

Capability Statement

Liveops: the modern contact center

Liveops, a virtual contact center, solves enterprise customer experience challenges by offering an agile, skilled workforce. This Virtual Flex model reimagines agent engagement to attract and deliver a better agent profile equipped to meet the fluctuations in contact volume at scale. Our 20 years of expertise operating a virtual model across industries, including government, delivers superior citizen experiences, faster program readiness, and increased revenue compared with traditional contact centers or other work-from-home models. We exist to improve the lives of agents, our clients, and employees.

Liveops is proud to provide exceptional services to a broad spectrum of enterprise clients including:

The U.S. Small Business Administration (SBA), leading global retailers, pharmaceutical patient support, medical device and healthcare organizations, top five insurance companies, tax software support, national utility companies, grocery delivery services, and communications companies.

Core competencies

- Scale call volume quickly and efficiently when needed, whether is planned surges or unexpected events.
- Omnichannel solutions include inbound/outbound calls, text, chat, email, and back-office/ non-phone solutions.
- Secure Workforce Ops provides proactive and comprehensive security in remote environments (ISO, SOC, PCI DSS 1)

NAICS Codes

- 518210** Data Processing, Hosting, and Related Services
- 522320** Financial Transactions Processing, Reserve, and Clearinghouse Activities
- 541513** Computer Facilities Management Services
- 541519** Other Computer Related Services
- 541611** Administrative Management and General Management Consulting
- 541618** Other Management Consulting Services
- 541990** All Other Professional, Scientific, and Technical Services
- 561110** Office Administrative Services
- 561990** All Other Support Services
- 611420** Computer Training
- 611430** Professional and Management Development Training



Virtual Flex Key Differentiators

The best agents. Period. The Virtual Flex model attracts professionals who are more well-educated, more tenured, and more dedicated. Liveops Nations is a network of tens of thousands of agents across the United States who offer a greater depth of skills to support citizens. Many agents are veterans or military spouses that seek the flexibility and entrepreneurship Liveops offers.

Flex agents as needed. The built-in elasticity of our model flexes our workforce to match demands, whether the time of day or seasonal spikes and surges in work requirements - 24x7x365.

Agents are the core of Liveops, enabled by technology. The Virtual Flex model delivers exceptional citizen experiences through a diverse group of solutions and applications:

- Attracting and retaining agents
- Preparing agents for interactions with award-winning distance learning
- Workforce management and utilization
- Robust agent engagement and social community
- Virtual security, quality and compliance management

Liveops Past Performance/ case studies

- **Agility and speed to proficiency with the Small Business Administration**

In Spring 2020, Liveops became the Prime contractor for the SBA to provide citizen support for two new emergency relief programs: the Economic Injury Disaster Loan and the Paycheck Protection Program. Liveops quickly scaled thousands of agents within days to begin taking calls and assisting citizens in an unprecedented time.

- **Leading with empathy with a leading healthcare company**

A leading pharmaceutical company leverages Liveops' skilled and empathetic agent network to provide exceptional patient experiences for people with chronic illnesses. Liveops Agents provide inbound and outbound support to encourage protocol compliance, and continually achieve Quality and Customer Satisfaction scores in the 90th percentile. Liveops meets and exceeds expectations in this highly regulated environment, focusing on patient care enabled by security and technology.

- **Major insurance company flexes when disaster strikes**

A top-five insurance company trusts Liveops agents with property and first notice of loss (FNOL) customer calls throughout the year. During catastrophic event season (hurricanes, floods, fires, etc), Liveops scales call volume up to 30% more than normal to ensure claims are handled quickly and efficiently while maintaining expected KPIs and service levels. When customers call, they are often distressed. A skilled and professional Liveops agent is available to efficiently gather information with understanding and empathy.

Let's Connect

Contact us at sales@liveops.com.