REAL-TIME CUSTOMER ENGAGEMENT

PROACTIVE LIVE CHAT AND CO-BROWSING SOFTWARE

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On-premise or in the cloud: Real-time customer engagement on your Website.
There are as many chat software products as grains of sand on the beach. Only ITyX CHAT, will successfully transfer the value proposition of your brand to the anonymity of your Websites. Secure connections, your choice of cloud or premise, and modular add-in widgets like Video and CoBrowse, make it possible.

MORE THAN JUST A CHAT APP
This solution connects your online visitors with the best available customer service employees. Personal consulting sessions are optionally enriched with text messages, video integration Co-Browsing, or online presentations, break down purchasing impediments and improve conversion rates.

RECOGNIZING EXPERT QUESTIONS
Intervene where it makes sense: Use CHAT for those visitors that really need help. CHAT takes the access location, visiting pattern and search entries of your web visitors into consideration. Expert questions are recognized in real time and provided to the best available employee.

CONTROLLING THE WEB EXPERIENCE
Use your chat service as a “needs-based” service: According to the situation, you can combine CHAT with e-mail, Facebook, or telephone.

FOR YOUR BUSINESS, THIS MEANS:

➔ Transport your value proposition to your Website
➔ Provide the optimum combination of chat with telephone, e-mail, mobile app and social media
➔ Proactively connect visitors with experts depending on the situation
➔ Safe and secure operation within your infrastructure or the cloud
HOW IT WORKS

PROACTIVE ADDRESS OF THE CUSTOMER
Depending on the visitor behavior, you can connect potential customers with available specialists.

INTERACTIVE CONSULTING
Synchronized browsers: Through an encoded connection you exchange chats, images, files and content.

SECURE COOPERATION
Guided consulting: Accompany your visitors on the web, fill out forms together and share content.

BINDING CONCLUSION
Personal and direct: The dialog is automatically documented in the customer history and can trigger follow-up activities.

RANGE OF SERVICES

→ FLEXIBLE, PROACTIVE CHAT SOFTWARE
  From 1:1 video chat consulting to 1:5 support chat (Some customers may want more than 1.5)

→ WEB CUSTOMER EXPERIENCE MANAGEMENT
  Escort visitors online through the offering

→ SECURE OPERATION
  Certified security in the cloud or on premise

WHERE IT IS USED

→ Online and web support
→ Web customer engagement teams
→ Contact center and back office
SERVICES

**Video chat and co-browsing software with CTI function**
- SSL secure chat
- Integrated web radar with visitor information
- Analysis of visitor behavior
- Proactively invite valuable visitors
- Proactively invite based upon the context of search inquiries (self-service)

**Transaction processing (case management)**
- Multi-domain and multi-session support
- Exchange chat messages, files, and images
- Multi-level text module templates
- Content push, co-browsing and escorted browsing
- Form sharing: Filling out forms together
- Telepointer: Emphasize and mark content
- Session forwarding: Forward to a specialist
- Post chat surveys
- Real-time monitoring and reporting

OPERATION

- **Server:** Min. Windows Server 2012 or higher), Linux
- **Comprehensive authorization and role concept**
- **Free selection of the distribution and operating model**
- **Multi-client operation**