Product Datasheet

i6 Omnicanal Suite

i6 Chat

Take the online experience to the next level.

i6 Chat is an advanced and versatile chat applicattion that can be used stand-alone or with the integration and multi-channel advantages that come with being a part of the i6 OmniChannel Suite.

Overview

i6 Chat makes it possible for your customers to quickly access online service while maintaining low costs and increasing your organization's productivity.

Improve your customers' online experience.

Your teamwork will enjoy all of the contextual information needed to provide the customer with a new online experience:

- Full tracking of the pages your customers navigate before requesting a chat.
- Forms and pre-service surveys completed prior to initiating chat.
- Full history of each customer's contacts across all channels.

i6 Chat also allows you to direct chats to the most appropriate agents according to your operation's work rules. Define required agent skills and assign work teams by campaign, ensuring that each contact receives personalized service by the most capable and available agent.

Deliver your customers rapid and precise responses.

Satisfaction levels decline rapidly if the customer initiates chat but can't immediately connect with an agent. i6 Chat automatic responses make customers immediately feel "connected" by rapidly providing automated welcome messaging, and communicating their position in the wait queue and the name of the agent that will help them.

A series of pre-defined messages enable the agent to rapidly provide the customer with the most appropriate response. These messages help increase productivity when handling routine requests, avoiding repetitive tasks that can demotivate, lower productivity and waste agents' time. Improve our customers' experience with faster responses that address their needs.

It's simple to add the power
of i6 Chat to your business

Integrate online communications with your business processes.

Design management applications that seamlessly integrate with your business data and that correctly fit with each of your campaigns that use online chat. Your existing business application to visualize and classify relevant contact data appears on the agents' single desktop interface - along with online chat.

Provide continuity for every contact.

With i6 Chat it's possible to transfer interactions between agents without interrupting the continuity of the conversation. Information obtained via chat is transferred along with the agent's private notes and comments, ensuring a superior customer service experience.

Ensure quality on every contact.

Improving your customers' online experiences is one of the principal goals of organizations that deploy multi-channel strategies where providing consistent, coherent and excellent service can be very challenging. i6 Chat provides real-time monitoring, coaching and quality control tools that allow you to maximize service quality levels for web customers.

Asegure la calidad en cada uno de los contactos.

Toda la información es trasmitida mediante el protocolo SSL y los números de tarjetas de crédito ingresadas para las transacciones comerciales son enmascaradas en los históricos. De esta forma i6 Chat ayuda a su negocio con el cumplimiento del estándar PCI. Mejorar la experiencia online del cliente es uno de los retos principales de una compañía que incorpora una estrategia omnicanal, en donde es muy difícil brindar un servicio coherente, consistente y de excelencia. I6 Chat, proporciona herramientas para el monitoreo en tiempo real, coaching y control de calidad, las cuales permiten maximizar la calidad de servicio ofrecida al cliente web.

- Create post-chat surveys.
- Supervise agents in real time including monitoring of conversations in progress.
- Train work teams with the coaching tool in real time and achieve successful resolutions.
- Use pre-defined and personalized reports to analyze metrics and trends..

Protect your customers' private data.

All information is sent via SSL protocol. Credit card numbers entered into the system for commercial transactions are masked in contact histories. i6 Chat also helps your organization comply with PCI norms.

Take advantage of the best of both worlds: self-service and live chat.

i6 Chat provides a self-service function that allows prospects and customers to obtain rapid responses to routine requests. It also allows them to enter their requests, access account information, make payments and take advantage of any of the other self-service options your organization provides via an intelligent and automated chat interface. i6 Chat self-service functionality is designed to operate on a graphical interface that is very simple and intuitive and that allows you to create powerful self-service solutions using simple images, flows and processes.

Incorporate other customer service channels.

Because it's part of the i6 OminChannel Suite, i6 Chat can be seamlessly integrated when needed into your organization's providing a multi-channel strategy that includes unified management of your other channels such as social media, email and contact via the web. You are empowered to move customers to the channel you feel is best without losing the context and while maintaining the thread of the conversation. A customer communication that began by chat can thus continue by phone or email for a fluid resolution without the customer needing to repeat information or feel that they have to "begin all over again."

Generic Features

Note: The implementation of some features may require professional services

- ■ Channel management:

  - Workspace integration for multi-channel management.

  - Unified contact management across all channels.

  - Interaction management and control functions: contact initiation, transfer, wrap-up.

  - Interaction history across all channels.

  - Conversation labeling.

  - Attach private notes and comments to conversations.

  - Case Management processing of interactions.

- ■ Web App Designer:

  - Front-end application designer.

  - Web form designer.

- ■ Date security and privacy:

  - SSL encryption

  - Masking of credit card numbers in contact histories.

- ■ Full-web.

- ■ Both cloud and on-premise implementation modes.

- ■ Reports:

  - Historical reporting.

  - Programming of report distribution via email with annexing of associated interactions.

  - Report designer tool.

- ■ Supervision:

  - Real-time supervision panel Graphical indicators.

  - Monitoring of contacts in wait queue or assigned to operators.

  - Coaching functionality.

  - Chat between supervisors and operators.

  - Message broadcasting to operators.

- ■ Integration:

  - Integration with front-end web applications.

  - Integration with web forms.

- ■ Omnichannel Distribution:

  - Interaction distribution via circular/operator ability/ workload balance/work queues.

  - Universal interaction queue management.

- ■ Administration:

  - Active/inactive campaign hours and days.

- ■ Support for mobile devices

- ■ Part of the i6 OmniChannel Suite.

Individual Features

Note: The implementation of some features may require professional services

- Personalized login forms.

- Spell check and typo correction.

- Pre-defined messaging and search engine.

- Concurrent chat configuration.

- Use of self-service via the chat function.

- Customized adjustment of window size, colors, font, images, buttons and positioning.

- Personalized pre-service and post-chat survey formularies easily adaptable to your company's design esthetics.

- Configurable and automatic messages, including: welcome, outside normal business hours, agent wait queue, and name of agent assigned.

- Graphic design tool for chat self-service processes and flow.

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