

Voice Reports

Document Version: 2.1

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Data Sheet



LIVEPERSON

Introduction

LivePerson's Voice reports enable you to analyze, automatically track and benchmark Key Performance Indicators against industry standards. These reports deliver an integrated view of key metrics across channels, revealing trends as well as information on operator productivity.

The Voice reports provide CDR, Click-to-Talk, Incomplete Calls, and Volume statistics on all voice traffic, categorized by skills, operators or service queues, and filtered by specific call type scenarios such as click-to-talk, outbound, inbound, and call escalation.

All reports are run from a user-friendly user interface, which allows you to produce real-time reports. You can access the Knowledge Base reports in the **Reporting & Analytics > New Reports** section of the Admin Console. To run a report, click the type of Voice report that you want to run, select the date and time and the LivePerson reporting engine will process the report. Results can be displayed online in HTML format, processed in the repository or exported in Microsoft Excel format.

The following Voice reports are available:

- ◆ "Call Detail Records Report" on page 2
- ◆ "Call Volume Report" on page 4
- ◆ "Call Volume by Call Type Report" on page 7
- ◆ "Call Volume by Skill Report" on page 10
- ◆ "Click-to-Talk Report" on page 12
- ◆ "Incomplete Calls Report" on page 15

Call Detail Records Report

The Call Detail Records (CDR) report lists the detailed information of each call handled by the system including time, type, wait time, duration, cost, origination and destination number, as well as the outcome of the call.



RESULTS											
Group By Ids											
Id	Request Time	Call Type	Wait Time	Call Duration	From	To	Called Number	Skill	Units	Operator	Result
1	11/09/2006 11:19:15 AM	Click-to-Talk	00:00:00	00:00:00	LiveCallDemo	61415897470	-	LiveCallDemo	0.00	Unassigned	CANCELLED
2	11/09/2006 11:20:19 AM	Click-to-Talk	00:01:05	00:00:18	99992006132	61415897470	-	LiveCallDemo	3.00	Gilad	SUCCESS
3	11/09/2006 11:23:25 AM	Click-to-Talk	00:00:45	00:00:26	99992006132	61415897470	-	LiveCallDemo	4.17	Gilad	SUCCESS
4	11/09/2006 12:10:09 PM	Click-to-Talk	00:00:00	00:00:00	voicesales	17952142629	-	voicesales	0.00	Unassigned	TEMPORARY ...
5	11/09/2006 12:12:34 PM	Click-to-Talk	00:00:00	00:00:00	voicesales	17952142629	-	voicesales	0.00	Unassigned	CANCELLED
6	11/09/2006 01:58:36 PM	Inbound DID	00:00:16	00:00:06	1646	99992006111	19174770582	Sales	0.00	Anat	SUCCESS
7	11/09/2006 01:59:11 PM	Inbound DID	00:00:06	00:00:09	Anonymous	99992006111	19174770582	Sales	0.00	Anat	SUCCESS
8	11/09/2006 01:59:38 PM	Inbound DID	00:00:13	00:04:26	Anonymous	99992006111	19174770582	Sales	0.00	Anat	SUCCESS
9	11/09/2006 02:21:02 PM	Inbound DID	00:00:00	00:00:00	Anonymous	19174770582	19174770582	Sales	0.00	Anat	CANCELLED
10	11/09/2006 02:21:42 PM	Inbound DID	00:00:09	00:00:18	Anonymous	99992006111	19174770582	Sales	0.00	Anat	SUCCESS
11	11/09/2006 03:05:01 PM	Click-to-Talk	00:01:24	00:00:08	99992006142	972523531153	-	voicesales	0.67	Uri	SUCCESS
12	11/09/2006 03:20:09 PM	Click-to-Talk	00:00:00	00:00:00	99992006142	12210038	-	voicesales	0.00	Uri	NOT FOUND
13	11/09/2006 03:30:39 PM	Click-to-Talk	00:00:00	00:00:00	99992006142	1777675512	-	voicesales	0.00	Uri	NOT FOUND
14	11/09/2006 03:31:07 PM	Click-to-Talk	00:00:00	00:00:00	99992006142	1777675512	-	voicesales	0.00	Uri	NOT FOUND
15	11/09/2006 04:35:08 PM	Click-to-Talk	00:00:15	00:00:10	99992006150	972544851183	-	voicesales	0.75	Adi	SUCCESS
16	11/09/2006 07:22:31 PM	Click-to-Talk	00:00:00	00:00:00	voicesales	16793304073	-	voicesales	0.00	Unassigned	TEMPORARY ...
17	11/09/2006 10:39:52 PM	Click-to-Talk	00:00:00	00:00:00	voicesales	187260046	-	voicesales	0.00	Unassigned	CANCELLED
18	11/09/2006 10:39:55 PM	Click-to-Talk	00:00:00	00:00:00	voicesales	187260046	-	voicesales	0.00	Unassigned	CANCELLED
19	11/09/2006 11:36:26 PM	Outbound Call Escalation	00:00:08	00:07:10	99992006135	972547303041	-	Support	35.75	Doron	SUCCESS
Total			00:04:21	00:13:11					44.33		

Term	Definitions
Call Duration	The time from when the call connects to the end of the call.
Call Type	The type of call for example, click-to-talk, outbound, inbound etc.
Called Number	The Direct Inward Dialing (DID) number for inbound calls.
From	The originating number. It displays the operator's phone number for click-to-talk or outbound calls and the visitor's phone number for inbound calls.
Operator	The operator that initiated or received the call.
Request Time	The date and time the call was initiated or requested.

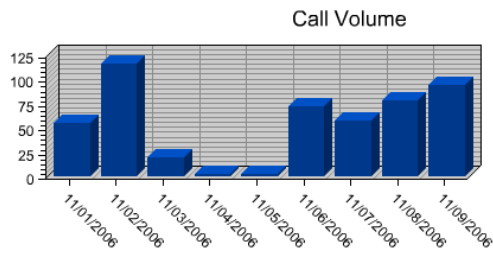


Term	Definitions
Result	<p>Indicates the outcome of the call as follows:</p> <ul style="list-style-type: none"> ❖ Success – The call was completed successfully. ❖ Busy – The destination is busy. ❖ No Answer – There is no answer at the destination. ❖ Cancelled – The call was stopped before the destination could answer. ❖ Not Found – The dialed number is unrecognized, invalid or cannot be routed. ❖ Unauthorized – Calls to this destination are not allowed. ❖ Temporarily Unavailable – The call cannot be completed due to a temporary disruption (generally network issues). ❖ Rejected – The destination refused to take the call for some reason. ❖ Unknown – The call was not completed, but the reason is not known. ❖ Other – The call was not completed due to various other errors such as blocked by the Fraud Management system, only one side was able to take call, etc.
Skill	The skill group assigned to the call.
To	The destination phone number. It displays the visitor's phone number for click-to-talk or outbound calls and the operator's phone number for inbound calls.
Units	The number of units used per call. The units may vary according to the destination number and whether the call is to a landline or a cellular number.
Wait Time	The time measured from when a call is initiated or requested to when a call is accepted and the conversation starts.

Call Volume Report

The Call Volume report summarizes the number of calls, average wait time and call duration. This report is used to determine the usage statistics, to find the busiest time and for capacity planning. You can drill-down to view call related information for each day.

RESULTS



Group By Days

Day	Calls	Avg. Wait Time	Call Duration
11/01/2006	55	00:00:07	00:37:12
11/02/2006	117	00:00:12	01:12:02
11/03/2006	20	00:00:01	00:00:58
11/04/2006	3	00:00:03	00:09:40
11/05/2006	2	00:00:34	00:01:29
11/06/2006	72	00:00:10	02:26:13
11/07/2006	57	00:00:06	00:54:00
11/08/2006	79	00:00:07	01:23:27
11/09/2006	94	00:00:10	01:55:42
Total	499	00:00:09	08:40:43

Legend

DRILL DOWN RESULTS - BACK ONE LEVEL

Group By Ids for Day :11/09/2006

Id	Request Time	Call Type	Wait Time	Call Duration	From	To	Called Number	Skill	Units	Operator	Result
421	11/09/2006 01:58:36 PM	Inbound DID	00:00:16	00:00:06	1646	99992006111	19174770582	Sales	0.00	Linda	SUCCESS
422	11/09/2006 01:59:11 PM	Inbound DID	00:00:06	00:00:09	Anonymous	99992006111	19174770582	Sales	0.00	Harris	SUCCESS
423	11/09/2006 01:59:38 PM	Inbound DID	00:00:13	00:04:26	Anonymous	99992006111	19174770582	Sales	0.00	Linda	SUCCESS
424	11/09/2006 02:06:33 PM	Outbound Call	00:00:07	00:03:43	Anonymous	972548044008	19174770582	No Skill	18.58	Unassigned	SUCCESS
425	11/09/2006 02:10:37 PM	Outbound Call	00:00:08	00:00:05	Anonymous	972548044008	19174770582	No Skill	0.33	Unassigned	SUCCESS
426	11/09/2006 02:20:05 PM	Outbound Call	00:00:07	00:00:04	Anonymous	972548044008	19174770582	No Skill	0.25	Unassigned	SUCCESS
427	11/09/2006 02:21:02 PM	Inbound DID	00:00:00	00:00:00	Anonymous	19174770582	19174770582	Sales	0.00	Linda	CANCELLED
428	11/09/2006 02:21:42 PM	Inbound DID	00:00:09	00:00:18	Anonymous	99992006111	19174770582	Sales	0.00	Harris	SUCCESS
406	11/09/2006 11:19:15 AM	Click-to-Talk	00:00:00	00:00:00	LiveCallDemo	61415897470	-	LiveCallDemo	0.00	Unassigned	CANCELLED
407	11/09/2006 11:20:19 AM	Click-to-Talk	00:01:05	00:00:18	99992006132	61415897470	-	LiveCallDemo	3.00	Gilad	SUCCESS
408	11/09/2006 11:23:25 AM	Click-to-Talk	00:00:45	00:00:26	99992006132	61415897470	-	LiveCallDemo	4.17	Gilad	SUCCESS
409	11/09/2006 11:25:22 AM	Outbound Call Escalation	00:00:00	00:00:00	99992006132	415897470	-	No Skill	0.00	Gilad	CANCELLED
410	11/09/2006 11:25:37 AM	Outbound Call Escalation	00:00:27	00:00:26	99992006132	61415897470	-	No Skill	4.17	Gilad	SUCCESS
413	11/09/2006 12:48:40 PM	Click-to-Talk	00:00:00	00:00:00	unknown	39032662545	-	No Skill	0.00	Unassigned	CANCELLED
414	11/09/2006 12:49:01 PM	Click-to-Talk	00:00:00	00:00:00	unknown	39032662545	-	No Skill	0.00	Unassigned	CANCELLED
415	11/09/2006 12:50:25 PM	Click-to-Talk	00:00:00	00:00:00	unknown	39032662545	-	No Skill	0.00	Unassigned	CANCELLED
411	11/09/2006 12:10:09 PM	Click-to-Talk	00:00:00	00:00:00	voicesales	17952142629	-	voicesales	0.00	Unassigned	TEMPORARY ...
412	11/09/2006 12:12:34 PM	Click-to-Talk	00:00:00	00:00:00	voicesales	17952142629	-	voicesales	0.00	Unassigned	CANCELLED
416	11/09/2006 01:51:27 PM	Outbound Call	00:00:07	00:00:21	99992006111	972548044008	-	No Skill	1.67	Linda	SUCCESS
417	11/09/2006 01:52:03 PM	Outbound Call	00:00:08	00:00:07	99992006111	972548044008	-	No Skill	0.50	Harris	SUCCESS
418	11/09/2006 01:52:27 PM	Outbound Call Escalation	00:00:08	00:00:10	99992006111	972548044008	-	No Skill	0.83	Linda	SUCCESS
419	11/09/2006 01:52:50 PM	Outbound Call Escalation	00:00:07	00:00:04	99992006111	972548044008	-	No Skill	0.33	Harris	SUCCESS
420	11/09/2006 01:53:10 PM	Outbound Call Escalation	00:00:08	00:03:39	99992006111	972548044008	-	No Skill	18.17	Linda	SUCCESS
429	11/09/2006 02:24:20 PM	Outbound Call	00:00:16	00:00:56	99992006181	911130415230	-	No Skill	6.42	skatz	SUCCESS
430	11/09/2006 02:28:42 PM	Outbound Call Escalation	00:00:07	00:01:31	99992006181	441246412146	-	No Skill	1.50	skatz	SUCCESS
431	11/09/2006 02:30:23 PM	Outbound Call Escalation	00:00:09	00:03:58	99992006181	376832358	-	No Skill	11.85	skatz	SUCCESS



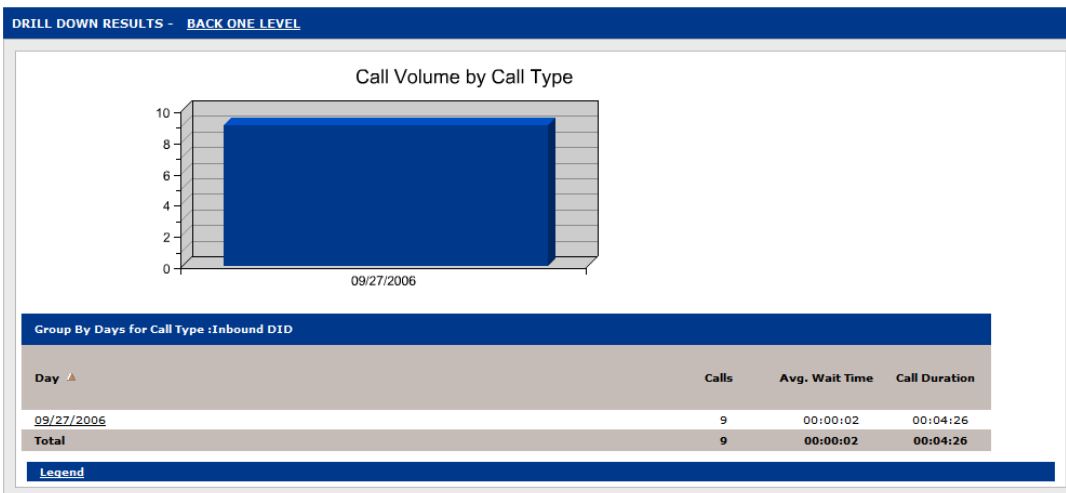
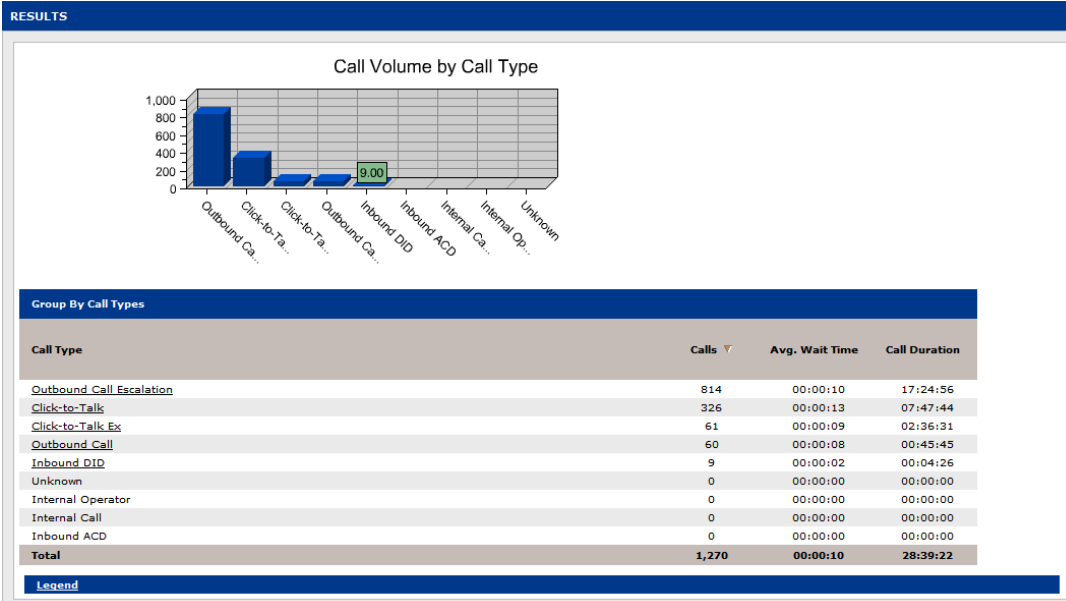
Term	Definitions
Avg. Wait Time	The average time measured from when a call is initiated or requested to when the call is accepted and the conversation starts.
Call Duration	The time from when the call connects to the end of the call.
Call Type	The type of call for example, click-to-talk, outbound, inbound etc.
Called Number	The Direct Inward Dialing (DID) number for inbound calls.
Calls	The number of call attempts.
From	The originating number. It displays the operator's phone number for click-to-talk or outbound calls and the visitor's phone number for inbound calls.
Operator	The operator that initiated or received the call.
Request Time	The date and time the call was initiated or requested.
Result	<p>Indicates the outcome of the call as follows:</p> <ul style="list-style-type: none"> ❖ Success – The call was completed successfully. ❖ Busy – The destination is busy. ❖ No Answer – There is no answer at the destination. ❖ Cancelled – The call was stopped before the destination could answer. ❖ Not Found – The dialed number is unrecognized, invalid or cannot be routed. ❖ Unauthorized – Calls to this destination are not allowed. ❖ Temporarily Unavailable – The call cannot be completed due to a temporary disruption (generally network issues). ❖ Rejected – The destination refused to take the call for some reason. ❖ Unknown – The call was not completed, but the reason is not known. ❖ Other – The call was not completed due to various other errors such as blocked by the Fraud Management system, only one side was able to take call, etc.
Skill	The skill group assigned to the call.
To	The destination phone number. It displays the visitor's phone number for click-to-talk or outbound calls and the operator's phone number for inbound calls.

Term	Definitions
Units	The number of units used per call. The units may vary according to the destination number and whether the call is to a landline or a cellular number.
Wait Time	The time measured from when a call is initiated or requested to when a call is accepted and the conversation starts.

Call Volume by Call Type Report

The Call Volume by Call Type report summarizes the number of calls, average wait time and call duration according to call type such as click-to-talk, outbound, inbound, and call escalation. You can drill-down to view call related information for each call type.



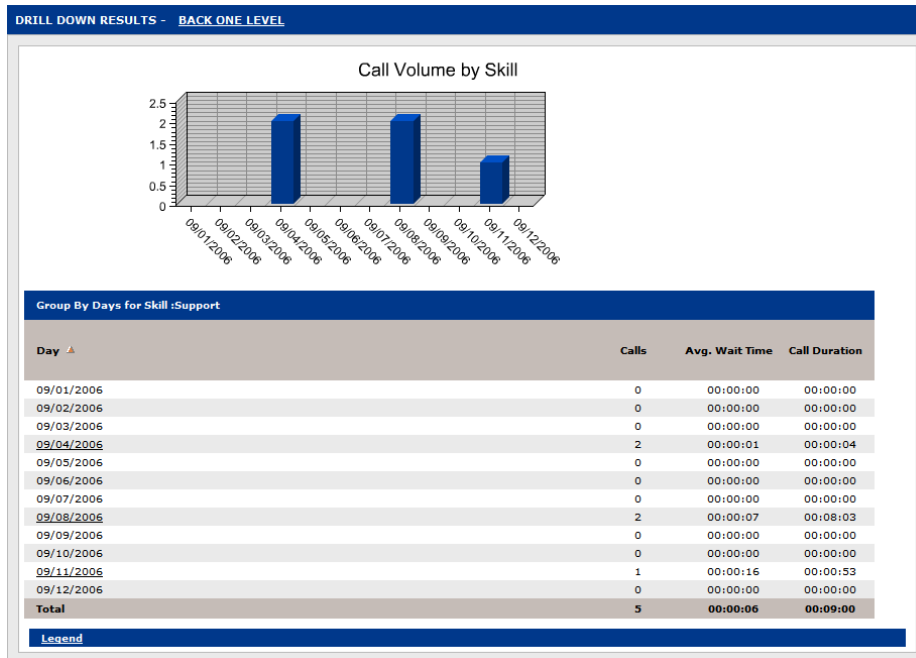
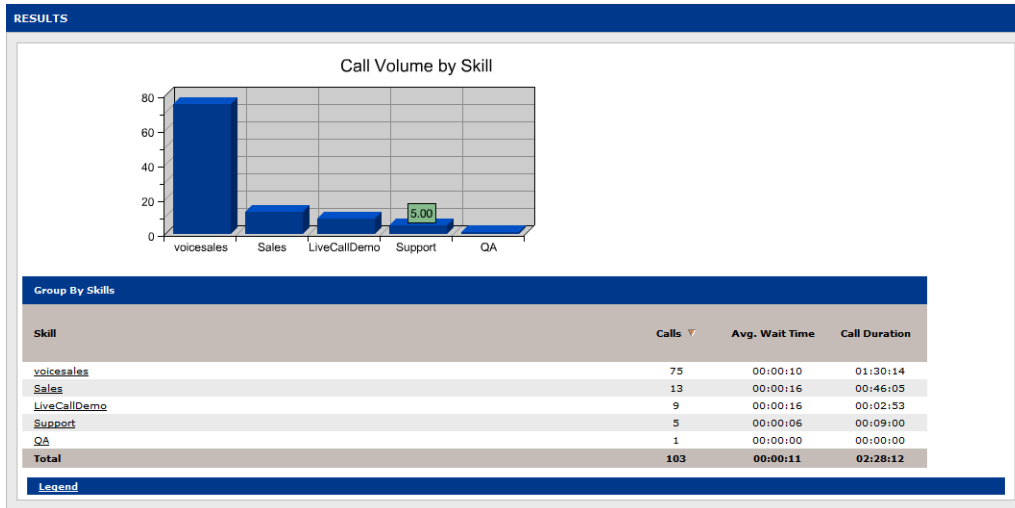


Term	Definitions
Avg. Wait Time	The average time measured from when a call is initiated or requested to when the call is accepted and the conversation starts.
Call Duration	The time from when the call connects to the end of the call.
Call Type	The type of call for example, click-to-talk, outbound, inbound etc.
Called Number	The Direct Inward Dialing (DID) number for inbound calls.
Calls	The number of call attempts.

Term	Definitions
From	The originating number. It displays the operator's phone number for click-to-talk or outbound calls and the visitor's phone number for inbound calls.
Operator	The operator that initiated or received the call.
Request Time	The date and time the call was initiated or requested.
Result	<p>Indicates the outcome of the call as follows:</p> <ul style="list-style-type: none"> ❖ Success – The call was completed successfully. ❖ Busy – The destination is busy. ❖ No Answer – There is no answer at the destination. ❖ Cancelled – The call was stopped before the destination could answer. ❖ Not Found – The dialed number is unrecognized, invalid or cannot be routed. ❖ Unauthorized – Calls to this destination are not allowed. ❖ Temporarily Unavailable – The call cannot be completed due to a temporary disruption (generally network issues). ❖ Rejected – The destination refused to take the call for some reason. ❖ Unknown – The call was not completed, but the reason is not known. ❖ Other – The call was not completed due to various other errors such as blocked by the Fraud Management system, only one side was able to take call, etc.
Skill	The skill group assigned to the call.
To	The destination phone number. It displays the visitor's phone number for click-to-talk or outbound calls and the operator's phone number for inbound calls.
Units	The number of units used per call. The units may vary according to the destination number and whether the call is to a landline or a cellular number.
Wait Time	The time measured from when a call is initiated or requested to when a call is accepted and the conversation starts.

Call Volume by Skill Report

The Call Volume by Skill report lists the detailed information of each call handled by the system including time, type, wait time, duration, cost, origination, destination number, as well as the outcome of the call. You can drill-down to view call related information for each skill.



LIVEPERSON

Term	Definitions
Avg. Wait Time	The average time measured from when a call is initiated or requested to when the call is accepted and the conversation starts.
Call Duration	The time from when the call connects to the end of the call.
Call Type	The type of call for example, click-to-talk, outbound, inbound etc.
Called Number	The Direct Inward Dialing (DID) number for inbound calls.
Calls	The number of call attempts.
From	The originating number. It displays the operator's phone number for click-to-talk or outbound calls and the visitor's phone number for inbound calls.
Operator	The operator that initiated or received the call.
Request Time	The date and time the call was initiated or requested.
Result	<p>Indicates the outcome of the call as follows:</p> <ul style="list-style-type: none"> ❖ Success – The call was completed successfully. ❖ Busy – The destination is busy. ❖ No Answer – There is no answer at the destination. ❖ Cancelled – The call was stopped before the destination could answer. ❖ Not Found – The dialed number is unrecognized, invalid or cannot be routed. ❖ Unauthorized – Calls to this destination are not allowed. ❖ Temporarily Unavailable – The call cannot be completed due to a temporary disruption (generally network issues). ❖ Rejected – The destination refused to take the call for some reason. ❖ Unknown – The call was not completed, but the reason is not known. ❖ Other – The call was not completed due to various other errors such as blocked by the Fraud Management system, only one side was able to take call, etc.
Skill	The skill group assigned to the call.
To	The destination phone number. It displays the visitor's phone number for click-to-talk or outbound calls and the operator's phone number for inbound calls.

Term	Definitions
Units	The number of units used per call. The units may vary according to the destination number and whether the call is to a landline or a cellular number.

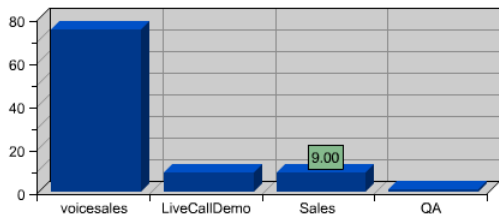
Click-to-Talk Report

The Click-to-Talk report summarizes the number of calls, average wait time and call duration by operator skill for click-to-talk calls. You can drill-down to the CDR report and view web related call details such as geolocation, IP address, navigation path, country, survey results, and custom variables.



RESULTS

Call Volume by Skill



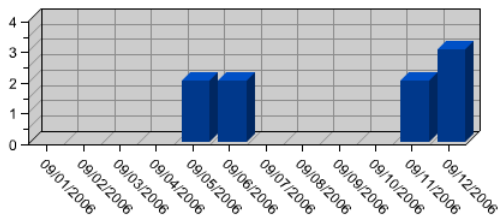
Group By Skills

Skill	Calls	Avg. Wait Time	Call Duration
voicesales	75	00:00:10	01:30:14
Sales	9	00:00:21	00:26:53
LiveCallDemo	9	00:00:16	00:02:53
QA	1	00:00:00	00:00:00
Total	94	00:00:11	02:00:00

Legend

DRILL DOWN RESULTS - [BACK ONE LEVEL](#)

Call Volume by Day



Group By Days for Skill :Sales

Day	Calls	Avg. Wait Time	Call Duration
09/01/2006	0	00:00:00	00:00:00
09/02/2006	0	00:00:00	00:00:00
09/03/2006	0	00:00:00	00:00:00
09/04/2006	0	00:00:00	00:00:00
09/05/2006	2	00:00:26	00:18:10
09/06/2006	2	00:00:09	00:00:21
09/07/2006	0	00:00:00	00:00:00
09/08/2006	0	00:00:00	00:00:00
09/09/2006	0	00:00:00	00:00:00
09/10/2006	0	00:00:00	00:00:00
09/11/2006	2	00:00:19	00:00:17
09/12/2006	3	00:00:28	00:08:05
Total	9	00:00:21	00:26:53

Legend



LIVEPERSON

Term	Definitions
Call Duration	The time from when the call connects to the end of the call.
Call Type	The type of call for example, click-to-talk, outbound, inbound etc.
Called Number	The Direct Inward Dialing (DID) number for inbound calls.
From	The originating number. It displays the operator's phone number for click-to-talk or outbound calls and the visitor's phone number for inbound calls.
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Request Time	The date and time the call was initiated or requested.
Result	<p>Indicates the outcome of the call as follows:</p> <ul style="list-style-type: none"> ❖ Success – The call was completed successfully. ❖ Busy – The destination is busy. ❖ No Answer – There is no answer at the destination. ❖ Cancelled – The call was stopped before the destination could answer. ❖ Not Found – The dialed number is unrecognized, invalid or cannot be routed. ❖ Unauthorized – Calls to this destination are not allowed. ❖ Temporarily Unavailable – The call cannot be completed due to a temporary disruption (generally network issues). ❖ Rejected – The destination refused to take the call for some reason. ❖ Unknown – The call was not completed, but the reason is not known. ❖ Other – The call was not completed due to various other errors such as blocked by the Fraud Management system, only one side was able to take call, etc.
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Wait Time	The time measured from when a call is initiated or requested to when a call is accepted and the conversation starts.

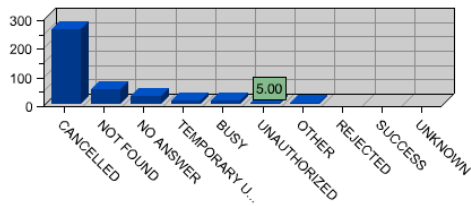
Incomplete Calls Report

The Incomplete Calls summarizes information on missed or cancelled calls including busy, rejected, no answer, and service unavailable. You can drill-down to view call related information by Ending Reason and then call type.



RESULTS

Incomplete Calls



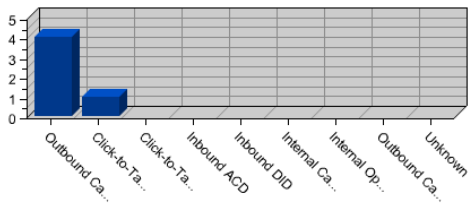
Group By Ending Reasons

Ending Reason	Calls	Avg. Wait Time
CANCELLED	260	00:00:00
NOT FOUND	51	00:00:00
NO ANSWER	27	00:00:00
TEMPORARY UNAVAILABLE	13	00:00:00
BUSY	12	00:00:00
UNAUTHORIZED	5	00:00:00
OTHER	4	00:00:00
UNKNOWN	0	00:00:00
SUCCESS	0	00:00:00
REJECTED	0	00:00:00
Total	372	00:00:00

Legend

DRILL DOWN RESULTS - [BACK ONE LEVEL](#)

Incomplete Calls



Group By Call Types for Ending Reason :UNAUTHORIZED

Call Type	Calls	Avg. Wait Time
Outbound Call	4	00:00:00
Click-to-Talk Ex	1	00:00:00
Click-to-Talk	0	00:00:00
Unknown	0	00:00:00
Outbound Call Escalation	0	00:00:00
Internal Operator	0	00:00:00
Internal Call	0	00:00:00
Inbound DID	0	00:00:00
Inbound ACD	0	00:00:00
Click-to-Talk	0	00:00:00
Total	5	00:00:00

Legend



Term	Definitions
Request Time	The date and time the call was initiated or requested.
Call Type	The type of call for example, click-to-talk, outbound, inbound etc.
Wait Time	The time measured from when a call is initiated or requested to when a call is accepted and the conversation starts.
Call Duration	The time from when the call connects to the end of the call.
From	The originating number. It displays the operator's phone number for click-to-talk or outbound calls and the visitor's phone number for inbound calls.
To	The destination phone number. It displays the visitor's phone number for click-to-talk or outbound calls and the operator's phone number for inbound calls.
Called Number	The Direct Inward Dialing (DID) number for inbound calls.
Skill	The skill group assigned to the call.
Units	The number of units used per call. The units may vary according to the destination number and whether the call is to a landline or a cellular number.
Operator	The operator that initiated or received the call.
Result	<p>Indicates the outcome of the call as follows:</p> <ul style="list-style-type: none"> ❖ Success – The call was completed successfully. ❖ Busy – The destination is busy. ❖ No Answer – There is no answer at the destination. ❖ Cancelled – The call was stopped before the destination could answer. ❖ Not Found – The dialed number is unrecognized, invalid or cannot be routed. ❖ Unauthorized – Calls to this destination are not allowed. ❖ Temporarily Unavailable – The call cannot be completed due to a temporary disruption (generally network issues). ❖ Rejected – The destination refused to take the call for some reason. ❖ Unknown – The call was not completed, but the reason is not known. ❖ Other – The call was not completed due to various other errors such as blocked by the Fraud Management system, only one side was able to take call, etc.

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