Moxie®

CONCIERGE LIVE CHAT

Proactive Engagement That Increase Total Customer Value

THE INDUSTRY CHALLENGE

Whether you're a financial institution, a university, an insurance firm or an online retail store, your customers rely on your Web site for assistance. Are you providing them with the best online experience? How many of your customers do you lose because they are unable to get immediate answers to their questions? What is your current abandonment rate? Knowing this information is essential, finding a solution is critical. Live chat software is fast becoming the preferred communication channel for Web customers.

Today, to compete in an increasingly Web-centric world, providing customers with immediate online assistance at the point of need will provide an extraordinary online experience, give your company an edge, and surpass the competition.

THE MOXIE SOLUTION

Concierge Live Chat is the most effective way to instantly serve customers through an increasingly popular communication channel. Concierge Live Chat gives you the tools to provide excellent support, increase your sales and conversion, reduce your costs, monitor your Web site, and get to know your customer base providing an exceptional customer experience.

Customers are satisfied because they receive personalized help at the point of need without having to pick up the phone and wait in a queue for the next available agent. Improved agent productivity, powerful reporting tools, and proactive chat capabilities are some of the benefits that make Moxie Live Chat the vendor of choice for leading organizations.

Benefits

- **Improve Sales Performance:** Proactively engage customers with rules-based chat invitations. Robust reporting tools show Chat ROI in one click.

- **Provide an Exceptional Customer Experience:** Help customers at the point of need using form completion assistance and co-browsing functionality.

- **Increase Agent Productivity:** Agents become an extension of your sales force by pushing up and cross sell opportunities.

- **Protect Customer Data:** Enhanced security features overwrite sensitive customer information (for example, credit card and social security numbers) from all chat transcripts. Support PCI compliance using chat transcript masking.

- **Consistent Interaction:** Ensure consistent, branded communication through knowledge integration and canned responses.

- **Intelligent Agent Interface:** Support multiple simultaneous chats per agent; direct chat sessions to the appropriate agent with intelligent routing rules.

"Seeing our mobile traffic grow nearly 30 percent, year-over-year, with more and more of our customers shopping on tablets and mobile devices, our goal was to select an application that offered a superior mobile experience." "It was also critical that the solution be easy to use and administer for our business users. Moxie provides comprehensive reporting so that we now have visibility into both the context of customer communication and the effectiveness of digital channels."

– Joan King, Vice President of eCommerce for Crate and Barrel.

KEY FEATURES

Text Dialogue and Co-browsing

- Reactive chat from Web site links

- Proactive chat initiated per dynamic rules

- Visitor click-stream history

- CoBrowse order forms, Knowledgebase, and shopping carts with customer

- Customer Timeout feature allows agent to initiate prompt asking if customer would like to continue chatting

- Responsive and adaptive chat client, optimized for each device including desktops, mobile phones and tablets.

- Real-time text translation, engage and support customers in their native language

- Publish and use custom built dictionaries on-the-fly, create customized spell check dictionaries

- Access customer chat file attachments both during and after chat

Productivity Tools

- Complete customer history with threaded interactions

- Knowledge base integration

- Comprehensive library of quick responses

- Customer Feedback/Survey post interaction

- Agent to supervisor instant messaging

- Multiple simultaneous chats per agent

- Transfer, conference and escalation support

Supervisory Functions

- Audit chat sessions in progress

- Full timer and load level dashboard

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

- Manage and monitor agent chats for training and quality

- Whisper and take-over functionality

- Password protection, new security protocols for internal and external users designed to meet current industry leading practices

- Configure password complexity, expiration, reset, blacklisted passwords, history, lockout limits, global password expiry option and more

Customer Experience

- No downloads required, supports all standard browsers

- Chat using preferred Mobile device

- On hold presentation scripts, personal support at the point of need

- Share files with an agent at any point during chat session

- Automatically reconnect to the same Agent within the configured time period

- Accessibility support for users with disabilities

- Ability to Chat in their native language

35% of customers indicated they would not have purchased if chat was not offered

30% of customers engage via proactive chat, generating **40%** of revenue

87% customer satisfaction for chat

Moxie®

www.gomoxie.com
info@gomoxie.com

HQ | San Bruno, CA
Tel: +1 (650) 294-4680
Toll Free: +1 (800) 474-1149

Bellevue, WA
Tel: +1 (425) 467-5000
Toll Free: +1 (800) 474-1149

Austin, TX
Tel: +1 (512) 904-3400
Toll Free: +1 (800) 474-1149

EMEA | Reading, UK
Tel: +44-118-370-4660