Prime examples include capacity limitations that stiffen pacing levels and location silos that handicap routing workflows"

Most hardware technologies, even those catering to enterprise operations, offer an average of 3 lines per agent and are further limited by physical location. These capacity restraints can significantly hinder account penetration levels and critical agent Talk/Wrap/Ready rates. In one study, LiveVox analysts found that optimum agent productivity levels require a minimum of 7 lines/per agent. To read more click here.

For multi-site operations that utilize global agent resources, the true benefits of leveraging cost-effective resource pools are dampened by common issues like delayed call routings

and inconsistent data transfers as a result of hardware-based technology limitations. LiveVox's Cloud platform removes these obstacles through its global ACD and enables contact centers to quickly configure virtual agent queues with sub-second warm transfers.

In establishing virtual queues businesses can improve their overall agent productivity levels by leveraging burstable global skills-based routing workflows to implement cost-efficient, compliance focused campaigns, such as off-shore to on-shore contact strategies for cell phone dialing. To learn more, click here. These types of strategies not only maximize existing agent resources, but lower overall operating costs and improve customer service experience.

LiveVox is able to provide these capabilities as part of a comprehensive Compliance Suite for its enterprise level clients.

With experts spanning operations, technology, and legal, the panel will discuss and debate approaches to pressing contact center issues and other hot topics, including dial frequencies, leaving messages, call recordings, system constraints, monitoring, fees and more.

**What: The Great Debate - "Whatever I Choose, I Lose"**

**Who:**

- Manny Newburger - Barron & Newburger, PC

- Frank Cann – F.H. Cann Associates

- Todd Langusch, CEO/President & Founder – Tech Lock

- John McNamara, Chief Marketing Officer – LiveVox, Inc (Moderator)

**When:** 10am-11am PT, Thursday, September 12, 2013

**Where:** 2013 Debt Connection Symposium, Las Vegas

For more information on participating at DCS 2013, click here: http://dcs2013.com/index.html

**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 ACD, predictive dialer, IVR, call recording and business analytics. LiveVox is headquartered in San Francisco. For more information, visit www.livevox.com.

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