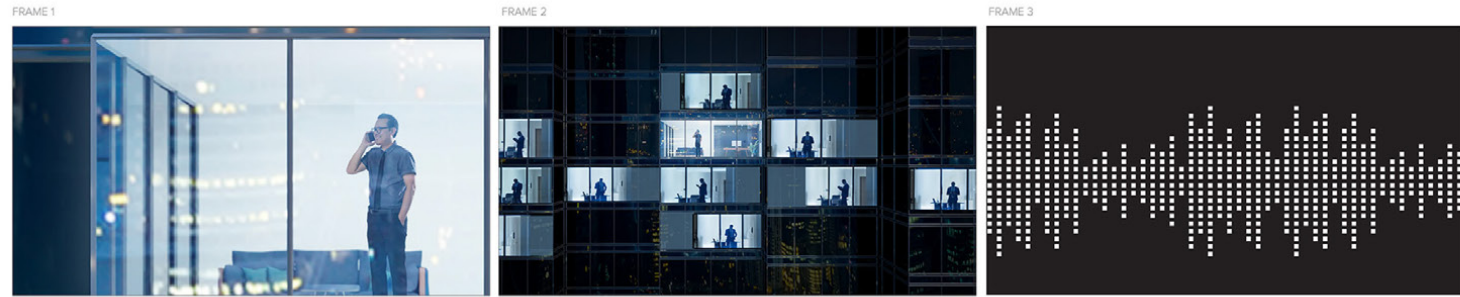




Visual Treatment
SpeechIQ®

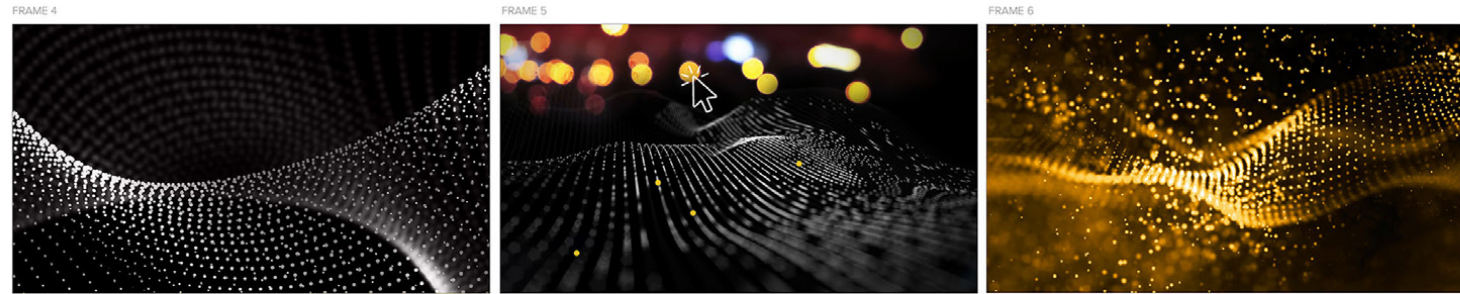




FRAME 1
Action: Ringing or talking in the background.
VO: In a modern economy where customer experience is king,

FRAME 2
Action: Zooms out to show multiple apartments light up with other people on the phone.
VO: every single customer conversation holds potential value for your organization.

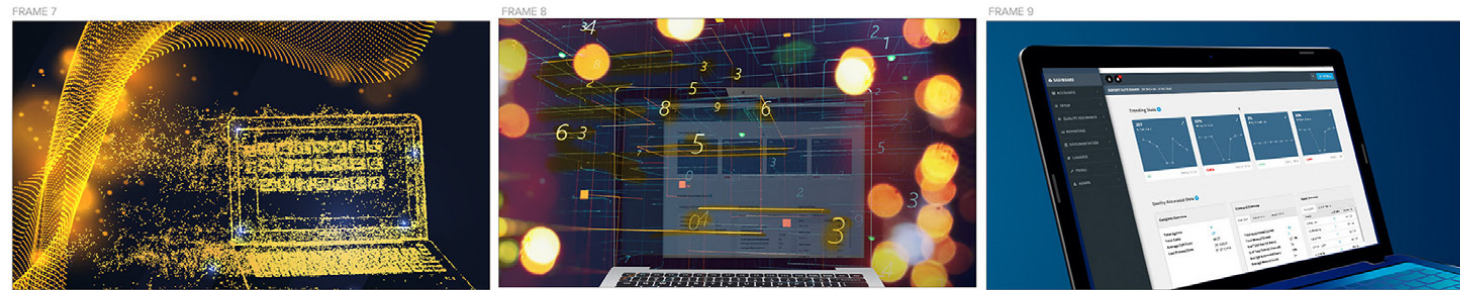
FRAME 3
Action: People fade out and lights in apartments form sound wave.
VO: But, if like most organizations, you're still manually reviewing conversations



FRAME 4
Action: Sound waves zooms out, and form giant field of dots.
VO: You're doing a whole lot of work, to gain insight from just a tiny % of them

FRAME 5
Action: Field of dots zooms out. Mouse clicks a couple dots, showing a few files reviewed.
VO: You're sitting on a pot of gold, that you just can't get in to

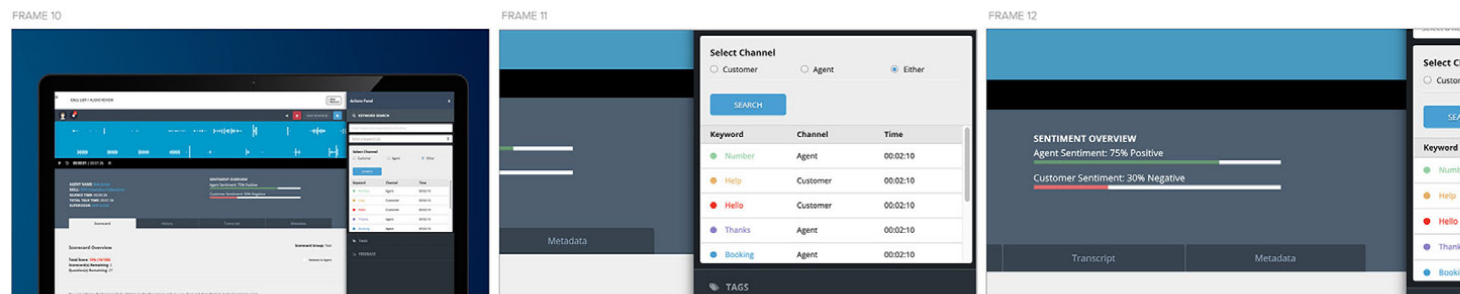
FRAME 6
Action: Field of dots lights up bright gold.
VO: But, it doesn't have to be that way.



FRAME 7
Action: Dot field becomes a funnel and feeds into the interface.
VO: Introducing the key to unlocking it...

FRAME 8
Action: Data populates the charts.
VO: ...SpeechIQ. This advanced speech analytics platform allows you to monitor, analyze...

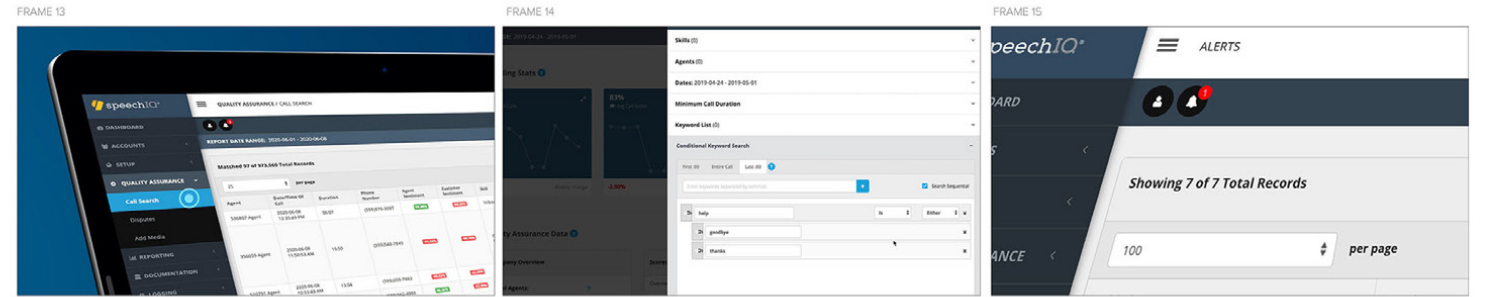
FRAME 9
Action: The screen fully forms, to show dashboard.
VO: and understand every conversation in your contact center...



FRAME 10
Action: The screen turns and clicks to call review screen.
VO: Unlock the voice of your customer

FRAME 11
Action: Screen rotates, pans, and zooms, so it's now head on and showing the action panel
VO: Understand why they contacted you...

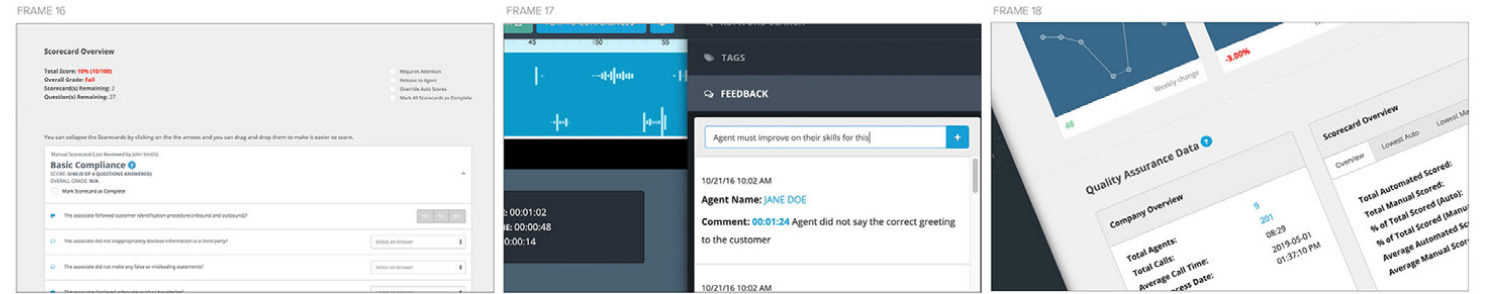
FRAME 12
Action: Screen pans right to show the sentiment overview section. Color bars come on after panning over - to add extra movement/interest.
VO: Their needs wants and pain points... The experience, even how they felt during the process.



FRAME 13
Action: Screen rotates right, pans left, and mouse clicks on call search to reveal the call list
VO: Exponentially increase your awareness of risk,

FRAME 14
Action: Screen rotates left, pans right, mouse scrolls to top right corner, clicks "add filters" opens right panel, and clicks to adding a conditional keyword search
VO: auditing every call for critical words and phrases...

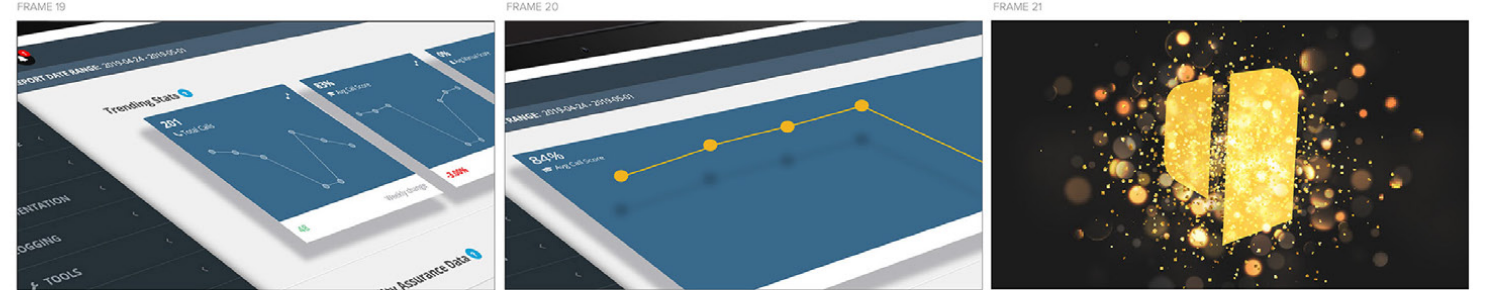
FRAME 15
Action: Screen tilts back and shows mouse scrolling to alerts and notifications
VO: and sending alerts to supervisors automatically.



FRAME 16
Action: Screen rotates, clicks and pans to scoreboards.
VO: Assess your agents' performance based on from every interaction they handle - not just a tiny feedback.

FRAME 17
Action: Pans right and zooms in to show comment opening and someone typing a coaching phrase.
VO: Use comprehensive data to drive coaching strategies and scale best pract

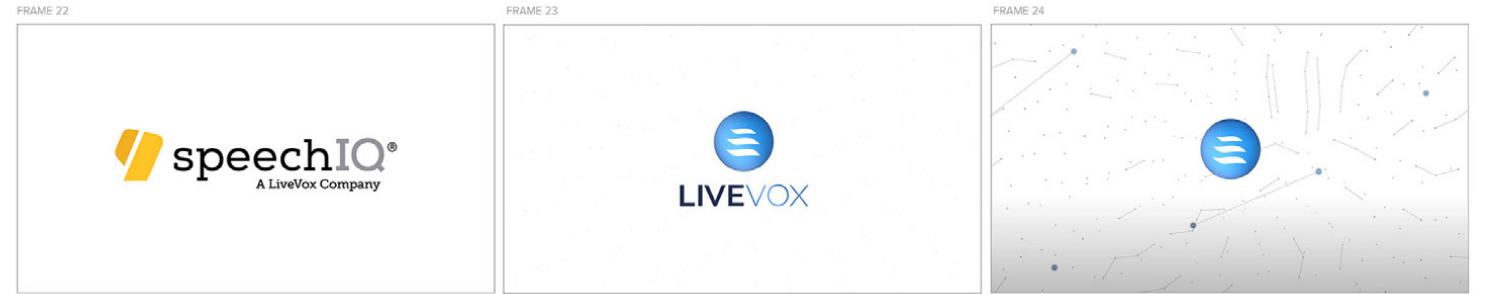
FRAME 18
Action: Click back on dashboard to show data
VO: Demystify the factors affecting success in your contact center...



FRAME 19
Action: Stats coming to life.
VO: to improve efficiency and drive your bottom line.

FRAME 20
Action: Click on expand button to bring up more in depth chart
VO: And, unlock the voice of your customer to benefit your entire organization.

FRAME 21
Action: Dots from charts explode out gold to form logo icon
VO: And, do it all with a tool that's so easy to use, that you'll be asking important questions about your business from day one,



FRAME 22
Action: Logo/icon shrinks, slides left, revealing full logo
VO: without the need for technology experts or data scientists. So, get in touch with LiveVox today...

FRAME 23
Action: Fade/transition to LiveVox logo
VO: and find out more about how SpeechIQ could transform your business.

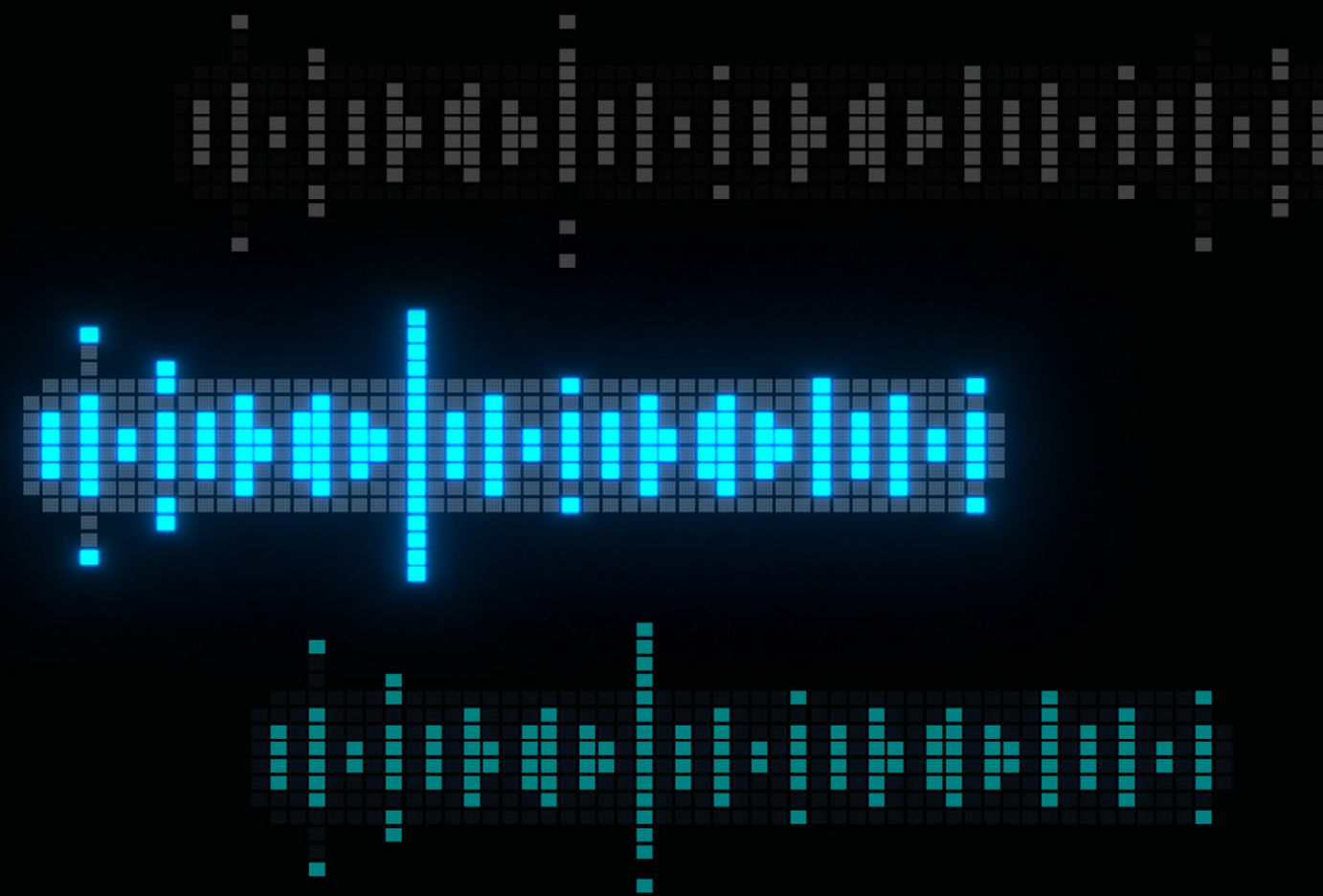
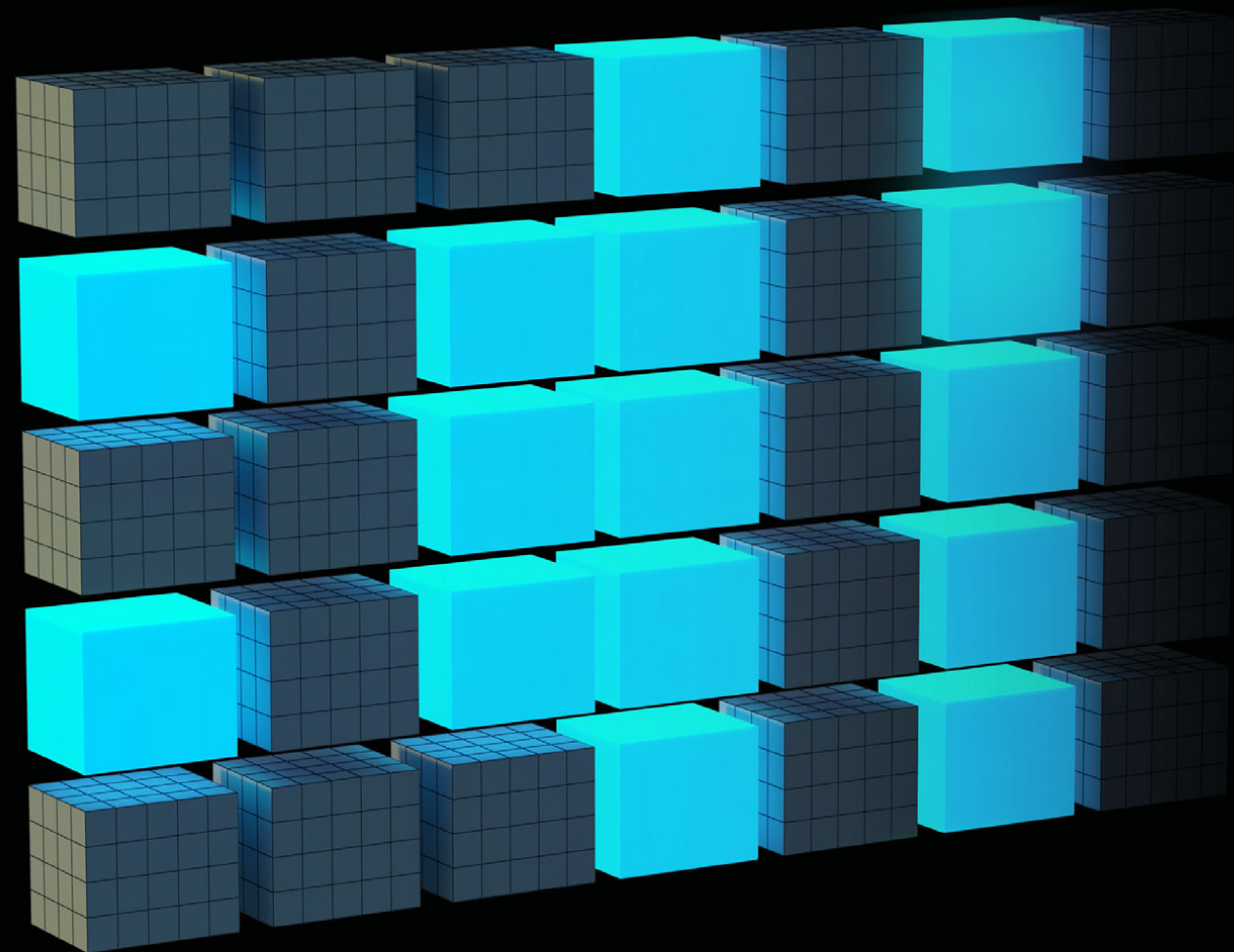
FRAME 24
Action: Full end sequence.

Speech IQ Intro Design Development

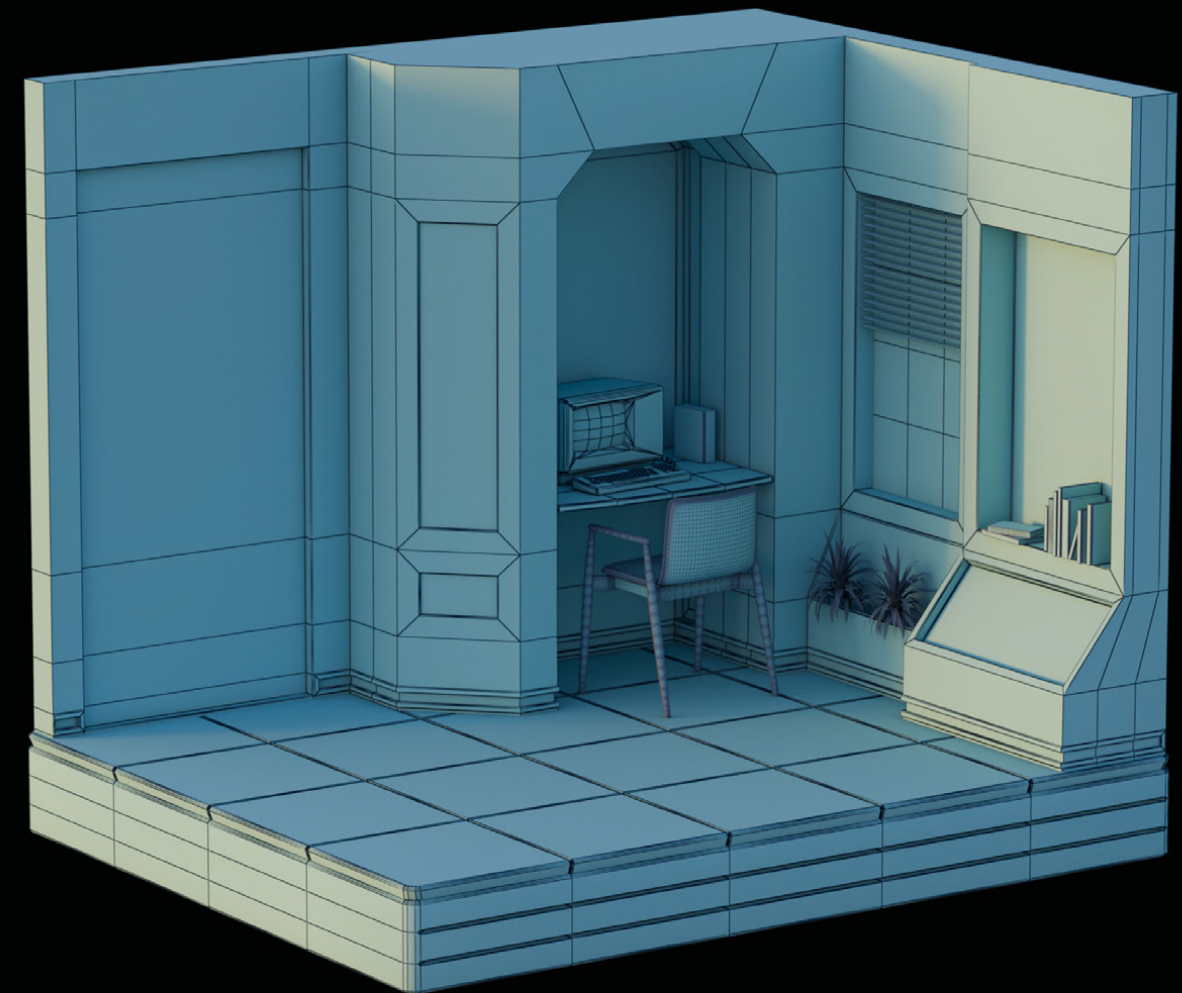
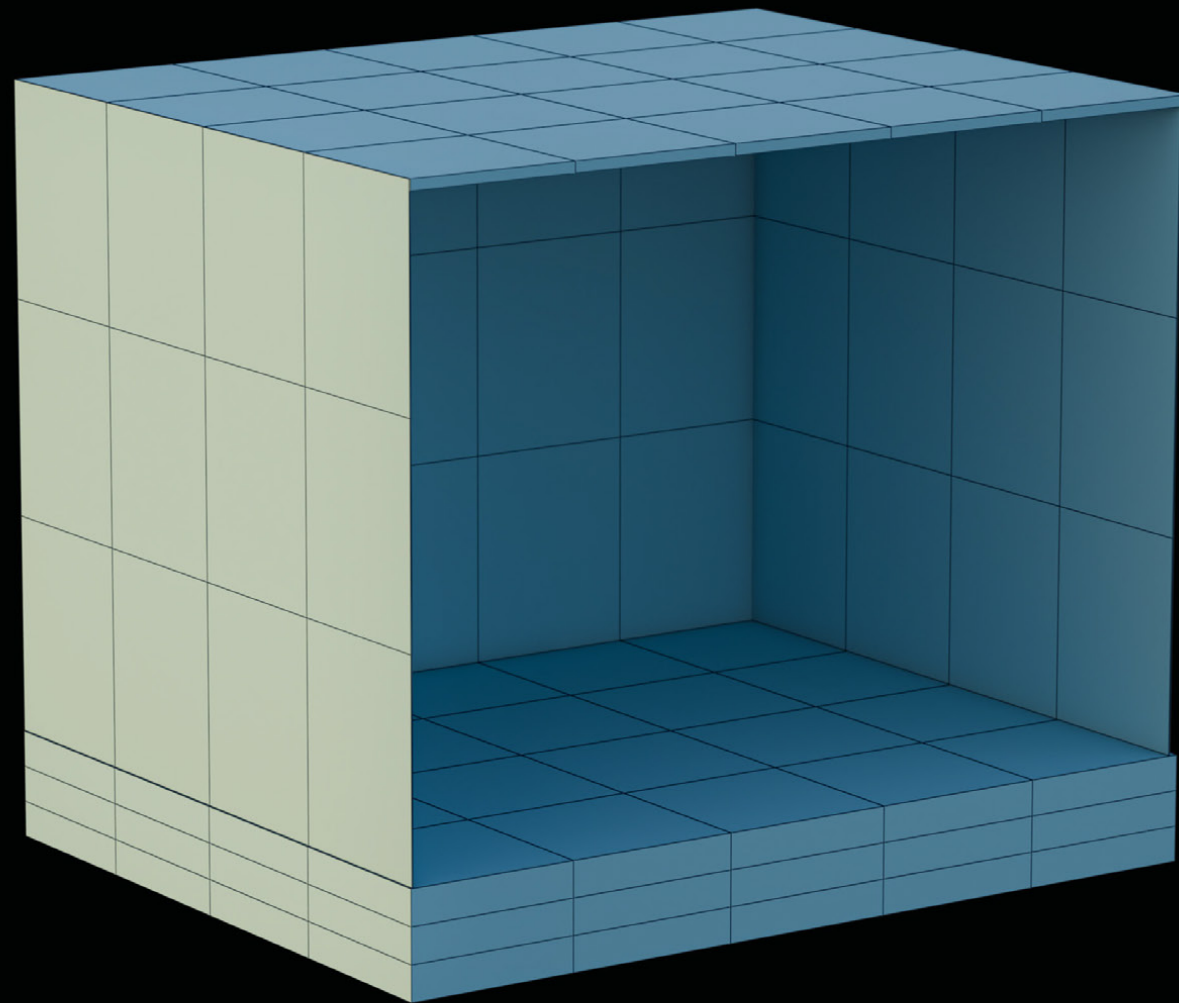
We broke down the structure of the intro (ref. SB frames 1-7) into 3 major steps:
Building Units > Sound Wave > Sea Data

Each step, includes a modular scene designed in 3D environment to be transformed into the next one.



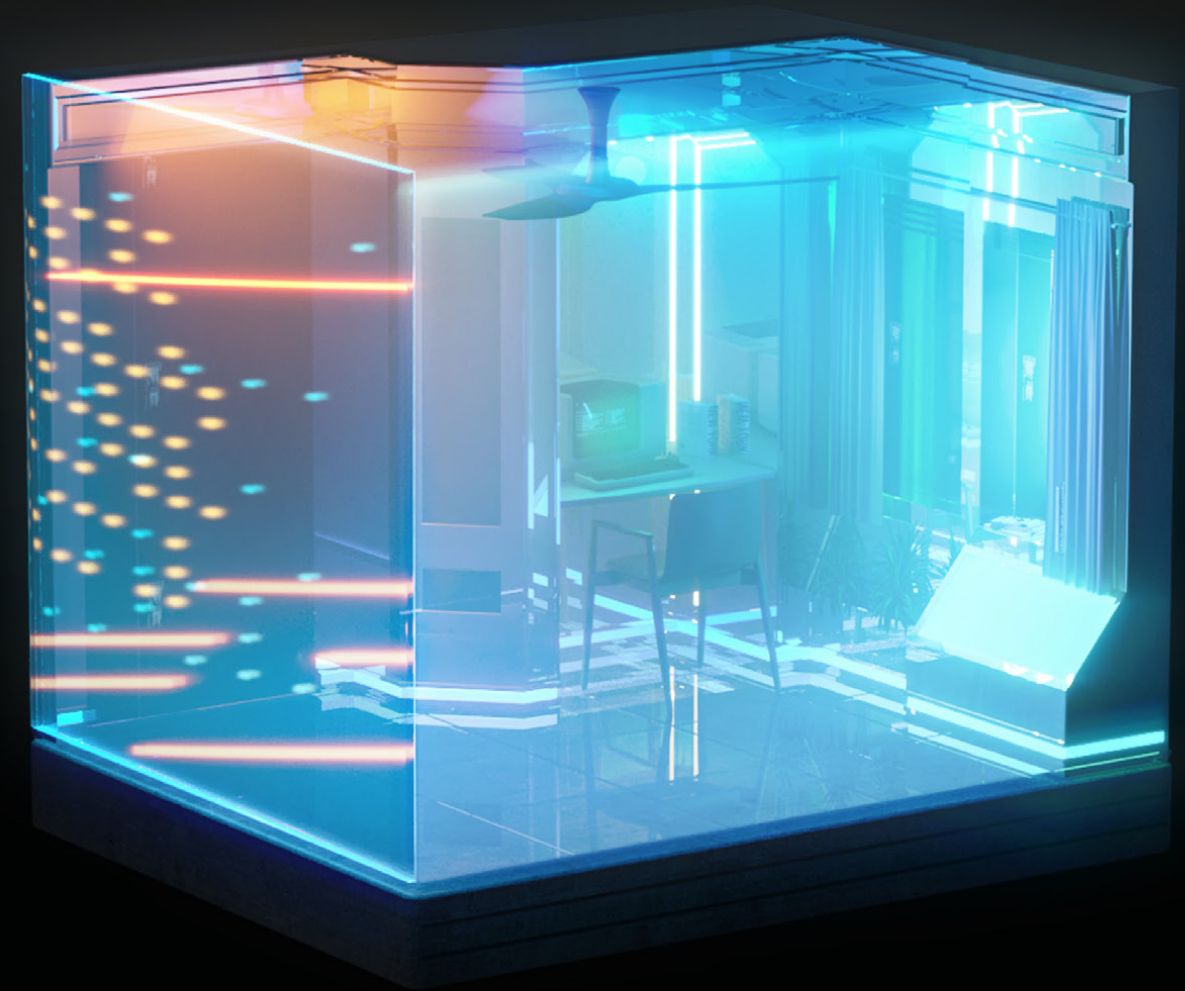
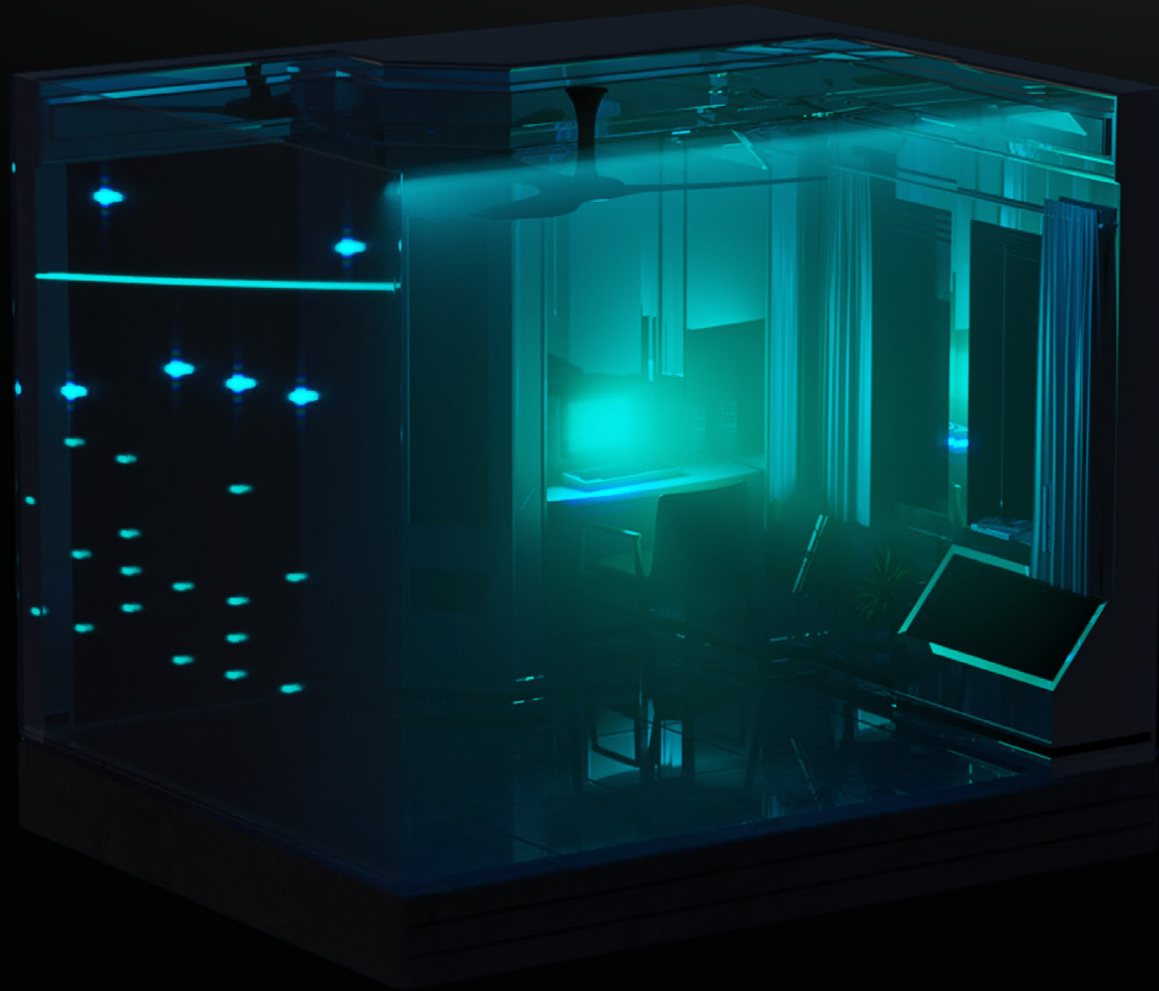


Building layout > Sound wave elements

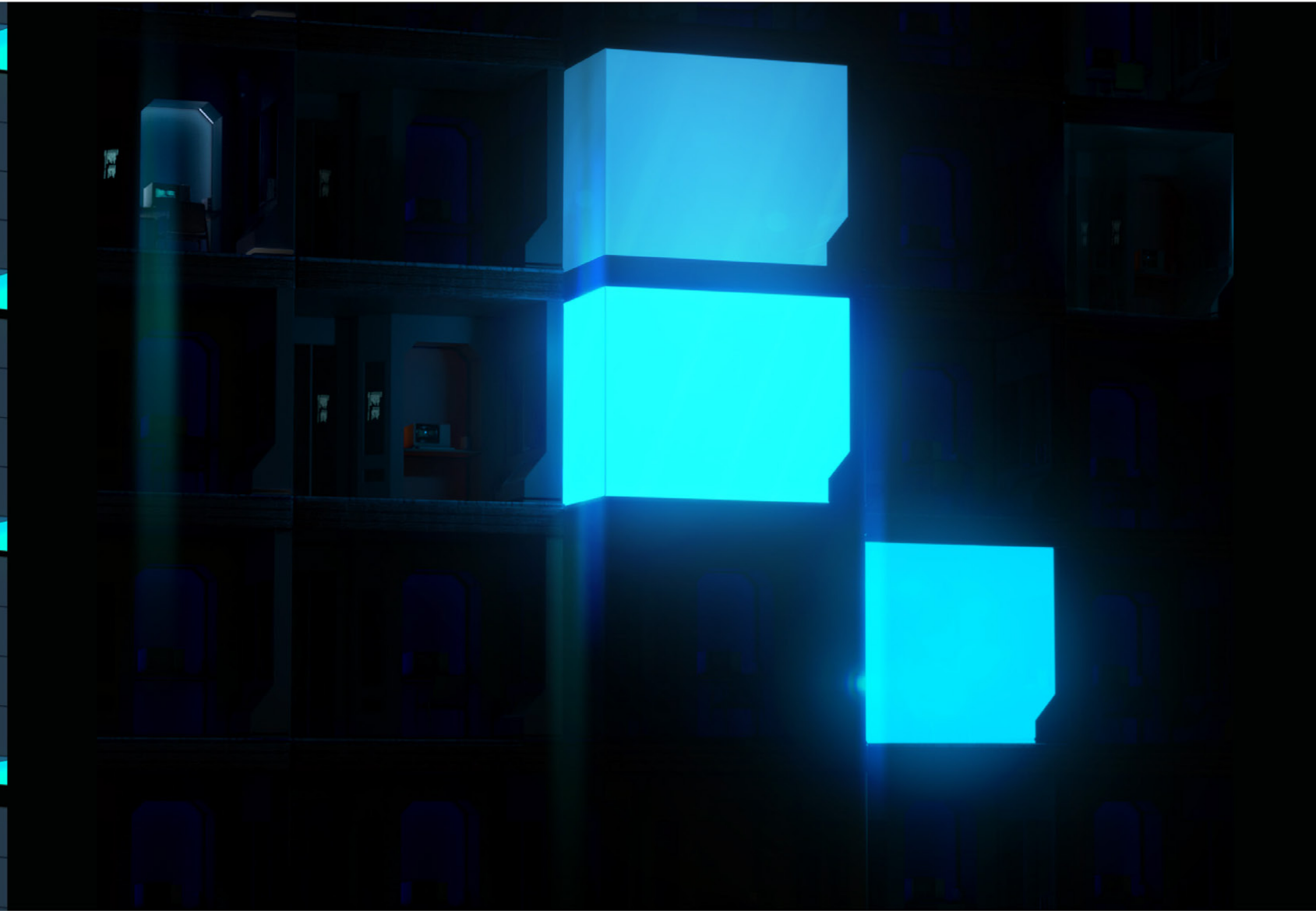
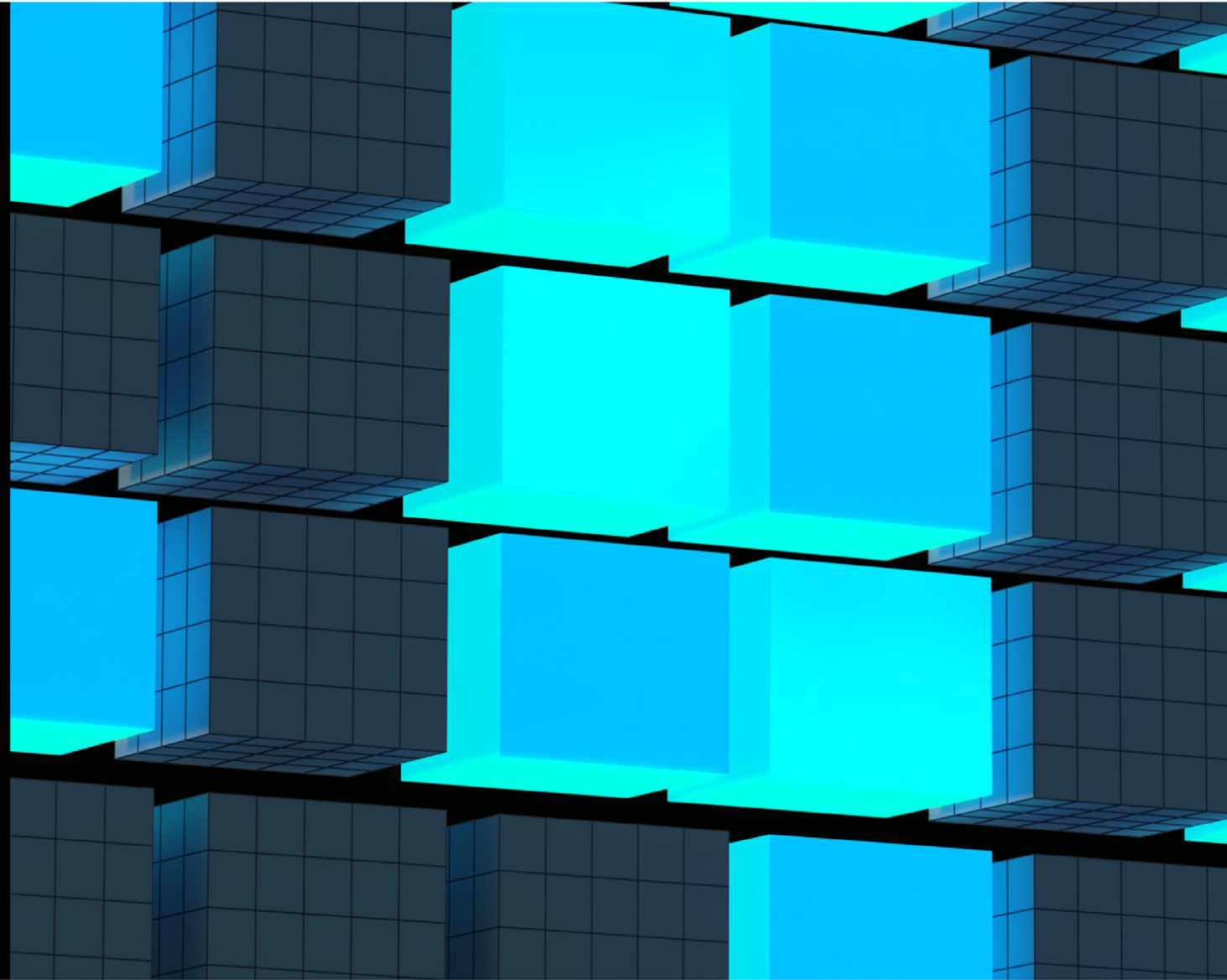
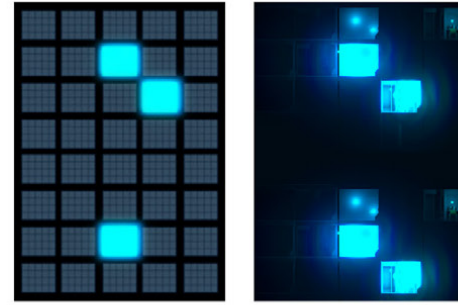


Modular Building units design

The structural form and overall layout of these elements remain unchanged from unit to unit, but they vary in terms of look and style, in order to build a more believable and lived-in world.



Modular building units light and reflection test Off/On



Modular cubes in building structure illumination test



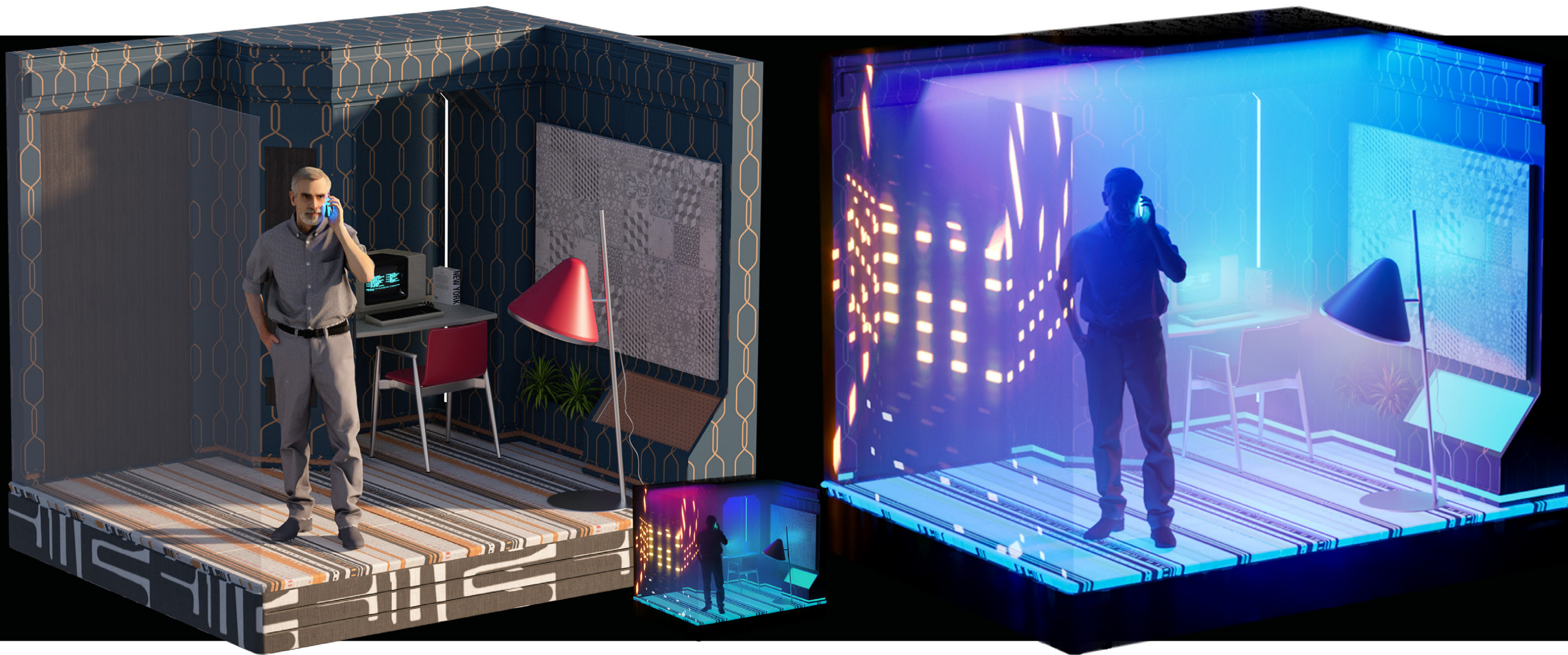
Virtual talents to populate the modular offices in WS and EWS



Modular building unit, virtual set design and variations within the same layout



Modular building unit, virtual set design and variations within the same layout



Modular building unit, virtual set design and variations within the same layout



Step 1



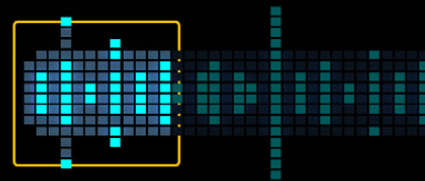
Step 2



Step 3



Step 4



Transition, bulding units to sound wave



Transition, sample layout animation

<https://www.dropbox.com/sh/j7r82y21t6kko4j/AAAm-cqELtF6Kwcehg9TJIVKa?dl=0>