

Eckoh

**Chat & Pay
combines
instant human
interaction
with PCI DSS
payment
security**



Benefits of Chat & Pay

- Handle peaks in enquiries by dealing with multiple customers at a time.
- Increase sales and reduce cost of service delivery.
- Improve insight into customers' preferences and decision triggers.
- Provide a seamless journey from enquiry to secure payment.
- Safeguard customer data.
- Reduce cart abandonment by staying close to the customer.
- Gain insight into service metrics, customer journey, engagement and satisfaction.

The advance of Live Chat as a customer contact channel seems unstoppable — and now it's just stepped up a gear with the introduction of our secure payments via Live Chat solution.

Is Chat & Pay right for you?

Chat & Pay is the latest customer engagement tool and means you can keep close to your customers while they find what they want and make their decision to buy.

You wouldn't want to risk losing your customer at the end of their enquiry by making them go to a separate payment process.

With Live Chat payments, the process is seamless.

If you're a company that has a website and would like to offer Live Chat customer support then why not advance your customer engagement even further by

offering secure online payments too. Eckoh provide unauthenticated and authenticated chat services including the ability to take secure payments within the Live Chat solution.

Our solutions also enable payments to be taken via call-back all from within our user-friendly, agent omni-channel console.



80% - number of companies likely to be making some sort of Live Chat available to their customers by 2018 ^[1]

How it Works

Our Live Chat solution is delivered by a combination of Live Chat technology provided by K2C, who are part of the Eckoh group, and Eckoh's secure payments technology.

The customer can browse at leisure and use the Live Chat functionality to ask questions, check price, delivery options and even availability so they are well informed when they make their buying decision.

Once products are chosen, payment options appear — as part of that chat session and within the chat window.

The payment itself is secure and PCI DSS compliant so your customers' data is completely protected.

The agent remains on hand throughout the process to advise or guide the customer but the agent never sees the cardholder data thanks to Eckoh's tokenisation technology.

The mechanism confirms receipt of the real numbers while the agent only sees the meaningless, tokenised numbers. The agent however, does receive a confirmation and payment reference once the customer completes the purchase.

Key Features

- PCI DSS compliance from technology that's straightforward.
- Fully customisable and scalable to suit growth.
- Light touch technology enables fast deployment.
- Agent remains on hand throughout the entire process.
- Ability to integrate into order processing, finance or CRM systems.

