Customer Self-Service Website Solutions

One Knowledge Base Multiple Channels

People want to serve themselves, livepro allows them to answer their own questions on your website from the same central knowledge base as your contact centre.

✓ Delight your customers

✓ Content formatted for customer eyes

✓ One single knowledge base for all channels

✓ Free up call queues

✓ Reduce cost to service

Two easy self-service options Which one suits you?

Open Access	Web-Answers
livepro hosted webpage	*Integrated into your website*
✓ livepro cloud hosted page on your website. Up in minutes, without technical assistance	✓ Integrate knowledge to your existing website & platforms through API
✓ Easy setup with simple brand customisation	✓ Customise where and how your knowledge appears
✓ Smart Search accessing your livepro knowledge base	✓ Federated search functionality. livepro searches website and knowledge base
✓ Advanced authoring and user options - you choose what the customer sees	✓ Advanced authoring and user options - you choose what the customer sees
✓ Access thousands of knowledge objects for one low monthly price †	✓ Access thousands of knowledge objects for one low monthly price †

Customisation in Open Access is limited to logos and colour schemes only | † Access limits dependant on package

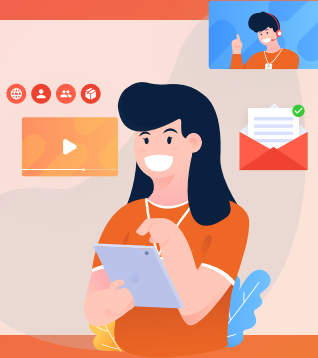**Contact livepro today** 📞 1300 548 356 ✉ info@livepro.com 🖱 livepro.com

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It's as easy as 1, 2, 3

1 **Setup**
Create knowledge directly in livepro
with customisable templates, quick and easy.

Deliver & Customise
Choose which channels the knowledge is delivered to
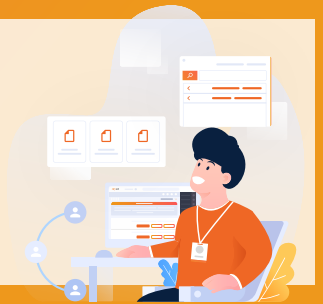(website, chatbot, CRM, KB etc) and what knowledge
will be displayed. **2**

Customise the look, feel and branding to your liking.

3 **Report & Analyse**
Gain customer insights by using livepro's analytics
and refine your knowledge in response to customer usage
and feedback.

Pricing

Package 1	Access up to 1,000 knowledge objects per month	❯	$499 per month
Package 2	Access up to 2,5000 knowledge objects per month	❯	$999 per month
Package 3	Access over 5,0000 knowledge objects per month	❯	Contact for a quote
+	Setup with full system training	❯	$6,000 (one off flat fee)*
+	Full unlimited support (email, live chat, phone and online articles)	❯	Free!

*Price correct as of February 2021 | Prices in AUD and exclude GST (tax) | *Free for existing customers*

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Update it once. livepro connects to all customer facing channels.

Update knowledge in livepro and you have updated:

The Contact Centre Team

Frontline staff

Website (Customer self-service)

Chatbots & Customer Service Portals

Self-service made simple: with Open Access and Web-Answers great features.

Knowledge Visibility Control
Choose which knowledge you want to display on your website.

Customisable
Update the look and feel of your knowledge base to match your brand guidelines and choose which features you want to enable.

Simple Updates
Articles can be updated in minutes! No more waiting for developers or publishers to make your changes.

Total User Control
Workflow features allow you to control who can author, edit, review and publish to your knowledge base.

Feedback
Collect and manage feedback from customers directly in livepro. This way nothing is ever lost or forgotten.

Reporting
See what articles are trending and what your customers are searching for. For even more insight connect livepro to Google analytics!

Multi-site Setup
Create multiple unique sites with tailored content for different audiences. Perfect for different departments or stakeholders.

Knowledge Types
Different knowledge types make your customers experts. *Document Notes* for straightforward information, *Work Instructions* for process guidance or our answer-bot the *Rocket* to simplify decision making!

Security
All data is hosted on the secure AWS network in your region. Looking for additional security? Simply turn on IP Restrictions or password requirements to ensure knowledge privacy.

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