

Vergic Engage Platform powers personalized real-time online customer engagements

90%

Resolved issues at first contact*

30%

Increase in average order values*

50%

Reduced cost per service request*

5x

Fewer abandoned online processes*

* clients to Vergic typically realize

Gain Real Time Influence and ramp up the customer experience

Boost customer experience | Reduce operating costs | Improve agent resolution time

The more you learn about visitors and customers over time, the better you can meet their needs. And the more needs you can fulfill and resolve.

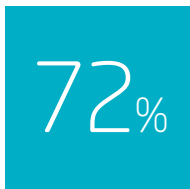
The focus lies on shortening customer errands, increasing average order values, boosting customer satisfaction and driving increased revenue. Developing relations with and communications through your online visitor. The Vergic Engage Platform supports Customer Service today in real-time, enabling you to adjust and adapt to your visitors behaviors immediately—replying with the right offering, in the right communications form, right away.

VERGIC 
MAKES IT PERSONAL



Customer Service made smarter

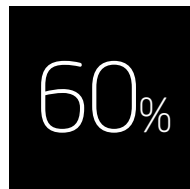
Call- and customer support centers are going through an exciting time of rapid and extensive transformations. Within companies, they are going from internally being seen only as a "cost" towards "sales" and "value creation" centers. In fact, they will evolve to play a key role as the foundation of customer relationship management. We see that contact centers will become multichannel, relationship platforms, with a focus on building personalized customer interactions, i.e. making the customer engagement smarter and more relevant.



... of customers prefer using a company's website to answer their questions.*



... but only 52% find the information they need online.*



... of unanswered questions online lead to a phone call or e-mail.*

*Source: Forrester

Behavioral insights for business intelligence

Our solution gives customer service a complete view of your online visitors and their behaviors in real-time. It uses data to profile and match relevant rules in order to provide the optimal customer engagement for lead/sales or customer support. With all the relevant customer information at your agent's fingertips it is easier to respond to your visitor needs and can easily identify and act on various opportunities. Interactions can be either automated or agents assisted as our Vergic Engage Platform enables customer service agents to engage with individual customers, prospects or visitors online and in real-time.

Intelligent multi-channel platform

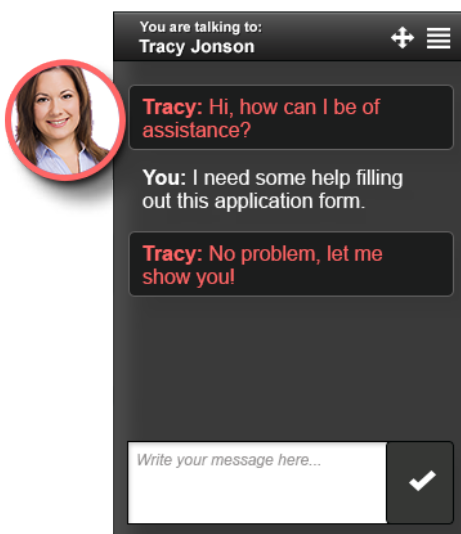
The Vergic Engage Platform allows you to integrate and build deeper, more meaningful behavioral insights for functions secured by best-of-breed systems for ERP, CRM, CMS, ICT and more. This lets you gain insight into customer intentions, on-site and online behavior and build databases for actionable business intelligence.

Improving customer experience and loyalty:

- > Deliver more convenient and consistent service levels: any issue, any agent, any time
- > Provide automated and agent-assisted engagement on-site, online and over the phone
- > Boost understanding of individual customers and his or her preferences and intentions by mapping on-site actions to gain insights and offering the right and relevant support, information, etc. to the right individual at the right time

Your Organization experience:

- > Higher agent occupancy
- > Reduced cost per dialogue
- > Increased conversion rate
- > Increased first contact resolution
- > Decrease number of escalations



Some of our functions:

Agent assisted:

- Co-browsing with visual guidance.
- Co-browsing with form filling.
- Seamless transferring between text, audio and video.
- Agent efficiency with multiple dialogues.

Automated:

- Contextual Call Back.
- Contextual Content list.
- Knowledge database.
- Dynamic answers.
- Webform and surveys.

Also:

The Vergic Engage Platform plugs directly into your existing website, no installation required.

Integrated dialogue box that will behave as an embedded part of your site, no pop-up or pop-out.

Easy to use world leading and intuitive desktop interface.

Makes IT personal

Vergic is a leading global software company with headquarters in Sweden specialized in e-commerce and customer service online. We help companies and public organizations optimize and increase sales and customer experience within their online world. Our platform offers relevant and targeted engagement possibilities to each unique visitor using real time communication as if it was a real life meeting.

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