



# Premium +

For all Users

The singular communications platform to future-proof communications across all channels, and all employees and licensed professionals.



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## LinkLive Contact Center

All channels, digital-first contact center for connecting customers and agents. Includes inbound/outbound voice and SMS, along with mail, chat, and full multimedia as well as full call center performance with reporting and AI to optimize the agent & consumer experience.



## Campaign Manager

Automate outbound customer and prospect engagement via voice and SMS. Multiple modes for integration and Agent interaction with Consumer.



## LinkLive Enterprise Communications

Secure and compliant communications and collaboration solution for all users across the organization with solutions for mobile workforce. Includes inbound/outbound voice and SMS along with mail, chat, and full multimedia.



# Premium

For Bankers / Branch Users & Licensed Providers

Premium services for faster & more cost effective customer engagements across channels, call center employees, and licensed professionals.



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## Conversation History with 2nd Party Data

Expand LinkLive 360 historical views with 2nd party data and integrate with CRM and other customer data sources.



## Appointment Scheduling

Consumer appointments on your website and mobile app with Calendars per categories, services and locations. Availability via integration to Outlook 365.



## Multimedia Conference Rooms

Personal conferencing for Agents and Licensed Professionals to collaborate with customers. Each user has a dedicated and virtual lobby with permanent URL with full media.



## Premium Reporting

Monitor your KPIs that matter most with real-time performance solutions. Includes Charts, Graphs, Tiles, Surveys, Agent Dashboards, Agent Scoring, Survey Reporting, Call Accounting all with standard reports and ad-hoc reporting capabilities.



## AI Chat Translation Service

Receive messages in up to 75 supported languages within a chat with the ability to translate in a user's preferred language.



## CRM / Knowledge Base Integrations

Integrate your 2nd party data into LinkLive for customers and agents across all channels. Provide real-time insights. Improve workflows, insert AI services, and optimize the Agent experience.



# Essential

For Sales, Service & Support

The essential services for engaging with your customers in a digital-first experience with your sales, service, and support teams.



## Chat, SMS, Voice, & Video

Secure chat for connecting customers and agents + ability to add voice, video, file attachments, and desktop share.



## Secure Mail

Secure mail for connecting customers to your business with easy integration to corporate messaging.



## Conversation History

Contextual client support with 360 historical view to all LinkLive interactions across chat, voice, phone SMS or secure mail.



## Workforce Management (WFM)

Automatically generate schedules and accurate forecasts for inbound chat while managing requests for sick time and unplanned time off.



## AI Chatbot

Automated chatbot for FAQ responses and two-way contextual flow.



## Enterprise Message Routing

Integrate Secure Mail and file attachments within your Microsoft Outlook client via POP3 or IMAP.



## Agent Connect

Improve a phone call and assist complex conversations. Direct a caller to securely share their desktop with no downloads or applications.



## CSI CRM Integration

Integrate your CSI CRM data into LinkLive to provide real-time customer insights to agents and optimize the agent experience.