How LinkLive Powers 24/7 Support with 93% CSAT and 75% Faster Onboarding

LINKLIVE
BEHIND THE SCENES

Supporting Critical Industries Without Interruption

In sectors like healthcare, banking, retail, and education, seamless communication is essential. An ER phone outage could delay life-saving care, and a system failure in banking might halt critical financial transactions.

"In our industry, minutes are crucial," explains Shasta Keyes, LinkLive's Support Manager. "If we delay solving an issue, it's not just an inconvenience—it can impact lives or operations affecting thousands. By leveraging LinkLive's real-time collaboration, AI-powered summaries, and knowledge base functionality, our team now resolves issues 40% faster than we could before introducing these latest features."

Operating as a fully remote team, LinkLive's support staff must stay connected and accountable across shifts to ensure smooth internal operations and continuous services.

Creating a Virtual Office for Seamless Customer Support

LinkLive's internal support team leverages the platform for both customer-facing interactions and internal collaboration, maximizing efficiency and accountability around the clock.

1. Always-On Customer Support
The team manages calls, chats, and emails within LinkLive's secure, all-in-one platform. With 24/7 availability, support agents can quickly respond to critical requests, such as urgent calls from hospitals or escalations from financial institutions. This always-on support model—powered by real-time collaboration and AI—enables the team to resolve 80% of issues faster than the industry average, ensuring rapid, reliable service whenever it's needed.

We Don't Just Talk About LinkLive. We Run on It.

Our support team uses LinkLive daily. Here's how we use it to support customers and stay connected every day:

Always-On Support
We manage voice, chat, and email in one secure place, staying available 24/7. That helps us resolve 80% of issues faster than the industry average.

Connected Through the Huddle
Our virtual Huddle room keeps shifts aligned and escalations moving. It also shortens onboarding — most new agents ramp up in just one week.

Performance at a Glance
Live dashboards show call volume, handle time, and goals. That visibility helps us stay sharp and maintain a 93% CSAT.

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>
> — Shasta Keyes, Support Manager, LinkLive

2. Internal Collaboration Through the Huddle

The "Huddle" feature serves as a virtual office where team members log in at the start of each shift. Managers share updates, track team progress, and address real-time escalations to ensure seamless handoffs across shifts. This continuous connection drives a strong remote team dynamic and efficient issue resolution. While most support teams take about four weeks to onboard new agents, LinkLive's built-in training and centralized knowledge base enable new team members to reach full productivity in just one week—accelerating time to value by 75%.

3. Real-Time Performance Insights

With LinkLive's reporting tools, managers and agents can monitor call volumes, handle times, and other key metrics daily. Real-time dashboards provide full transparency, helping agents stay aligned to goals and enabling managers to quickly identify opportunities for improvement. While the average CSAT in SaaS hovers around 78%, LinkLive's AI-powered support approach has elevated our customer satisfaction score to 93%—a 15-point increase over the industry norm.

Driving Efficiency, Connection, and Accountability in Support Operations

LinkLive's all-in-one platform empowers their internal support team to deliver exceptional results through real-time collaboration, performance monitoring, and secure multi-channel communication.

With LinkLive's AI-powered self-service tools, the team has achieved an 86% containment rate, meaning most routine inquiries are fully resolved without the need for a live agent. This high containment reduces response times, lowers support costs, and allows agents to focus on complex, high-impact customer issues.

The platform's unique combination of collaboration, performance insights, and self-service capabilities delivers measurable benefits:

- **Streamline Operations**: Unite customer interactions and internal updates on a single platform to simplify workflows.
- **Accelerate Resolutions**: Resolve issues quickly through real-time collaboration and rapid escalation handling.
- **Drive Performance**: Improve accountability and keep teams focused with transparent, real-time reporting.
- **Foster Team Connection**: Strengthen engagement, alignment, and communication through the virtual Huddle.
- **Deliver Exceptional Customer Experiences**: Provide secure, responsive, and reliable support —anytime, day or night.

These benefits do more than keep operations running—they enable the team to consistently deliver the speed and reliability critical industries demand. With LinkLive, the team stays responsive, aligned, and always ready to perform.

Building Stronger Customer Relationships Through Seamless Support

At LinkLive, the platform isn't just a product – it's an integral part of the team. By combining secure, multi-channel communication with real-time collaboration and performance tools, LinkLive empowers their own support team to deliver exceptional service.

The results speak for themselves: streamlined workflows, faster resolutions, and higher customer satisfaction. Whether supporting high-stakes industries or enabling seamless internal collaboration, LinkLive delivers on its promise – secure, effortless communication that drives success.

Looking to improve your team's speed, efficiency, and customer satisfaction?
See how LinkLive can help you **deliver faster, smarter support.**

REQUEST A DEMO

LINKLIVE

LinkLive is the leading all-in-one, AI-enabled communications platform trusted by the world's most highly secure organizations.

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