

International Voice and SMS Expansion
Expansion of LiveVox for Salesforce with SMS Support
Web Chat with Generative AI
Facebook Messenger Support
New Jack Henry Integration

PRODUCT UPDATES

What's New In LiveVox



Fall Release

2023



What's inside the latest update to our

Cloud Contact Center Platform for Game-Changers

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Extend Your Contact Center's Reach Across the Globe with **International Voice and SMS**









LiveVox clients can now leverage our platform's industry-leading voice and SMS capabilities for international inbound and outbound communication.

LiveVox proudly offers the most advanced outbound voice features in the market. With the LV19 release earlier this year, this Fall 2023 release and the forthcoming Spring 2024 release, we are set to expand this comprehensive suite of capabilities for international use. Here's a broad overview of what is and will be available, and when:









International Capabilities Available in **LV19**:

Quick Connect 	Preview All 	Number Support in Contact Manager 	Outbound SMS 
Unattended 	Outbound RPC 	Caller ID Management 	EU1 Environment 

International Capabilities Available in **Fall 2023**:

DNC Support 	Contact Manager Campaign Creation 	IVR + Virtual Scheduled Callbacks 	Segmentation 
30 Phone Fields Support & DSI Functions 	Agent Scheduled Callbacks 	Campaign Templates 	UK Environment 

International Capabilities Planned for **Spring 2024**:

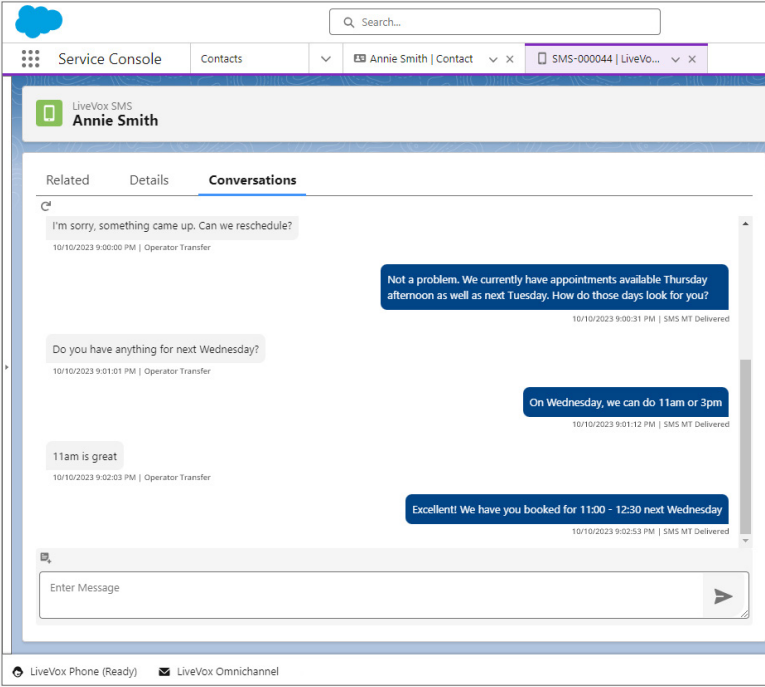
HCI® 	E164 Agent DID 	Time Zone Hours / Area Restrictions 	International Phonebook Transfers 
WhatsApp 	Block Caller ID 	LCID Editor & Calling 	India Environment 

For more detailed information on our international capabilities and their availability timelines, please contact a LiveVox specialist at info@livevox.com.



LiveVox for Salesforce

Utilize LiveVox SMS Directly From Salesforce



Adding to the ability to make and take voice calls, [LiveVox Contact Center for Salesforce](#) now allows agents to handle customer SMS interactions directly from within their Salesforce workspace.

Businesses can now leverage the LiveVox Contact Center platform and Salesforce together for voice and text, streamlining workflows and creating exceptional experiences for customers and agents.

[LiveVox Contact Center for Salesforce](#) is available on the Salesforce AppExchange. It allows Salesforce users to leverage LiveVox's industry-leading voice and SMS capabilities without having to leave their Salesforce workspace. All conversations are tied to the customer record in Salesforce.

Easily conduct 2-way SMS conversations with customers and leads, directly from Salesforce.



AI Chat Bots

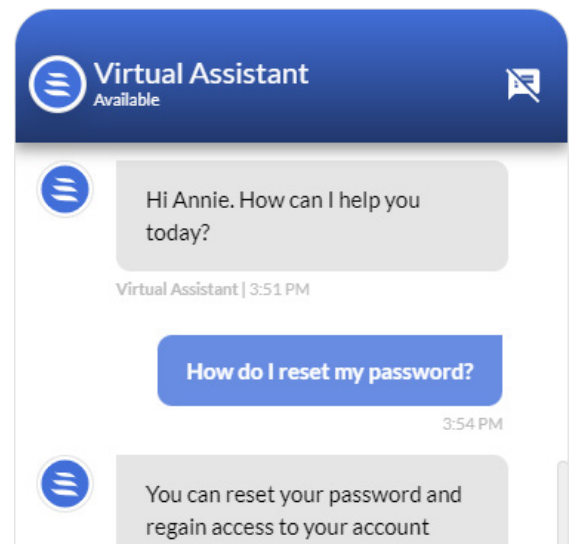
Revolutionize Self-Service Using Web Chat with Generative AI Powered by OpenAI

In our Fall 2023 release, we will be welcoming LiveVox users to participate in a Beta program introducing new Generative Chat 'agents' powered by OpenAI's advanced large language model.

These advanced chatbots use your LiveVox Knowledge Center to deliver fluid and natural customer interactions. As you update or add articles to the Knowledge Center, the model self-adjusts in real-time, guaranteeing the latest information is used.

These chatbots strictly use your Knowledge Case, ensuring no off-topic or inappropriate responses. And if customers prefer, they can always easily switch to speak with a human agent.

Chat bots powered by generative AI can provide detailed, conversational responses to customers' queries instantly.





2-Way Digital Messaging Harmonize and Elevate Customer Service Across Channels with Facebook Messenger Support

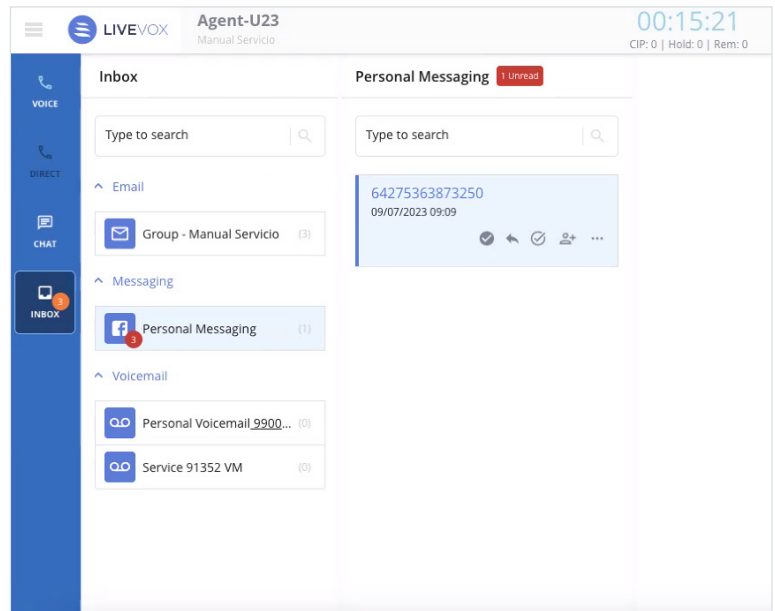
We're continuously dedicated to connecting you with customers on their preferred platforms. With that aim, we're excited to integrate Facebook Messenger into our omnichannel suite.

Now, any direct messages sent to your Facebook business page will be seamlessly directed to a LiveVox agent.

These messages populate in a distinct Inbox on the agent's desktop. They'll be treated like any other 2-way messaging thread, ensuring a familiar process with little additional training for your staff.

Reminder - Similar Functionality Available for WhatsApp!

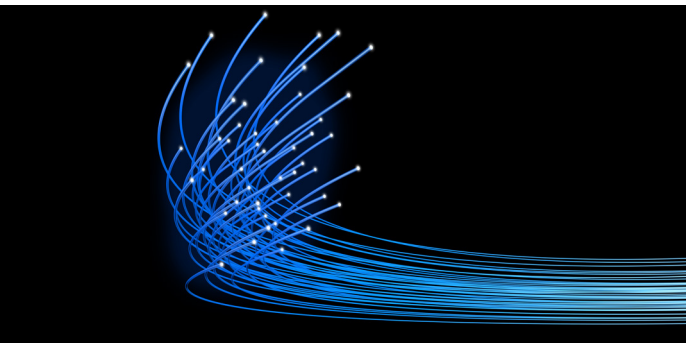
Don't forget, we also offer the same seamless integration and functionality for WhatsApp. When a customer messages your business WhatsApp number, the experience is parallel to what we've described for incoming Facebook messages. This feature ensures consistent and harmonious customer service across multiple messaging platforms.



Facebook Messenger simply appears as another channel in your agents' inboxes making it straightforward for them to handle those interactions like any others.



Key Integrations Create a Holistic View of Your Customers and Drive Better Customer Interactions With the LiveVox-Jack Henry Integration



We're proud to announce that we've joined the Jack Henry™ Vendor Integration Program (VIP). Participation in the program provides LiveVox access to Jack Henry's technical resources through an integration with the Symitar® core platform.

The integration with Symitar allows client data to be accessed directly from the LiveVox platform, creating a holistic view of the customer within the agent workspace and digital self-service channels. LiveVox's cloud contact center platform will allow Jack Henry customers to take control of performance and implement game-changing customer engagement strategies.