# Anodot's Real-Time AI Analytics Guarantees Quality of Service at LivePerson

## About LivePerson

LivePerson is a leading provider of mobile and online messaging solutions, using intelligent algorithms to enable communication between brands and consumers. More than 18,000 businesses trust LivePerson's enterprise-class, cloud based platform.

## The Challenge

LivePerson tracks nearly 2 million metrics every 30 seconds. The sheer volume of data overwhelmed the company's existing dashboards and resulted in delayed detection of customer service downtime.

Because metrics were often seasonal, setting up static thresholds was not effective and could not be analyzed manually with their available tools due to the high volume.

## The Solution

Anodot's Autonomous Business Monitoring solution provides LivePerson with real-time alerting on anomalies to ensure 100% uptime of its platform.

By tracking specific metrics wtih Anodot, engineering teams now have insight into errors that impact a specific platform or features that ultimately impacts customer satisfaction.

## Results

### Increased revenue protection

With AI-powered monitoring, LivePerson no longer misses costly incidents that could cause customers to churn and revenue to decline.

### Reduced cost of operations

Anodot eliminates the cost of investigating false positives and alert storms by correlating anomalies to surface relevant alerts only.

### Improved customer experience

Anodot identifies availability and load issues in real-time so they can be fixed to meet customer expectations of 24/7 availability.

*"By tracking specific metrics with Anodot, we can know when an anomaly occurs in real time, and correlate it to a specific event, like features. Anodot helps us achieve that."* – **Oded Avissar, Director of Production Engineering at LivePerson**