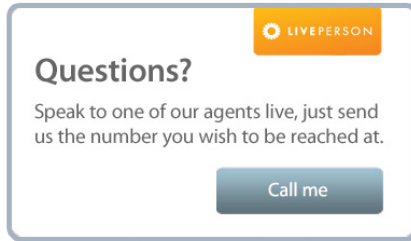


Sometimes your customers need to talk. Make sure you're listening.

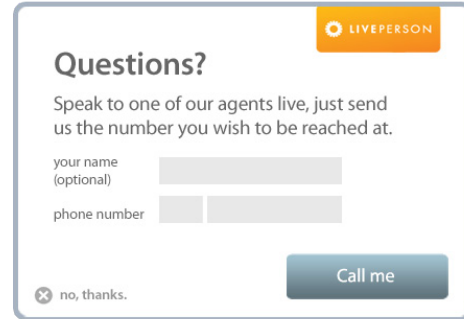
LP Voice delivers a seamless connection between your website and voice channel to effectively engage prospects and customers at their most critical moments online. Offer targeted visitors the opportunity to talk with one of your agents most suited to meet their needs through smartly placed click to talk buttons to whom to offer the voice channel using sophisticated business rules and predictive targeting. Once a visitor enters his phone number and clicks on a voice button or invitation, his phone rings and he is automatically routed to the most appropriate department within your company for immediate, relevant assistance.

Click-to-Call Button



A screenshot of a 'Click-to-Call Button' interface. It features a LivePerson logo in the top right corner. The main text reads 'Questions?' followed by 'Speak to one of our agents live, just send us the number you wish to be reached at.' Below this text is a prominent 'Call me' button.

Proactive Voice Invitation



A screenshot of a 'Proactive Voice Invitation' interface. It features a LivePerson logo in the top right corner. The main text reads 'Questions?' followed by 'Speak to one of our agents live, just send us the number you wish to be reached at.' Below this text are two input fields: 'your name (optional)' and 'phone number'. A 'Call me' button is located at the bottom right, and a 'no, thanks.' link is at the bottom left.

Provide Immediate, Relevant Assistance

Using LP Voice lets your customers and prospects continue to navigate your website, while on the phone with an agent who can offer assistance. The LivePerson Agent Console lets your agents see what page a visitor is currently viewing, how they arrived at your site, keyword searches, navigation history, and customer history (prior tickets, phone logs, chat transcripts, email inquiries, FAQ visits), even before they pick up the phone, so they are able to offer contextual assistance within the visitor's journey on your website.

Capture Important Call Data

Agents can provide customer feedback and call disposition details in customized post-call surveys to track information such as total sale amount, order ID, or support ticket details. These post-call surveys tie offline information (when a transaction that began online is completed over the phone) into LivePerson reports for closed-loop tracking.

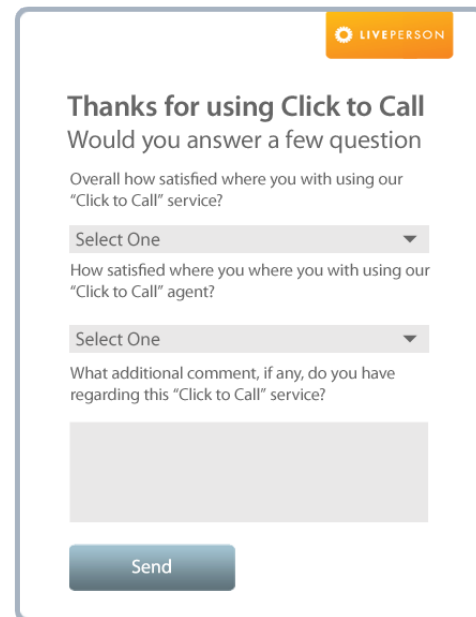
Track Lead Generation & Sales Data

LP Voice's comprehensive reports include conversion tracking, missed call logging and agent performance reports. Marketing data, such as relevant campaign IDs, originating keywords, and points of entry can also be included in these reports in order to determine which of your marketing programs are driving qualified visitors to your site and which lead sources are most effective for your business.

Gather Customer Feedback

Visitor exit surveys can capture important customer feedback and measure visitor's satisfaction with their click-to-call experience.

Visitor Exit Survey



A screenshot of a 'Visitor Exit Survey' interface. It features a LivePerson logo in the top right corner. The main text reads 'Thanks for using Click to Call' followed by 'Would you answer a few question'. Below this are two satisfaction questions, each with a 'Select One' dropdown menu: 'Overall how satisfied were you with using our "Click to Call" service?' and 'How satisfied were you with using our "Click to Call" agent?'. A text input field for 'What additional comment, if any, do you have regarding this "Click to Call" service?' is located below the second question. A 'Send' button is at the bottom.

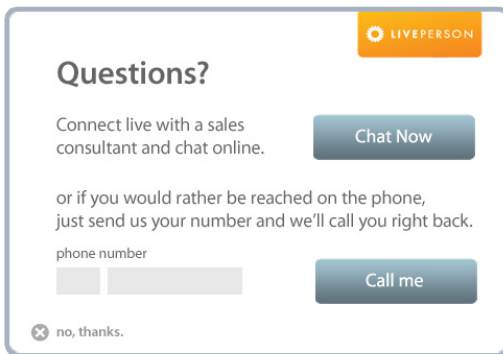
Benefits of LP Voice

- Increase Conversion Rates and Average Order Values by offering visitors assistance throughout their online journey
- Improve customer satisfaction by addressing customers needs more quickly and effectively, without frustrating IVRs
- Improve First Contact Resolution by intelligently and efficiently routing calls based on visitor behavior and need
- Reduce Average Handling Times by routing visitors to the right agents and providing customer information to the agent during the call

LP Voice + LP Chat = Multi-channel Engagement

Offer your online visitors options for how they interact with your agents online. LivePerson’s multi-channel invitations and buttons give visitors the choice to chat or speak with one of your agents. Both LP Voice and LP Chat use LivePerson’s unified agent console, and it is easy for agents to escalate a visitor from a chat to a call.

Multi-Channel Invitation



Questions? LIVEPERSON

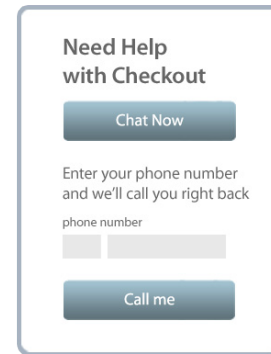
Connect live with a sales consultant and chat online.

or if you would rather be reached on the phone, just send us your number and we'll call you right back.

phone number

no, thanks.

Multi-Channel Button



Need Help with Checkout

Enter your phone number and we'll call you right back

phone number