



DATASHEET

Webchat

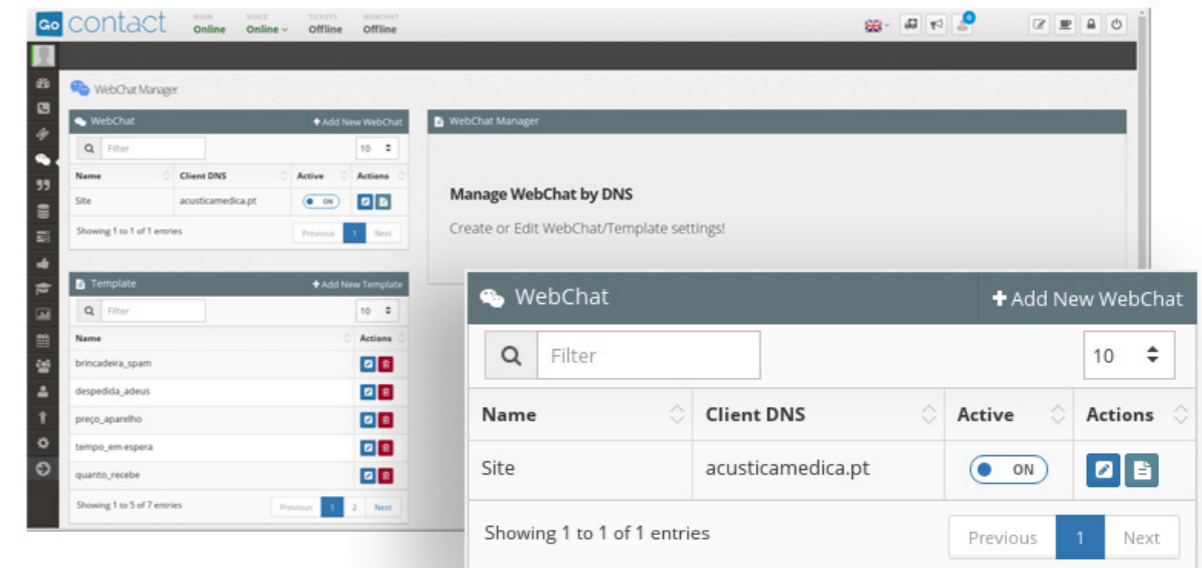
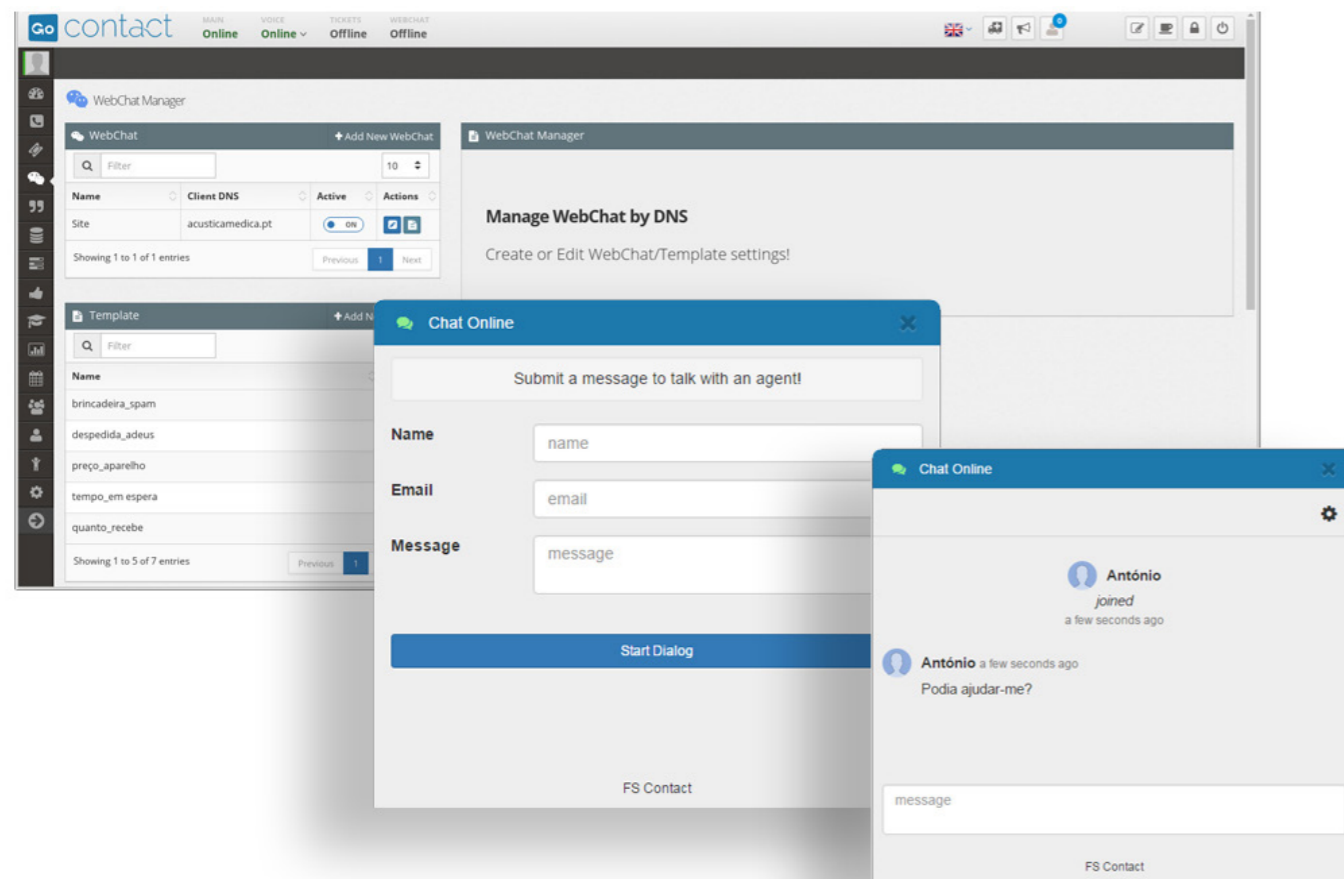
Webchat

Online communication integrated in the Contact Center platform.

In an Omni-channel view, the WebChat channel is available in the GoContact platform ensuring, like voice or tickets, that it is possible to manage effectively the relationship with customers.

Based on the existence of a Customer File, using the GoContact platform you can manage, consult and record all interactions from the different available channels, including the WebChat.

Given the Omni-channel concept of the GoContact platform, it is possible to switch between the contact channels to ensure the best manner to answer the customer.



Functionalities

- WebChat channel integrated into the platform by Omni-channel
- Intuitive parameterization via the GoContact platform
- Setting of several WebChat channels
- Ability to respond to multiple chat sessions simultaneously and set the maximum number of sessions.
- Schedules and actions out of regular hours
- Support for multiple customer sites
- Conversation typing (outcome)
- Skill Routing for agents
- CRM customer sheet/customer history
- Automatic approach with configurable Welcome Message
- Possibility of sending files via WebChat
- Supervision
- Dashboard on the agents' real-time status
- Dashboard on real-time statistics of webchats of the day
- Reporting
- XLS Reporting with indicators on the webchat service
- Business typing of WebChat sessions (outcomes)
- Configuration of response templates to ensure fast and correct responses
- CRM customer sheet
- Chat Typing/Outcomes
- Detailed reporting on the Webchat activity (times/quantities/ business typing)
- Ability to create tickets based on a Webchat
- Ability to trigger a voice call based on a Webchat



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