



About livepro

livepro has improved customer experience in contact center and face-to-face customer service, slashing operating costs, fostering employee engagement and improving compliance whilst providing management insights into why customers contact them and pinpointing areas of improvement.



Want to know how to get started?

We've had clients implement livepro in just days. But, we know that every business is different, which is why we work closely with your team to determine your needs and challenges.

We are committed to helping you get the best possible outcome.

You don't need to be an IT specialist to implement and manage livepro. It's been built by customer service experts to ensure staff engagement leading to higher levels of customer service.

“

livepro has become the communication channel for all customer-facing personnel

Jetstar

Companies turn to livepro to:

Reduce Cost

“A 90% reduction in training time resulted in an annual saving of \$500,000 thanks to livepro.” - Bank

Increase Customer Satisfaction

“Customer satisfaction levels are reported as being significantly improved thanks to a decrease in on-hold time by 12 seconds.” - Local Government

Improve Staff Engagement

“New inductees using livepro performed significantly better almost immediately than experienced staff.” - Insurance

Compliance & Risk

“Compliance has increased by over 12% reducing complaints and financial liability.” - Retail

Provide Analytics and Insight

“The reporting options in livepro helped us know what knowledge was being accessed, what wasn't and what needed updating with ease” - Insurance

Increase Productivity

“61% reduction in the time it took to find content.” - Entertainment

Fact Sheet

Features & Benefits

At livepro, we're passionate about your customers getting the perfect answer to any question regardless of the channel they choose.

Search

Powerful navigation and search so your team have the right answers at the **speed** of a click. Improve your First Call Resolution, Average Handling Time, decrease transfers and watch your customer satisfaction rocket.

Flexible Knowledge Taxonomy

Our permissions management means information is accessed only by the people who need to see it.

Rocket

A livepro only feature - the Rocket is our dynamic decision making tool. Simply select your first answer, and a series of new questions will appear based on each new response given. The Rocket cuts through complexity and ensures accuracy every time.

People

Profile your team and key contacts in your business to foster community and collaboration.

Reports

livepro helps you understand knowledge utilization as well as team and customer behaviors. Reports deliver marketing insights and help identify training gaps.

Periodic Knowledge Review

Flag your content for a regular periodic review, making it easy for you to keep in control and ensure your content is always up to date to improve staff confidence.

Ease of Use

Create and manage a single role for multiple users and make changes to the role, not individual users.

Quiz

Engage your team with the Quiz feature. A great way to test, build knowledge and learn on the job. Fantastic insight for your learning and development teams.

Authoring Workflow

Our workflow system controls who, what and where your authors can contribute knowledge and who approves and publishes it. Reduce costly mistakes and risk to the business.

Cloud Based

Secure, reliable and scalable, our cloud hosting architecture in AWS offers state of the art infrastructure, continuous deployment, 24 hour monitoring and regular back-ups.

Scheduled Publication

Prepare and have knowledge approved and ready to publish in advance, ensuring efficiency and increasing speed to market.

Feedback & Rating

Let your team contribute to the ongoing quality of knowledge. Increase staff motivation and confidence levels. Happy workers = happy customers.

Announcements

Be certain your team is always up to date with targeted, timely and relevant updates that automatically remove from view when they are no longer relevant. Speed up communication flow and reduce clogged up inboxes.

Version Control

Keep full history of your knowledge and see who made changes, what was changed and when. You can also reinstate previous versions. Version control makes compliance easier.

API's

Our API's can have you serving your knowledge via your websites, chat, CRM and omni-channel solutions.