



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

Chat with Co-browsing | Phone2web | Video & Audio

The more you learn about visitors and customers over time, the better you can meet their needs. And the more needs you can fulfil 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 behaviours immediately — replying with the right offering, in the right communications form, right away.

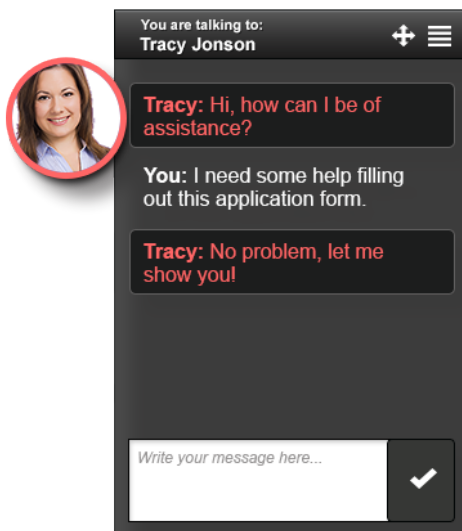


Customer Service made smarter

Call- and customer support centers are going through an exiting 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.

Behavioural insights for business intelligence

Our solution gives customer service a complete view of your online visitors and their behaviours 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.



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

Please contact me:

Name: _____ Company: _____

Email: _____ Phone: _____

What's included

Behavioral insights

Real time analytics of where and how to get optimal efficiency of you manual resources supporting the web

Text, voice and video chat

Integrated, pop out and pop up free Chat

Phone2Web

Instant link an on-going phone call to a web session, i.e. combine the phone call with visual guidance co-browsing on the website

Booked meetings

Instant and pre-booked meeting with two or more participants

Visual guidance

Plug in free co-browsing, the agent can follow the visitors session and provide guidance by simply clicking in the web page. Run multiple simultaneous co-browse sessions.

Process collaboration

Collaborate and assist visitor in web processes, read off forms and highlight errors without re-loading or submitting form

Share document

Share PDFs, co-fill in documents, drag & drop external content, videos and documents in to a co-browse session instantly converted to HTML. And fill in these together with the visitor

Canned responses

Define, use and send pre-defined standard chat texts

Any device support

Chat, co-browse, meet using any device. The Solution will automatically adapt to visitors device

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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