

# inContact Chat

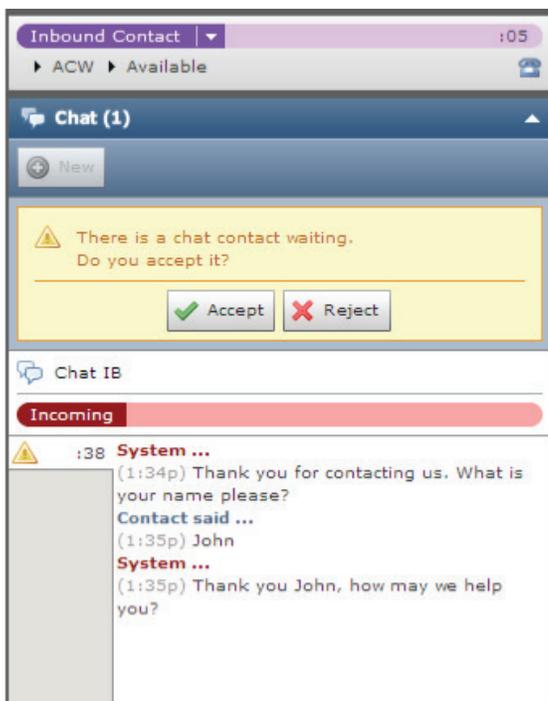
## Powerful One-on-One Communications Routed by inContact

Customers are moving to new channels in addition to voice. Chat is rapidly becoming critical for delivering exceptional customer service.

inContact makes it easy to configure and route incoming chats to your agents. The application can automatically provide the chat requestor with a message indicating their position in queue. This helps managing expectations, and improves the customer experience.

While the patron is waiting to be connected to an agent, web pages can be pushed to them automatically at configurable intervals. You can use this to offer web self-service, or to provide the customer with additional information relevant to their chat request, thus making productive use of the sometimes inevitable wait time.

Automated chat components can be used to prompt the customer to enter standard information such as their name, or their customer number prior to actively involving an agent into the chat interaction. This reduces chat handling time, and unburdens the agent from having to manually prompt customers for standard information over and over again.

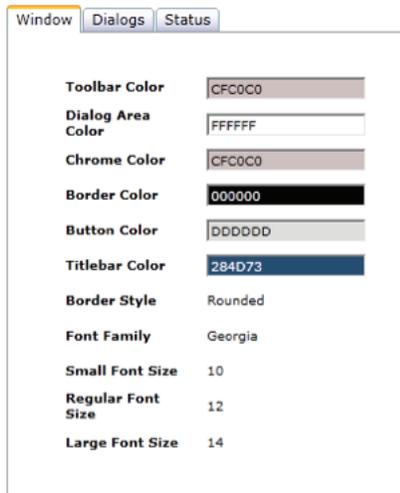


Agents can handle simultaneous chats. Using our flexible API's you can embed "click to chat" functionality into your web page, smartphone app, or any other web-enabled interface.

## Key Features

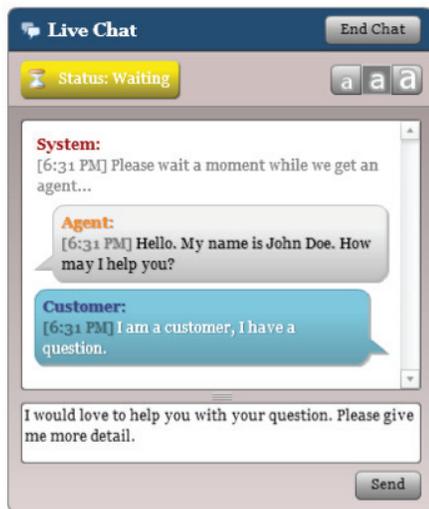
- Customize chat panel to reflect your company's visual branding
- Configure agents to handle up to 8 chat sessions at a time
- Configure automated responses to improve agent efficiency
- Send customers surveys after engaging in a chat session
- Make administrative changes on the fly
- Expand multi-device capabilities using powerful API's
- Prioritize chat interactions over non-real-time media such as email in a Universal Queue

# inContact Customizable Options



## Customization Panel

Customize your customer-facing chat panel from within Central. No special programming knowledge is needed. And, the creation wizard builds a custom HTML5 interface that will work on any HTML5 compatible device, be it a smart phone or tablet, out of the box.



## Customer Chat Panel

The chat panel your customer sees when chatting with an inContact agent.

## Enhance Customer Experience

Address the shifting dynamics of today's consumers looking to connect with you in new ways. Chat is a perfect solution to respond to customers on the go, mobile users, and those simply looking for quick answers. With inContact adding this channel couldn't be easier, and you'll be closer to tomorrow's contact center...today.