

## The benefits of having our on-demand virtual contact centre working for you

### Lower up-front costs

Traditionally, enterprise contact centre software solutions demand that you invest heavily in premises-based hardware, databases, middleware, and software licenses. They also require that you hire large IT teams to support integration, configuration, and administration.

Live Agent is different. Our on-demand contact centre solution is delivered virtually. Which means that your business doesn't have to invest its precious capital in infrastructure.

### Pay per use

Live Agent provides you with a highly flexible, usage-based pricing model. This flexibility enables your business to scale up and down as needed in order to efficiently manage unpredictable call volumes. That means you only pay for the infrastructure and capacity that you actually use.

### Rapid deployment

Unlike on-premises infrastructure, which can take months to integrate and deploy, Live Agent's on-demand contact centre platform can be deployed in days.

Like other business users, you will also be able to configure and adjust our on-demand contact centre solution with just a few clicks, enabling your contact centre to respond quickly to your evolving business needs.

### Lower training and management costs

Point-and-click configuration delivered through a familiar, web-based interface, makes it easy for your administrators to configure the Live Agent contact centre software and realise its full potential.

Live Agent also provides you with an easy to use, menu-driven interface to make your end users more responsive to customer enquiries and so enable your business to lower handle time and increase productivity.

### Speed, control, and flexibility

Being fully integrated, the Live Agent on-demand platform and applications gives you comprehensive control over your contact centre operations.

At the same time improving your agents', supervisors' and administrators' productivity and effectiveness to deliver superior customer interaction.