

Engaging conversations with Live Chat Software – Make It Interesting

The First touch point with your digital customers are your website, mobile applications, social media accounts or support email IDs. And thus, to make it easy for your customers to reach you whenever and wherever they need and engaging with them effectively, your agent needs support.

It may take real efforts into understanding the challenges your support heroes (agents) face



Lack of customer insights



Multiple windows and request from different channels



Unable to understand context



Prioritization and allocation of resources

All these may lead to poor quality of interactions while negatively impacting customer support experience

Here is the change with customer service modules that turns the story upside down



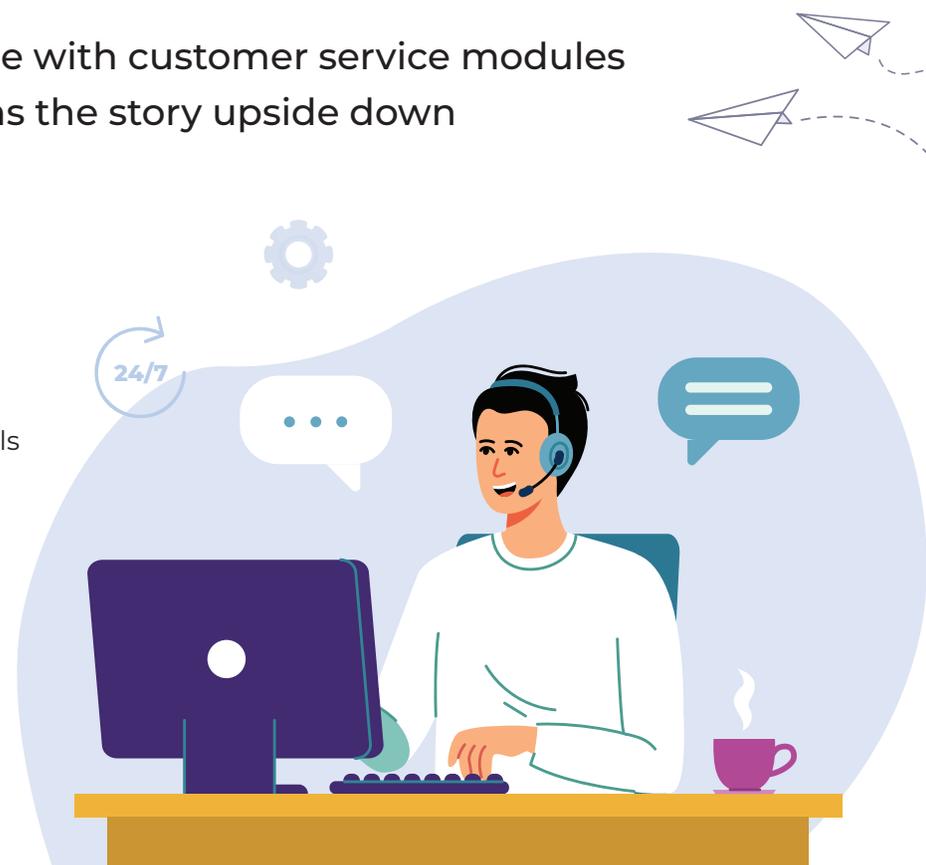
Single Window Console



Self-service Bots On All Channels



Multi Messaging Channel Integration



With Engagely.ai's Live chat Software, go beyond traditional software.



Be where your customers are

Omni channel presence with multi messaging channel integration that allows agents to handle chats from multiple channels and shows the context in a single-window console.

Speak the language they want

With Universal Translation Feature let language be not a barrier for customers & agents. Real time live chat translation engine allows customers to chat to you in their own language, quickly and comfortably. This train your agent in 120+ language.

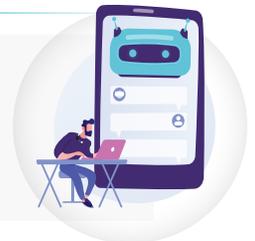


Understand the unsaid

Real time data processing with Intelligent Analytics and Actionable Insights using custom dashboards enables supervisor and agents to make better and data-driven decisions.

Automate Automate Automate

Automate FAQs and customer journey guided flows while enabling easy transfer to a live agent for complex queries with skill based routing.



Unified window console

Drive customer engagement across all channels by enabling agents to view customer queries, recommendations with 360 degree customer analytics view, chat history, peers inputs- all in one place with the single screen console.



The **FIRST** strategy to make it interesting for your agents - all this deployed in a week's time

Faster guidance to your agents

» Provide proactive and reactive guidance with on-screen guidance by leveraging intelligent Chat bot. This seamlessly reduces churning of agents and quick learning time.

Intelligent Canned responses

» Allow your customer support agents to respond quickly and accurately to customer issues. With the prepopulated apt answers significantly save agents' time and bandwidth.

Rich message types

» Enable agents and bots to send emojis, GIFs, forms, and carousels to facilitate self-service, collect customer information, communicate more clearly, and express your brand personality.

Single view of the customer

» The agent can have a single view of the customer's past interaction on all channels, customer's profile and all details handy. This enables agent to take a personalized approach to the problem resolution.

Time-saving features

» Like Dispositions, Notes, Advanced analytics, Supervisor alerts provide constant visibility across the team.

“ Customer support is not a one-time activity, go with assistance to agent- Embrace Engagely.ai’s Agent Assist. ”

AI based assistant guides live-agent across conversations by:

01 **Real-time recommendation**
NLP engine reads the conversation between the customer and the agent and recommends highly personalized ready to send responses to customers.



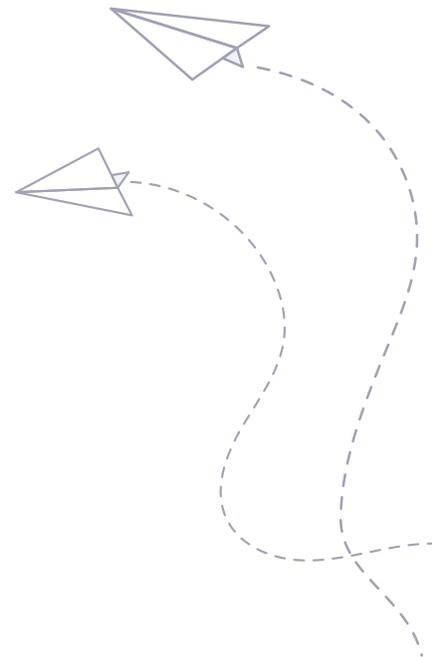
02 **Chat bot for the agent**
A friend in need to answer all questions for the agent. Provide answers to customers’ questions from the central knowledge bank.



03 **Access to behaviour analytics**
Agent can see the customer’s journey before the customer gets connected with the agent. For e.g. - From which campaign user landed on the webpage, time duration the customer spent on the page, the frequency of page visits etc. This can hugely help in delivering personalised conversations.



04 **Interact with peers**
Agents can create internal group in real-time and seek help with complex queries from their peers and supervisors



The Future of Customer Service Is Proactive Customer Engagement



- **Proactive customer engagement based on customer behaviour:** Show different welcome messages or videos to customers based on the customer journey on your website. Also route customers to correct the team based on this behaviour.
- **Test the waters:** A/B test your customer engagement strategy on your webpage using our A/B testing feature and use right messaging to see what your customer prefers.

The numbers may be overwhelming



Customer Waiting
Time



Reduction in agent on
boarding time



Improved Customer
Satisfaction score



Improved First Query
Resolution (FCR)



Reduced Operational
Cost

Why Engagely.ai



Contextual
conversations



Passionate team
with domain
knowledge



Banking grade
security



Customer
success approach



Lightning fast
Go-Live



Easy creation with
no code builder
platform



Seamless CRM
Integration



Reliable and
Secure



Conversational
Knowledge Base

▶ Seamless integration with your enterprise eco-system of CRM'S and software using API'S



ZOHLO



zendesk



salesforce

freshworks

and many more...

▶ Deployment as per your preference i.e. cloud, on-prem or hybrid



Cloud



On-Prem



Hybrid



Present in 10+ Countries | Trusted by 150+ Customers | Serves 10+ Industries | Present on 35+ Modern Enterprise Channels