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Verascape Announces Agreement with LivePerson to Provide Contact Centers with the Most Comprehensive Suite of Self-Service Solutions

Schaumburg, IL: [Verascape, Inc.](#), a US based Self-Service as a Service provider, is pleased to announce its new partnership with [LivePerson, Inc.](#) (NASDAQ: LPSN), a global leader in conversational commerce solutions, whereby Verascape will provide LivePerson's industry-leading conversational platform, LiveEngage[®], to its customers.

"This is the missing piece that many of our customers have been asking for," says Diane Hartshorn, Director of Business Development and Partnerships for Verascape. "We always have been, and will continue to be digital platform agnostic, and able to deploy our self-service solutions across all voice and digital channels, no matter what the technology infrastructure is. Many of our customers, however, don't currently have a digital contact center or are looking to upgrade what they do have. We needed a partner to satisfy this growing need. For us, it was an easy decision. LivePerson, and their conversational commerce platform is best-in-class, and we couldn't be more excited to work with them to provide LiveEngage to our customers."

LiveEngage is LivePerson's enterprise-class platform that powers continuous connections between brands and their consumers. With LiveEngage, brands give their consumers the ability to make purchases and get service directly using popular messaging channels like Facebook Messenger, Apple Business Chat, and WhatsApp, and voice assistants like Amazon Alexa. Compared with traditional phone calls, messaging conversations increase customer satisfaction by 20%, double agent efficiency, and cut labor cost per interaction in half.

About Verascape, Inc. Verascape has been making Contact Center, Operations, and IT executives look like heroes since 2000. Some of the world's largest and most trusted brands rely on Verascape's self-service solutions to reduce costs and improve their customer's contact center experience. Our solutions are powered by Artificial Intelligence, Natural Language Processing, Real-time Data Integration, and supported by an integrated KnowledgeBase and Advanced Reporting and Analytics. For more information, please visit www.verascape.com.

About LivePerson, Inc. LivePerson makes life easier by transforming how people communicate with brands. Our 18,000 customers, including leading brands like HSBC, Orange, GM Financial, and The Home Depot, use our conversational commerce solutions to orchestrate humans and AI, at scale, and create a convenient, deeply personal relationship — a conversational relationship — with their millions of consumers. For more information about LivePerson (NASDAQ: LPSN), please visit www.liveperson.com.

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