



iService[®]

Chat

Key Features

- ✓ Agents can manage multiple chat
- ✓ Brand your chat interface window and buttons with your organization's graphic design
- ✓ Use skills-based routing and service level management to connect customers to the right agent at the right time
- ✓ Integrate feedback into your support process with post-support surveys
- ✓ Transfer file attachments to and from customers and agents
- ✓ Integrated with email response and other features of the iService Customer Interaction Suite including: self-service knowledge base and iCentives outbound email marketing
- ✓ Utilize productivity tools like stock responses, direct links to customer history and ticket creation within the chat interface

For more information, please contact us at 217-398-6245 x101 or you can email sales@1to1service.com.

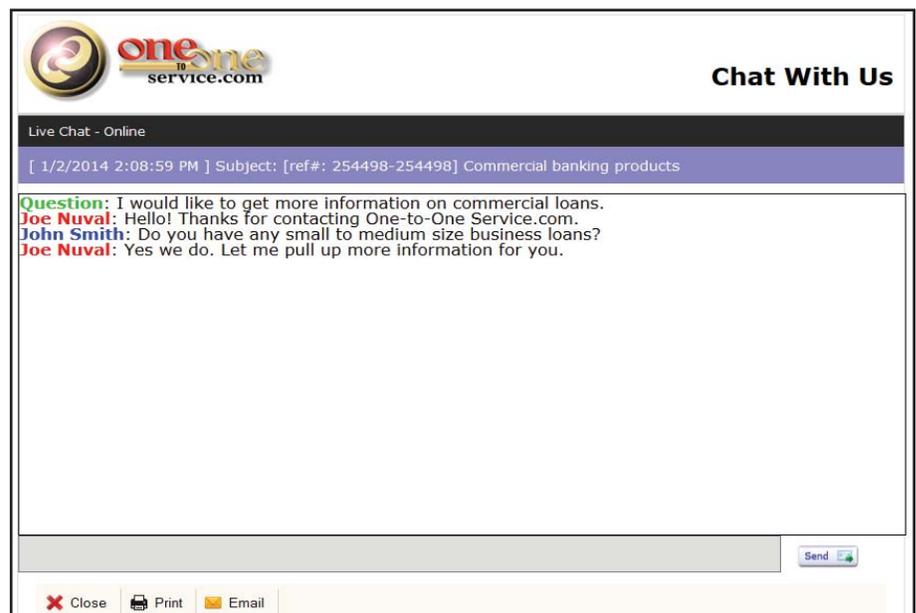


Interact With Your Customers In Real-Time

Engage your customers with iService chat. This powerful chat module is fully integrated with the iService customer interaction solution, providing a seamless interface to your support staff across all communication channels. iService chat allows your customers and prospects to transition from self-service to agent-assisted support at a critical time during the support or sales process. The iService skills-based routing and service level management features ensure customers are directed to the right agent at the right time.

Leverage a Fully Integrated Support Solution

Since iService chat is a core module of the iService customer interaction solution, you can leverage your existing infrastructure to streamline your agent workflow and customer experience. Agents have access to prewritten stock responses and can integrate chat support into their overall support responsibilities. iService forms and the iService scripting language make it easy to extend iService chat with other features such as custom knowledgebase integration or escalation of the chat interaction to a support ticket.



one to one service.com **Chat With Us**

Live Chat - Online

[1/2/2014 2:08:59 PM] Subject: [ref#: 254498-254498] Commercial banking products

Question: I would like to get more information on commercial loans.
Joe Nuval: Hello! Thanks for contacting One-to-One Service.com.
John Smith: Do you have any small to medium size business loans?
Joe Nuval: Yes we do. Let me pull up more information for you.

Send

Close Print Email

Agent Chat Interface

Multiple Chats

Access customer details and history

Create tickets, notes, and agent emails

1- Click Stock Response Templates

Chat shows up on every agent page

Supervisor View

Supervisors can manage multiple chats and escalate as needed

Supervisors can also create tickets, agent emails, notes, lookup history

Visitor ID	Reference #	Status	Topic	Operator	Time In Chat	Wait Time
Jose Garcia	259727	ChatInProgress	All Topics	Joe Nuval	6:17	0:08
John Doe	259725	ChatInProgress	Sales	Joe Nuval	26:27	0:02
Kara MacTaggart	259726	ChatInProgress	Technical Support	Joe Nuval	22:33	



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