



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.