

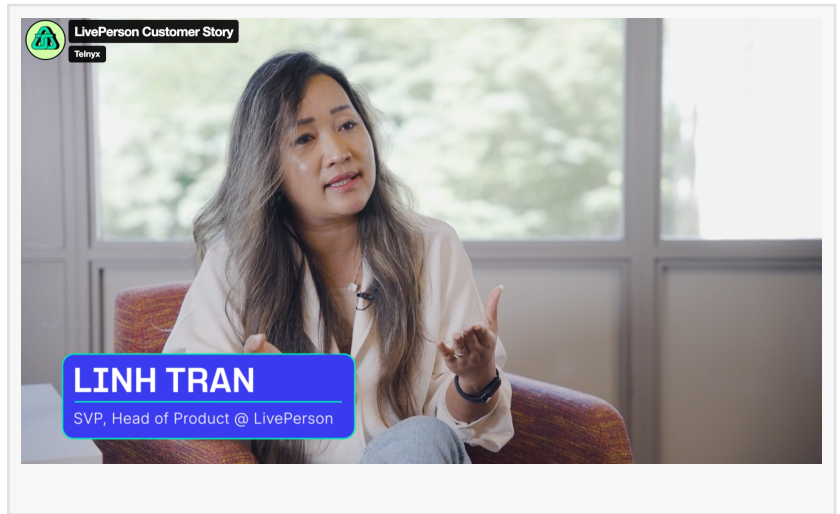
LivePerson partners with Telnyx to deliver AI-powered, real-time customer engagement solutions

LivePerson partners with Telnyx to deliver AI-powered customer engagement, reducing API integration time and driving real-time messaging and voice innovations.

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LivePerson, a leader in [AI-driven customer engagement solutions](#), has partnered with Telnyx to change the way businesses connect with their customers through seamless, real-time communication.

This collaboration allows LivePerson to leverage Telnyx's flexible, scalable communication infrastructure to power its AI-based messaging and voice platform, driving innovation in customer interaction.



“

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Linh Tran

Linh Tran, SVP Head of Product at LivePerson, [highlights the benefits of the partnership](#). In a newly released video, she discusses how Telnyx enables LivePerson to accelerate product integration and optimize customer engagement through faster, more efficient processes. LivePerson's API integration—which once took two to three months—has been reduced to just two weeks thanks to Telnyx's robust SMS and Voice API and low-latency communication infrastructure.

Empowering businesses with real-time communication

LivePerson specializes in helping businesses create personalized, real-time interactions with their customers across various channels. With Telnyx's real-time messaging and SIP SRS (Session Recording Server) technology, LivePerson provides cutting-edge voice capabilities, including its

upcoming voice copilot solution.

“What I love about the partnership with Telnyx is that the team is very engaged, very collaborative, and very long-term thinkers. Telnyx helps us reduce friction in the adoption of our analytics product, as well as create a new revenue stream as we roll out the voicemail solution to the market,” said Linh Tran, SVP Head of Product at LivePerson.

Driving innovation in AI-powered customer engagement

Through this partnership, LivePerson and Telnyx are pushing the boundaries of AI-powered communication, exploring new possibilities such as frictionless voice authentication and expanding the real-time interaction capabilities for businesses worldwide.

About LivePerson

LivePerson (Nasdaq: LPSN) is a global leader in AI-powered customer engagement solutions, providing businesses with the tools they need to connect with customers through real-time messaging and voice channels. LivePerson’s technology enables businesses to offer personalized, scalable customer service experiences across various platforms.

About Telnyx

Telnyx is a [global communications provider](#) offering a flexible, reliable platform for messaging, voice, and networking services. With its robust API-driven infrastructure, Telnyx empowers businesses to build and scale innovative communication solutions that meet their needs in an ever-evolving digital landscape.

Michael Bratschi

Telnyx

+1 312-270-8111

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