

Verint Live Chat

Web and mobile channels have become key for sales and service as customers increasingly search, purchase, and ask for help online. But when customers need help with web or mobile interactions, they want a simple way to communicate with your organization.

Verint® Live Chat™ allows online customers to chat with employees over the web or via mobile devices to obtain assistance with their self-service journeys. It can enable your organization to monitor customer interactions and provide assistance, as well as dynamically present targeted offers that can dramatically increase online sales.

Verint Live Chat can enable your employees to initiate chats with customers proactively based on a variety of circumstances, such as length of time spent on a page or repeated visits to the same page.

When customers initiate chats, the solution can automatically send them messages indicating service availability, estimated wait time, position in the queue, and an employee-typing indicator.



Verint Live Chat offers communication convenience to help increase online sales, improve service quality, lower transaction abandonment rates, and create more satisfied and loyal customers.



Key Benefits

- Helps prevent customer abandonment of online or mobile interactions.
- Provides online customers with a simple and quick way to communicate with customer service employees.
- Guides customers through online processes using live chat in conjunction with co-browsing.
- Facilitates chat on any customer device, including mobile phones and tablets.
- Supports multiple concurrent chats per customer service employee.

Route Chat Requests Effectively

Verint Live Chat includes SmartMatch™ functionality that can automatically route the live chat request to the most appropriate employee, based on skill and availability. The employee can then use robust productivity enhancement tools to automate the reply process. You can limit the chat channel based on predefined criteria, such as employee availability, shopping cart value, or transaction history. Employees can have multiple chats, conference in or transfer chats to other employees, use predefined responses or templates, and email transcripts to customers at the end of chat sessions. Supervisors can monitor chats and send private chat messages to employees.

An actionable dashboard enables supervisors to see work volume in real time and make adjustments as needed. If a particular chat queue is experiencing heavy volume, the supervisor can instantly add more employees to the queue or move work items to another queue.

Benefit from Verint Knowledge Management

Verint Live Chat integrates with Verint Knowledge Management™ and can automatically present knowledge articles that are relevant to the customer's chat inquiry. Search results are filtered by context to include only responses relevant to customers based on their products, location, and other factors. In this way, employees can easily insert responses from the knowledge base, helping improve the speed and consistency of responses.

Facilitate Communication Between Employees

Because Verint Live Chat can enable employees to communicate easily with their coworkers, it can help you foster a more collaborative workplace while allowing staff to receive quick assistance from experts. This can help improve response time and accuracy, as well as drive employee engagement.

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

Verint 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® Systems Inc. (NASDAQ: VRNT) is a global leader in Actionable Intelligence® solutions for customer engagement optimization, security intelligence, and fraud, risk and compliance. Today, more than 10,000 organizations in over 180 countries use Verint solutions to improve enterprise performance and make the world a safer place. Learn more at www.verint.com.


Americas

 info@verint.com

 1-800-4VERINT


Europe, Middle East & Africa

 info.emea@verint.com

 +44(0) 1932 839500

Asia Pacific

 info.apac@verint.com

 +(852) 2797 5678

 verint.com

 twitter.com/verint

 facebook.com/verint

 blog.verint.com

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