The Virtual Chat Expert
Online Customer Service & Support

ACTIVELY ASSIST
SITE NAVIGATION

RICH MEDIA
CHAT ENGAGEMENT

Overview

Virtual Chat Experts are fully customized online customer service agents that leverage a sophisticated Artificial Intelligence chat engine to provide accurate and immediate online support. Combining the personalized experience of full-service customer support channels with the cost efficiency of self-service channels, the Virtual Chat Expert works to enhance the online customer experience while reducing high-cost inbound support requests.

The Virtual Chat Support Agent

Virtual Chat Experts (VCE) are powered by an advanced natural language parsing engine that allows customers to ask their questions using everyday language. VCE responses are immediate and are delivered in a dynamic and personable experience. Every VCE is programmed with a robust custom knowledge base that functions as the core of the agent's intelligence. In order to provide a range of services and the most accurate response, VCE's can also:

- **Look-Up Customer or Order Information.** VCE's can integrate with a business' CRM to authenticate users and provide up-to-date customer information.

- **Dynamically Insert Images & Information.** VCE's utilize dynamic content feeds to automatically deliver the most up-to-date business information.

- **Assist Site Navigation.** VCE's are programmed to push relevant site pages or provide in-chat site links.

- **Escalate to a Live Operator.** VCE's can recognize when a customer needs the attention of a live agent and seamlessly escalate the conversation to live chat or call.

Full-Service Features

Question Recognition
Natural Language Parsing
Multiple Question Recognition
Auto-Spell & Grammar Check
Session Insight
Contextual Recognition
Real-Time Session Monitoring

Client Knowledge Base
Custom Agent Personality
Dynamic Site Content Feed
Dynamic Response Calibration
Client Back-End Integration
Live Agent Escalation

Multimedia Engagement
Voice-Over-Chat Capabilities
Animated Avatar
Extendable Content Window

Reporting Features
Trending Topics
Sales Performance
Customer Service Performance
Unrecognized Question Reports

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