



# Packages Overview

Discover Where to Get Started



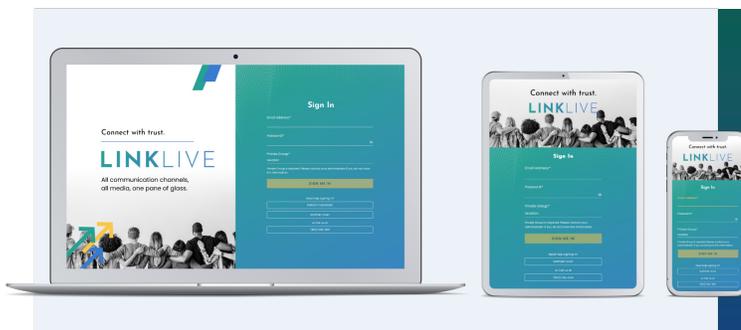
LinkLive is the secure, Agentic AI-powered all-in-one customer engagement platform that is trusted by over 1,100 organizations to securely connect with consumers in the channels of their choice: voice, video, chat, email.

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 and Retail Organizations.

Visit our site to compare all LinkLive packages and features.

[WWW.LINKLIVE.AI/PACKAGES](http://WWW.LINKLIVE.AI/PACKAGES)



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



# 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 queuing 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.

# 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.



# 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 queuing 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.



## Outbound Dialer

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



## 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

### 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.