

# We're improving the service process in the public sector.

Federal agencies provide critical services to our citizens. It's imperative that citizens are able to connect with the right people in a timely manner across all agencies, regardless of the type of service.

Liveops helps government agencies achieve their stated missions by leveraging a virtual workforce of on-demand agents with experience in the government and public sector, to deliver superior citizen service.

## AWARD-WINNING CERTIFICATION

Our certification program sets us apart with a highly knowledgeable team of experts, experienced in learning design. We offer learning modules, quizzes, videos, reading materials, and live calls. Plus, we constantly work with our customers to update learning modules as needed.

You can develop a custom curriculum that is specific to your organization, by integrating any relevant processes or cultural maxims.

## PROVEN APPROACH TO SECURITY

Liveops agents leverage an industry-leading security platform with data transfer and storage encryption, secure exchange, and operational controls.

We utilize top virtual call center security best practices, perform penetration tests and annual security audits for HIPPA, Pre-SOX 404, ISO 27001, and SAS-70 Type II, as well as PCI DSS Level 1 certification, which is the highest rating available.

All of Liveops agents undergo an intensive vetting process with background, credit, and criminal checks.

Our contractor agreement, signed by all Liveops agents, outlines responsibilities and obligations, especially with respect to client/customer confidentiality.

Agent computer systems are required to be updated regularly with firewall monitoring, spyware/adware/virus protection, ensuring a safe environment.

## QUALITY MANAGEMENT

Liveops provides full visibility to supervise agent/customer interactions, including reviewing real-time analytics, auditing calls, and actively coaching agents for improved performance.

Our performance-based model includes social tools to enable interaction and collaboration among agents, Liveops facilitators and your team. And our results-based routing and gamification programs help optimize agent performance.



## SCALE AND FLEX UP OR DOWN WITH YOUR DEMAND

Liveops flexes to match demand, able to quickly scale for urgent needs. Our agents can mobilize to scale call-taking capacity with as little as two hours' notice and be there for citizens in their most dire time of need.

With no call center overhead or wasted idle time, Liveops' pay-per-use model surges to meet spikes in demand, giving you flexibility with staffing options, while being cost conscious.

## SELF-MOTIVATED, HIGHLY SKILLED WORKFORCE

With backgrounds in the government and public sector, Liveops agents offer a greater depth of skills to support your callers. And because there are no geographical limitations to hiring, we are able to take full advantage of a large and growing talent pool of skilled workers.

We source from 34 states across the US and hire agents based on specialized skills and your specific requirements.

## COMMITMENT TO OUR COUNTRY

Liveops is committed to ensuring that our nation's heroes successfully re-enter the civilian workforce by creating certification and employment opportunities in the contact center and customer service industries for veterans and their family members.



## 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-per-use model scales to meet seasonal or time of day spikes in demand.

More than 400 organizations across service industries, including retail, health care, 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.



### YOUR BRAND NEEDS

- Scalable workforce
- Reduced costs



### OUR AGENTS DELIVER

- Flex daily/seasonally
- Works via pay-per-use



### CUSTOMER RESULT

- Excellent service every time
- Satisfied & loyal