8x8 Virtual Contact Centre Proactive Chat



With 8x8 Virtual Contact Centre, you can improve customer engagement and sales by proactively offering web chat with live agents.

Customers visit your web site to make purchases, ask questions, or request help with service issues. They want to chat with you. But how can your agents handle the extra load of responding to real-time customer inquires? 8x8 Proactive Chat can help!

Improve the Customer Experience

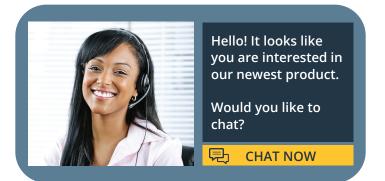
- Reduce customer effort by providing assistance via real-time chat, eliminating the need to make a call or use other channels, and improving first-contact resolution.
- Provide knowledgable, informed guidance based on which page the customer is on.
- Help customers in the language of their choice.

Lower Support Costs

- Improve customer engagement by proactively offering web chat.
- Use customer information from the web interaction to get the right information from CRM, for a more efficient interaction.
- Support up to six simultaneous chat sessions.

Control the Customer Experience

- You decide when to offer a chat, and you define routing rules.
- Use the online wizard to define the look, feel and content of your chat windows.
- The management interface contains all the tools you need, eliminating the need for professional services or IT intervention.



Serve up chats based on visitor behavior, agent availability, time of day, etc.



Improve Sales and Service

- Improve Sales—Capture customers at their "moment of truth" to reduce shopping cart abandonment and increase sales conversions.
- Improve Customer Service—Solve customer problems fast and improve agent efficiency. When support is fast and easy, customer satisfaction skyrockets.
- Gain Flexibility and Control— Contact centre managers can use the management interface to easily define chat timing, lookand-feel, routing rules, and more—using the online management interface.



Dynamic language translation for chats.

Key Features

- Easy to create—Contact centre managers have the power to design the chat look-and-feel, without the need to involve IT or web developers.
- **Forms-based**—Create pop-up boxes using input forms to define the customer experience with such options as screen pop, gathering more information, and defining queue routing.
- **Configurable**—Chat windows can be configured based on time-of-day, agent status, the page the customer is viewing, time spent on page and other options.
- Dynamic language translation—Automatically translate agent and customer responses to their respective languages on the fly
- Integrated with FAQ Knowledgebase—Paste answers from the knowledgebase to make it easier for agents to provide consistent, efficient answers to routine questions.
- Integrated with CRM systems—Use chat-based inputs to look up customer information in CRM systems, including 8x8, Salesforce, Zendesk, Microsoft Dynamics, NetSuite, SugarCRM and others.
- Multiple chat windows—Configure up to six chat windows per agent.

🗣 🗣 🕼 🕅 (marketingdemo) v. x								
🗲 🔅 C 👬 🧴 https://vcc-na12.8x8.com/CM/cm_frameset.php 😤 🗮								
🔢 Apps 🙀 8x8, Inc – Analytics 🔊 🖿 Other Bookmarks								
88 8x8, Inc.						1 marketingdemo <u>Co-bro</u>	wsing Help Logout	
Home	Chat design »	Edit pre-chat f	form				0	
Security	enat deeign #						· ·	
Groups								
Agents Queues	 Back to form list 							
Channels	Button Invitation Form Window							
Scripts							Step 1 > Step 2	
CRM	Label	Label						
Support Center	* Window title	We are here to help!				We are here to help!	x	
Outbound Setup Campaigns	* Button label	Start				Please give us the following information		
Broadcast	Please give us the following information					Preferred Language *		
Integration						+		
Status Codes						Please give us your email address *		
Transaction Codes	Color							
Outbound Phone Codes	* Window background	#0876F7 * Text #FFFFF		#FFFFFF		Looking for *		
Wallboard	Border #99e9ff Dook a cruise Information on a cruise							
Chat design		#BOCON						
	Logo customization				1	Start		
	Choose Files No file chosen							
	The file must be an image and can not exceed 200kB.					powered by 8x8	Inc.	
	The image will be resized for the proportion of 100x30 pixels.							
					Cancel << Previous Save			
	_	_	_	_			Show All	

Use the 8x8 wizard to define your chat interfaces and interaction rules.

For more information, call 1800 854 171 or visit 8x8.com/au

