

Verint Express Live Chat

Your customers want to receive ever quicker answers to their questions. Waiting for responses via email or remaining on hold, waiting for a contact center agent is seldom acceptable to today's consumers.

Verint® Express Live Chat™ offers visitors to your website the option to consult with one of your agents directly, allowing you to offer the same speed of communication as on the phone. It's a practical solution that can enable your customers to complete their transactions when they need it most, while helping to reduce transaction abandonment rates.

When employees accept chat requests, the solution automatically presents them with a comprehensive view of the customer and information relevant to the context of the interaction. Customer profiles, contact histories, and relevant data from your back office and other external sources can be integrated into this view, empowering your employees to provide more efficient, highly personalized experiences. This can help increase customer satisfaction while reducing employee effort.

As part of the Verint Express™ solution set, Verint Express Live Chat is fully integrated with the Verint Express knowledge base. This provides your employees with access to the same knowledge and answers as all other customer service channels — a benefit for consistent, unified customer communication. Verint Express Live Chat can retrieve relevant information directly from the knowledge base and present it to employees for use in responses to queries. If an employee is unable to provide a relevant answer, he or she can easily transfer the chat session to another agent or move to another channel, such as phone or email, to progress it further.

Chat sessions are recorded in their entirety and linked to the customer history, and customers can print transcripts of sessions for future reference. Through integration with Verint Express, Verint Express Live Chat can enable sessions to be reported on and analyzed using the standard Verint Express Reporting and Analytics module.



Verint Express Live Chat can be accessed anywhere on your website anytime that employees are available.



Key Benefits

- Helps increase customer satisfaction with quicker service.
- Helps reduce the number of customers abandoning your website or switching to more expensive channels, such as the phone.
- Helps decrease contact center queues for phone and email queries.

Improve the Customer Experience

Verint Express Live Chat includes configuration options, such as the number of chat sessions an agent can perform simultaneously, customer queues, and routing of chats to appropriate employees. To further enhance customer use and satisfaction, the solution can be made available only when employees are available to accept chat requests. Customers can be asked to fill out their details in a pre-chat form, giving your agents more information to help with rapid resolution.

Extend Your Benefits with Other Verint Express Solutions

Verint Express Live Chat is a standard part of Verint Express – a comprehensive, modular suite of cloud-based customer service software specifically designed for midsize businesses and organizations. Reporting and analytics functionality is included with Verint Express, offering insights into live chat metrics and KPIs, along with other related data such as handle times, resolution rates, and the use of your knowledge base. Also included is an API that can enable integration with external systems, allowing relevant information from ACD, IVR, and back-office systems to be displayed in the employee desktop or customer portal, helping you further personalize customer service.

Verint Express also offers optional capabilities for email management, whitelist management, call and case management, outbound campaigns, web self-service, and virtual assistant. Since these solutions share the same user interface, knowledge base, and analytics – and integrate seamlessly – you can easily expand the scope and coverage of your contact handling capabilities, enable customers to

help themselves, and empower employees to work with customers and cases across all channels.

Benefit from a Cloud-Based Solution

Verint Express Live Chat is a cloud-based SaaS solution, which offers functionality and data security comparable to or better than traditional on-premises deployments while helping to reduce start-up times and costs and simplify system administration. As a cloud-based solution, Verint Express does not require any on-premises hardware or software installation, which can reduce the time-to-value for your project.

Verint Express Live Chat – Part of the Verint Customer Engagement Optimization Portfolio

Verint Express Live Chat is part of a patent-protected portfolio of customer engagement optimization solutions that help organizations enrich customer interactions, improve business processes, and optimize their workforces to enhance loyalty, increase revenue, mitigate risk, and manage operational costs.

Benefit from World-Class Consultants

Verint offers a range of Professional Services to help you get the most from your investment, including Business Advisory Services, Implementation and Enablement Services, and Application Managed Services. Regardless of the services you select, you can be confident that our experienced teams offer practical knowledge and are committed to your success.

Verint. Powering Actionable Intelligence®

Verint® is a global leader in Actionable Intelligence® solutions with a focus on customer engagement optimization, security intelligence, and fraud, risk and compliance. Today, more than 10,000 organizations in 180 countries – including over 80 percent of the Fortune 100 – count on Verint solutions to make more informed, effective, and timely decisions.

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