



MOBILE SDK

Provide multi-channel engagement in your native iOS and Android apps that enable your visitors to connect with live agents, access knowledge, and send email

THE INDUSTRY CHALLENGE

Today, people increasingly rely on smartphones and tablets for browsing, shopping, and all forms of online transactions. Smartphone adoption is at an all-time high and in response, organizations offer more and more of their products and services through mobile apps.

To ensure mobile strategy success, organizations need in-app customer engagement solutions that deliver high-quality experiences and rapid resolutions that strengthen brand, build loyalty and yield valuable feedback. To achieve this, Moxie offers a Mobile SDK designed to make it easy for organizations to provide multi-channel engagement channels within native mobile apps and offer customers a world-class user experience.

Mobile chat is a perfect strategy to allow non-phone interactions with the mobile generation, especially since handling SMS Texts has not proven to be a successful or widely adopted approach...I think online retailers will be the first in line."

– John Ragsdale, VP Research, Technology and Social at TSIA

THE MOXIE SOLUTION

The Moxie Mobile SDK enables organizations to integrate a ready-to-go native engagement client into iOS and Android apps that connects the visitor with live chat agents, provides contextual knowledge, and send emails without having to switch apps, open a browser, or lose context within the native app.

Offering an integrated engagement solution is critical for improving conversion rates because if your visitors have to leave your app to reach you, they've also left their transactional flow. The Moxie Mobile SDK keeps visitors in the flow so that they can engage and smoothly continue with their transaction.

The pre-built UI components not only speed up the integration process, but also provide flexibility with simple configurations for changing capabilities and colors to blend seamlessly within the native application.

Benefits

- **Ready-to-go engagement client:** The Moxie Mobile SDK includes a pre-built engagement client that provides turnkey integration with your native app. Implementation is quick and easy, enabling visitors to engage with you quickly and easily.
- **Multi-channel engagement:** Engage your visitors with world-class chat, timely, context-sensitive knowledge, and email all within your native app. Moxie enables you to leverage all your engagement channels to provide the best customer in-app experience.
- **Fully Integrated with Enterprise App:** Moxie Mobile SDK fully integrates with your enterprise app, so there's nothing to install or set up. Implementation is quick and easy, enabling agents to answer customer queries in no time via chat.
- **Connect with your Mobile Customers:** Once Moxie Mobile SDK is added, enterprises can offer real-time customer service and support from its own native app.



KEY FEATURES

- **Native Implementation:** Designed to make it easy for an enterprise to integrate a native chat client into its iOS and Android applications.
- **Turnkey Solution:** The native chat includes a pre-built chat client ready to use out-of-the-box.
- **Engagement UI Configuration:** The Mobile SDK provides configurable colors that can be set specifically or inherit tint colors from your native app. In addition, the UI is customizable to extend the appearance/functionality to meet your business objectives.
- **Chat UI Configuration:** Mobile SDK offers a configurable color palette so enterprises can match the chat client look and feel to its iOS app, including colors, logos, fonts, etc. For Android applications, the developers can customize their own chat experience that is in line with the third party app.
- **Pre-Chat Questionnaire:** Designed and implemented a pre-chat questionnaire for both Android and iOS to capture your Website visitor or customer information prior to the session.
- **Suspend and Resume:** Chat session can be suspended. The customer can rejoin a suspended session with the same agent within the configured time period.
- **Check Customer Status:** Customer Timeout feature allows agent to initiate prompt asking if customer would like to continue chatting.
- **In-App Knowledge:** Bring the wealth of information in your knowledgebase to your visitors in your native app. Configure knowledge to automatically update to show contextually relevant information based on where the visitor is in the transaction flow.
- **In-App Notifications:** Allows your customer to display the number of unread agent messages. These notifications are triggered when the chat application is in the foreground and the Chat UI is minimized.
- **File Upload Option:** Consumers can share photos or videos during a chat session for better communication.

- **Provide Exceptional Customer Experience:** Deliver superior customer experience through mobile devices and allow customers to chat with an agent without leaving the app or losing the web page context.
- **Increased Revenue and Customer Retention:** With in-app live chat service, enterprises can improve service quality and convert or retain more mobile customers.

