

OMNI-CHANNEL ENGAGEMENT SOLUTION

Seamlessly engage the connected customer.



Key Benefits of the Omni-Channel Solution

- Helps you streamline communications with your customers across all channels and devices
- Gives you the control and flexibility to distinguish your brand in the marketplace.
- Easy to implement, easy to scale, and easy to use.

For More Information:
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Overview Brochure

Seamlessly Engaging the Connected Customer

Exceptional customer experience has always been important, but it's never been more difficult to achieve. Mobile has forever changed consumer behavior and expectations. People reflexively turn to a device—increasingly a smartphone—to watch, learn, search or buy something in the moment. As a result, customers expect a seamless experience regardless of their device, channel or stage of their journey. Yet businesses struggle to deliver these consistent experiences due to the proliferation of channels and devices, multiple systems and data sources spread across functional groups.

BoldChat's Omni-Channel Approach

BoldChat's omni-channel solution allows your customers to seamlessly move across a variety of digital channels and devices through any stage in their journey. Customers are able to interact the way they want to, when they want to and receive a consistent experience. Agents have a consolidated view of all customer communications in one easy-to-use interface, resulting in faster problem resolution, improved conversions, and increased customer loyalty and satisfaction.

BoldChat offers businesses a single solution with a breadth of channels available out-of-the-box to effectively engage with customers.

Live Chat

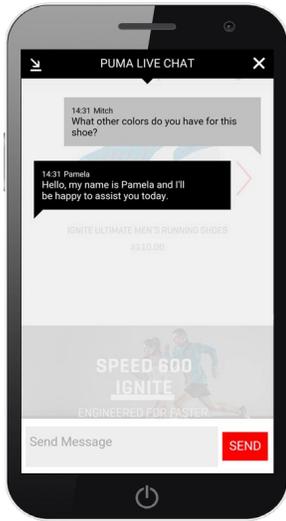
Our live chat gives businesses the control and flexibility to easily customize their chat implementation, creating an experience that's uniquely theirs. With BoldChat, your business can customize alerts, operator statuses, permission controls, security settings, chat buttons and windows, and the operator workspace. It includes a proactive rules engine, adaptive canned messaging, automatic chat distribution, pre- and post-chat surveys, and much more. You can test multiple variations of buttons, windows, invitations and invite rules simultaneously to optimize results.

Mobile Engagement

It's important to consider the mobile chat experience as more customers use their mobile device to research products, make purchases and seek support.

BoldChat uses a layered chat window that superimposes the chat window above the content so users can browse and chat simultaneously. We offer a unique set of proactive chat rules tailored for mobile visitors. When a user triggers the rule, BoldChat issues an invitation specifically designed for mobile

users. In addition, our mobile-aware windows function flawlessly regardless of the customers' device. We also offer a Mobile SDK so you can embed chat directly in your native iOS and Android apps, giving visitors the ability to chat with an agent without ever leaving the app.



Email

BoldChat's email capabilities make it possible for businesses to resolve complex inquiries across an organization. From within the BoldChat interface, companies can utilize email management tools to organize, route, escalate, respond, and report on their email communications to ensure timely responses that improve customer satisfaction.

Auto Answers

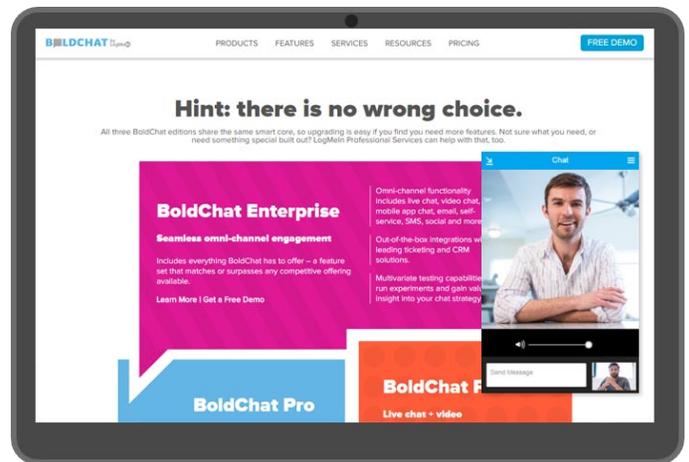
BoldChat's Auto Answers capability helps offset volume and deflect routine inquiries, freeing up agent resources for more complicated issues and conversion opportunities. Website visitors can quickly find resolutions to frequently asked questions on their own before escalating to a chat session with an agent.



Using links and HTML content provided by you, customers can search at their leisure and the built-in feedback mechanism continually learns from users' feedback. As with all other features of BoldChat, Auto Answers are completely flexible, so you can determine where and when to offer self-service.

Video Chat

Finally, businesses can seamlessly add video chat without time-consuming and costly third-party integrations. BoldChat's video chat experience is completely customizable. Multiple configuration options for proactive video chat invitations, routing rules, video chat windows (for the operator and the visitor), and audio controls are available to tailor your video chat implementation to fit the needs of your business.



Text Messaging

BoldChat provisions text-enabled phone numbers within your area code so that agents can manage inbound texts just like an email or chat. Inbound texts can be routed, assigned, re-assigned and reported on just like any other work item. Additional fees apply.

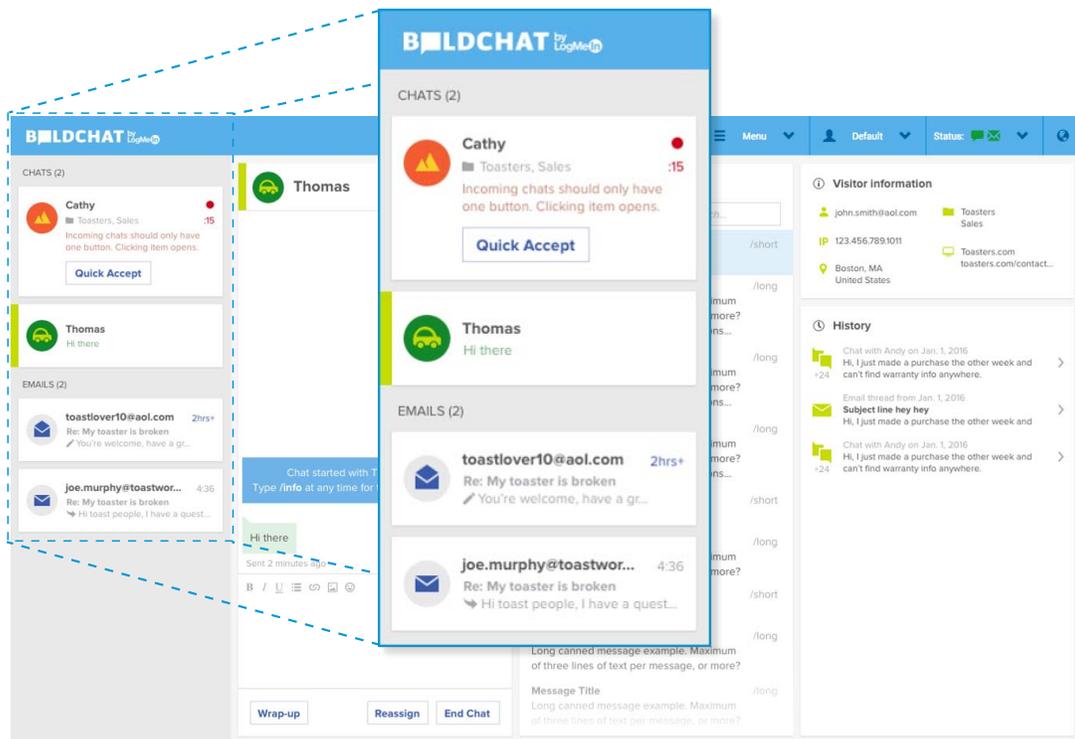
Twitter

BoldChat makes it easier to separate and act on relevant Twitter conversations. Our built-in Twitter integration manages conversations instead of tweets, so finding the relevant messages becomes easier to manage. Our workflow enforcement is automatic, intelligent, and customizable, allowing companies to maximize their Twitter ROI.

Unified View of the Customer Experience

BoldChat's web-based agent interface gathers and presents all the communications you have with your customers to your agents in a concise manner that eliminates the need to toggle between multiple systems. This consolidated view of the customer experience gives agents a single interface to manage and respond to inbound communications resulting in faster problem resolution, improved conversions, and increased customer loyalty and satisfaction.

BoldChat's omni-channel solution makes it possible for product and technology manufacturers, internet retailers, and service companies to seize every moment as an opportunity to engage with their customers and create truly memorable experiences.



FOR MORE INFORMATION, VISIT BOLDCHAT.COM