



Web Chat

- ▶ Multiple concurrent chats
- ▶ Data capture messages
- ▶ 'See what customer is typing' feature
- ▶ SLA-based chat warnings
- ▶ Canned messages with dynamic variables
- ▶ Credit card masking
- ▶ Facebook Messenger integration

Voice

- ▶ 'Click-to-call' voice calling feature
- ▶ WebRTC-based voice calling within the website
- ▶ Receive calls via SIP or PSTN
- ▶ Call direct from page or escalate from web chat

Video

- ▶ 1 and 2 way video calling
- ▶ WebRTC-based video calling within the website
- ▶ Configurable border colour and resizable video

Cobrowse

- ▶ Plugin-free cobrowsing
- ▶ View and control customer browsing session
- ▶ Annotation and mouse pointer

Screenshare

- ▶ Stream agent desktop to client

Emails

- ▶ Lead capture forms delivered as emails
- ▶ Custom branding options
- ▶ Convert queued chats into emails
- ▶ Attach location and customer journey

Customer Journey

- ▶ Show customers current location in an iframe
- ▶ Page push allows direct page change

Agent Tools

- ▶ Customer interaction history available to agent
- ▶ Wrap up screen with outcomes marked as 'tags'
- ▶ Interaction transfer to queue or agent

User Interface

- ▶ Various 'off the shelf' UI options
- ▶ Nudges trigger UI based on visitor behaviour

Interaction Data

- ▶ Pass through website data to agents
- ▶ Securely authenticate users

Deployment

- ▶ Mobile friendly, lightweight scripts
- ▶ UI neatly embedded in the page
- ▶ Add into HTML or via tag management system
- ▶ User friendly script generator
- ▶ Hosted in regional AWS data centres
- ▶ On-premise and hybrid deployment available
- ▶ Browser based agent console

Integrations & APIs

- ▶ Website API allows full control over system
- ▶ Integrate into CRM systems
- ▶ Integrate into lead distribution systems via API

Analytics

- ▶ Track interactions and tags via Google Analytics
- ▶ Full history of chat transcripts
- ▶ Real time analytics of system utilisation
- ▶ Historical overview of interactions, filter by agent, queue, time, feature

Supervisor Controls

- ▶ Business hours, configurable by queue/page
- ▶ Multiple user levels and permissions
- ▶ Editable user/group/queue manager

Mitel Integration

- ▶ Agent console embedded into Mitel Ignite console
- ▶ Interactions routed & queued by Mitel
- ▶ Interactions reported by Mitel