Moxie

MOXIE COBROWSE

Create a Visual, Memorable Online Experience for Your Customers

THE INDUSTRY CHALLENGE

Whether your customer needs help completing an order form or can't find the product they're looking for on your website, sometimes the nature of the inquiry requires an agent to "reach through" and provide a visual connection to the customer's answer. Phone and email channels provide little to no visual assistance capabilities. Sometimes, even live chat is not enough, and you need to see things from your customer's perspective.

In the past, end users have been wary of CoBrowse solutions because of the complexities of website technologies. How can you empower your agents to provide a visual solution to your customers' inquiries while ensuring the safety and security of your customers?

THE MOXIE SOLUTION

Moxie CoBrowse helps you reach out to your customer when they need you most. Whether they require assistance completing their purchase or have a question about a product on your website, CoBrowse gives a personal touch to customer service. The solution enables agents to reach out to the customer in a non-intrusive, user-friendly environment.

Moxie CoBrowse enables agents to balance end-user acceptance with corporate security standards. It is a fully browser-based solution that helps companies maintain real-time visibility into the customer experience.

Benefits

- **Resolve Inquiries Rapidly:**
Guide customers immediately to their solution, avoiding drawn-out explanations. Increase the likelihood of resolving issues on first contact and improve customer satisfaction.

- **Increase Sales Revenue:**
Agents become an extension of your sales force by pushing upsell and cross-sell opportunities when customers are guided to solutions in real-time.

- **Ensure Your Customer's Safety While Giving Them Control:**
Constant notification of session is displayed, sensitive information is not transferred, and customers can end the CoBrowse session at any time.

- **Reduce Shopping Cart Abandonment Rates:**
Engage customers using visual cues before they become frustrated and leave your site.

- **Protect Customer Data:**
Moxie is PCI Level 1 Certified and our data centers meet or exceed PCI standards, ensuring customers' payment information is secure.

KEY FEATURES

Cobrowsing Functionality

- CoBrowse order forms, knowledgebase, websites, and shopping carts with customers

- Teach visitors site navigation and promote access to future self-service

- Agents can point to or draw boxes around Website content to draw attention to key information

- Agents can see where the customer is pointing or clicking

Implementation

- Available integrated with Live Chat or as a stand-alone solution to enable your phone agents

- Skills-based routing capabilities

- Multiple simultaneous sessions per agent

- Complete customer history with threaded interactions

- Full timer and load level dashboard

Supervisory Functions

- Real-time, custom, and historical reporting, featuring queue stats, active sessions, and workload

- Manage and monitor agent sessions for training and quality

- Whisper functionality

Customer Experience

- Supports phones, tablets, and desktop devices

- Supports all standard browsers

- Personal support at the point of need

- No sensitive information is transferred

- Private information can be blocked

- Customer can close CoBrowse session at any time

Moxie CoBrowse is secure, easy to use, and simple to deploy. It adds value that will make a difference to your customers' online experience and your bottom line.

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