


liveops



**Delivering excellent customer service to
increasingly mobile and social customers**

Siobhan Payet | UK Director | spayet@liveops.com

“Generation App”

A nation addicted to Smartphones (& tablets)


UK Smartphone usage – an ‘extension of our hand’
>30 million now;
>40 million within 3 years (60% of population)*

iPad is only 3 years old!
Now Tablets outsell PCs & Laptops combined

Most popular Apps:
Social networks, travel/maps, gaming, news/weather,
shopping, videos/TV



**For many people,
Facebook and Twitter
IS THE INTERNET!**

 **Fiona Prince** @fionaprince1 16m
not gonna lie cannot wait to leave @o2
[Details](#)

 **O2 in the UK**
@O2

 Follow 

@fionaprince1 but we still love you!

 Reply  Retweet  Favorite

12:40 PM - 12 Jul 12 via PulsarEngage - Embed this Tweet

liveops

*Source: eMarketer, Aug 2013

Many Contact Centres are not Multi-channel

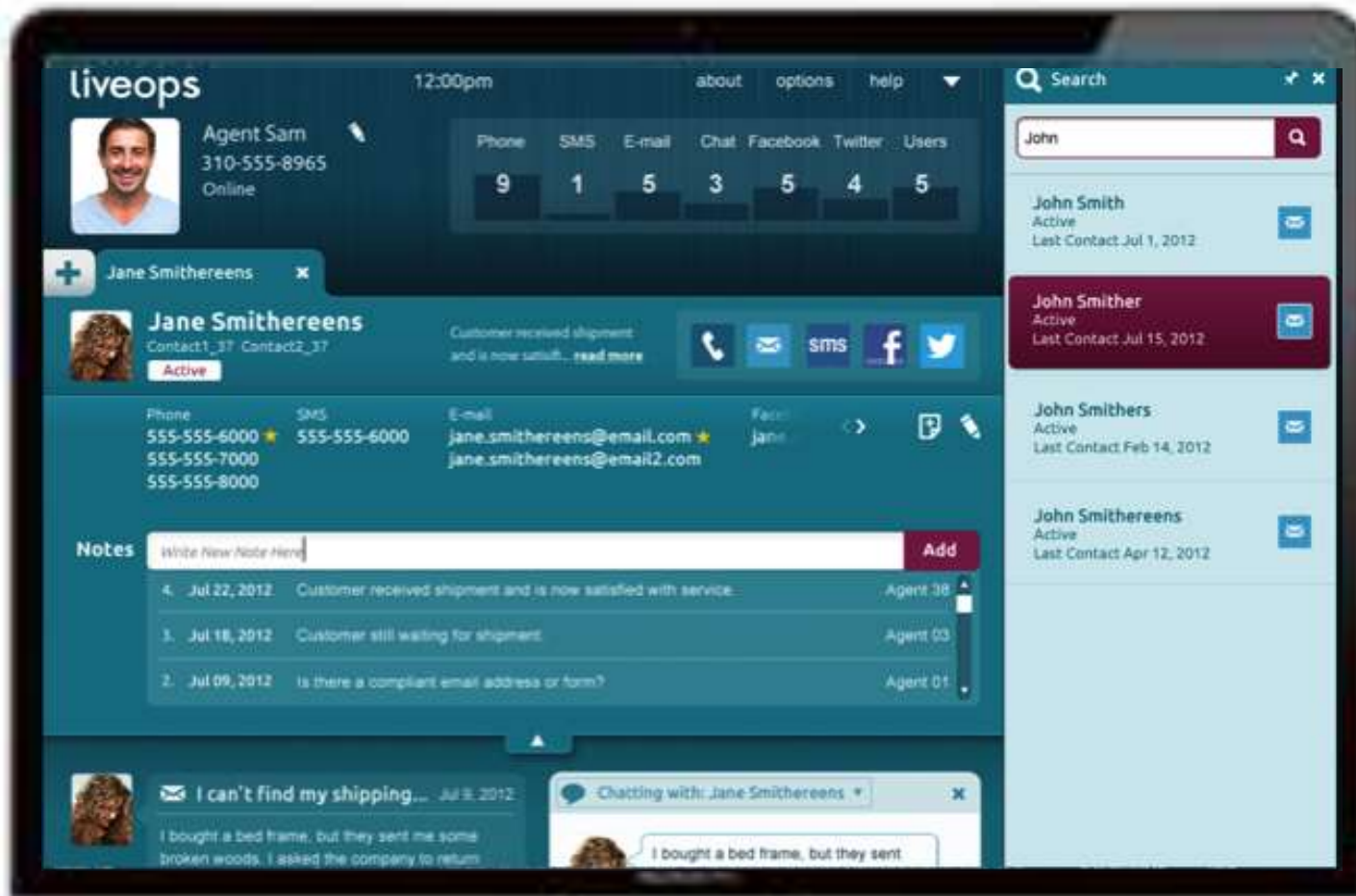
Siloed Channels

Lagging Technology




Cloud contact centres address these challenges

LiveOps Engage: multi-channel agent desktop



- Tweets >
- Following >
- Followers >
- Favorites >
- Lists >



Ivor_Complaint
@ivorcustomer

Compose new Tweet [X]

@losalesdemo Hi, I'm enjoying this webinar. Can you send me some more information

[Camera] [Location] 58 Tweet

- Who to follow · Refresh
- INTERACTIVE INTELLIGENCE ININ @IN_Intel [Follow]
 - Aspect [Follow]
 - Sheila McGee [Follow]

- Popular accounts · Find friends
- Trends · Change
- #Battlefield4 Promoted
 - #removealetterfilms
 - #HeaderForDan
 - #AbuDhabiGP
 - #OGP13
 - #downloadtoyboy
 - Joe Hart
 - Christmas

- Ivor_Complaint @ivorcustomer 7 Oct
@losalesdemo just a little tweet from Challis
Expand [Reply] [Delete] [Favorite] [More]
- Ivor_Complaint @ivorcustomer 3 Oct
@losalesdemo hi I'm sending a tweet
Expand [Reply] [Delete] [Favorite] [More]
- Ivor_Complaint @ivorcustomer 22 Aug
@losalesdemo gamma demo message
Expand [Reply] [Delete] [Favorite] [More]



3:09 PM

[about](#) [options](#) [help](#)

Steve Challis
 17028309662
 Multichannel

Phone	Email	Chat	SMS	Twitter	Facebook	Agents
0 00:00:00	1 03:57:08	1 00:00:50	0 00:00:00	1 00:01:32	0 00:00:00	4

+ New Tab

Type here to search

Include inactive customers + Add Customer

Open Tasks

Jack De Grave		Customer Support	09 Oct 2013 11:29 AM Assigned
Steve Challis		@losalesdemo another awesome demo!!	10 Oct 2013 2:38 PM Assigned
Roger Norris		@losalesdemo Here's a tweet for Steve and Mitel	14 Oct 2013 12:28 PM Assigned
Tom Kennedy		Hello I have an account query	30 Oct 2013 10:38 AM Assigned

Recently Completed Tasks

Gus Kelly		Caller Phone: 353868510139 Product Phone: 441753216304 Campaign Name: UK Platform Sales Team Session Id: 1113919689 Interaction Id: 1113919688 Call Start T...	30 Oct 2013 10:43 AM Closed
Tom Kennedy		@tomwyckham Hello Tom	30 Oct 2013 10:41 AM Sent
Tom Kennedy		What's your query Tom? LiveOps, Inc. 555 Twin Dolphin Drive, Ste. 400 Redwood City, CA 94065	30 Oct 2013 10:39 AM Sent
Gus Kelly		€7.00 LiveOps, Inc. 555 Twin Dolphin Drive, Ste. 400 Redwood City, CA 94065	
Gus Kelly		Can you email me my account balance?	
Gus Kelly		Sales	
Contac...		Caller Phone: 447436401390 Product Phone: 441753316304 Campaign Name: UK Platform Sales Team Session Id: ...	30 Oct 2013 3:05 PM Closed

New Twitter Message:

ivorcustomer 21

liveops™

3:09 PM

about options help ▲

 **Steve Challis**
17028309662
Multichannel ▼

Phone	Email	Chat	SMS	Twitter	Facebook	Agents
0 00:00:00	1 03:57:08	1 00:00:50	0 00:00:00	1 00:01:32	0 00:00:00	4

+ Ivor Curly-Tail x

> 🔍 📄 📧⁵

 Loading...

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3:09 PM

[about](#) | [options](#) | [help](#)


Steve Challis
 17028309662
 Multichannel

Phone	Email	Chat	SMS	Twitter	Facebook	Agents
0 00:00:00	1 03:58:15	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	3


Ivor Curly-Tail

Ivor Curly-Tail
 Needs a new iphone
 0031000000PA18xAAD
 Active Contact

Needs a new iphone







Contact Info | Mobile: [+44 7894141412](#) | Email: [ivorcustomer@gmail.com](#) | Twitter: [ivorcustomer](#) | Facebook: [100005091639049](#)



@losalesdemo Hi, I'm enjoying this webinar. Can you send me some more information

Received 01 Nov 2013 3:07 PM

@losalesdemo Hi, I'm enjoying this webinar. Can you send me some more information
 Agent: Steve Challis (schallis_162290) Status: Assigned

Category: Assign Category

Case Number: Select Case Number

[PRINT](#) | [SHOW DETAILS](#) | [NOTES \(0\)](#)

[Transfer](#) | [Reassign](#) | [Reply](#)



Template - AXA example

(Sent) Sent 28 Oct 2013 3:01 PM


Steve Challis
 17028309662
 Multichannel

Phone	Email	Chat	SMS	Twitter	Facebook	Agents
0 00:00:00	1 03:58:15	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	3


Ivor Curly-Tail

Ivor Curly-Tail
 Needs a new iphone
 0031000000PA18xAAD
 Active Contact

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Ivor Curly-Tail
0031000000PA18xAAD
Active Contact

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Transfer Reassign Reply



Template - AXA example (Sent) Sent 28 Oct 2013 3:01 PM



Incoming call to UK Platform Sales Team (Closed) Received 28 Oct 2013 2:49 PM



Incoming call to UK Platform Sales Team (Closed) Received 14 Oct 2013 13:30 PM

Send as Twitter
To: ivorcustomer
+ FROM + POST AS
@ivorcustomer 127 characters left
Insert Response abc Not Saved
Assign Category Select Case Number Review
Send Send Later Discard

**Ivor Curly-Tail**
0031000000PA18xAAD
Active Contact

Needs a new iphone

Contact Info Mobile: +44 7894141412 ✓ Email: ivorcustomer@gmail.com ✓ Twitter: ivorcustomer ✓ Facebook: 100005091639049 ✓



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Send as Twitter
To: ivorcustomer
127 characters left
@ivorcustomer |
Insert Response abc Not Saved
Assign Category Select Case Number Review
Send Send Later Discard


Ivor Curly-Tail x
**Ivor Curly-Tail**
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Send as Twitter x
To ivorcustomer
-- NONE -- 127 characters left
CMI members
LightSpeed Internet
Packages
LiveOps Insight
LO Sales
Opt In Auto Response
Insert Response abc
Assign Category Select Case Number Review
Send Send Later Discard

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Send as Twitter
To: ivorcustomer
(Message is too long and will be truncated.) 0 characters left
@ivorcustomer Thank you for Tweeting LiveOps. We value every customer and can listen and respond via Voice, Email, Web, SMS, Twitter & Facebook channels!!!
Insert Response abc Not Saved
Assign Category Select Case Number Review
Send Send Later Discard


Ivor Curly-Tail x
**Ivor Curly-Tail**
0031000000PA18xAAD
Active Contact

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Incoming call to UK Platform Sales Team (Closed) Received 14 Oct 2013 13:30 PM

Send as Twitter x
To ivorcustomer
(Message is too long and will be truncated.) 0 characters left
@ivorcustomer Thank you for Tweeting LiveOps. We value every customer and can listen and respond via Voice, Email, Web, SMS, Twitter & Facebook channels!!!
Insert Response abc Not Saved
Assign Category Select Case Number Review

Send Send Later Discard

Ivor Curly-Tail x
**Ivor Curly-Tail**
0031000000PA18xAAD
Active Contact

Needs a new iphone

Contact Info Mobile: +44 7894141412 ✓ Email: ivorcustomer@gmail.com ✓ Twitter: ivorcustomer ✓ Facebook: 100005091639049 ✓



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Category: Assign Category
Case Number: Select Case Number

PRINT SHOW DETAILS NOTES (0)

Transfer Reassign Reply



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Incoming call to UK Platform Sales Team (Closed) Received 28 Oct 2013 2:49 PM



Incoming call to UK Platform Sales Team (Closed) Received 14 Oct 2013 13:30 PM

Send as Twitter
To: @ivorcustomer
(Message) 0 characters left
Place a Call
Send as Twitter
Insert Response: abc Not Saved
Assign Category: Select Case Number: Review
Send Send Later Discard

Ivor Curly-Tail Needs a new iphone
0031000000PA18xAAD
Active Contact

Contact Info Mobile: +44 7894141412 ✓ Email: ivorcustomer@gmail.com ✓ Twitter: ivorcustomer ✓ Facebook: 100005091639049 ✓

@losalesdemo Hi, I'm enjoying this webinar. Can you send me some more information?
Agent: Steve Challis (schallis_162290) Status: Assigned

Category: Assign Category

Case Number: Select Case Number

PRINT SHOW DETAILS NOTES (0)

Please Confirm
Are you sure you want to discard this message?
Confirm Cancel

Send as Email

0 characters left

Thank you for Tweeting LiveOps. We value every customer and can listen and respond via Voice, Email, Web, SMS, Twitter & Facebook channels!!!

Insert Response abc Not Saved

Assign Category Select Case Number Review

Send Send Later Discard

- Transfer Reassign Reply
- Template - AXA example (Sent) Sent 28 Oct 2013 3:01 PM
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PRINT | SHOW DETAILS | NOTES (0)

Transfer Reassign Reply

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- Incoming call to UK Platform Sales Team (Closed) Received 14 Oct 2013 12:30 PM

Send as Email

To: Ivor Curly-Tail [ivorcustomer@gmail.com]
Subject: |
+ FROM + CC + BCC 📎

Insert Response [A] *Not Saved*

Assign Category Select Case Number Review Receipt

Send Send Later Discard

Ivor Curly-Tail
0031000000PA18xAAD
Active Contact

Needs a new iphone



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Send as Email

To: Ivor Curly-Tail [ivorcustomer@gmail.com]

Ivor,

Thanks for joining the Webinar. Please find the slide show attached and a link to the specific web content here: www.liveops.com.

We look forward to working with you in the future.

LiveOps

Assign Category Select Case Number Review Receipt

Send Send Later Discard

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0031000000PA18xAAD
Active Contact

Needs a new iphone



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LiveOps

Assign Category Select Case Number Review Receipt

Send Send Later Discard

Ivor Curly-Tail x
**Ivor Curly-Tail**
0031000000PA18xAAD
Active Contact

Needs a new iphone

Phone, Email, sms, Twitter, Facebook icons

Contact Info Mobile: +44 7894141412 ✓ Email: ivorcustomer@gmail.com ✓ Twitter: ivorcustomer ✓ Facebook: 100005091639049 ✓



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Category: Assign Category
Case Number: Select Case Number
PRINT SHOW DETAILS NOTES (0)
Transfer Reassign Reply

Send as Email
To: Ivor Curly-Tail [ivorcustomer@gmail.com]
Ivor,
Thanks for joining the Webinar. Please find the slide show attached and a link to the specific web content here: www.liveops.com.
We look forward to working with you in the future.
LiveOps
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Send Send Later Discard



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+ Ivor Curly-Tail x



Ivor Curly-Tail

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1 @losalesdemo Hi, I'm enjoying this webinar. Can you send me some more information
Agent: Steve Challis (schallis_162290) Status: Assigned

Category Assign Category

Case Number
Select Case Number

PRINT SHOW DETAILS NOTES (0)

Transfer Reassign Reply



Template - AXA example

(Sent) Sent 28 Oct 2013 3:01 PM



Incoming call to UK Platform Sales Team

(Closed) Received 28 Oct 2013 2:49 PM



Incoming call to UK Platform Sales Team

(Closed) Received 14 Oct 2013 12:20 PM

LiveOps – Multi-channel contact centre in the cloud: >30,000 agents using LiveOps

Add or consolidate channels: voice, SMS, email, Chat, Twitter, Facebook



Access anywhere, via browser

Single view; single queue; great MI

Pay per use; no Capex

Easy to administer; low IT burden

Stay current; end of upgrade “pain”

Ready for the next ‘big thing’ in Social!



liveops



Siobhan Payet, Account Director
spayet@liveops.com
07875 829868

spayet@liveops.com