

TAKE CHAT TO THE NEXT LEVEL

Efecte Multi-Room Chat accelerates conversations beyond the speed of email and make service personnel more efficient than dealing with one customer at the time on the phone.

Whether support needs to be delegated to teams based on expertise, language, location or time, the Efecte Multi-Room Chat provides the means to run, distribute, and automate conversations with a tight integration to the service management tool.

Easy-to-Use Multi-Room Management

Efecte Multi-Room Chat allows managers to create any number of different chat rooms. Team members can be assigned to one or multiple rooms from the UI.

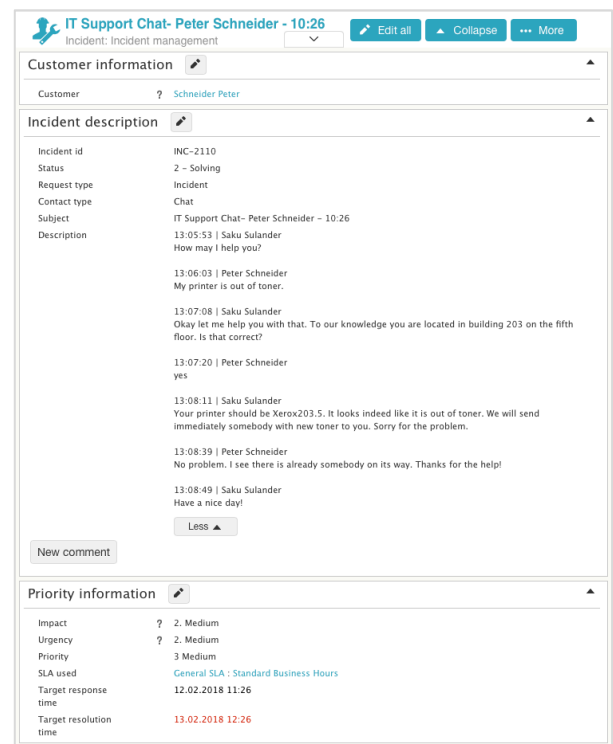
Service times, autosuggested messages, tags and the look and feel of the end user chat window for each room can be tailored on a graphical user interface without the need of coding skills.

Fast Deployment Through Ready Integration

Whether you need to enhance your existing Efecte Edge solution or you are replacing your legacy tool, the Efecte Multi-Room Chat is readily integrated to the self-service portal and the service management tool.

Support agents can create easily issues such as IT incidents or HR cases from the ongoing conversation. If issues cannot be solved during the chat conversation, the issue can be further

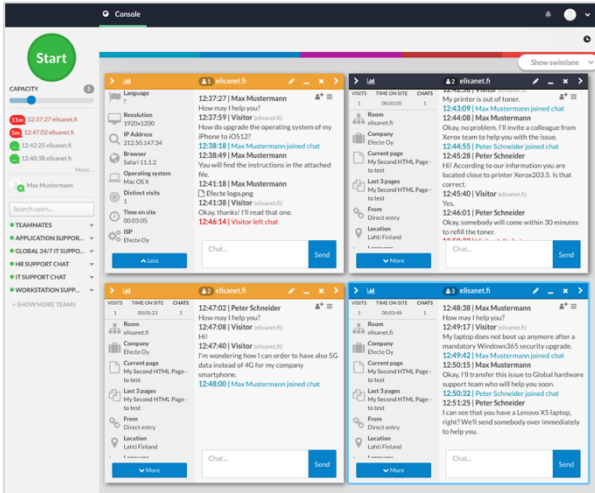
managed in the service management tool. Easy-to-design workflows can be applied to automate the processing of routine tasks initiated by the multi-room chat tool.



End users can follow the status of the issue in the self-service portal online anytime, anywhere. End users are authenticated based on the Single-Sign On of the Efecte Edge solution and no further authentication integration is required.

Designed for Support Agents

Support agents can efficiently engage with end users on the console which shows the ongoing conversations side by side. A swimlane shows how long end users have been waiting for a response either in a particular room or in all rooms ensuring best possible workload distribution.

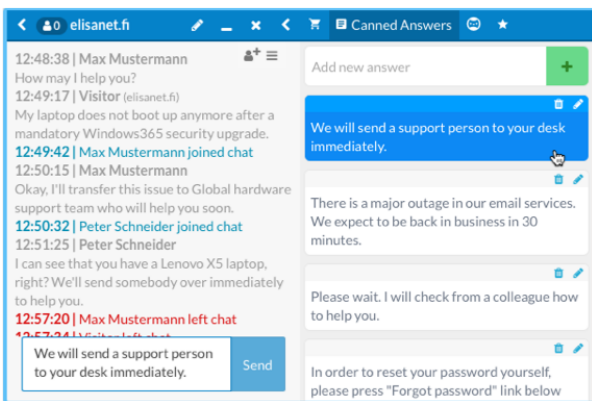


Support agents can invite other agents to join a conversation or escalate the conversation to another team member or other chat room.

Support agents can also initiate private conversations with other agents in order to analyse a topic together without the end user knowing.

Effortless Chat with Canned Responses

Any support agent can create and use canned responses for everybody to use effectively co-creating a shared knowledge of frequently used messages.



Canned responses are organized based on the usage frequency in a particular chat room and therefore most common phrases are always coming up first on the list.

Automatic Team-to-Team Routing

Conversations can be automatically rerouted to another chat room if all support agents are busy or end users have been waiting too long.

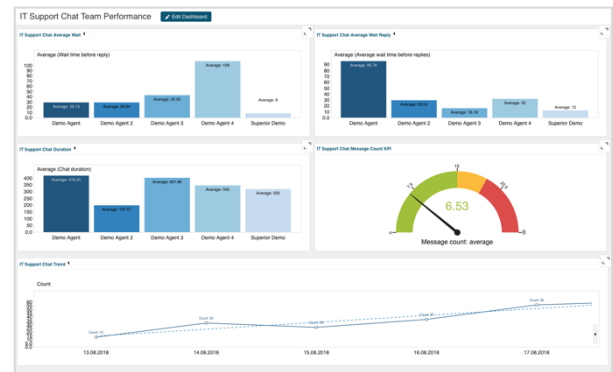
GDPR Compliance

The administrator of the chat tool can configure on the UI how long personal data is stored on the chat tool before it is removed for GDPR compliance. Individual conversations can also be removed by support agents to meet the right-to-be-forgotten.

Centralized Chat Performance Management

Chat is an essential communication channel for enterprise services and complements other channels such as email, self-service portal or phone.

Support team managers must be able to manage the KPIs of the different teams centrally, both with views on the overall performance in regards to first response times as well as case resolution times.



Dedicated dashboards provided with Efecte Multi-Room Chat help managers to identify bottlenecks in the chat channel and improve customer experience.