Talkative

Solution Overview

Communication:

Customers can communicate with agents from within a website via embedded text-chat, voice and video.

Any combination of communication channels is available, with seamless escalation between each mode.

Quality of service and adaptive bandwidth controls provide an optimal customer experience.

Anonymous website visitors can initiate communications with no prior signup and no need for plugins, downloads or separate apps.

Multiple concurrent text-chat sessions possible for each agent with session hand-off functionality.

Voice calls can be routed into existing enterprise telephony infrastructure. By using SIP-based communication protocols, the solution can be easily integrated with enterprise contact centre systems. Voice calls from website can be answered using agents' existing phones.

Cobrowsing:

Agents can see customer's view of website from within browser.

Agents can interact with the page and elements to guide a customer through the website.

Agents can send the customer to preset, bookmarked links.

Cobrowsing is restricted to the website domain. Agent cannot see customer desktop or third-party websites. Cobrowsing can be restricted to certain parts of the website.

Cobrowsing is initiated from the customer's existing session without opening new windows or requiring additional plugins. Cobrowsing works on all browsers and works behind authentication walls.

Masking of sensitive elements prevents escape of sensitive data.

Documents, from an agent's desktop or a preset document repository, can be pushed to the customer and displayed within their existing browser tab.

Agents can annotate the customer's screen and can jointly fill in forms with them.

Cobrowsing can be initiated from a text-chat, voice call, video call or traditional phone call.

Enterprise Tools:

Agents can be assigned to groups and queues based on skill and knowledge. The groups can then be linked to specific website locations, which connects the customer to the right agent.

Customer-facing UI is fully customisable.

Engagement rules allow segmentation of customer interactions, based on position on website, time on page and customer journey context.

Agents have real time, visual context of the customer's website journey.

Full recording of text chat and calls.

Fully configurable analytics provides a tailored real time and historic overview of the system.

System:

Media transcoding for both voice and video is available to allow for seamless communication between any device.

Browser based agent console.

Simple website integration, only 3 lines of code need to be appended to the website.

Libraries available for native iOS/Android app support.

Solution can be hosted either in the cloud or on premise.