

# Core Contact Center Solution

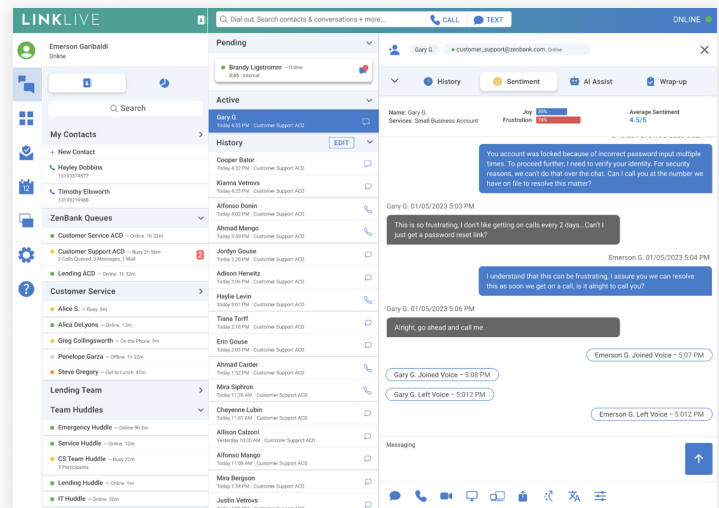
## About LinkLive

Trusted by over 1,000 customers in banking, healthcare, and commerce, the LinkLive Contact Center Platform empowers businesses to deliver trusted digital customer service experiences through a broad range of channels, including voice, video, chat, secure email, and more.




At LinkLive, we have a security-first mindset and a purpose-built approach to providing excellent CCaaS solutions. We believe in the power of AI to automate self-service when appropriate and to drive more meaningful engagement through advanced performance solutions such as workforce management and reporting. Since LinkLive's founding in 2003, security has been at the core of our DNA; from our policies and processes to our infrastructure and architecture.

## Features

- Cloud-based with advanced security, data center and certification
- Inbound/outbound – voice, text, chat, mail, & video
- Lifetime recording of all media types
- Seamless switching between channels
- AI-based workforce management (WFM)
- AI-based (Intelligent) supervisor alerting
- Quality monitoring including sentiment analysis
- Intelligent routing



## Benefits

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**Flexible channels to satisfy all members and consumers experience requirements**
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**Simplified and maximized agent experience**
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**Enhanced supervisor visibility and reporting**



**See LinkLive  
in action!**

Scan the QR code  
to request a demo