



Eptica Chat™

Unlock business revenue and customer satisfaction with proactive chat

The ability to resolve issues in a single chat session increases first contact resolution and customer satisfaction. Proactive help via chat can remove an obstacle in the customer journey and consequently increase the chance of a sale.

Eptica Chat enables you to achieve even greater customer service, sales and efficiency benefits by delivering a chat service which is deployed with added intelligence - when and where your customers need it most. It makes best use of customer service resources and can be easily integrated with other customer contact channels such as web self-service and email.

Eptica Chat empowers agents to provide service that stands out from your competitors, giving them access to a history of customers' previous interactions with your company so they can respond with a deeper understanding of their requirements.

Web chat can reduce call volumes by 12% according to Gartner and increase agent productivity between 35%-75% per the Yankee Group. Agents can handle several chat conversations at the same time, meaning that productivity and ROI is dramatically increased.

Agents can guide customers through complex tasks such as form filling and technical support, as well as search and draw on content from a self-learning knowledge base to help them deal with chat sessions more efficiently, thoroughly and consistently.

Eptica chat provides a highly sophisticated, scalable and secure environment. It is feature rich and provides an ideal platform to service customers online in real time. It is easily configurable to maintain a low cost of ownership and dynamic to react to changing business conditions.

Increase online sales and improve customer service for your website visitors

Benefits

- ✓ Immediately answer questions and cross-sell products
- ✓ Reduce abandonment of quotation and application forms
- ✓ Impress customers by stepping in to help them when they need it
- ✓ Stop customers leaving your site without finding their answers
- ✓ Improve first contact resolution - agents have the advantage of knowing what the customer has been doing on your site
- ✓ Reduce chat handling times by drawing on a knowledge base of pre-scripted answers

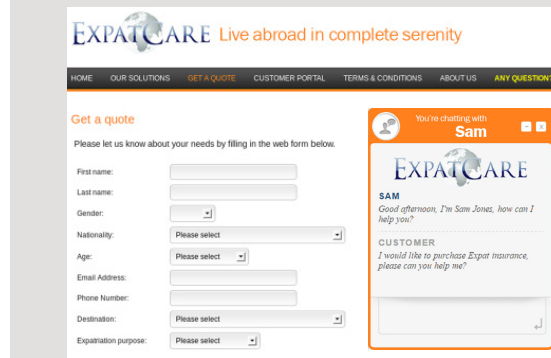
A recent Eptica study found that companies who offered web chat responded successfully to 93.5% of queries, with an average session length of **4 minutes and 29 seconds** showing the speed of the channel.



Improved Sales and Customer Experience through Chat

Proactive chat invitations

Flexible rules and workflow enable chat invitations to be triggered proactively based on any number of criteria such as search terms, time spent on site or viewing a particular product, repeated visits or prolonged time spent on your Self-service pages.



Agents handling incoming chat sessions are automatically provided with customers' contact details and interaction history.

They can chat, co-browse, set up new accounts, access the centralized knowledge base, document library and more.

Co-browsing

Agents can guide customers through tasks such as form filling and technical support.

conversations, including links to document locations and pre-written responses, for faster and more complete resolution to enquiries.

Web call back and web lead functionality

Allow customers to further choose how and when they interact with the contact center.

Reporting and analysis

Comprehensive productivity and service level reporting.

Skills based routing

Eptica Chat can automatically route a customer to the relevant agent group based on the context of their activity on your website.

Eptica Linguistic Search

Flexible search allows agents fast access to information by typing natural language questions, key words or browsing by topic

Multilingual agent and customer support

Customers can chat in any language, with the agent interface available in English, French, Spanish, Italian, Japanese, and Chinese (basic).

Real time graphical dashboard

Administrators can see the activity by service line and agent in real time to help them measure the true KPIs and direct their resources accordingly.

Multiple sessions

Agents can take part in multiple chat conversations in the time it takes an agent to handle a single phone call.

Agent transfer

Agents can transfer chats to either groups of users, service lines or individuals. This can be very useful in situations such as verification or if a customer needs help from a different department, enabling you to offer providing a higher level of service to the customer. All chat transfers are tracked and are visible in the chat transcript.

Protect your customers' information

Eptica Chat is HTTPs compliant to ensure complete data integrity and protection. Agent and customer messages are encrypted using SSL/TLS technology.

XMPP Agent Client support

Extend your web chat functionality to the entire enterprise with users able to chat with customers using their desired standard chat client for example Messages (for Mac), Trillian and Pidgin, with new XMPP clients being added to the supported list all the time.

Integrated A/B testing

Enables you to test different approaches and keep what works best.

Agent knowledge base

Dynamic, self-learning knowledge base improves the efficiency of every chat agent. Agents can search content from the knowledge base into chat

Customer Survey forms

Eptica Chat enables customers to complete post survey forms to assist in shaping customer satisfaction.

Chat design

A comprehensive wizard provides flexible chat design out of the box. If desired, Eptica Chat can be fully customized to your brand.

Find out more at www.eptica.com

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