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# LiveVox Identified Among the Eleven CCaaS Providers That Matter Most

*Independent research report on Contact Center As A Service, Q1 2023 recognizes LiveVox for providing quick time-to-value*

SAN FRANCISCO--(BUSINESS WIRE)-- LiveVox (Nasdaq: LVOX), a proven cloud CCaaS platform built to transform contact center performance, announced it has been included among top contact center providers in the latest [Forrester Wave™ for CCaaS](#). LiveVox was recognized for its all-in-one contact center solution that provides ease-of-use and quick time-to-value for customers.

The report – The [Forrester Wave™: Contact Center As A Service, Q1 2023](#) – identified the top vendors within the market and evaluated them based on 34 key criteria – assessing capabilities including workforce optimization (WFO), agent desktop and tools, outbound tools, omnichannel routing, and more. Forrester also identified three key components for CCaaS providers – a comprehensive approach to AI integration, a broad but tightly integrated suite of solutions, and personalization. When evaluating LiveVox, Forrester cited its simple-to-manage contact center platform – with an internal CRM system that makes customer data easily accessible for integrations, routing decisions, and for use in the agent desktop. LiveVox’s reporting, dashboards, and analytics capabilities were also identified as strengths.

According to the report authored by Principal Analyst Max Ball, LiveVox’s “goal is to deliver sophisticated contact center tools to its customers in a manner that is easy to use and administer, and provides a quick time to value.” Ball also noted that, “North American-based brands with small-to-midsized contact centers looking for a straightforward solution that provides quick value should consider LiveVox.”

“Being named one of the top CCaaS providers by Forrester further validates the value that we’re able to deliver to our customers,” said John DiLullo, CEO, LiveVox. “LiveVox helps improve agent productivity, lowers costs, opens the door to more and better consumer interactions, and helps contact center leaders better utilize agents working from anywhere. Our ability to meet customer needs at an attractive price point is unmatched in the industry.”

## About LiveVox

LiveVox (Nasdaq: LVOX) is a proven cloud CCaaS platform that helps business leaders redefine customer engagement and transform their contact center’s performance. Decision-makers use LiveVox to improve customer experience, boost agent productivity, empower their managers, and enhance their system orchestration capabilities. Everything needed to deliver game-changing results can be seamlessly integrated and configured to maximize your success: Omnichannel Communications, AI, a Contact Center CRM, and Workforce Engagement Management tools.

For more than 20 years, clients of all sizes and industries have trusted LiveVox's scalable and reliable cloud platform to power billions of omnichannel interactions every year. LiveVox is headquartered in San Francisco, with international offices in Medellin, Colombia and Bangalore, India.

To stay up to date with everything LiveVox, follow us @LiveVox, visit [www.livevox.com](http://www.livevox.com) or call one of our specialists at (844) 207-6663.

## **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 LiveVox 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 LiveVox'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 LiveVox, which may cause the LiveVox'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 ("SEC"), including our Form 10-K filed with the SEC on March 2, 2023. Although forward-looking statements have been made in good faith and are based on assumptions that the LiveVox believes to be reasonable, there is no assurance that the expected results will be achieved. LiveVox'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 LiveVox 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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### **PR for LiveVox**

Katie Creaser

[LiveVoxPR@ICRInc.com](mailto:LiveVoxPR@ICRInc.com)

### **IR for LiveVox**

Ryan Gardella

[LiveVoxIR@ICRInc.com](mailto:LiveVoxIR@ICRInc.com)

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