

March 18, 2022



LiveVox to Sponsor and Present at Enterprise Connect Conference, Focusing on Practical AI Solutions and Digital Messaging for the Contact Center

The Company will showcase its ecosystem of out-of-the-box unified CCaaS solutions including Omnichannel, AI, CRM, and Workforce Engagement Management, as well as its PBX, BusinessPhone

SAN FRANCISCO--(BUSINESS WIRE)-- [LiveVox Holdings, Inc.](#) ("LiveVox" or the "Company") (NASDAQ: LVOX), a leading cloud-based provider of customer service and digital engagement tools, will participate as a Diamond Sponsor at [Enterprise Connect 2022](#), the leading conference and exhibition for enterprise communications and collaboration, in booth 1918. The event will take place March 21-24 at the Gaylord Palms Resort & Convention Center in Orlando, Florida and virtually.

As contact centers emerge as the new digital storefront for brands, LiveVox will showcase its portfolio of solutions that empower contact center leaders to increase customer satisfaction and drive operational performance in today's digital age. Attendees will learn more about:

- LiveVox's AI Virtual Agents that enable contact centers to handle 80% of initial inquiries using conversational AI that is intelligent, personalized, and natural.
- LiveVox's [digital messaging](#) capabilities that make it easy to meet customers on their channels of choice including Voice, Email, SMS, and Webchat for lead generation and customer care.
- LiveVox's PBX, [BusinessPhone](#), a cloud-based VoIP phone service that seamlessly connects storefronts and the back office with the contact center.

In addition to exhibiting, LiveVox will have a strong presence at Enterprise Connect that includes:

- Hosting an Enterprise Connect Theater session, presented by LiveVox's CEO Louis Summe and CMO Nick Bandy – [EC Theater 2022 Session: 5 Contact Center Trends You Don't Want to Miss in 2022 -Tuesday, March 22nd 2:00 PM - 2:20 PM EDT.](#)
- Sponsoring the Practical AI session track, with [sessions focused on speech technology and the metaverse.](#)
- Being named a finalist for the Best Innovation in Customer Experience at this year's Enterprise Connect Awards. Winners will be announced at the Enterprise Connect

main stage on Tuesday, March 22nd at 9am EDT.

To learn more and book an appointment with LiveVox, visit [Enterprise Connect 2022 - LiveVox](#), or visit booth 1918 in Orlando.

About LiveVox

LiveVox (Nasdaq: LVOX) is a next generation contact center platform that powers more than 14 billion omnichannel interactions a year. By seamlessly unifying blended omnichannel communications, CRM, AI, and WEM capabilities, the Company's technology delivers exceptional agent and customer experiences, while helping to mitigate 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 650 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](#).

About Enterprise Connect

For more than 30 years, Enterprise Connect has been the leading conference and exhibition for enterprise communications and collaboration in North America. Enterprise Connect brings corporate IT decision makers together with the industry's vendors, analysts and consultants to focus on the issues central to enterprise communications. Enterprise Connect owns and produces No Jitter, ([nojitter.com](#)), which provides daily blogging and analysis of enterprise communications, and it also serves the community with a weekly email newsletter, virtual events, and a Webinar series. For more information, visit [enterpriseconnect.com/orlando](#). Enterprise Connect is brought to you by [Informa Tech](#).

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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. Some of the forward-looking statements can be identified by the use of forward-looking words. Statements that are not historical in nature, including those containing the words "anticipate," "expect," "suggests," "plan," "believe," "intend," "estimates," "targets," "projects," "should," "could," "would," "may," "will," "forecast," "opportunity" 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. Important factors, among others, that may affect actual results are described in the Company's filings with the Securities and Exchange Commission. Although 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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