

Liveops Recognized by Brandon Hall Group for Excellence in Managing a High-Performing Distributed Workforce

Recognition highlights Liveops' operating model for combining talent, technology, AI-powered enablement, and operational discipline

SAN FRANCISCO, CA, UNITED STATES, August 18, 2026 /EINPresswire.com/ -- Liveops, a leader in [flexible customer experience outsourcing solutions](#), today announced that it has received a bronze award in the 2026 Brandon Hall Group HCM Excellence Awards® in the category of Best Management of a Remote or Hybrid Workforce. This reflects a broader shift in how organizations build customer service operations, with flexible workforce models becoming an increasingly important strategy for improving scalability, resilience, and customer experience.

The recognition highlights Liveops' integrated approach to supporting a distributed network of skilled agents through thoughtful talent sourcing, modern certification, precision scheduling, ongoing performance support, and technology-enabled optimization.



"Building a high-performing distributed network requires much more than flexibility," said Molly Moore, President and COO of Liveops. "It requires an operating model that brings together the right talent, technology, certification, governance, and ongoing performance support. This recognition reflects the work our teams have done to build a model that helps agents succeed



Building a high-performing distributed network requires an operating model that brings together the right talent, technology, certification, governance, and ongoing performance support. "

*Molly Moore, President & COO
of Liveops*

while delivering exceptional outcomes for our clients and their customers."

Building a High-Performing Agent Network for the AI Era

As AI increasingly automates routine customer interactions, the remaining work often requires greater judgment, empathy, and specialized expertise. Organizations need distributed agent models that can rapidly match the right talent to those more complex interactions while maintaining quality and operational flexibility.

The Liveops operating model supports every stage of the agent journey, including sourcing, onboarding, certification, scheduling, performance enablement, and ongoing engagement. This structure helps agents remain informed, prepared, and equipped to represent client brands effectively from wherever they operate their home business.

Through precision scheduling, agents can select servicing opportunities in flexible increments, while clients can align capacity more closely with customer demand. This balance supports agent autonomy, operational responsiveness, and consistent service delivery.

Liveops also continues to modernize agent readiness through [AI-powered simulations](#) and technology-enabled support. Rather than replacing human expertise, these tools help agents build confidence, strengthen consistency, and prepare for increasingly complex customer interactions before engaging with live customers.

As Liveops expands its global delivery capabilities, these same operational principles are being applied across geographies. Continued growth in the [Philippines](#) demonstrates how the model can scale while preserving disciplined certification, operational support, brand alignment, and service quality.

Operational Results That Earned Industry Recognition

Liveops' remote model supports a network of more than 20,000 skilled agents and attracts more than 150,000 applicants annually.

The effectiveness of Liveops' distributed agent model is reflected in results across its network, including:

- 92% agent satisfaction
- CSAT above 96% across applicable programs

- Service levels reaching 97.5%
- QA scores above 90%
- Sales conversion rates reaching 33% in applicable programs
- Greater scalability during seasonal and unexpected demand

The award reinforces Liveops' belief that orchestrating a distributed agent network requires a connected operating model that brings together talent acquisition, certification, technology, agent experience, operational support, and quality management.

"At Liveops, our focus has always been on creating better outcomes for agents, clients, and customers," said Nicholas Dehaan, Sr. Director, Agent Experience & Success at Liveops. "By pairing a highly skilled and flexible workforce with purpose-built technology and AI-powered solutions, we're helping organizations improve customer satisfaction, increase efficiency, and meet evolving service demands at scale."

The future of customer experience isn't defined by where people work. It's defined by how effectively organizations orchestrate people, technology, and operations to deliver better outcomes.

About Liveops

Liveops is redefining what outsourced customer service means in a modern, always-on world, built on the belief that genuine connection drives brand loyalty. For over 25 years, we've paired cutting-edge technology with trusted, remote, and empathetic human expertise to deliver agile, high-touch customer support solutions that scale with precision and care. As pioneers in the flexible workforce model, we bring global reach with unmatched adaptability, helping brands meet customer needs, anywhere, anytime. From complex interactions to seasonal surges, we proudly serve Fortune 500 and enterprise clients, delivering personalized experiences that earn trust and drive lasting impact. It's not outsourcing, it's outsmarting.

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