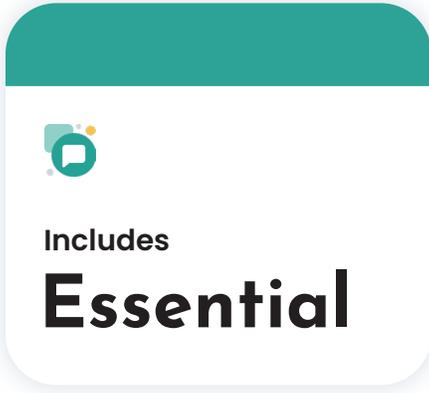




Premium

For Bankers / Branch Users & Licensed Providers

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



See Page 2



Conversation History with 2nd Party Data

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



Conversational AI Library of Bots

Enhance the user experience with 1000s of prebuilt intents available within the LinkLive Library of Bots.



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.



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.



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.



Social Media Channels

Expand your reach by connecting LinkLive to your social channels including WhatsApp, Facebook, and Instagram.



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

Conversational AI chatbot for automated 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.



CoBrowse

Share web pages and securely guide customers to see the permitted pages while pointing or highlighting the consumer's web page.



Agent Connect

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