



Open, Accessible, Responsive Government...

government@liveconx helps meet the challenge to enhance responsiveness, promote citizen engagement, and better manage and control costs without sacrificing service levels.

Constituents demand open, convenient access to government and its services. Whether it's a simple request for information, reporting a problem, scheduling a service, or responding to a survey, they need to be able to do it when they want, how they want.

In today's hectic, interconnected world that means accessibility not just by phone, but also, by email, Twitter, Facebook, SMS text messaging or web live chat – any time of day, any day. Whether it's extending 311 service, providing emergency dispatch or simply after hours call answering services, **@liveconx™** has helped municipalities, and other levels of government, stay connected with the public for over 10 years.

Leveraging our innovative combination of real-time communications technology, automated resource management systems, and live person call answering for your community contact management allows you to focus 100% of your resources on providing quality service and response time to every one of your constituents.

PROVIDING VALUE FOR TAXPAYERS' DOLLARS

Government, especially municipalities, are under tremendous pressure to do more with less. **@liveconx** can help lower costs without compromising service.

- ▶ save 85% of the cost of providing after-hours call answering
- ▶ save \$millions by partnering and outsourcing certain 311/211 functions according to recent research by KPMG
- ▶ increase percentage of calls resolved at 1st point of contact
- ▶ reduce the administrative burden enabling internal resources to focus 100% on service delivery

ENHANCING & EXTENDING CONTACT RESPONSIVENESS

It is not a product, it is not software, it does not burden your IT staff or require hours of training — **government@liveconx™** is a service.

An innovative, personalized and affordable service designed to extend and enhance your contact tracking, management and response capabilities.

government@liveconx also provides real-time, live person call answering services. This unique combination of technology and people enables municipalities, government departments and agencies to better manage and control costs without sacrificing service levels.

Quality and responsiveness is the cornerstone of public service – it's the same for us. Over two-thirds of **@liveconx** customers have been using our services for more than seven years. We're also the only contact response center to receive the prestigious CAM-X Award of Excellence for more than 21 consecutive years.

Highlighted below are some of the individual service offerings that we tailor and combine to create **government@liveconx**. Designed to improve response times, enhance the quality of service, control administrative and service delivery costs, and measure and monitor key performance metrics.

@ Extended 311/211 service. The demands of daily life don't always allow the public to call during normal hours of operation, when it's convenient for you, they need to contact you when its convenient for them. **government@liveconx** offers 24/7, bilingual, live person 311/211 call answer service.

@ Enhanced 311 service. Email, Twitter, text messaging and social media sites like Facebook have become the preferred method of communication, over traditional phone and fax, for a large and growing proportion of the public. **government@liveconx** employs an innovative combination of real-time communication and live person response enabling you to extend your 311 service to:

- ▶ monitoring of and response to Twitter, Facebook and other social media accounts
- ▶ monitoring of and response to email
- ▶ online live chat

Of course, it is all available 24/7.





government@liveconx™ employs an innovative combination of real-time communications, automated resource management and live person response to extend and enhance service levels while simultaneously reducing costs

📞 **Contact management with call logging, date/time stamps and optional voice recording.** Every week municipalities receive thousands of inquiries from the public. Tracking and managing each and every one of them is a challenging task. When monitored by **government@liveconx**, all contact from the public, regardless of communication method, is automatically logged and tracked, providing:

- ▶ full audit and reporting capability for every contact
- ▶ a wealth of critical information that equips you to better measure key performance metrics
- ▶ valuable insights into program utilization and effectiveness

📞 **Emergency, fire and 911 dispatch.** It is never more critical to guarantee immediate call response, any time of day or night, than when that call is for an emergency. **@liveconx** has provided municipalities with EMS, fire and 911 dispatch services for over 10 years. All emergency calls are automatically logged, time stamped and recorded.

📞 **Direct connect telephony.** If for any reason it won't be possible to reconnect with a caller or call them back our **government@liveconx** systems can immediately direct connect them to your staff.

📞 **On-call schedule management.** Many municipal services, such as those provided by the public works department, require that certain staff be on call and available after regular hours. Our comprehensive resource management and dispatch systems save you time and money by managing and maintaining your personalized after-hours and on-call personnel schedules.

📞 **Flexible message dispatch.** We don't rely on just one method to reach you. Based on your preferences we will call each of your provided phone numbers, SMS text, page, or email you. We can even offer an escalation process based on a tailored classification of call urgency.

📞 **Dispatch with confirmation.** Whenever resources are dispatched **government@liveconx** provides and documents confirmation.

📞 **Incident classification and resource matching.** Different situations require different responses. **government@liveconx** identifies each incident, or request, according to your classification matrix then automatically dispatches the most suitable resource(s) or initiates the most appropriate follow-up.

📞 **Personalized account profiles and tailored escalation and response policies and procedures.** We tailor your service to reflect your specific emergency vs. non-emergency response policies, and your customized escalation procedures.

📞 **Mass emergency response team deployment and coordination.** In the unfortunate event of a catastrophic emergency a centralized coordination center with up-to-the-minute status for total resource deployment is invaluable. **government@liveconx** can coordinate and deploy multiple response teams, such as fire, police, paramedics and others, enabling the most effective and comprehensive response to any situation.

📞 **Community outreach.** Engaging citizens in civic issues, programs and future plans is one of the most effective ways of empowering the public and creating an environment of transparency. **government@liveconx** offers a number of services that build community involvement while providing insightful information including:

- ▶ provisioning and monitoring web-based Live Chat service
- ▶ monitoring social media feeds like Facebook and Twitter
- ▶ event registration management
- ▶ outbound surveys and/or questionnaires

📞 **24/7, Bilingual service.** Of course, **government@liveconx** operator representatives are bilingual (French and English) and through our partnerships we can respond in over 140 languages. All our services are available 24/7.





REPORTING & ANALYTICS

Our automated resource, call tracking and management systems provide a wealth of critical information that equips you to better manage and control costs, monitor key performance metrics and measure program effectiveness. Some of the available reports include:

• **real-time incident reporting** from the first call to the last all information is tracked and logged providing a wealth of detailed information such as:

- ▶ incidents by classification and/or date
- ▶ response times by incident

• **24/7 online access to customized call recordings.** We understand that you may need instant, convenient, anytime access to actual calls.

government@liveconx can provide private, 24/7 online access to detailed call recordings.

• **call audit log** reports provide detailed, up-to-date statistics for all calls and contacts into the call center [can be made public providing accountability and transparency for those responsible for the programs/resolutions.]

Choosing **government@liveconx** means:

- ▶ knowing a professional, timely response is provided for every call, email or any other kind of contact
- ▶ calls and contacts are automatically logged, time and date stamped and tracked for progress management and reporting
- ▶ the most suitable service/resources are dispatched for each incident/request
- ▶ lower costs
- ▶ faster response time
- ▶ a focus on service delivery
- ▶ value for taxpayers' dollars



COMPLETE CONTACT RESPONSE & CALL ANSWER SOLUTIONS

government@liveconx is only one of the many personalized solutions available from **@liveconx**. A full range of innovative contact response and call answer services are also offered.

Take advantage of:

• **SEMS** (substitute employee management service) to schedule assignments from a pool of resources, on demand or with short notice, and/or fill absentee employee vacancies.

• **Virtual reception and call overflow** services for after hours, or those times when you are overworked and understaffed.

• **Inbound order taking and credit card processing** service saves time and money and reduces the load on your IT support staff.

For more information about **government@liveconx** or any of our other contact response and call answer services call **1 (800) 267 9132** or visit our web site at **www.liveconx.com**

@liveconx™

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