



Imagine a Personal Shopping Assistant that shows you around the store advising on products, helping you make informed decisions, assisting with forms and answering questions face-to-face.

Imagine transforming your call centre agents into Personal Shopping Assistants that can accomplish this personal level of service through your website, face-to-face, page-by-page, completing the sale.

Hi! Now let's get Talkative...

Revenue increased

Human bonds created

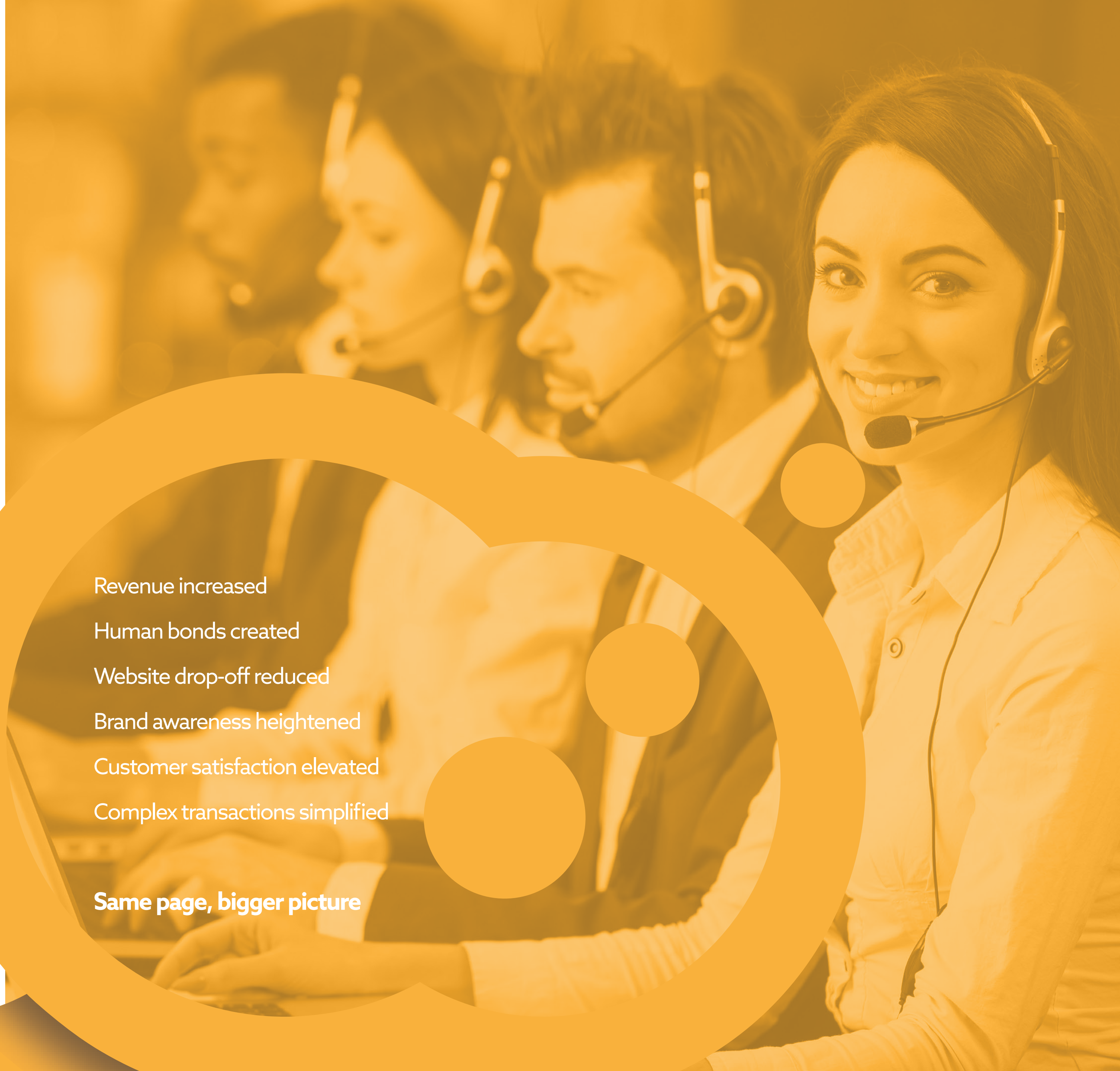
Website drop-off reduced

Brand awareness heightened

Customer satisfaction elevated

Complex transactions simplified

Same page, bigger picture



Scenario



Meet Joanne, a Travel Sales Consultant

Joanne is a Sales Assistant working in a call centre for a reputable Travel Agent. When a call comes in she doesn't know where the call has come from or if she is best placed to answer the customer's query. Joanne will ask the customer what page they were on, what they were doing and what they were trying to achieve. She has to try and mimic the customer's behaviour to enable her to guide them blindly through the website. Joanne is unable to see, understand or solve the customer's problem in real time. She has to solve the query using her voice alone. Joanne cannot actively influence the customer's journey and has to rely on customer's imagination in securing the business.

Joanne wants to excel in customer service and she needs to see exactly what the customer sees to quickly be able to guide the customer to the right solution. Joanne needs the ability to help fill in forms for the customer as if they were in the same room together. She needs a face-to-face meeting to really understand the concerns of the customer and their needs. Joanne is a specialist in East Coast USA locations and needs to be used more specifically rather than take calls for areas of the world she is not so aware of where she may read from a script, giving a less personal service. Joanne has targets to upsell day trips and tickets and requires a solution to show these options in an exciting way, to help improve sales and exceed her targets.

Joanne wants to offer visual guidance to enable her to offer informed choices to secure the booking.



Meet Rachel, a Holiday Hunter

Rachel is looking for a surprise holiday for her family for the summer holidays. She wants to fly to Florida for two weeks and is baffled by all the different options available. All she wants is to be able to have guidance on what's best suited to her family and understand prices and benefits to make an informed decision. Rachel wants a convenient, simple way to contact the company without going through a machine spending time describing every step of her journey. She wants advice from the right expert at the right time, at her fingertips. All she needs is 10 minutes of guidance from an expert, allowing her to put down a deposit on the right holiday without going to a travel agent and possibly ruining her family's surprise.

Rachel needs excellent customer service from a company she can trust without leaving home. She wants to look at the website and ask questions on what she is looking at as if it was a brochure in a travel agents being guided to new sections relevant to her needs. Rachel can view recommended hotels, see facilities, locations, photos and videos as well as being talked to about its key points by a specialist in the area. If Rachel gets lost on the site then having someone control and actively influence her experience through the website, highlighting important facts and even helping her fill in traveller details and necessary Visa requirements.

Rachel wants visual guidance to enable her to make informed choices and secure the booking.

Enter Talkative; Joanne meet Rachel

Get on the same page and see the bigger picture

Now apply this to your business. What could you do significantly easier if you were able to take the lead with your customers? Help them select the appropriate product or service, upsell and suggest alternatives or accessories. No High Street rents but the High Street's personal service, all from a central location.

Scenario



Contact Centre



Customer

Interaction



...or put simply



Solution

Communication

Communicate from within your website via embedded text-chat, voice and video.

Seamlessly escalate between each communication channel.

Website visitors can contact you with no need for plugins, downloads or separate apps.

Multiple concurrent text-chat sessions and session hand-off functionality.

Voice calls easily integrate with contact centre systems and calls from website can be answered using agents' existing phones.

Cobrowsing

See customer's view of website and interact with the page in real time.

Push documents, annotate the screen and jointly fill forms.

No new windows or plugins required.

Agent cannot see customer desktop or third-party websites.

Masking of sensitive elements prevents escape of sensitive data.

System

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

Configure engagement rules to segment customer contact, based on position on website, time on page and customer journey context.

Connect customers to the right agents by linking agent groups to specific website locations.

Real time, visual context of the customer's website journey.

Full recording of text-chat and calls.

Fully customisable UI.

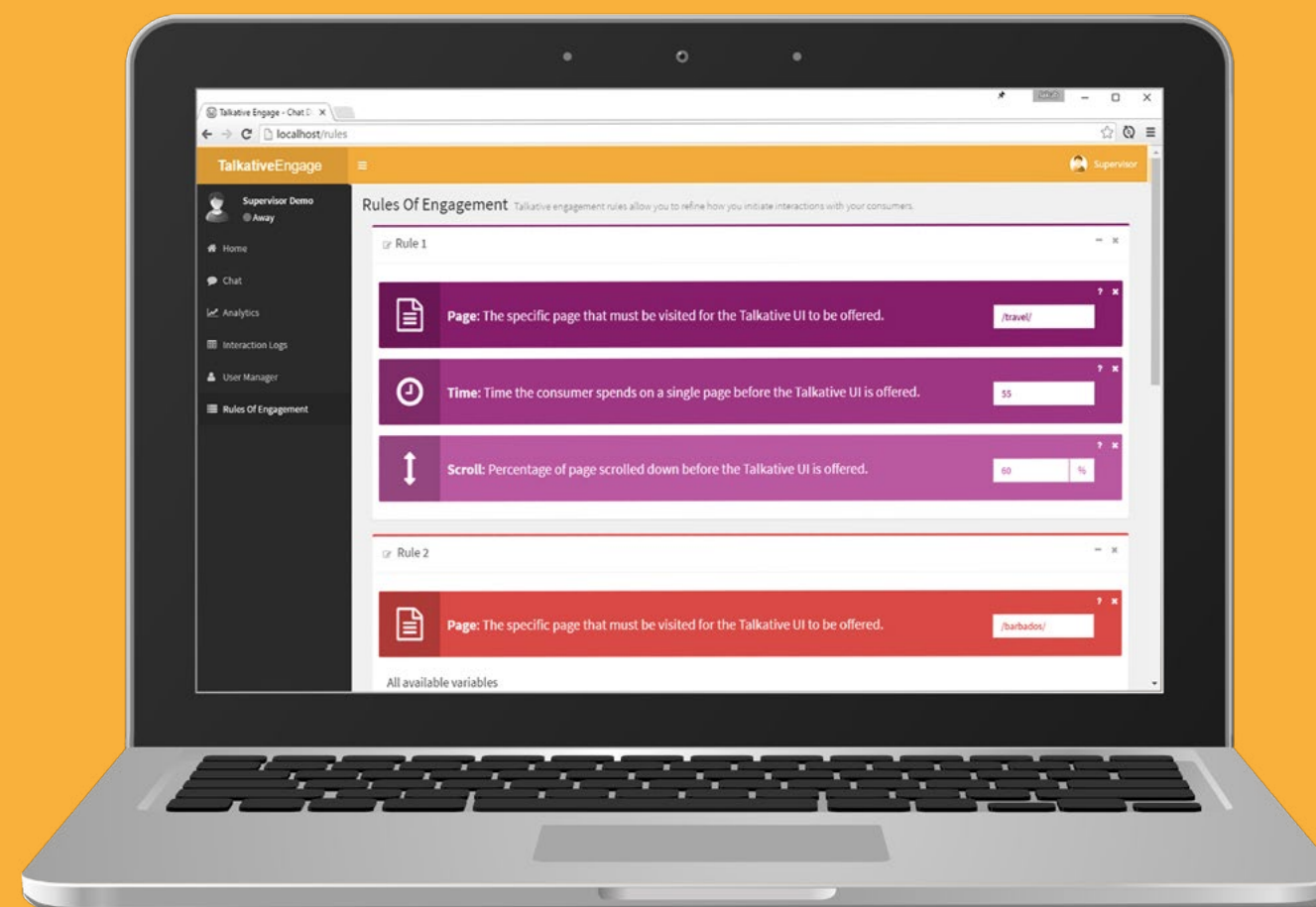
Quality of service and adaptive bandwidth controls provide an optimal customer experience.

Full media transcoding for voice and video.

Browser based agent console.

Simply integrates into websites/apps and works behind authentication walls.

Flexible deployment options and 24/7 support.



To bring personal, high street levels of service to your website and transform the way you connect with your customers contact us now on info@talkative.uk or call us on 01633 302069

Talkative Ltd
The Innovation Centre
Coldra Woods
Newport
NP18 2YB

info@talkative.uk
+44 (0) 1633 302069

talkative.uk