

Communicate hot deals or free delivery when you the most need it



--- This widget shows up to increase up-selling

--- Shows offers from your shop

--- Closes the deal!

**Customer Service**

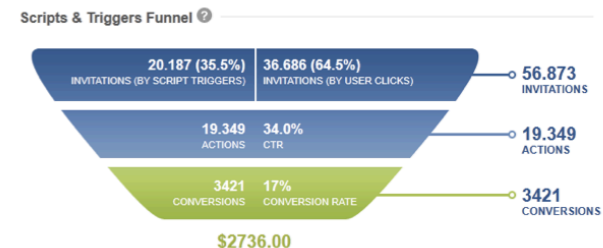
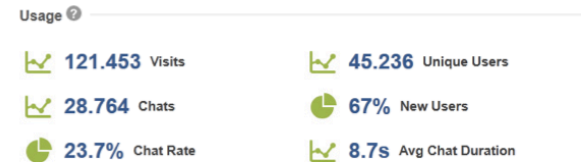
## **What is an eCommerce Virtual Agent?**

A ecommerce software that helps to increase conversions and decrease shopping cart abandonment by enabling to target important sales messages (free delivery, discount, bundle) to shoppers in a precise moment.

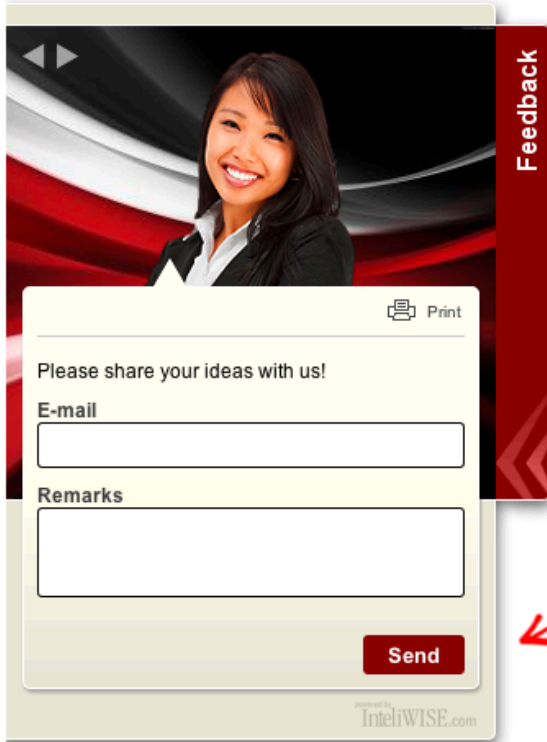
- **Define sales messages or use scripts**
- **Set Triggers to target precisely** (i.e when customers just abandon shopping cart )
- **Get a full visibility into CTR, conversion or sales reports**
- **From \$49 a month, instant set up**

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### **Real Time Site & Performance Monitoring with IntelliWISE tools** Selection from Dashboard View



# Add more intelligent Feedback widget to your site or store



Our software tracks your users' behavior

Shows up when a customer feedback is crucial

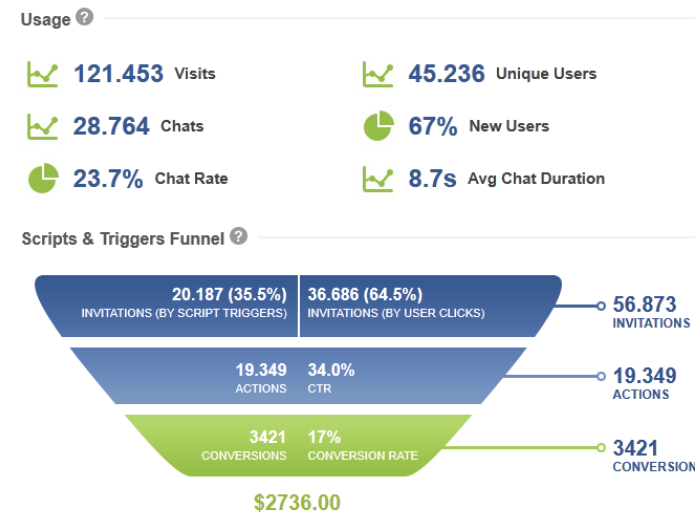
Forwards all of the responses to any e-mail address

## What is a Feedback Virtual Assistant?

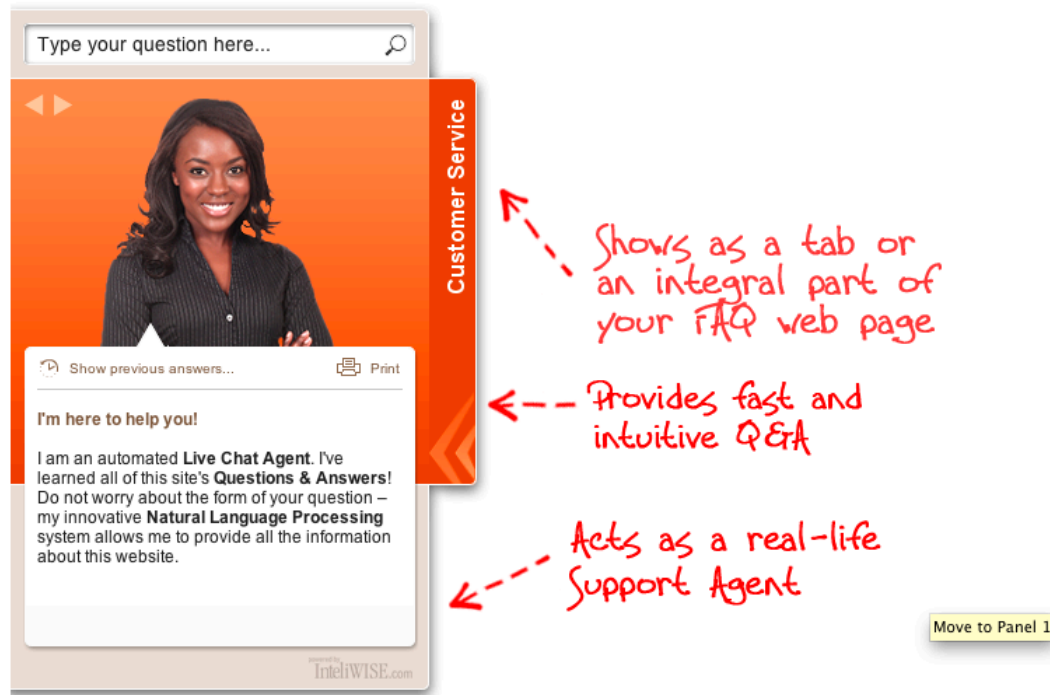
It's an intelligent side tab widget for feedback and leads, that gives you unbeatable Real Time Performance Monitoring

- **Reach out for a feedback in right moment** (many triggers)
- **Learn what your customers want - in their exact words** (Real Time Reporting)
- **Customize** (look & feel, avatar)
- **From \$19 a month, instant set up**

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# Enhance your customer service with intelligent chat Virtual Agent



## What is a Virtual Agent for customer support?

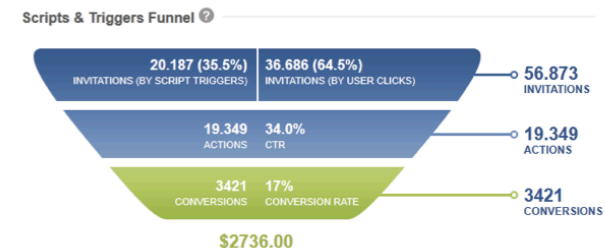
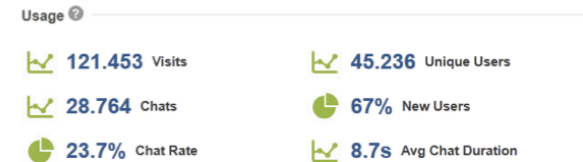
A powerful web – self – service software that understands intent of customers' problems and provides instant responses, at a stunning cost of below \$0.10 per interaction. Works like an automated FAQ help system with intelligent live chat.

- **Powerful intent – based search with automated chat**
- **web – based Tools for building Q&A**
- **a full visibility into questions, problems, chats**
- **From \$299 a month, we can help set it up**

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### Real Time Site & Performance Monitoring with IntelIWise tools

Selection from Dashboard View

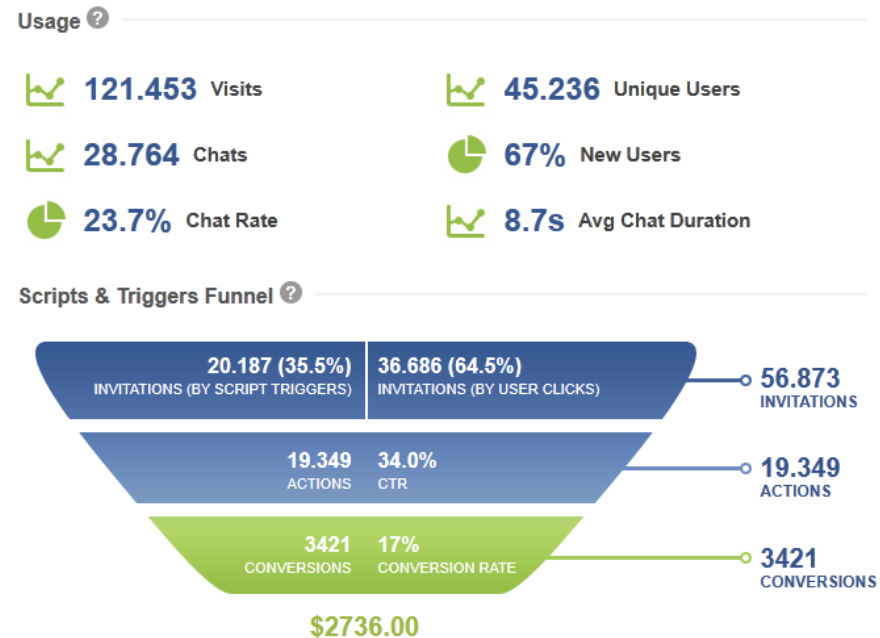


# Real Time Site & Performance Monitoring with InteliWISE tools

Selection from Dashboard View

## Examples:

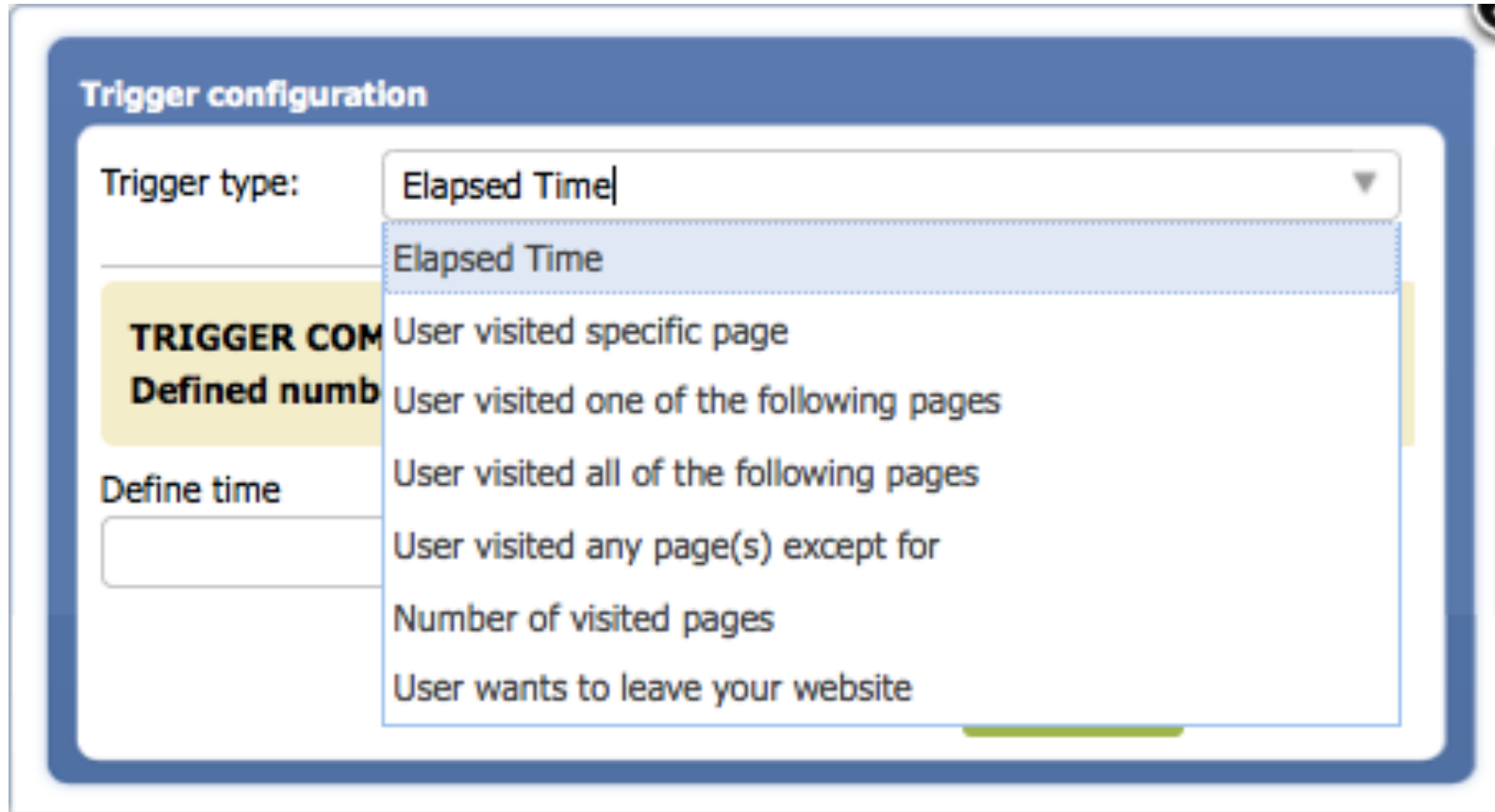
- Why shoppers DID NOT buy your product or service (what were the obstacles)
- How many customers that started chat DID buy product or service
- Which script or sales messages led to the highest /lowest sales
- What information is lacking (in the product presentation)
- Transcript of all customer conversations (virtual chats)



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## Engagement tools – Triggers – for selection of a precise moment when to reach out to customers

Selection from Panel View



The screenshot displays a 'Trigger configuration' window. On the left, there are three input fields: 'Trigger type:' with a dropdown menu, 'TRIGGER COM' (partially obscured), and 'Defined numb' (partially obscured). Below these is a 'Define time' field. The dropdown menu is open, showing a list of trigger options. The first option, 'Elapsed Time', is highlighted in blue. The other options are: 'User visited specific page', 'User visited one of the following pages', 'User visited all of the following pages', 'User visited any page(s) except for', 'Number of visited pages', and 'User wants to leave your website'.

Trigger type:	Options
Elapsed Time	Elapsed Time
	User visited specific page
	User visited one of the following pages
	User visited all of the following pages
	User visited any page(s) except for
	Number of visited pages
	User wants to leave your website

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## Messages & scripts: get important messages to your customers

Selection from Panel View

The image displays two parts of the IntelIWise interface. On the left, a 'Panel View' shows a list of messages. The top message is highlighted with a large orange arrow pointing down. Below it, two more messages are visible, each with 'edit' and 'delete' options. The bottom message is titled 'I want to sign up' and contains the text: 'Thanks, just fill in the fields below in order to take full advantage of our service. We will keep you informed about the latest events and offers.' Below this text are input fields for 'Full name' and 'E-mail'. On the right, a 'Customer Service' chat window is shown. It features a search bar at the top with the placeholder text 'Type your question here...'. Below the search bar is a profile picture of a woman and the text 'Customer Service'. The chat history shows a message from the user: 'You: I want to sign up'. Below this is a response from the virtual agent: 'Thanks, just fill in the fields below in order to take full advantage of our service. We will keep you informed about the latest events and offers.' At the bottom of the chat window are input fields for 'Full name' and 'E-mail', and a 'Send' button. The IntelIWise logo is visible in the bottom right corner of the chat window.

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## Customization tools: Look & Feel, avatars, photos, colors

Selection from Panel View



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