

Vergic Engage Platform powers
personalized real-time online
customer engagements

Cost efficient and citizen-centric engagements that matters

Boost customer experience | Maximize online investment | Improve citizen service

The public sector of the future needs to be even more efficient, cost-effective and accountable in delivering fundamental services. Aging populations and rapidly growing healthcare costs are increasing the budgetary pressures. At the same time, citizens are expecting governments to be even more accountable for taxpayer money and to improve the overall service level.

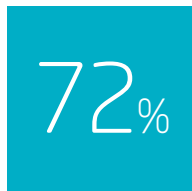
With the citizens ever growing demands for streamlined processes and the affordable connectivity of today, many computer savvy and mobile dependent citizens are demanding ever better, faster and fully integrated services through email, chat, phone, web and mobile. The readiness for meeting the citizens in these channels are often overlooked and therefore we believe it is time for a change. Introducing The Vergic Engage Platform for the Public Sector.

VERGIC 
MAKES IT PERSONAL



Visitor experience made smarter

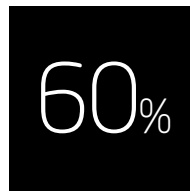
The Vergic Engage Platform helps the public sector to move faster while meeting the expectations of citizens for better online support. For example, to reduce the amount of time and efforts required resolving issues. In some cases, times to resolve identical issues can be dropped from weeks to minutes, thanks to our solution. The public sector frequently faces unconnected data silos where relevant answers and expertise are available, but not always made easily accessible for citizens. This is exactly where our solution fits in.



... of customers prefer using a organization website to answer their questions.*



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



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

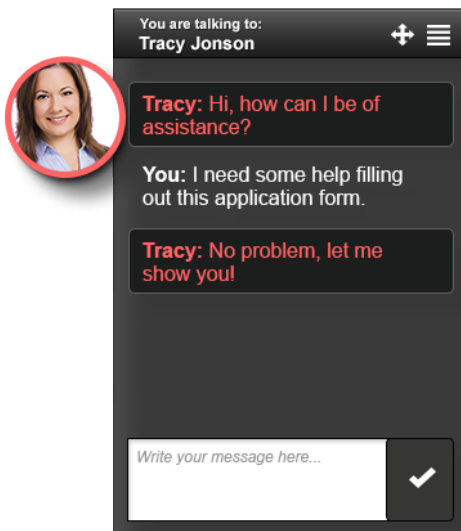
*Source: Forrester

Boost your communication and visitor engagement

The Vergic Engage Platform increases efficiency through customer intelligent assistance, personalized content and contextual campaigns. It helps converting visitors by proactively offering personalized promotional content or real-time assistance based on configurable business rules triggered by visitor behavior data. Visitors can easily collaborate with a customer service agent live over the web through click-to-call, text, video chat as well as utilizing our world leading co-browsing.

Intelligent multi-channel platform

The Vergic Engage Platform can be integrated with your surrounding systems, such as Contact Center Solution, CRM, ERP, ICT, etc. The ability to retrieve data from existing systems in real- time will not only save time but also promote a positive visitor experience through all channels, i.e. relevant engagement and multi-channel interaction that actually works.



Your Visitor experience:

- > Relevant customer engagement
- > Increased Service Level
- > Faster and more efficient processes
- > Easy to find and personalized information
- > Reduced risk of mistakes and frustration

Your Organization experience:

- > Increased agent efficiency
- > Reduced cost per dialogue
- > Increased first contact resolution
- > Make better use of data resources
- > Leverage existing technology investments

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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