▶ Live

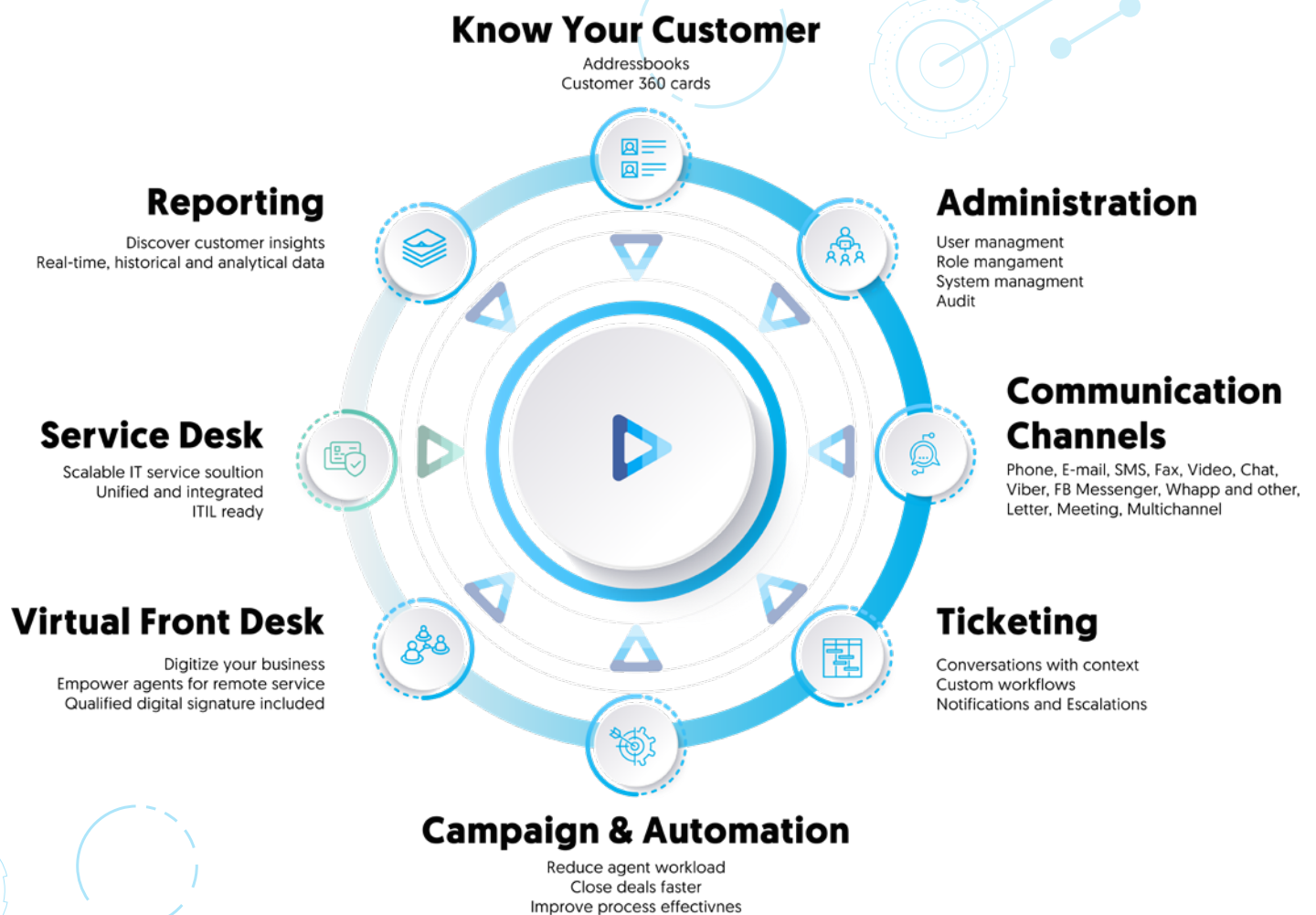# One Platform for Managing All Your Communication Channels and Much More.

Live is an **omnichannel platform** that helps companies all over the world to grow their profitability by optimizing and automatizing internal and external communication and processes, enabling their customers to engage actively with their brand.

Discover a platform with a unified interface for managing all communication channels that enable you to delight your customers, wherever they are, as well as **use all data and insights** for daily business improvements.

Using Live can help you achieve an excellent user experience by delivering **personalized service on any channel** and using data to unify customer experience.

asee
by asseco

More Meaningful CX

Know Your Customer
Addressbooks
Customer 360 cards

Reporting
Discover customer insights
Real-time, historical and analytical data

Administration
User managment
Role mangament
System managment
Audit

Service Desk
Scalable IT service soultion
Unified and integrated
ITIL ready

Communication Channels
Phone, E-mail, SMS, Fax, Video, Chat,
Viber, FB Messenger, Whapp and other,
Letter, Meeting, Multichannel

Virtual Front Desk
Digitize your business
Empower agents for remote service
Qualified digital signature included

Ticketing
Conversations with context
Custom workflows
Notifications and Escalations

Campaign & Automation
Reduce agent workload
Close deals faster
Improve process effectivnes

Live is a web-based app you can **access anytime,** anywhere. For our clients who are always on the move, demanding more flexibility and accessibility, we also offer the **mLive** mobile app.

Contact Center

With an array of communication channels,
make your business accessible,
fast, and consistent in communication.

▷ **Reduce agent reach time by up to 33%**

▷ **Improve first contact resolution by up to 25%**

▷ **Keep abandonment rate well below 5%**

▷ **Faster ticket resolution enabled by smart automation**

▷ **Reduce negative CX by keeping context visible all the time**

▷ **Personalize experience by utilizing historical data and AI-powered functionalities**

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Client Management
System

Keep track and customize customer journeys with AI-powered functionalities to establish and nurture customer relationships so that they become loyal clients.

By **merging the data** from all channels and other sources, Live provides **customer cards** and **profiles holding** invaluable insights that help you make quick, intelligent, and data-driven decisions.

Live will help you streamline communication to the point of personalization through smart features that help you to contextualize important data, making persistent customer satisfaction possible.

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Ticketing

Live Ticketing enables companies to consolidate customer queries such as leads, sales opportunities, complaints, incidents, and problems into one place where advanced AI models can assist in solving most frequent tickets automatically, saving you tons of time per agent.

Ticketing is an exceptionally useful tool within the omnichannel system that collects important data and systematically classifies communication with customers from all channels in one interface.

Complaints or incidents can **transform into sales opportunities**, all you need is a platform that can recognize them.

Ticketing is simple and easy to use, for customer service users in the organization, as well as for managers and administrators.

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Virtual Front Desk

The natural extension of CX is video. Elevate your usual communication using an E2E-encrypted connection to boost sales, support, and new customer acquisition, compliant with eIDAS regulation. Video in CC drives a more personalized experience and higher CSAT.

With the Virtual Front Desk, KYC can be done from anywhere in the world, which cuts onboarding costs and turnaround time.

▷ **End-to-end encrypted**

▷ **Omnichannel experience**
[voice, chat, SMS, social...]

▷ **Elevate virtual meetings with intuitive tools**
[screen sharing, co-browsing, document sharing...]

▷ **API ready for integration with Trusted providers**
[QES]

▷ **Reduce resolution time for queries where the agent needs to see something** [real-time support]

▷ **Track key metrics** [AHT, FCR, CSAT] **to save time and money**

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Service Desk

Get more control and visibility while providing support or dealing with issues, and ensure excellent customer service with no downtime for your business with ITIL-ready Service Desk features.

Incident Management

Knowledge Management

Problem Management

Change Management

Service Level Management

Configuration Management

Service Request Management

Service Catalogue

Customer Portal

Known Error Database

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Live comes with more than

500 KPIs

transformed into insights used to execute smart actions!

Meet the Solutions That Enable You to Orchestrate Your Customer Journey to Perfection

Omnichannel customer support
faster response time, better first contact resolution, more satisfied customers, insights

Inbound and outbound call management
smart call routing, advanced IVR, real-time prioritization

Text chat, social media channels
reach the customers wherever they are

Campaigning module
seamless identification of clients' needs

Ticketing
automation, team collaboration, automated workflows

Remote customer service via Virtual Front Desk video
digital onboarding, E2E encryption and customer history, compliant with regulatory requirements
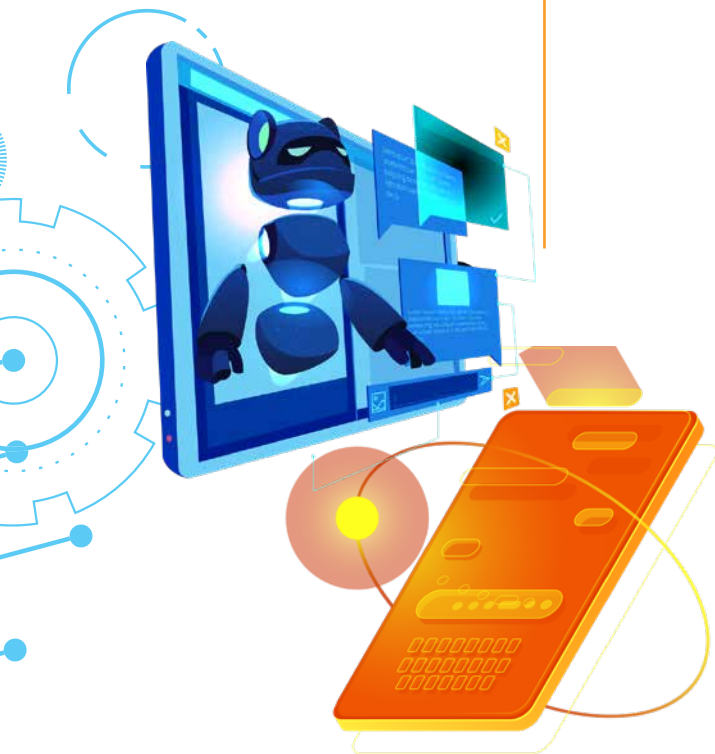
Customer complaint process
smart notifications, configurable deadlines, regulatory compliance monitoring

Debt collection
improve operational efficiency and connect rates, automate debt recovery

Reporting and analytics
get your hands on real-time, historical, and analytical data in the blink of an eye

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Benefits

An end-to-end industry agnostic platform for efficient customer and communication management with strong analytical capabilities, flexibility for defining custom process management, and much more.

▷ **Open system configuration** of Live – create your own internal or regulatory-based processes and experiences across any channel with no coding

▷ **Easy and short learning cycle** for system administrators and support team

▷ **Reduce repetitive tasks** and boost your agents' productivity with automation and AI segmentation

▷ **We speak your language** – Live supports more than 25 languages, and we are constantly adding more

▷ **Expert consultation** with the Live team –we are here, first for implementation and guidance, and later for configuration support

▷ Live platform is **completely third-party-independent,** and it allows us full flexibility in development and product placement
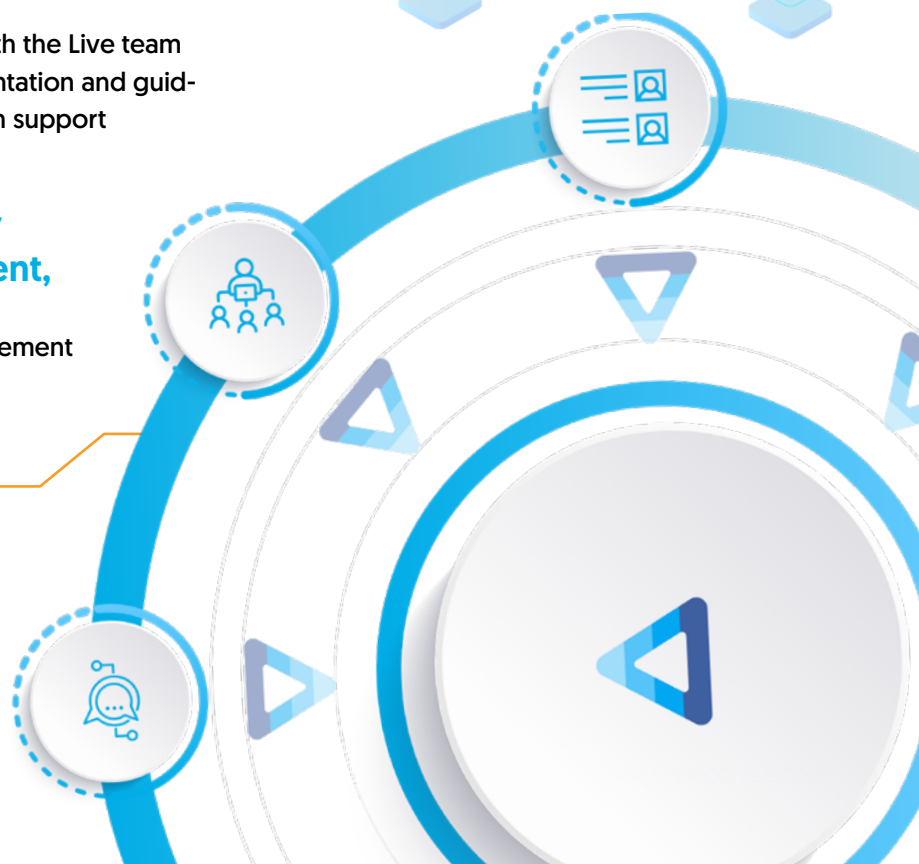
Data Is the Currency –

discover a unified omnichannel service and view in a single interface, and deliver a personalized and connected experience on any channel.

Technical Details

Live is Based on Microservice Architecture **Which Ensures:**

▷ **Independent deployment**

each microservice can be deployed as needed, enabling continuous improvement and faster app updates. Microservices can be assigned to specific development teams, which allows teams to work autonomously without worrying what's going on with the rest of the app.

▷ **Scalability**

you can increase resources to the most needed microservices rather than scaling the entire app. This also means scaling is faster and more cost-efficient.

▷ **No downtime through fault isolation**

if a specific microservice fails, you can isolate that failure to that single service and prevent cascading failures that would cause the app to crash.

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Integrate All You Need Through a
Simple API **Connection**

A wide range of seamless integration with all major third-party apps such as:

Core system

Social networks

Collaboration tools

Billing tools

Why Live?

- Our comprehensive omnichannel platform reduces your cost per customer and overall TCO

- We use an outcome-based approach that best fits your needs

- One platform to cover the complete customer journey

- Fast time to market & flexibility

- Fully independent and HW agnostic

+30 years of experience and expertise

Partnering with **+70** clients

Present in **+15** countries worldwide

+70 external system integrations

If you have any questions, contact us with no obligation.
With the Live platform, work smarter, not harder.

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