



# The Modern Call Center. Virtual. Flexible. Efficient.

Liveops offers dynamic, on-demand virtual contact center solutions with unmatched scalability for enterprises across several different industries.

Our Virtual Flex model delivers highly capable, program-ready home office agents who are experienced, empathetic, and motivated to service your brand - when you need them.

## **The Best Agents. Period.**

More well-educated, more tenured, more dedicated. Our agents offer a greater depth of skills to support your customers.

## **Flex Agents as Needed.**

The built-in elasticity of our model flexes our workforce to match your demands, whether time of day or seasonal spikes - 24x7x365.

## **Omnichannel Solutions.**

Liveops agents meet your customers on whichever channel they prefer, including voice, email, chat and social media.

## **Pay for What You Use.**

You pay for the time agents are on calls. You don't pay for idle time or overstaffing.

## **Award-Winning Distance Learning.**

We've honed the craft of adult learning at a distance for over 20 years and received many awards for it. We deliver fully-certified agents dedicated to your brand and customer happiness.

## **Quality Management.**

We give you full visibility into agent performance, reviewing real-time analytics and auditing calls.

## **Proven Security.**

Our innovative Secure Workforce Ops™ solution provides a proactive and comprehensive approach to security that is unmatched in the industry. We secure and encrypt the agent connection to meet top industry compliance standards.