



Meet Laivly

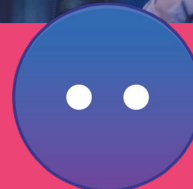
Laivly is the generative AI and enterprise automation solution built especially for contact centers and their unique needs and challenges. Using machine learning, automation, and large language models—including GPT—Laivly helps customer care teams reach resolutions faster and with more accuracy.

Smart, on-brand responses. Predictive workflows. Unique insights. No APIs or replatforming. Just a remarkably simple, secure, and intelligent bridge to the tools, training, and workflows that drive your team's success. Achieve the possible with Laivly.



Who We Benefit

sidd



Meet SIDD, our friendly AI and your team's new digital worker!



Customers / Clients

The customer experience is more personalized, always on-brand, and resolved quickly, which means increased CSAT and higher FCR. Customers receive the undivided attention of the agent, along with faster, more accurate answers.



Customer Care Agents

They can do the job they were hired to do—more helping people and less wrestling with technology. Agents using Laivly require less classroom training yet feel more confident, which significantly improves retention.



Coaching and Development

The Laivly platform provides proactive digital QA, reinforcing every single workflow in real time. SIDD guides agents to the best actions and prevents mistakes before they happen, so coaching and development can focus on fine-tuning skills rather than correcting errors.



IT and Operations

Adopting the Laivly platform requires virtually no lift from your IT or Operations teams, and you get the support of our team of experts. Our technology is security-compliant and does not change your existing system. It is easy to implement and simply accesses your existing tech stack from the frontend, the same way an agent would.



Finance / Accounting

SIDD maximizes agent performance, reduces ramp times, and enforces full policy adherence and brand protection. This translates to major savings in payroll, concessions, appeasements, and fraudulent expenses.

What We Deliver

Traditionally, brands are able to move only one group of metrics at a time. With Laivly, brands experience simultaneous improvements to adherence, productivity, and satisfaction KPIs—something previously unheard of.

On average, brands working with Laivly experience:

98%

Average QA score
(Quality Assurance)

90%

Improvement in EPH
(Emails Per Hour)

15%

Improvement in CSAT
(Customer Satisfaction Score)

95%

Reduction in
incorrect appeasements



Laivly enhances contact centers and customer care programs in any industry.

We deliver solutions to leading brands in:

- Retail & eCommerce
- Finance & Insurance
- CPG & Electronics
- Media & Entertainment
- Tech Support & IT
- Travel & Hospitality
- Healthcare & Pharmaceuticals

What Our Platform Does

Build connections with personalized ice breakers

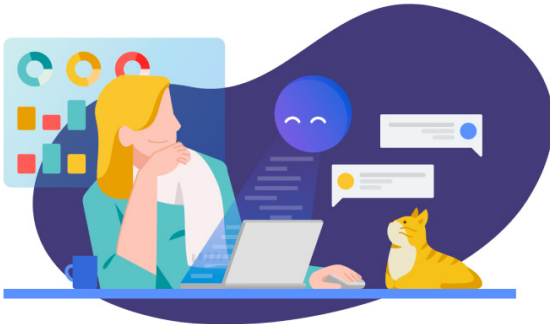
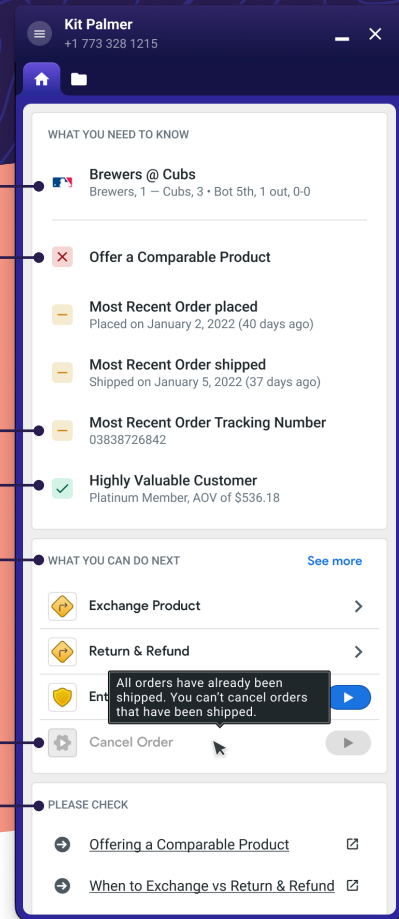
Highlights required or critical next steps

Keeps relevant information front and center

Predicts and automates likely workflows

Explains restricted or invalid actions

Provides quick access for relevant references



Our friendly SIDD interface shows agents everything they need to know to complete a case, predicting likely workflows, performing intelligent automation, and providing guidance for manual actions.

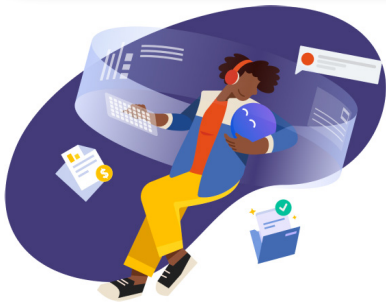
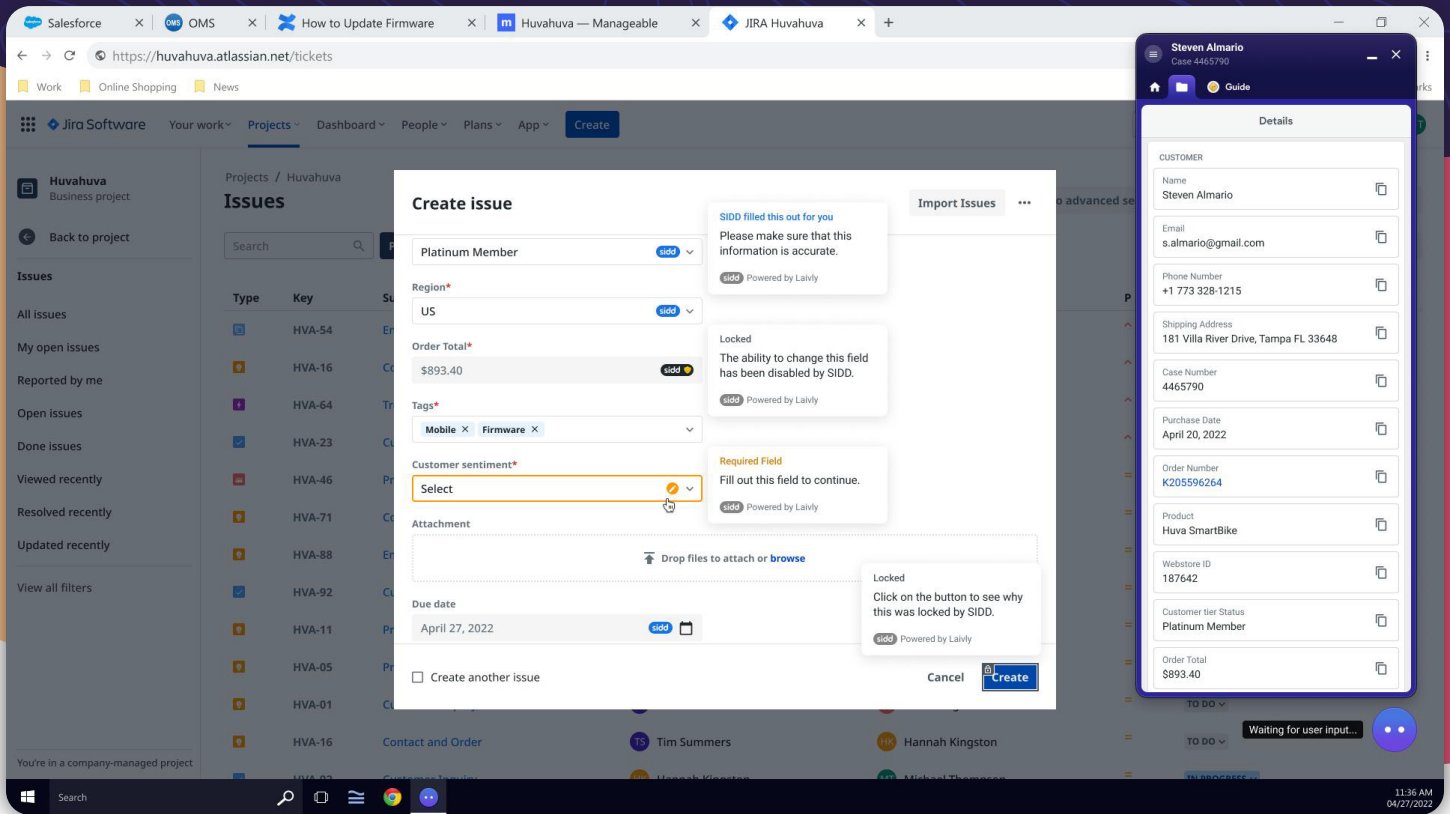
Boosts AHT by automating tedious tasks and guiding agents to next steps

Drives loyalty and CSAT through more engaged, attentive customer interaction

Increases FCR by ensuring workflows are followed completely and in the right order

Improves Speed to Green with guided workflows and policy reminders

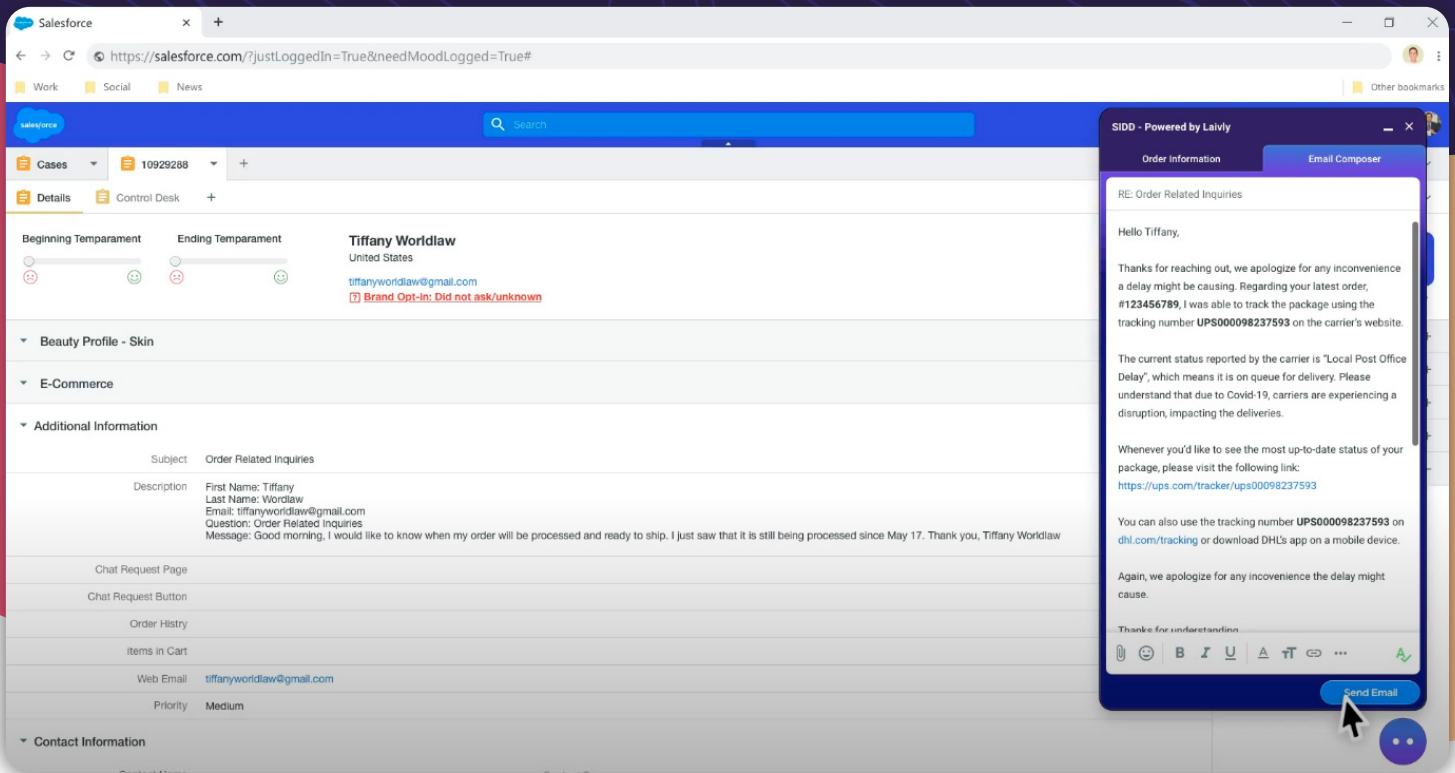
Delivers proactive QA by preventing errors and identifying fraud risks in customer data



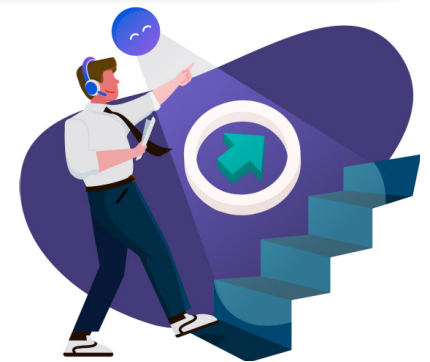
Customize any CRM or tool in your tech stack for better accuracy and policy adherence. SIDD inputs case data seamlessly across fields and programs, overlays conditional locks to prevent restricted actions, facilitates quick and easy escalations and approvals, and more.

- Boosts AHT by autofilling fields across screens and programs
- Drives loyalty and CSAT by reducing hold time and friction in escalations
- Increases FCR by ensuring workflows are followed completely and in the right order
- Delivers proactive QA by enforcing policy adherence and preventing keying errors
- Improves Speed to Green with on-screen guidance through complex workflows





Ensure every written interaction is accurate and on brand with Smart Response, a blend of generative AI and proprietary language filters. SIDD drafts instant emails, chat or SMS messages, case notes, and even responses to reviews or social media mentions. Agents simply review, add a personal touch or extra context as necessary, and send.



- Boosts AHT by reducing time spent typing case notes or replies from scratch
- Drives CSAT / Loyalty through consistent, on-brand messaging and complete, detailed case notes
- Increases FCR by ensuring all issues are addressed and nothing is missed
- Improves EPH by presenting AI-generated responses passed through our proprietary language filters