LINKLIVE

Packages Overview

Discover Where to Get Started

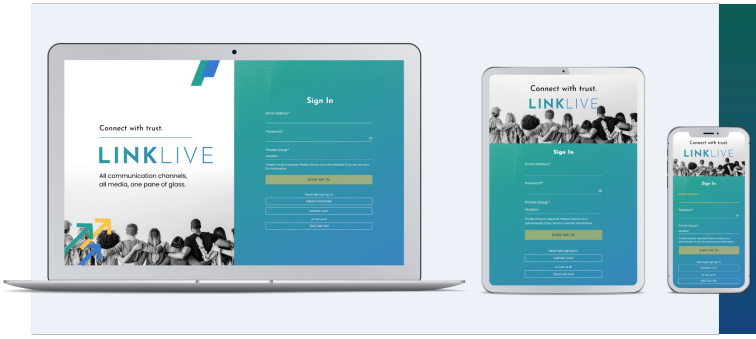
LinkLive is the secure, AI-native CX platform that is trusted by over 1,100 organizations to securely connect with consumers in the channels of their choice: voice, video, chat, email.

LinkLive has been named in Forester's The Contact Center as a Service (CCaaS) Platforms Landscape. We've grouped LinkLive services into three distinct packages to meet the diverse communication needs of organizations: *Essential*, *Premium*, and *All-in-One*.

These packages are available for Financial Services, Healthcare, Social Assistance, BPOs, and AI-First Operations.

Visit our site to compare all LinkLive packages and features.

WWW.LINKLIVE.AI/PACKAGES



Flexible platform access points for compliant communications on any device, from anywhere

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Essential

For Powerful Digital Customer Service

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

Chat, SMS, & Voice Conversations with Multimedia and Advanced Queuing

Secure chat and SMS for connecting customers and agents + ability to add voice, video, file attachments, and desktop share. Includes intelligent queueing and routing for faster issue resolution.

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.

Agent Connect & Desktop Sharing

Enable seamless collaboration through voice and desktop sharing. Agents can visually guide customers, shorten call times, and boost first-contact resolution.

Engagement Level Reporting

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

Question and Answer Service Bot

Chatbot for automated answers to common questions with rule-based conversation flow.

Outlook integration for Secure Mail

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

Workforce Engagement: Pre and Post Survey Management

Collect feedback with pre and post-conversation surveys across all channels. Personalize service, capture insights, and drive continuous CX improvement.

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Premium

For Contact Center Agents & Customer-Facing Staff

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

Includes
Essential

Agent CoPilot Conversation Intelligence (Chat & SMS)

Empower agents with AI-powered conversation tools for chat and SMS, including real-time summaries, sentiment and tone analysis, instant highlights, and recommended responses.

Chatbot IVA

Enable customers with enhanced self-service and support through an *Intelligent Virtual Assistant* (IVA) that answers questions in plain language, utilizing your own knowledge base.

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.

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.

CRM/Knowledge Base Integrations

Integrate your 2nd party data for agents across all channels. Provide real-time insights, improve workflows, and optimize the Agent experience. Additional fees may apply.

Available Add-On

Knowledge Base

AI-enabled, integrated knowledge base with natural language querying for instant agent access to client-specific information. Streamline customer interactions with consistent, accurate responses while reducing resolution times.

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All-in-One

For Contact Center Agents & Enterprise Staff

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

Includes

Premium

LinkLive Contact Center

Cloud based and Agentic AI-powered, the LinkLive CCaaS is an all-in-one contact center solution for customer service and support. The platform's modern, highly functional user interface is designed for connecting customers and agents anywhere, in any channel with a best-in-class security posture.

Voice + Digital Messaging Agents

Each seat blends all conversations from digital-first to voice services for a full-service Agent experience with inbound & outbound voice with IVR services, advanced queueing and skills-based routing. Includes SIP trunking for VoIP and PSTN calls.

Embedded Agent CoPilot

Includes all Chat and Voice conversations with improved response times and consistency with context-aware AI generated summaries and recommended response, informed by your knowledge base.

AI-Enabled Customer Experience

Balance self-service through conversational AI, knowledge management, and proactive outreach with the ability to keep the humans at your organization in the loop for more complex interactions.

Workforce Engagement

Enhance workforce engagement with daily reports, customized insights, survey management, agent monitoring, quality assurance, and comprehensive management for all conversations.

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.

Available Add-On

Outbound Dialer

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

Available Add-On

Voice IVA (Voice Enabled Virtual Assistant)

AI-enabled, integrated knowledge base with natural language querying for instant agent access to client-specific information. Streamline customer interactions with consistent, accurate responses while reducing resolution times.

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