

# Make the sale. Keep them coming back.

*Retail solutions from brand advocates who know how to maximize revenue*

Retail is a challenging beast, with call spikes that can make you queasy, irate customers who complain in public tweets, and make-or-break holiday sales.

Small miscalculations can spiral into a disaster of too-long hold times and lost sales, so it's essential to make the right call on customer service before your customers do.

Liveops offers retailers an on-demand skilled workforce of onshore virtual agents ready to promote your products and articulate your value to maximize revenue.

With no call center overhead or wasted idle time, our pay-per-use model scales to meet seasonal spikes in demand so you've got the workforce you need, when you need it.

## **THE BEST AGENTS ALREADY LOVE YOUR BRAND**

We start with sourcing the right agents, hand-picked for reliability and their affinity for and experience with your brand.

For example, a top athletic retailer's Liveops agent pool included former retail associates for the brand and athletes who love the gear.

These brand ambassadors are ready to promote your products, offering a greater depth of skills to support your customers.

On top of that, our certification creates accountable, on-brand interactions. Liveops agents become fluent in your brand dialect and in your systems and processes, in order to give customers the VIP treatment.

## **INCREASE SELLING OPPORTUNITIES TO MAXIMIZE REVENUE**

Liveops helps make the sales and add business with qualified agents who can articulate your value. Our agents generate more income per call through increased sales conversions, greater average order sizes, and higher customer satisfaction rates.

In fact, companies enlisting Liveops agents consistently see a 15-33% increase in sales and customer satisfaction.

## **UNMATCHED SCALABILITY**

Retail inherently has peaks and lulls throughout the year. Our workforce flexes to match your demands—whether time of day or seasonal spikes—24x7x365.

For example, 500 agents may schedule themselves for one half hour, 2,000 agents the next half hour, and then scale back down to 500. Un-scheduled agents get notified which calls increase



to help eliminate any wait, and then log off when not needed. By proactively planning for upcoming spikes, you've got the workforce you need, when you need it—with no wasted idle time.

## BEACHBODY: PARTNERING FOR SUCCESS

Beachbody demanded best-in-class call center performance based on overall service level, revenue per call, conversion, and average order.



To ensure this, they needed a solution that enabled them to scale rapidly to meet volume demands, immediate visibility into caller responses and flexibility to test multiple script changes.

The results speak for themselves:

**0 ▶ 50k**

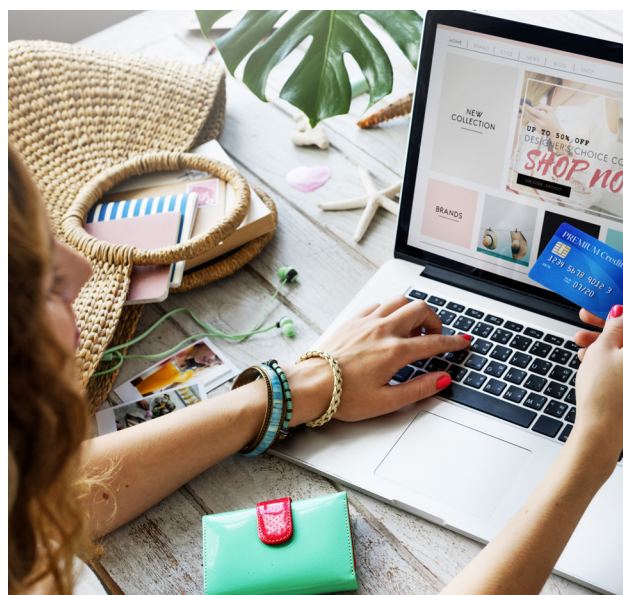
CALL RAMP UP IN 8 WEEKS

**356,000**

MEMBERSHIPS GENERATED

**625%**

CALL VOLUME SPIKES HANDLED



## 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
- Brand advocates
- Reduced costs



### OUR AGENTS DELIVER

- Flex daily/seasonally
- Top notch, certified talent
- Works via a pay-per-use



### CUSTOMER RESULT

- Excellent service every time
- Buys more, returns often
- Satisfied & loyal