



**LIVEVOX**

Cloud IVR Bundle Electronic Press Kit





Stuck.

That's how many contact centers feel right now.

Stuck with a legacy phone system that lacks the capabilities customers demand.

Stuck managing an understaffed, overwhelmed operation.

Stuck without the resources to develop a custom, cloud-based solution.

But what if there was another way? A way to keep your existing system and agents in place.

What if it was easy to add the features to create the ideal customer journey?

And what if you could do it all in a low-code, no-code platform?

Now you can. Introducing Cloud IVR from LiveVox.

An industry-leading package of cloud-based solutions.

Purpose-built to amplify the power of your current ACD or PBX.

It's your bridge to the cloud—that lets you move at your own pace.

Easy to implement and even easier to integrate.

Giving your customers the ability to serve themselves like never before.

Equipping your agents to handle more meaningful interactions than ever before.

And bringing your contact center to the next level through an AI-powered platform.

LiveVox's Cloud IVR is designed with features to enhance and modernize your operations.

(We begin to showcase Cloud IVR's interface using a mix of motion graphics and supergraphics.)

Features that enable customers to communicate on their channels of choice

- including SMS and email.

SUPER: VOICE  
SMS TRIGGERS  
EMAIL TRIGGERS  
CHATBOTS



To self-service and make payments without agents —with seamless handoffs from the IVR to other systems.

SUPER:   MANAGED IVR  
          PAYMENT IVR

To have entire conversations and resolve issues without agents - where you can bring your own bot or use our pre-integrated options.

SUPER:   VIRTUAL AGENTS  
          NATURAL LANGUAGE PROCESSING

It's all right here.

A full 360-degree view of your customers , plus advanced performance analytics.

SUPER:   CUSTOMER DATA & CONTACT HISTORY  
          DATA ANALYTICS

Complete with access to a host of APIs and always-on support.

SUPER:   ACCESS TO LIVEVOX PUBLIC APIs  
          24/7 MONITORING & SUPPORT  
          PROACTIVE OPTIMIZATION

Don't start over from scratch to get the cloud-based capabilities you need. Get started with LiveVox's Cloud IVR today.

Find out more - and request a demo - at [LiveVox.com](https://LiveVox.com).



#### Frame 1

Introduce the problem. The camera focuses on the outdated call center UI and headset, making the issue clear.

#### VO

*Stuck.*

*That's how many contact centers feel right now.*



#### Frame 2

The camera zooms out from the pod, showing the entirety of the dull, grey call center.

#### VO

*Stuck with a legacy phone system that lacks the capabilities customers demand.*



#### Frame 3

Zoom out of the call center. The call center is revealed as a 3D object, stuck in a dark, endless room.

#### VO

*Stuck without the resources to develop a custom, cloud-based solution.*



#### Frame 4

The 3D call center object aligns itself to integrate with the IVR bundle overlay. IVR is slightly glowing blue light underneath itself.

#### VO

*But what if there was another way? A way to keep your existing system and agents in place.*

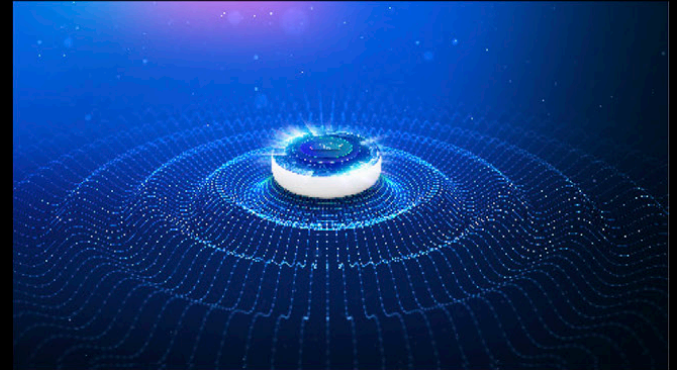


#### Frame 5

The bundle overlay successfully integrates with the dull call center and the room is illuminated with bright circuitry, using LV branded colors.

#### VO

*Now you can. Introducing Cloud IVR from LiveVox. An industry-leading package of cloud-based solutions.*



#### Frame 6

Example of visually reinforcing keywords. Additionally serves as a transition to lifestyle imagery.

#### VO

*Purpose-built to amplify the power of your current ACD or PBX.*



**Frame 7**

Transition to lifestyle imagery. User begins to interact with the product.

**VO**

*It's your bridge to the cloud—that lets you move at your own pace.*

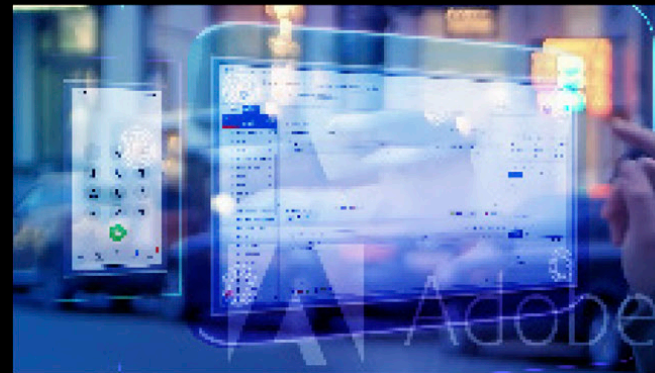


**Frame 8**

Showcase UI from the customer side, communicating a simple and seamless customer experience.

**VO**

*Giving your customers the ability to serve themselves like never before.*

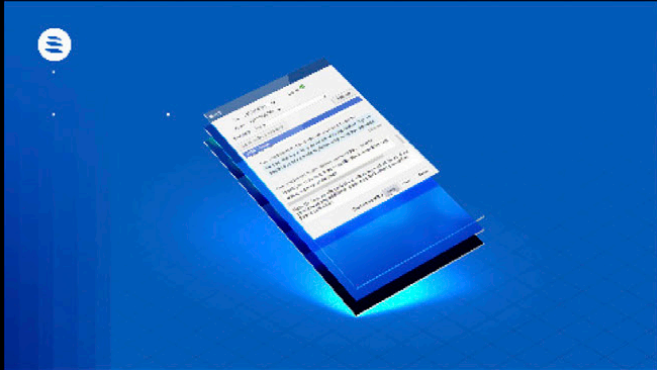


**Frame 9**

Zoom into the UI-HUD. Transition into the product demo.

**VO**

*Equipping your agents to handle more meaningful interactions than ever before.*

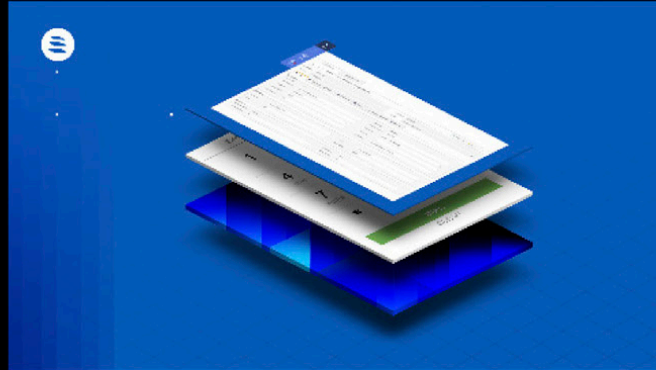


**Frame 10**

Showcase the product demo. Visual layering and grid represents the enhancement of the customer's business, not the replacement of it.

**VO**

*LiveVox's Cloud IVR is designed with features to enhance and modernize your operations*

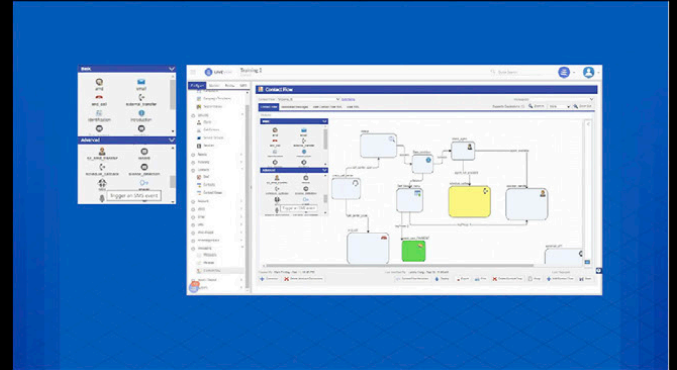


**Frame 11**

Product demo animation example.

**VO**

*LiveVox's Cloud IVR is designed with features to enhance and modernize your operations*

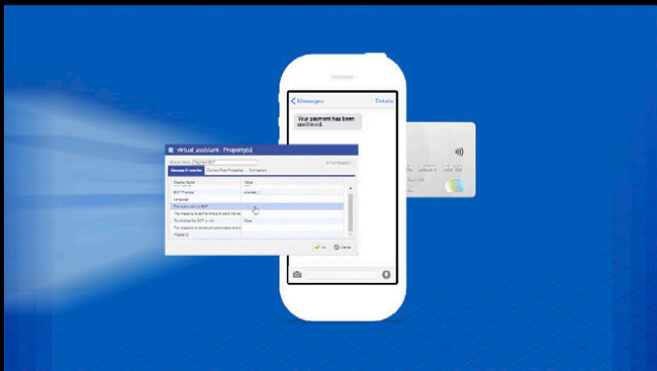


**Frame 12**

Transition to IVR demo demo (see Twilio example for animation movement and styling).

**VO**

*Features that enable customers to communicate on their channels of choice—including SMS and email.*

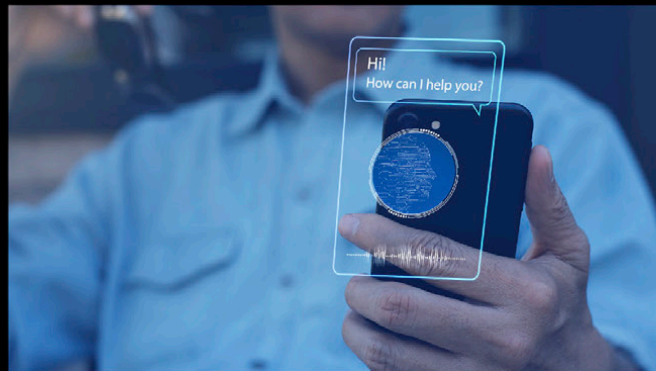


### Frame 13

Individual UI elements quickly slide in from left, top, and center. Motion blur can be used for emphasis on the top UI layer regarding chatbot.

#### VO

*To self-service and make payments without agents...*

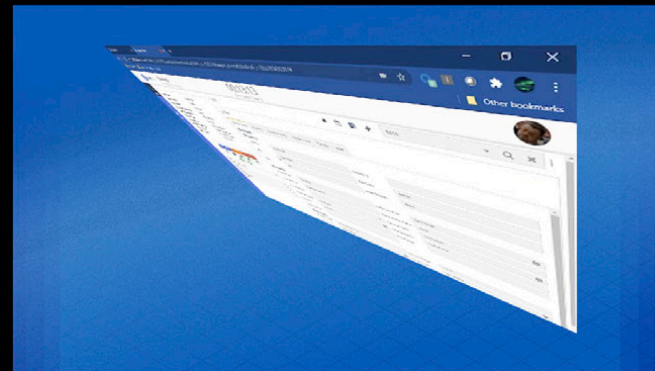


### Frame 14

Lifestyle image of customer having conversation with chatbot. Audio wave animates below image of chatbot.

#### VO

*To have entire conversations and resolve issues without agents...*



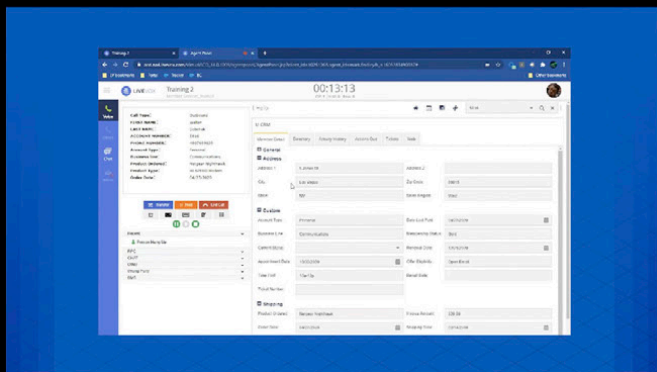
### Frame 15

Return to digital space. Camera tracking on an axis to create a visual sense of a 360 degree view.

#### VO

*A full 360-degree view of your customers... plus advanced performance analytics.*



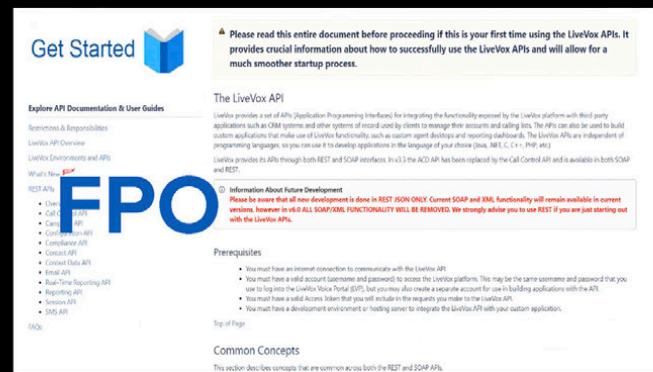


### Frame 16

Camera finishes its 360 degree rotation

VO

A full 360-degree view of your customers... plus advanced performance analytics.



### Frame 17

API demo example. (:17 to :22 (API.mp4) OR :46 to :51)

VO

Complete with access to a host of APIs and always-on support.



### Frame 18

End with logo reveal.

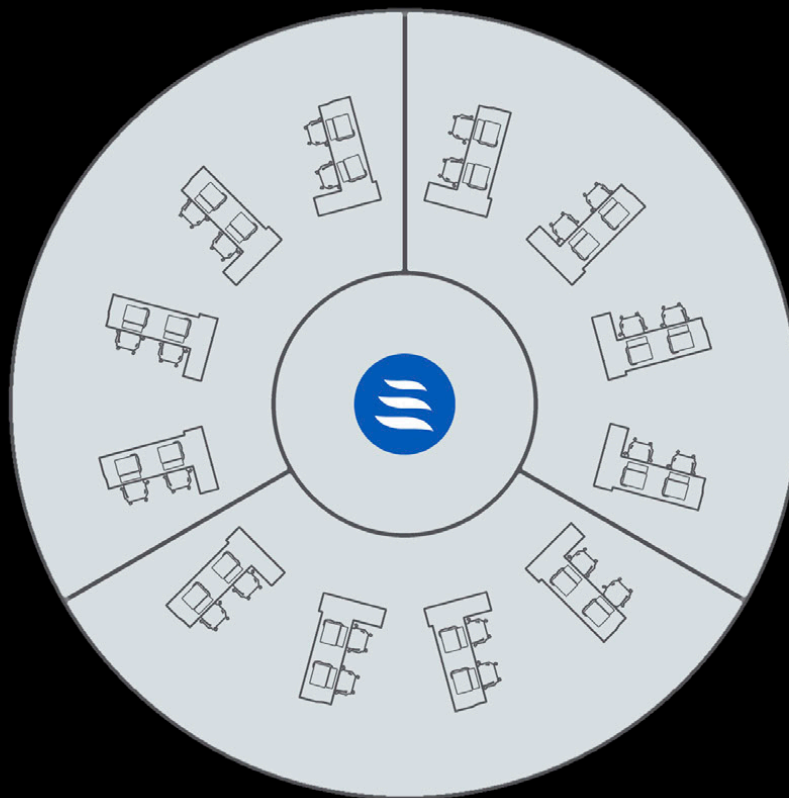
VO

Find out more—and request a demo—at [LiveVox.com](https://www.livevox.com).

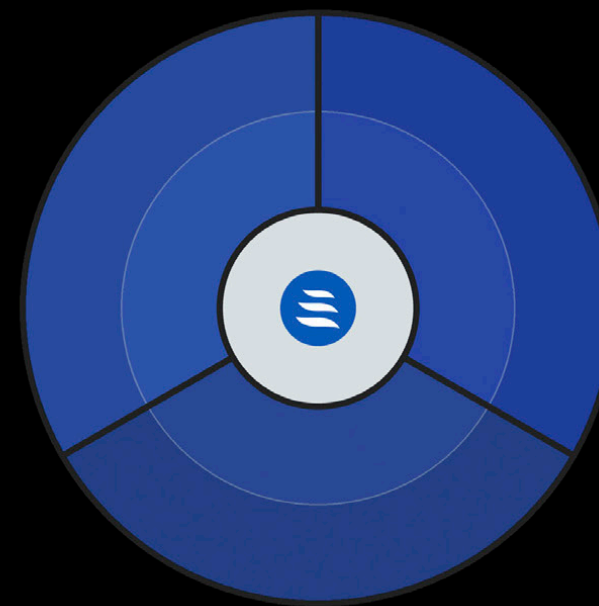
Main Visual Element Reference



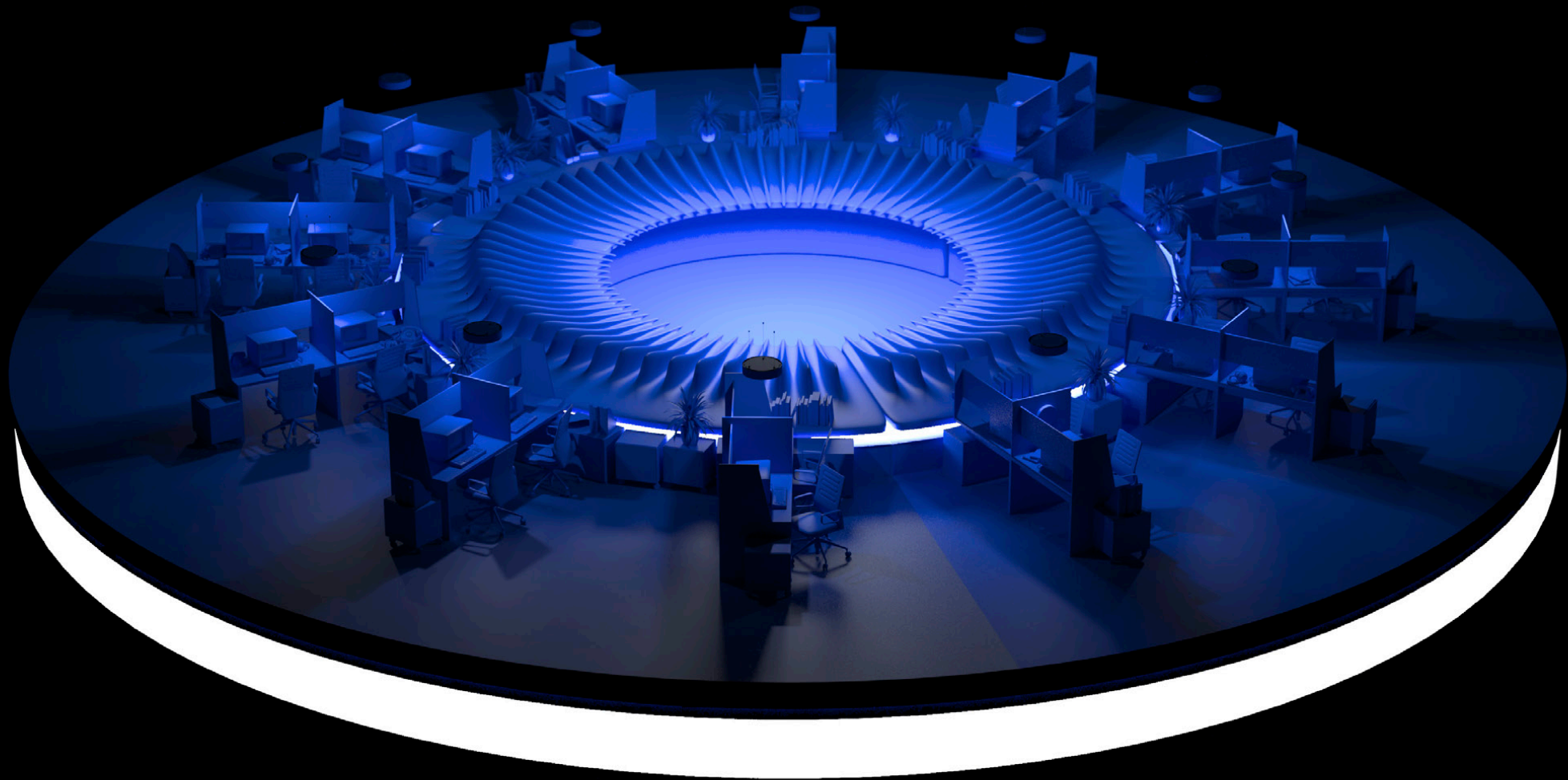
Floor Plan Architectural Design

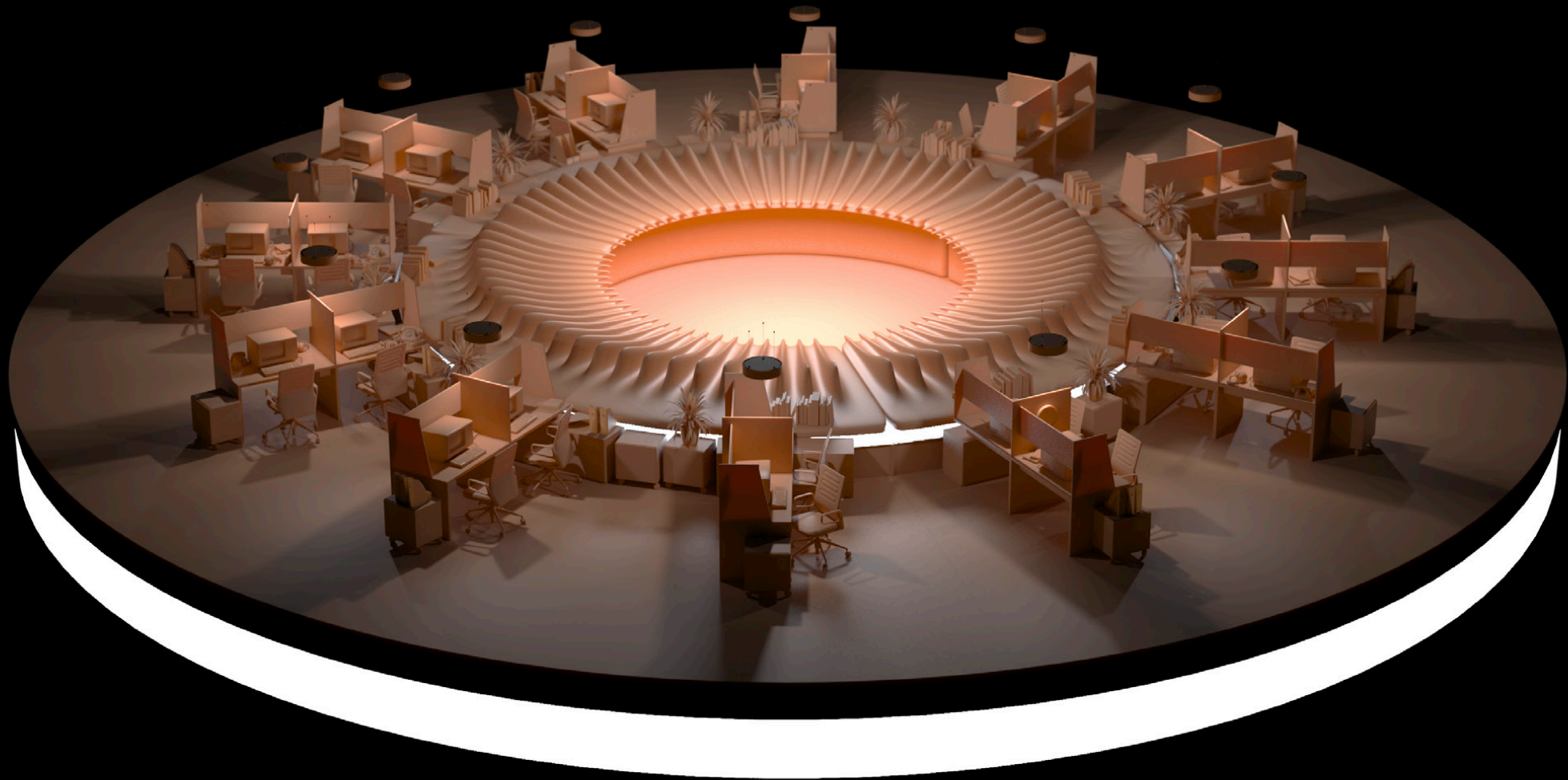


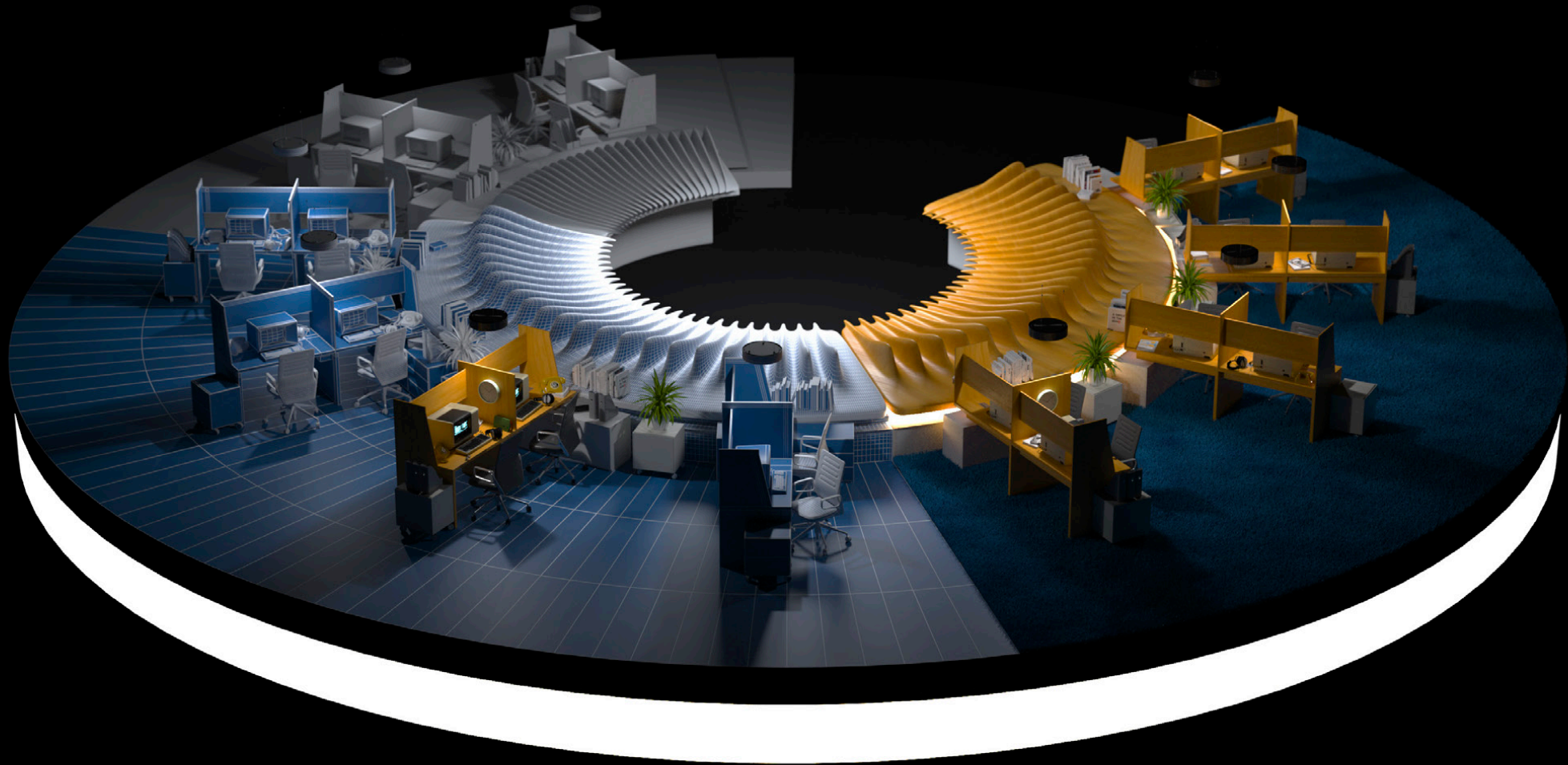
Virtual Office Base

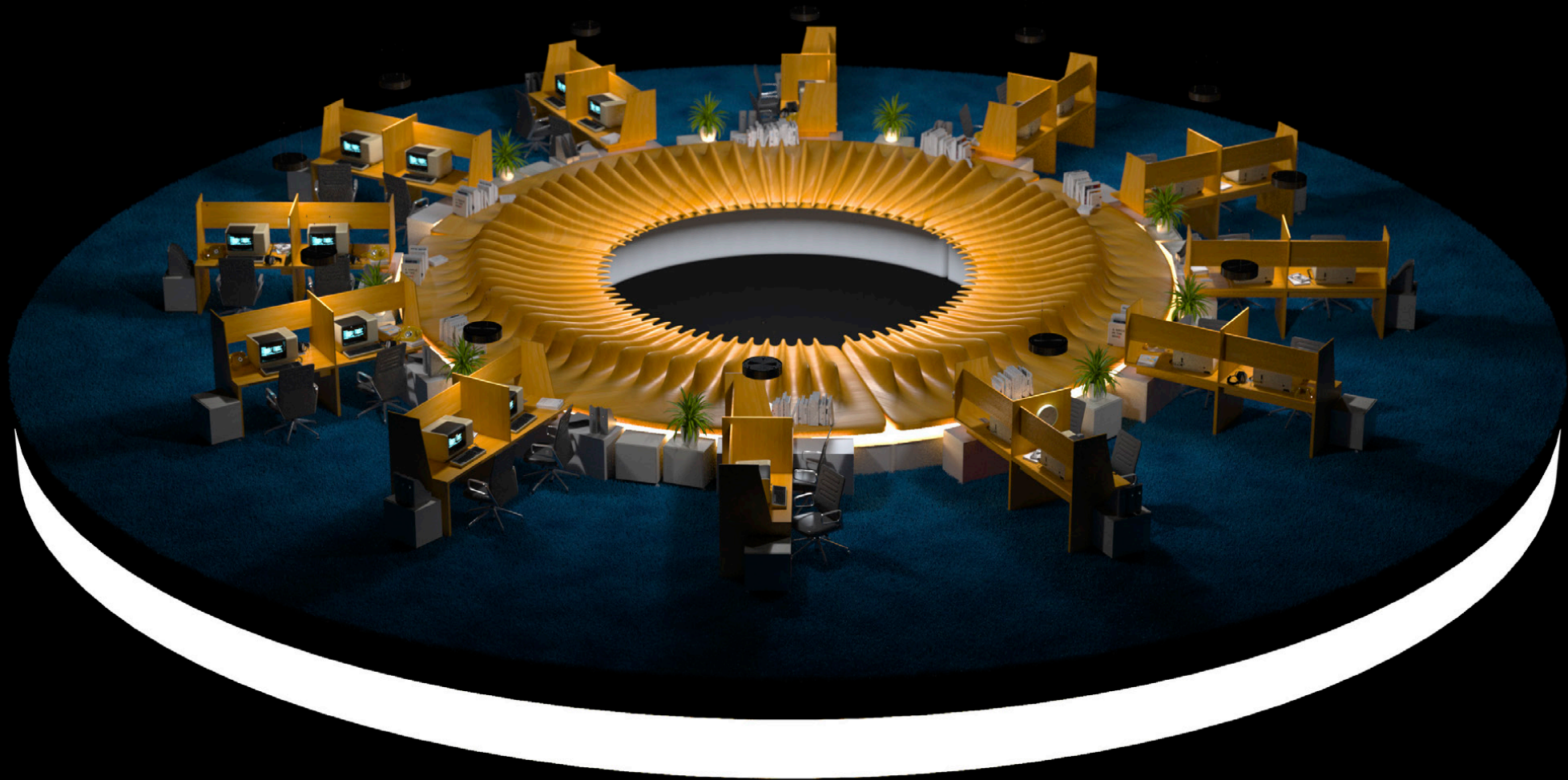














1. Modeling



2. Texture Mapping



3. PBR Lighting





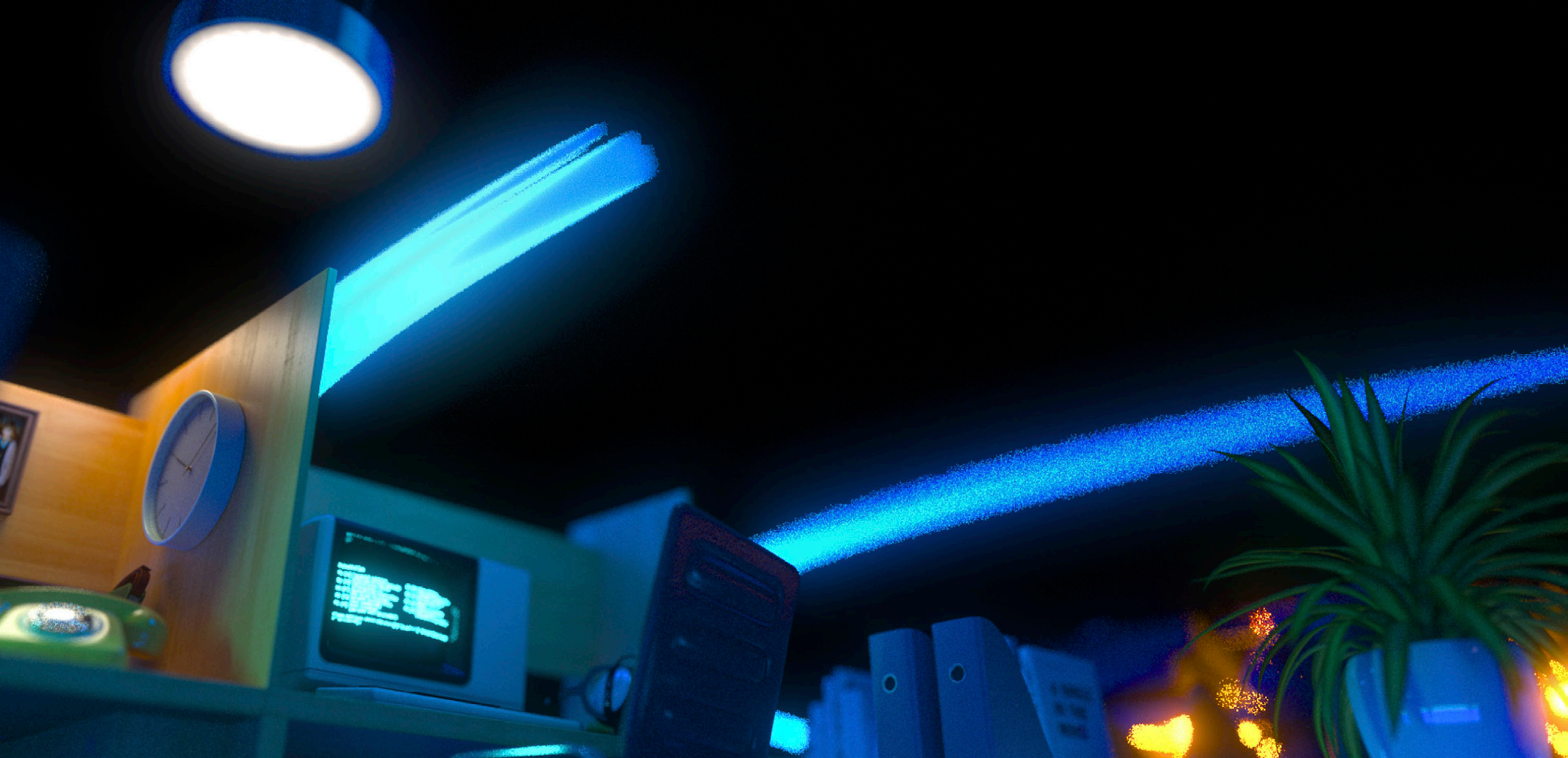
4. Atmospheric Effects Medium Wide Shot



#### 4. Atmospheric Effects Close Up Shot

Cloud IVR  
Virtual Set Design





Cloud IVR  
Virtual Set Design





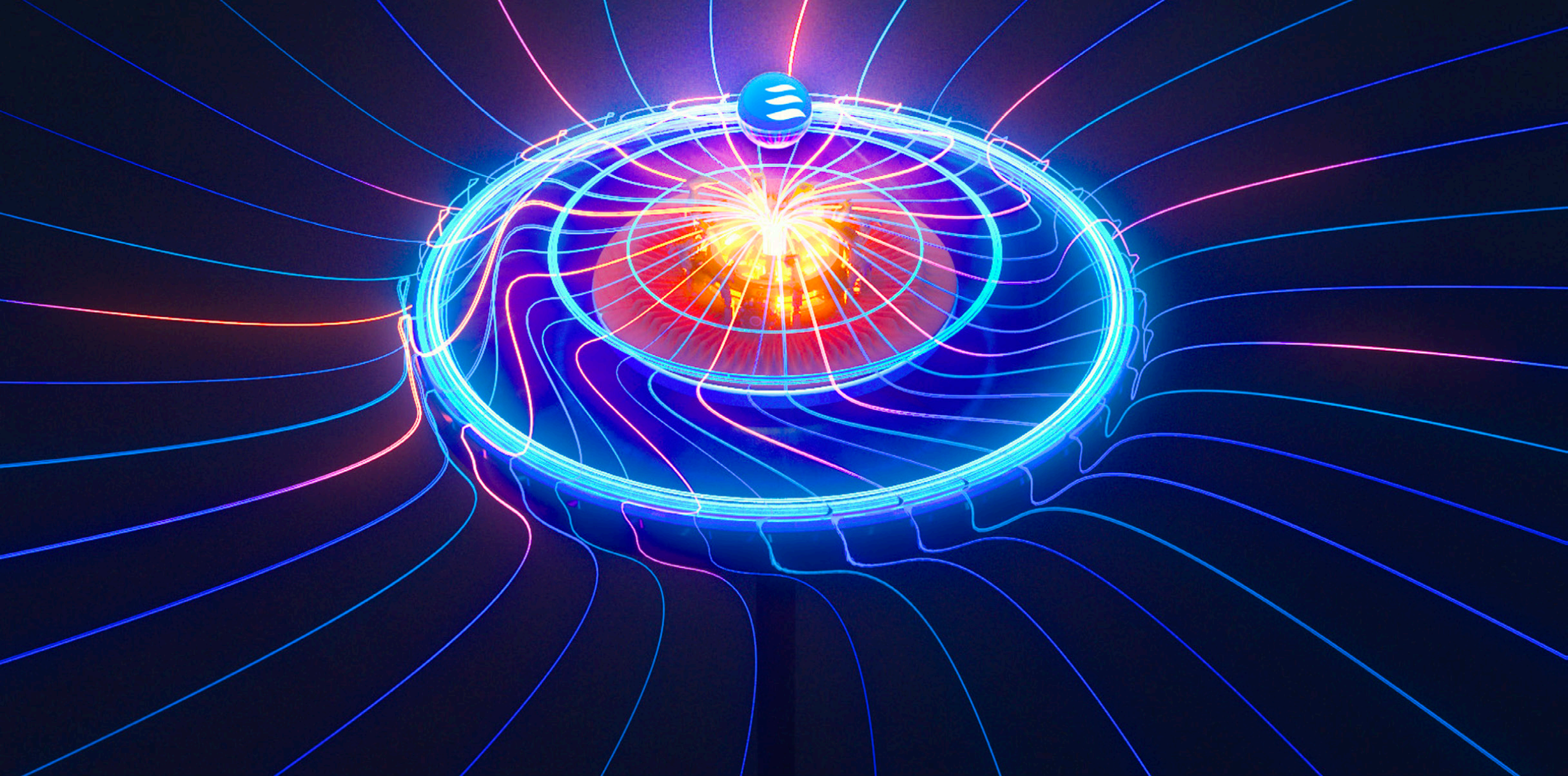
Cloud IVR  
Virtual Set Design





Cloud IVR  
Virtual Set Design





What is my account status?

What is m



Your delivery is ready.

A1



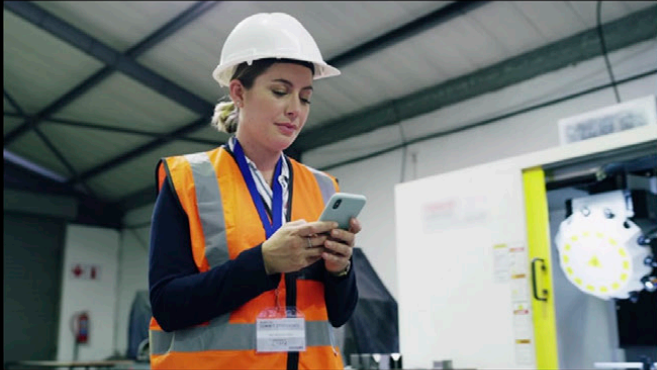
A2



A3



A4



A5

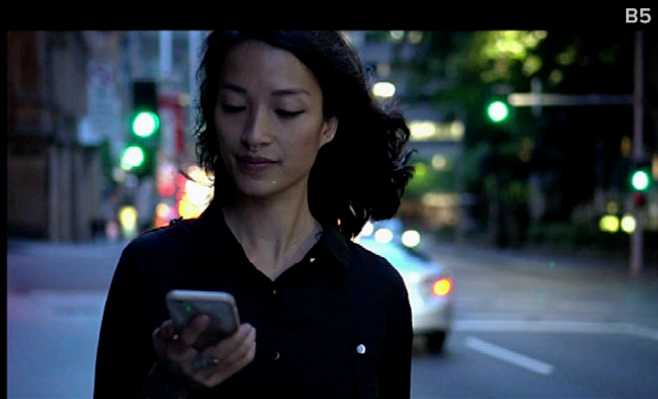
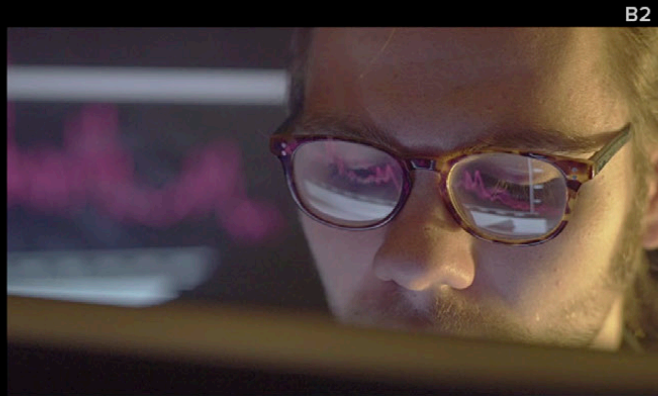
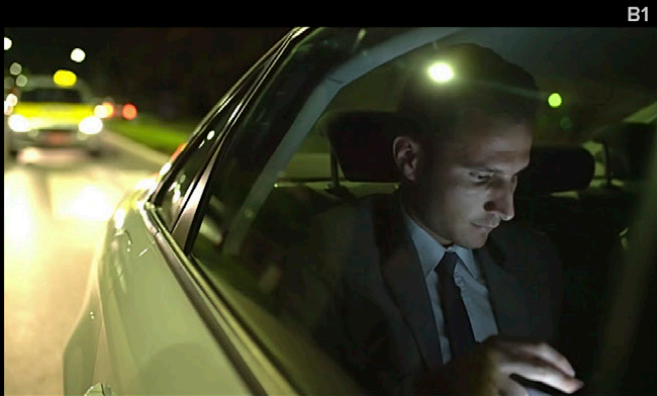


**Frame 26 Series A**

User in public, at work, CS to MS, facing the camera

<https://www.dropbox.com/sh/w8hyya1w99stkgH/AADcnbBZlpxJiw5SKJAftmYa?dl=0>





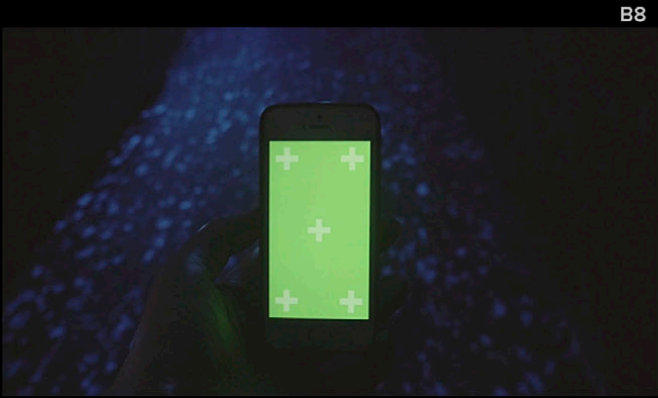
**Frame 26 Series B**

Cyber city night, futuristic, ECS to CS, Shallow DoF

<https://www.dropbox.com/sh/f2ossvu750mrkct/AADG7U2DoWF09mq-DKwEU5Zpa?dl=0>



B7



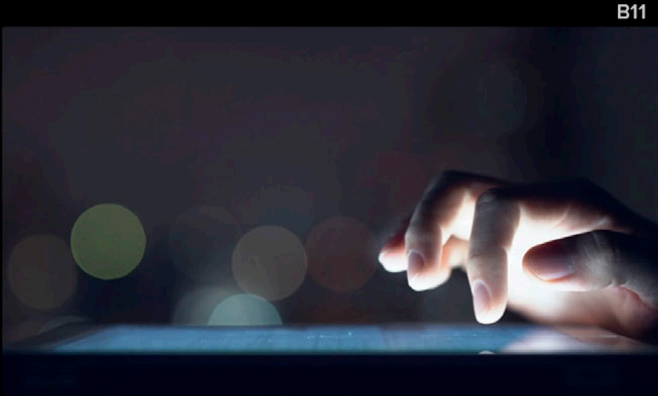
B8



B9

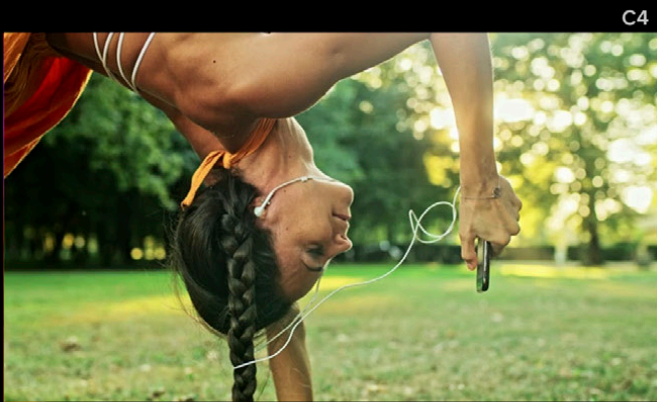
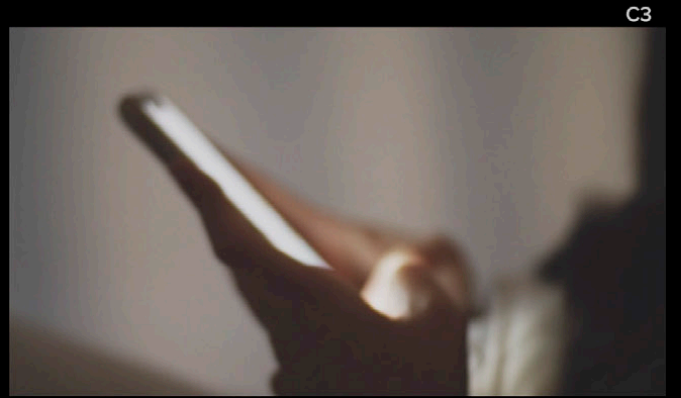
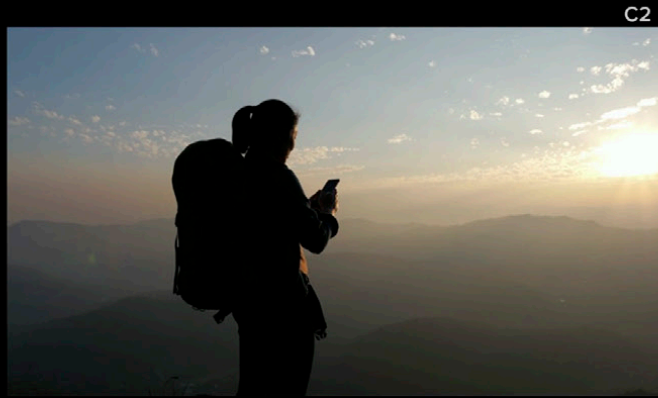
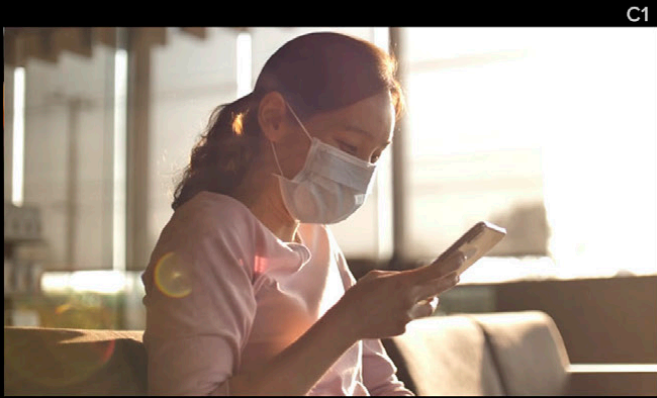


B10



B11

**Frame 26 Series B**  
Cyber city night, futuristic, ECS to CS, Shallow DoF  
<https://www.dropbox.com/sh/f2ossvu750mrkt/AADG7U2DoWF09mq-DKwEU5Zpa?dl=0>



**Frame 26 Series C**

Miscellaneous, COVID-19, Isolation, 2020

<https://www.dropbox.com/sh/12z19ggtp9atzg1/AAAKaaBLI68Ofn9GGXEdXBm0a?dl=0>

Reference B1 - Customer is the hero of the shot, Focused on the eyes over the phone screen



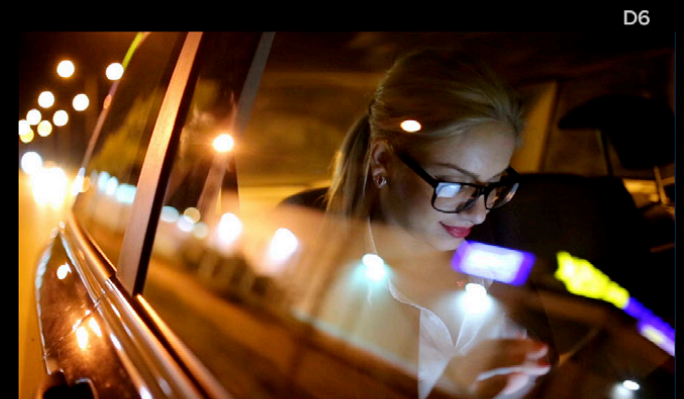
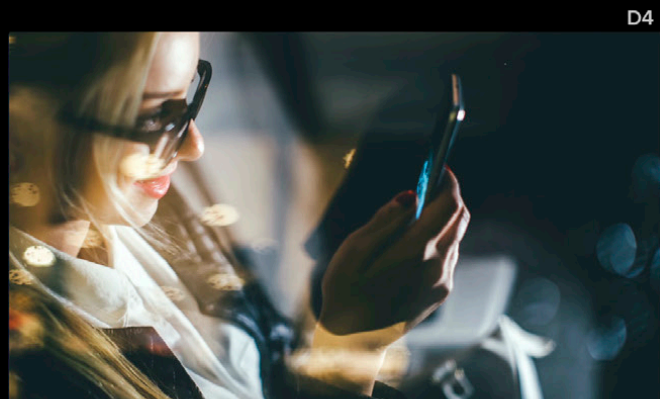
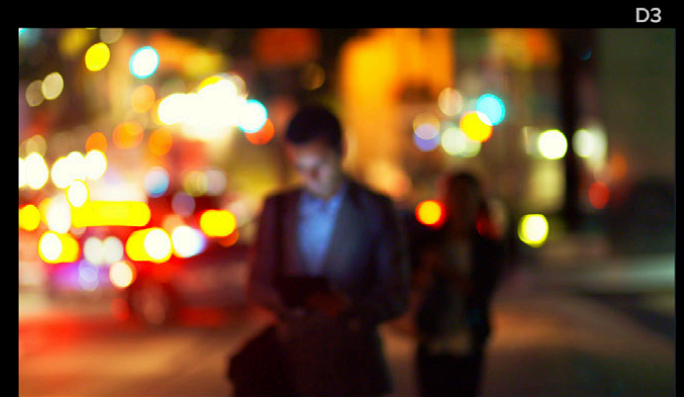
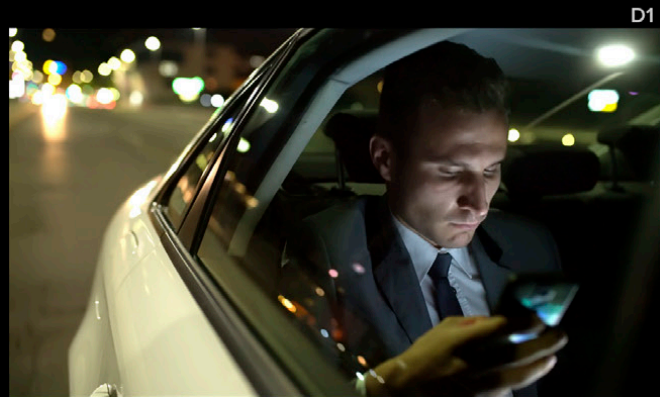
+

Reference B2 - Includes more of the phone in shallow depth of field, City lights in the background



**Frame 26 Series B Selects for Dir/Ref**

Cyber city night, futuristic, ECS to CS, Shallow DoF



**Frame 26 Series D**

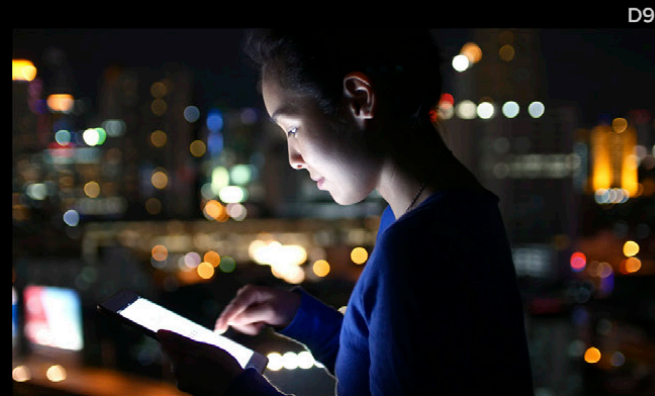
More options/combinations in the direction of the referenced selects  
<https://www.dropbox.com/sh/3eeb5sqx3c7p7g8/AABygKal8cSgjrZrItORsrEa?dl=0>



D7



D8



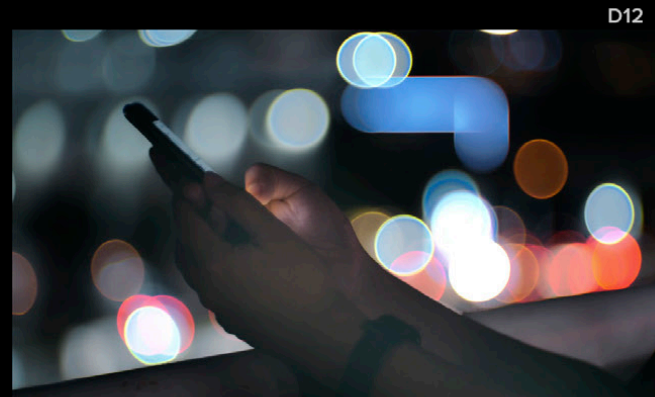
D9



D10



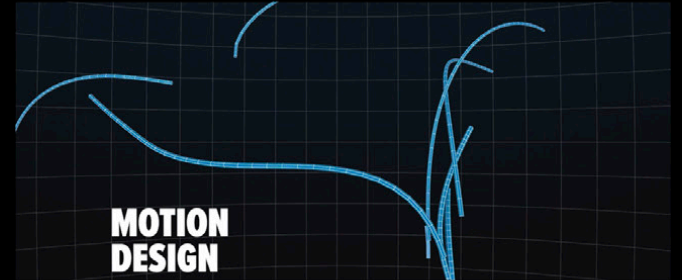
D11



D12

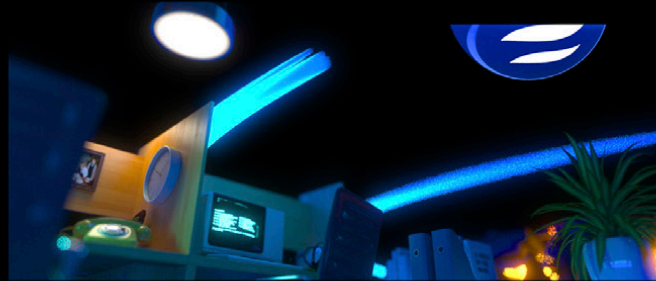
### Frame 26 Series D

More options/combinations in the direction of the referenced selects  
<https://www.dropbox.com/sh/3eeb5sqx3c7p7g8/AABygKal8cSjwRZrtORsrEa?dl=0>

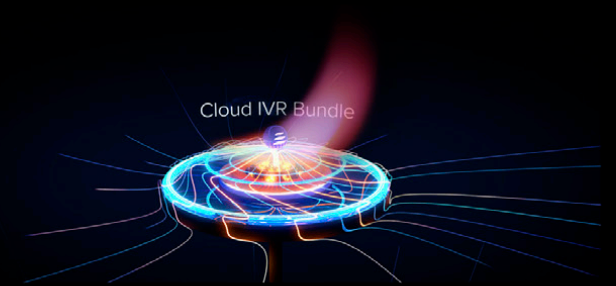
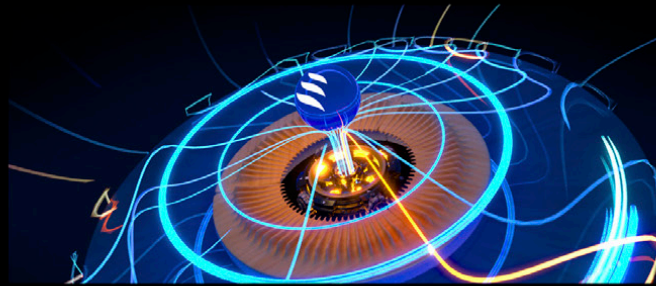


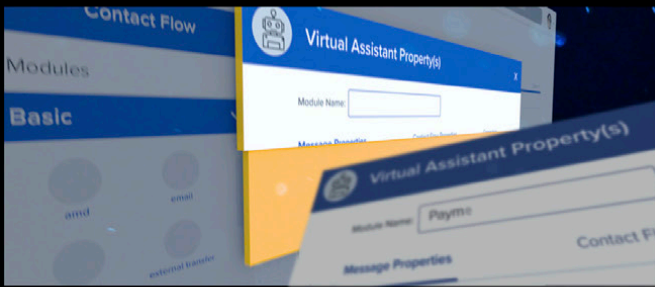
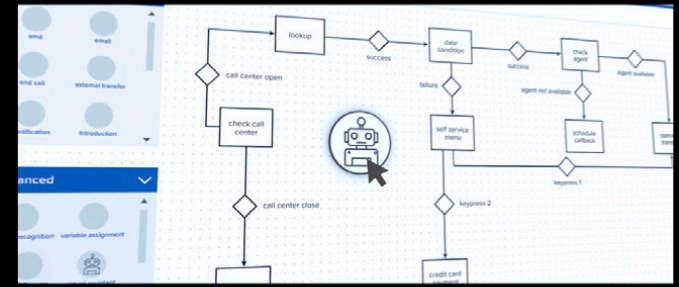
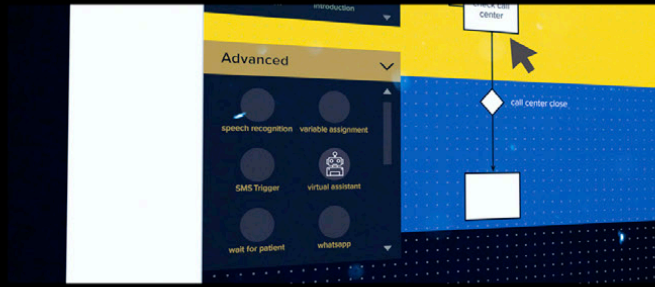
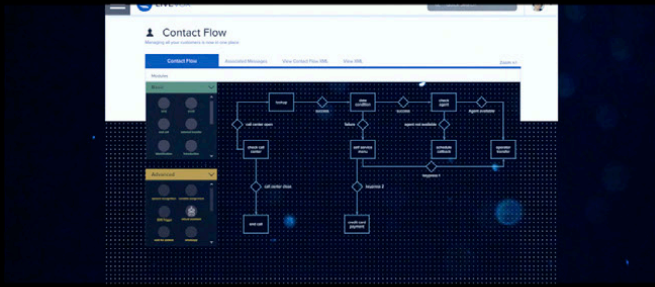
**Frame 26 Select**

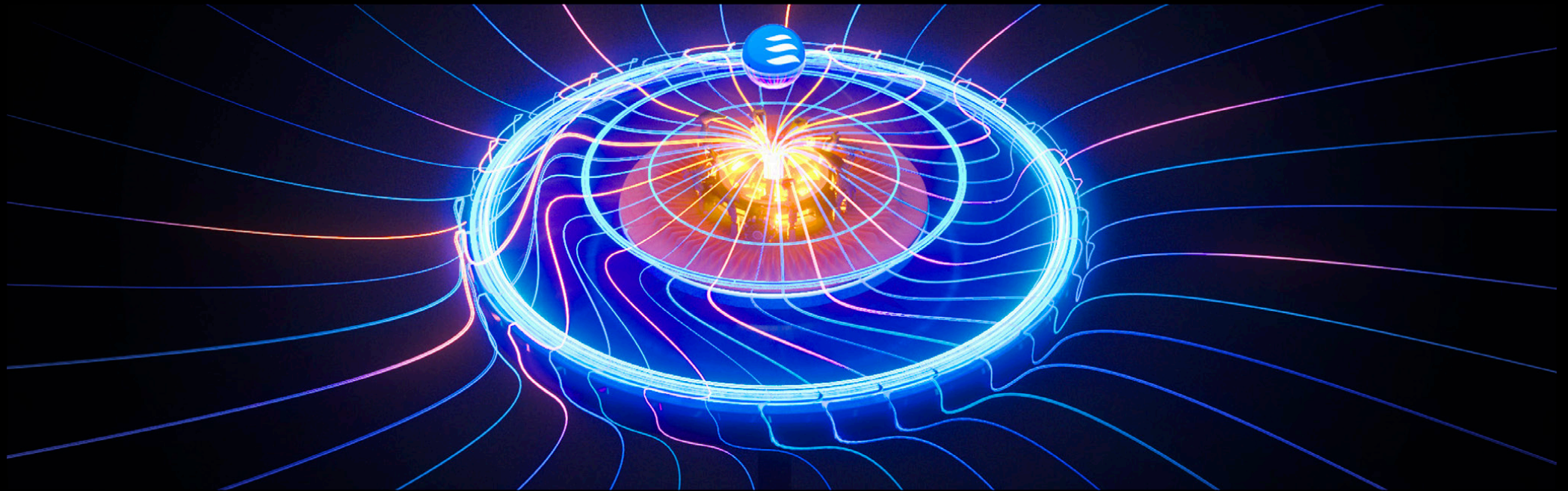
Watch the post process VFX breakdown  
<https://vimeo.com/498718610>











**LiveVox Cloud IVR Bundle**

Watch the finished work

<https://vimeo.com/507234941/5520f4ef9b>

Cloud IVR  
Final Video



