



## HYBRID CHAT INTERFACE

- ✓ Reduce Contact Center Staffing
- ✓ Increase Site Conversions
- ✓ Provide 24/7 Sales & Support

## Overview

Hybrid Chat Technology combines the efficiency of Artificial Intelligence with the power of live sales agents. In an intuitive chat interface, live operators can chat side-by-side with A.I. in a highly customizable blend of human and automated interaction. No matter what the level of automated involvement, Hybrid Chat reduces labor costs and enhances the customer experience.

## How it Works

Our A.I. engine actively monitors all site traffic and chat conversations. When a live agent is engaged in chat, custom A.I. enhanced knowledgebases retrieve suggested SmartResponses. SmartResponses can be automatically inserted into a conversation after a specified amount of time, or just automatically displayed to the live operator.

Live agents can also monitor A.I. conversations, choosing to take over a chat when they see fit. When the A.I. is asked a question it cannot accurately answer, live agents are alerted to jump in and provide a manual response.

With A.I. monitoring live chats, and operators monitoring A.I. chats, no question will go unanswered, no customer will be left waiting, and online revenue will increase while reducing the cost of labor.

## A Division of USI Technologies

USI Technologies, UpSellit and Help Interactive develop sales and support solutions utilizing proprietary SmartAgent® virtual-chat technologies to improve customer experience and reduce labor costs. Using natural language parsing and approved company messaging, USI's virtual agents interact simultaneously with 10 to 10 million customers. Headquartered in Westlake Village, CA, USI Technologies was founded in 2005. For more information, visit [www.usitechnologies.com](http://www.usitechnologies.com).



## Enhance Live Agents with A.I.

### Key Features

- + **SmartResponse**  
The ability to recognize questions and automatically insert macros into a conversation.
- + **Intelligent Engagement**  
Business rules, chat invitations, and click-to-chat.
- + **Complete Reporting**  
Advanced agent performance reports, full chat transcripts, script optimization audits.
- + **Real-Time Visitor Monitoring**  
Geo-targeting, referral reporting, pages visited, current page, time on page(s).
- + **For a Complete Feature List...**  
Visit: [www.HelpInteractive.com](http://www.HelpInteractive.com)

