

Deliver exceptional customer experience at scale.

Challenge

Today's customers are looking for immediate service and often use any means available to escalate their issues and get a resolution quickly. 86% of consumers use 5+ channels to get the support they need.

Solution

BoldChat Enterprise Edition enables agents to work efficiently and effectively across omni-channel work items by consolidating real-time customer data across channels and systems into a single, modern interface for a 360 view of the customer.

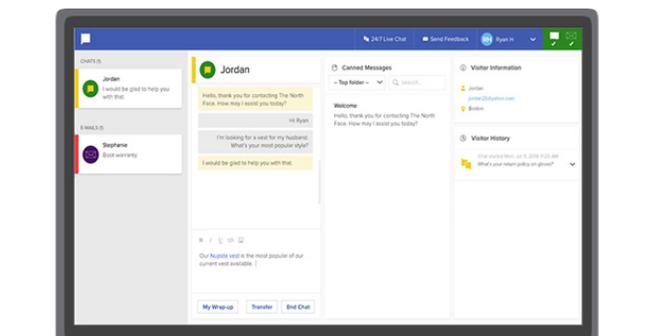
BoldChat Enterprise edition is the complete omni-channel customer engagement solution with the features and functionality to deliver exceptional customer experience. In addition to live chat, Enterprise licenses include email, SMS, self-service and Twitter channels. Access to the mobile SDK and complete set of APIs make it easy to build live chat into your Android and iOS applications and extend and connect BoldChat into your existing infrastructure. With full testing and reporting capabilities, BoldChat Enterprise allows you to tailor the solution to the specific needs of your business and maximize your results.

The BoldChat Enterprise edition is LogMeIn's most robust customer engagement solution and perfect for businesses with large scale deployments. All of the Enterprise features are designed to empower your business to stand out. BoldChat provides the control and flexibility needed for businesses to deliver branded, customized experiences, engage visitors across multiple channels, and convert them into loyal customers.

Make agents more productive

BoldChat's Web Workspace is a cloud-based, user interface designed for agents to more easily multi-task across all channels and customer interactions.

- Feed real-time customer data from disparate systems directly to your agents, so they spend less time toggling between systems and more time helping customers.
- Optimize your speed and efficiency with Web Workspace's clutter free design that helps agents manage multiple work items across multiple channels.
- Provide full control over routing, testing, permissions, etc. allowing you to customize your implementation to your specific needs and maximize your agents' effectiveness.



BoldChat has a modern, intuitive UI specifically designed for increased efficiency and effectiveness.

**For more information
visit boldchat.com**

Engage customers seamlessly across channels

BoldChat perfectly matches the level of service needed for every situation — from low-touch, low-cost self-service to high-touch, high-value engagement

- Offer the right level of engagement — whether a customer is looking to self-serve or engage in an interactive video chat.
- Start a conversation in one channel and complete it in another seamlessly, without the need to repeat information.
- Enable self-service of routine support and sales issues with the Adaptive Messaging algorithm that automatically searches the messaging repository based on real-time conversations.

Integrate easily with your existing infrastructure

BoldChat combines customer data from disparate systems and channels and consolidates the information into a single, easy-to-use solution for your agents.

- Utilize pre-built integrations with Salesforce, Zendesk, Rescue by LogMeIn, GeoFluent by Lionbridge and Google Analytics for a unified, connected experience.
- Enable seamless integration into your existing contact center infrastructure and optimization of workflow management with a robust set of open APIs.
- Accelerate chat deployments with our chat window and mobile SDKs that enable a fully customizable chat window directly within your business applications, including your native iOS and/or Android apps.

Build for better business outcomes

BoldChat Enterprise offers a rich feature set that enables you to deliver consistently exceptional customer engagement and support. The flexibility of BoldChat enables you to leverage all of the functionality to streamline operations, increase agent efficiency and maximize ROI:

- Live Chat
- Self-Service
- Email
- Twitter
- SMS
- Mobile Engagement
- Queuing and Routing
- Dashboards and Custom Reports
- History, Tracking, and Audit Trails
- Legacy System Integration
- Role-Based Portals
- Business Rules