

# How can Liveops help your business?

*Whether your call centers require strategic advice or practical guidance, Liveops ensures success at every step so you get maximum value faster.*

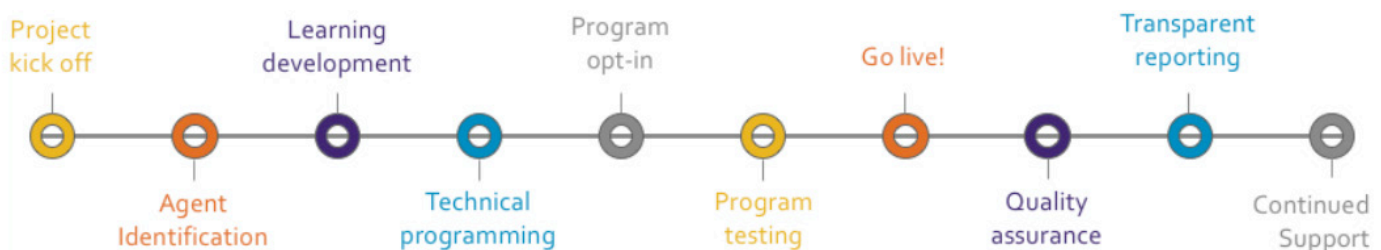
*Learn how our pay-for-use model leverages highly qualified agents and scales to meet spikes in demand so you deliver better customer experiences and get more value out of your call center activities.*

## PROGRAM DEVELOPMENT

Liveops works hand in hand with you to craft a call center solution that best meets your needs. We'll assemble a launch team of professionals to help identify requirements, dependencies, set timelines and manage the implementation process from start to finish.

The success of your program hinges upon successful integration with agent desktop applications, back-office applications and enterprise data sources. Liveops has built strong relationships with partners to support functionality during all phases of a call.

We also have the flexibility and experience to support integrations with a wide variety of enterprise technologies, including the ability to leverage your existing CRM, call center platforms, or integrate with other third-party solutions.



## TALENT ACQUISITION

Liveops has two approaches for sourcing talent—source from our existing tens thousands of agents called the Liveops Nation, or source externally. By sourcing from within, we survey a subset of agents to find out their skills and familiarity with your products or services.

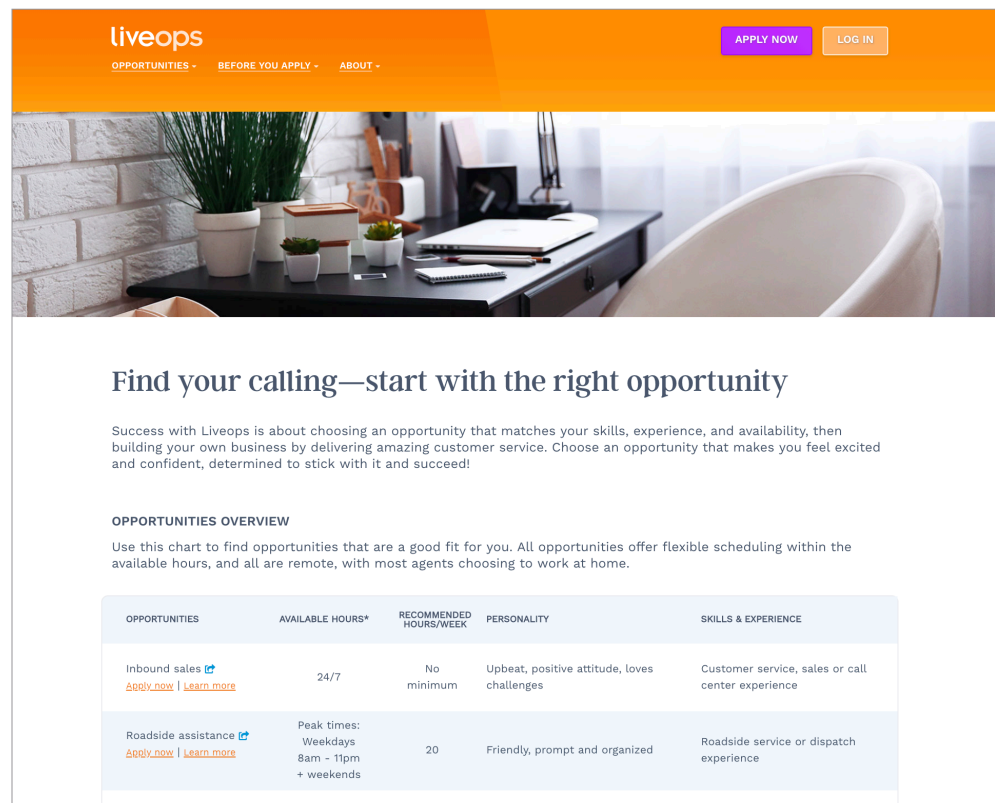
For external sourcing, we have a [dedicated website](#), use social media and paid advertising, and will partner with you to determine the best methods to source new agents from across the United States. Throughout this process we look for a specialized agent profile which is common across the Liveops Nation:

- **Experience:** Customer service, sales, industry
- **Skills:** Problem solving, service orientation, great voice, drive and determination
- **Personality:** Warm, friendly, empathetic, motivated

Applicants work through a series of selection criteria including assessments and a background check. They also review and apply for opportunities that interest them and best match their skills.

Since Liveops is not bound by geographic limitations, we're able to attract highly qualified, educated and articulate US-based agents. Our agents are more mature, more educated, and more motivated for your success than traditional call center staff.

*Liveops uses online, paid and search resources to connect with the most highly qualified candidates.*



**liveops**  
OPPORTUNITIES • BEFORE YOU APPLY • ABOUT

[APPLY NOW](#) [LOG IN](#)

### Find your calling—start with the right opportunity

Success with Liveops is about choosing an opportunity that matches your skills, experience, and availability, then building your own business by delivering amazing customer service. Choose an opportunity that makes you feel excited and confident, determined to stick with it and succeed!

#### OPPORTUNITIES OVERVIEW

Use this chart to find opportunities that are a good fit for you. All opportunities offer flexible scheduling within the available hours, and all are remote, with most agents choosing to work at home.

OPPORTUNITIES	AVAILABLE HOURS*	RECOMMENDED HOURS/WEEK	PERSONALITY	SKILLS & EXPERIENCE
Inbound sales <a href="#">Apply now</a>   <a href="#">Learn more</a>	24/7	No minimum	Upbeat, positive attitude, loves challenges	Customer service, sales or call center experience
Roadside assistance <a href="#">Apply now</a>   <a href="#">Learn more</a>	Peak times: Weekdays 8am - 11pm + weekends	20	Friendly, prompt and organized	Roadside service or dispatch experience

## LEARNING

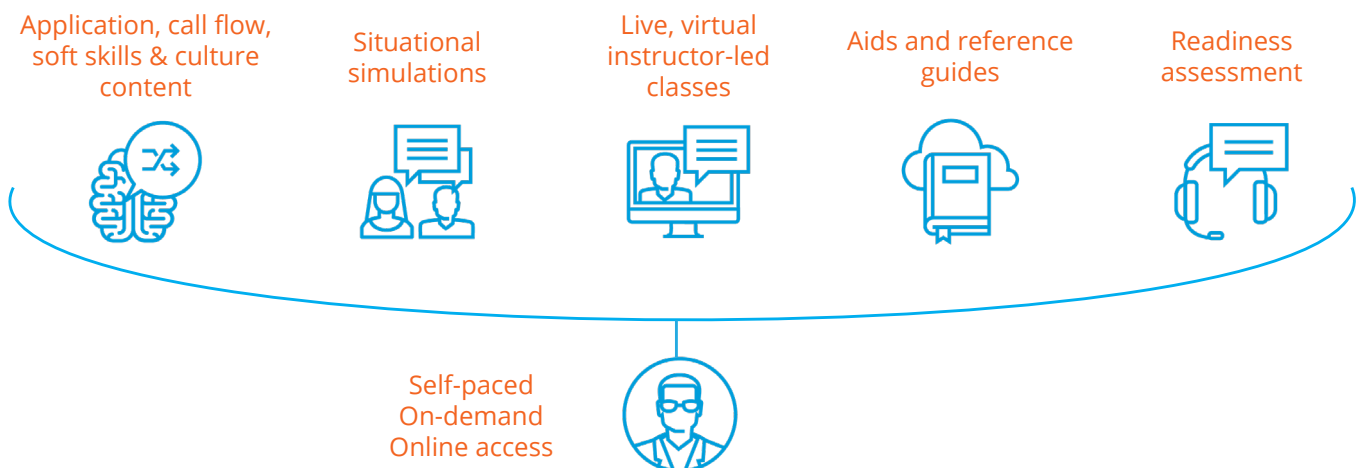
Liveops brings the same diligence to onboarding our agents that we do to sourcing them. Once agents have passed initial tests and screenings, they learn about our unique certification process and are introduced to the facilitators who will provide support throughout onboarding.

Agents are quickly engaged in Liveops certification, learning key skills necessary via a self-paced process to succeed as an independent contractor, including ways to improve performance, rules and compliance requirements, how to deal with challenging callers, and much more. Our goal is to ensure first call taking or nesting occurs in a supportive environment, where Liveops facilitators are available to provide recommendations, answer questions, and help prepare agents to take calls.

We work closely with you to develop program certification materials. Our learning team includes seasoned professionals with experience in learning design and call center certification. Our blended solution combines performance-based learning and instructor-led certification, depending on your needs and the project's complexity.

Leveraging our experience creating award-winning learning content, Liveops also offers a customizable distance learning and development solution, [Skill Builder](#), that you may purchase for delivery to your own workforce. Using the same learning environment as Liveops agents, your workforce will learn faster, improve performance, and gain confidence to apply their skills.

### Agents have access to a blended learning solution.



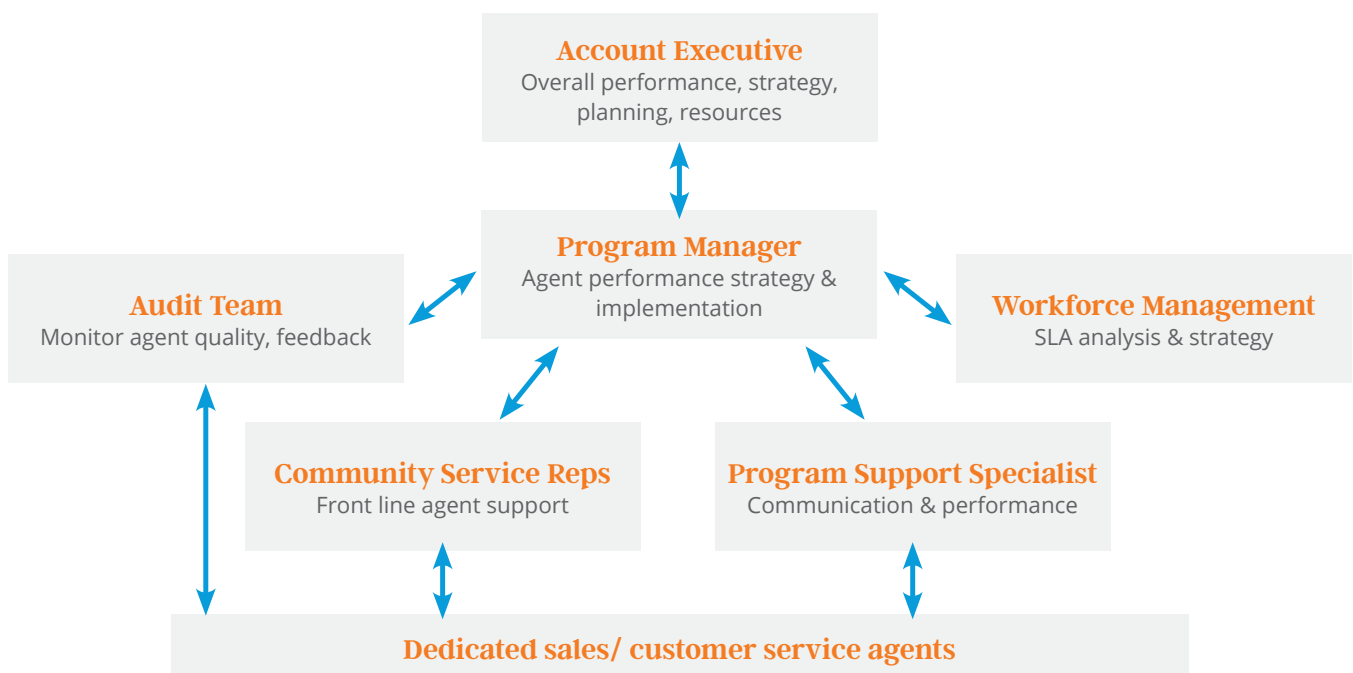
## OPERATIONS

Liveops improves the accuracy of forecasting using internal forecasting tools as well as the data you provide us. Our distributed model is able to easily support a 24x7 schedule, meet non-standard schedule demands, accommodate last-minute schedule changes, and scale to support call volume spikes and unexpected activity.

Working with you, we'll establish key success criteria for customer contact and closely measure your program's success by those criteria. Each agent is ranked in real time by their performance against the criteria and is rewarded for their performance with more calls. This encourages agents to consistently perform their best on each call.

Key performance indicators	Tools & resources
• Service levels	• Chat room
• Scheduling	• Facilitated agent sessions
• Utilization	• Call flow guides
• Transfer rate	• Script links to client portals
• Customer satisfaction	• CSR live chat support 24/7
• Cost per contact	• Postbox (email)
• Conversions/ revenue per order	• Just-in-time learning
• NPS, AHT	• Subject matter experts

Liveops professionals have formulated best practices in managing clients and our virtual community of agents. They ensure expectations are clearly communicated and manage all aspects of your program.



## SECURITY & TECHNOLOGY

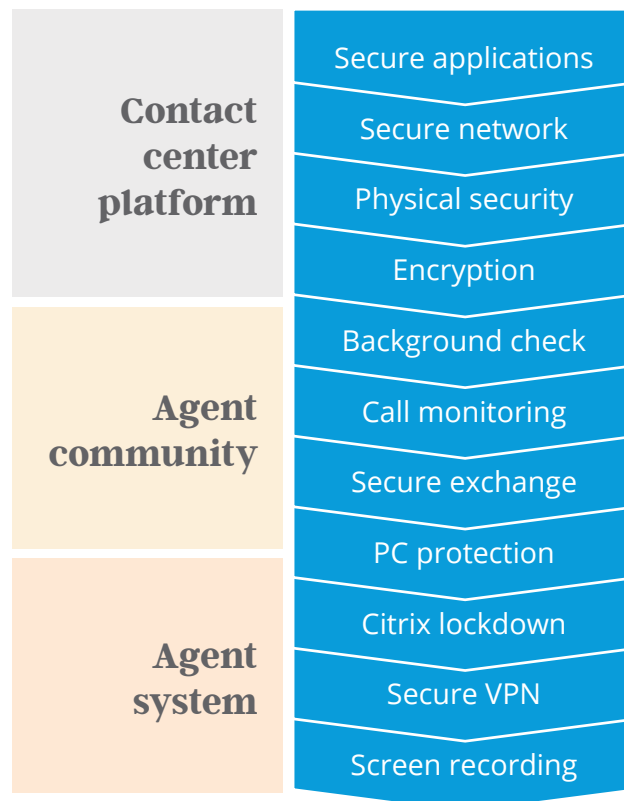
Liveops stays up to speed on virtual call center best practices to deliver an agile ecosystem to meet your requirements. Agents undergo an intensive vetting process with background, credit and criminal checks. Also, all agents must complete security and fraud certification.

Modern data protection controls must be data-centric rather than location-centric, protecting data no matter where it resides. Because our agents operate from distributed locations, we carefully vet our vendors, conducting annual security, compliance and risk assessments. Liveops is PCI DSS Level 1 certified—which is the highest rating available.

Liveops' true technology ecosystem delivers multichannel, stability, collaboration and seamless integration with other third-party applications. Our technology environment is agile and adaptable, with the flexibility to bring our tools to use with your core systems.

The success of a call center program often hinges upon successful integration with agent desktop applications, back-office applications, and enterprise data sources. Liveops has deep relationships with partner technologies to support all phases of a call, from initial caller segmentation through call delivery and presentation at the desktop.

### Liveops security provisions overview



# Partnering for success

**Expertise:** Highly qualified professionals with years of experience and the knowledge required to complete and manage your program.

**Certainty:** With Liveops, your program will be implemented in a supportable, testable, scalable way that follows best practices.

**Efficiency:** Expert project management to identify and drive necessary tasks to ensure smooth program delivery.

**Support:** Liveops experts provide assistance and escalation paths throughout the life of your program.

**Education:** Our collaboration and knowledge transfer approach enables you to be highly engaged throughout your program.

## ABOUT LIVEOPS

*Liveops offers an on-demand skilled workforce of onshore virtual agents for customer service and sales. With no call center overhead or wasted idle time, our pay-for-use model scales to meet seasonal or time of day spikes in demand.*

*More than 400 organizations across service industries including retail, healthcare, insurance and telecom trust Liveops to deliver an enterprise-grade workforce, with faster program readiness, increased revenue and greater customer satisfaction scores than traditional call centers.*