

# Welcome to LinkLive, Your New NCR Voyix-Preferred Suite of Communication Services

Optimize your digital-first customer support with advanced communication solutions

## LinkLive will replace Legacy Chat

Move beyond legacy messaging to digital-first engagement with critical features that will empower your team to deliver on the promise of the best customer experience.



Efficiencies Yields ROI: 3.5x

## The LinkLive platform will offer additional digital messaging features for all NCR Voyix customers

- Chat with Skills Based Routing and Secure Mail:** Allow customers to engage with your service team through chat or secure mail, from any site. Available before or after the password.
- AI chat bots for Sales, Service and Support:** Contain regular and mundane communications and allow your agents to focus on the conversations that really matter.
- End-to-end integration with best-in-class Kasisto Intelligent Digital Assistant**
- Engagement Reporting:** Access to a full set of activity dashboards, standard daily reports, and workforce engagement. Additional premium reporting available.
- Upgrade packages available:** Add SMS, Appointment Scheduling, full Contact Center capabilities, and more.



## Productivity Enhancements

This new package includes advanced solutions that will increase team productivity, including:

### Conversation History

Automatically provides previous customer interactions to inform the current conversation.

### Workforce Management

Accurately forecasts chat session activity as far as 6 weeks in advance, empowering supervisors to staff their team appropriately.



## Take Customer Engagement to the Next Level

Run your contact center in the safest and most compliant cloud available. We host the software, maintain the servers, and oversee the databases and code.

## Optimize Your Messaging Operations

| Customer Engagement Platform   | Required Opt-Out          | Default   | Required Opt-In                       |                                       |                                       |
|--|---------------------------|---|---------------------------------------|---------------------------------------|---------------------------------------|
|  | Remain                    | Migration   | Option to Upgrade                     |                                       |                                       |
|  | Legacy Chat               | Digital Messaging                                   | ESSENTIAL                             | PREMIUM                               | PREMIUM +                             |
| Skills-Based Routing, Chat, Secure Mail with file attachments, Includes non-authenticated Chat (NCR Digital Insight integration, public sites, originations, etc.) | ✓<br>13 Months of Storage | ✓<br>13 Months of Storage                           | ✓                                     | ✓                                     | ✓                                     |
| Engagement Level Reporting (Charts, Graphs, Tiles, Surveys with Activity Reporting)  | ✓                         | ✓   | ✓                                     | Included                              | Included                              |
| Conversation History & Workforce Management for Chat   | Conversation History      | ✓   | ✓                                     | ✓                                     | ✓                                     |
| AI Engine For Chat, FAQs, Intelligent Agent Routing, Natural Language Processing, and Conversational Banking AI  |                           | ✓   | ✓                                     | ✓                                     | ✓                                     |
| SMS & Multimedia (voice, video, desktop share), CoBrowse <sup>1</sup>  |                           | Library of Bots (Kasisto Add-On)<br>Multimedia Only | Library of Bots (Kasisto Add-On)<br>✓ | Library of Bots (Kasisto Add-On)<br>✓ | Library of Bots (Kasisto Add-On)<br>✓ |
| Enterprise Messaging Routing Integration <sup>2</sup>  |                           |   | ✓                                     | ✓                                     | ✓                                     |
| Customer Journey History with 2 <sup>nd</sup> Party Data <sup>3</sup>  |                           |   | -                                     | ✓                                     | ✓                                     |
| Conversational AI Library of Bots <sup>4</sup>   |                           |   | -                                     | ✓                                     | ✓                                     |
| AI Chat Translation Service  |                           |   | -                                     | ✓                                     | ✓                                     |
| Premium Level Reporting (All Reports & Dashboards, Custom Reporting, and Workforce Engagement & Supervisor Optimization)   |                           |   | Add-On Available                      | ✓                                     | ✓                                     |
| Integrated / Embedded Appointment Scheduling <sup>2</sup>  |                           |   | -                                     | ✓                                     | ✓                                     |
| Multimedia Conference Rooms <sup>5</sup>   |                           |   | -                                     | ✓                                     | ✓                                     |
| Social Media Channel Integration   |                           |   | -                                     | ✓                                     | ✓                                     |
| CRM Integration  |                           |   | -                                     | -                                     | ✓                                     |
| Contact Center as a Service  |                           |   | -                                     | -                                     | ✓                                     |
| Enterprise Unified Communications as a Service   |                           |   | -                                     | -                                     | ✓                                     |
| Multimedia Campaign Management   |                           |   | -                                     | -                                     | ✓                                     |

1. Requires NCR integration 2. IMAP/POP3 Outlook Available 3. Includes Salesforce, HubSpot, & Other Systems

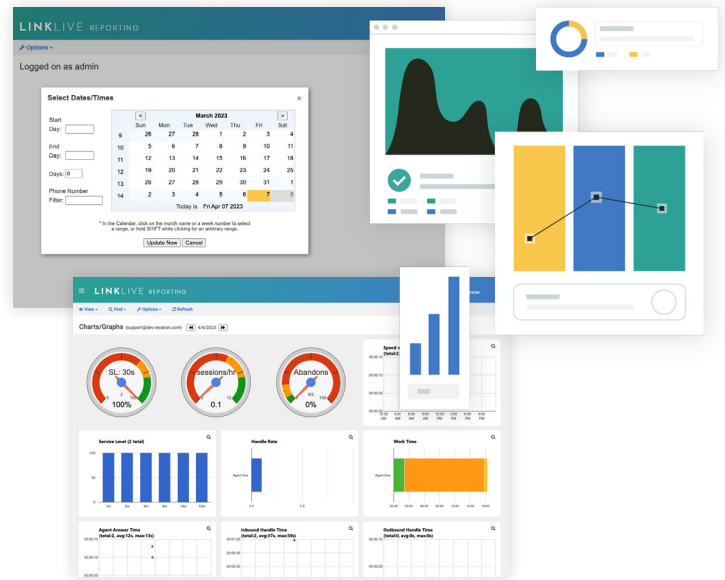
4. Subject to review and may include LinkLive partner 5. Includes DocuSign



# Track the KPIs that matter most with real-time performance solutions

With LinkLive Reporting, agents can monitor their individual statistics in real-time to improve productivity while administrators can report on and seamlessly manage their teams.

## Available LinkLive Reporting Features:



Default

Required Opt-In

Migration

Option to Upgrade

| Key Reporting Features   | Legacy Report Builder  | LinkLive Reporting (Engagement Level)  | LinkLive Reporting (Premium Level)  |
|--|--|--|---|
| <b>Predefined Set of Activity Dashboards:</b> <ul style="list-style-type: none"> <li>Charts, Graphs, &amp; Tiles</li> <li>All Channel Summary</li> <li>Agent Activity (Queues &amp; Grouping)</li> <li>Skill Activity</li> <li>Chat Activity</li> <li>Multimedia Activity</li> <li>ChatBot Activity</li> <li>Secure Mail Activity</li> <li>Survey Activity</li> <li>CoBrowse Activity<sup>1</sup></li> <li>SMS Activity</li> <li>Appointment Scheduling Activity</li> <li>Voice Call Activity</li> <li>Social Activity</li> <li>Campaign Activity</li> <li>Goals Tracking</li> </ul> | <ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>-</li> <li>-</li> <li>-</li> <li>-</li> <li>-</li> <li>-</li> <li>-</li> <li>-</li> <li>-</li> <li>✓</li> <li>✓</li> </ul> | <ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>-</li> </ul> | <ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>-</li> </ul> |
| <b>Predefined, Standard Daily Reports:</b> <ul style="list-style-type: none"> <li>Agent Scorecard Report</li> <li>Call Detail Report</li> <li>Disposition Report</li> <li>Hunt Group / Queue Report</li> <li>Session Reports</li> </ul>  | <ul style="list-style-type: none"> <li>-</li> <li>-</li> <li>-</li> <li>-</li> <li>-</li> </ul>  | <ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> </ul>  | <ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> </ul>   |
| Customized Reporting & Ad-Hoc Views with Delivery Capabilities   | Add-On Available   |  | ✓   |
| <b>Workforce Engagement &amp; Supervisor Optimization<sup>2</sup></b> <ul style="list-style-type: none"> <li>Pre &amp; Post Survey Management (Chat &amp; Voice)</li> <li>Joining Active Sessions (Chat &amp; Voice)</li> <li>Agent Controls &amp; Monitoring</li> <li>Silent Monitoring</li> <li>Quality Assurance &amp; Evaluation</li> <li>Campaign Management</li> <li>Workforce Management for Chat &amp; Voice Calls</li> <li>Field Worker Mapping &amp; Tracking</li> </ul>   | <ul style="list-style-type: none"> <li>Chat Only</li> <li>Chat Only</li> <li>Add-On Available</li> <li>Add-On Available</li> <li>Add-On Available</li> <li>-</li> <li>-</li> <li>-</li> </ul>                            | <ul style="list-style-type: none"> <li>Chat Only</li> <li>Chat Only</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> </ul>   | <ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> </ul>  |

1. Requires NCR Integration | “-” signifies the feature is not available  
 2. Requires Premium or Premium+ Package



Contact your LinkLive Account Executive or NCR Voyix Digital Strategy Manager to discuss your next steps!

