

LiveOps Awarded a 2014 Communications Solutions Product of the Year Award

Written by Australian Business

REDWOOD CITY, Calif.--([BUSINESS WIRE](#))-- [LiveOps, Inc.](#), the global leader in cloud contact center and customer service solutions, announced today that [TMC](#), a global, integrated media company, has awarded [LiveOps Voice](#) a 2014 Communications Solutions Product of the Year Award.

LiveOps Voice, an integral part of the LiveOps multichannel cloud contact center, is an advanced next-generation voice solution providing TDM and WebRTC-enabled communications. With LiveOps Voice, businesses can deliver sophisticated inbound and outbound voice interactions, and create a true virtual contact center with industry-first, voice-enabled browser for the agent desktop to manage all aspects of customer interactions.

“We are thrilled that LiveOps Voice has been recognized by TMC as an industry-leading solution for optimizing agents’ utilization and improving operational efficiencies,” said Kieron Lawson, SVP of Engineering, LiveOps. “Businesses can create and tailor call routing strategies to enhance their call resolution through advanced call management and dynamic business rules, providing brands with an opportunity to eliminate their legacy telephony infrastructure for an all-encompassing contact center in the cloud.”

“Congratulations to LiveOps for receiving a 2014 Communications Solutions Product of the Year Award,” said [Rich Tehrani](#), CEO, TMC. “LiveOps Voice has demonstrated true innovation and is amongst the best solutions that facilitate voice, data and video communications brought to market in the past twelve months. I look forward to continued excellence from LiveOps in 2014 and beyond.”

TMC announced the 2014 Communications Solutions Product of the Year Award winners via [press release](#).

About LiveOps

[LiveOps](#) is the global leader in cloud contact center and customer service solutions. More than 300 companies around the world, including Salesforce.com, Symantec, Royal Mail Group, Ideal Living, and Amway New Zealand trust LiveOps' technology to enable effective multichannel, social and mobile interactions with their customers. LiveOps' award-winning platform has processed more than 1 Billion minutes of customer interactions and managed operations for the largest US-based cloud contact center of 20,000 home-based, independent agents. With 10+ years of cloud experience LiveOps is the partner of choice for companies wanting to migrate to the cloud. Headquartered in Redwood City, California with European regional headquarters in London, LiveOps supports a wide range of industries including retail, financial, health care, insurance, and high tech. For more information, visit www.LiveOps.com.

About TMC:

TMC is a global, integrated media company that helps clients build communities in print, in person and online. TMC publishes multiple magazines including [CUSTOMER](#), [INTERNET](#), [TELEPHONY](#), [M2M Evolution](#) and [Cloud Computing](#). TMCnet is read by more than 1.5 million unique visitors each month, and is the leading source of news and articles for the communications and technology industries. TMC is also the producer of [ITEXPO](#), the world's leading B2B communications event, as well as industry events: *M2M Evolution*; *Cloud4SMB Expo*; *DevCon5; HTML5 Summit; Super Wi-Fi Summit, CVx*; *AstriCon*; *StartupCamp*, and more.

Visit [TMC Events](#) for a complete listing and further information.

For more information about TMC, visit www.tmcnet.com .

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