

Vergic Engage Platform powers personalized real-time online customer engagements

20%

increase in online sales*

30%

increase in average order values*

20%

reduced cost per acquisition*

5x

fewer abandoned online processes*

* clients to Vergic typically realize

Gain Real Time Influence and ramp up the customer experience

Boost your customer experience | Maximize your online sales | Improve your marketing service

Old school sales and marketing was about shouting loudly to audiences. Modern sales and marketing is based on a simple principle: a customer is not a target and should be listened to carefully through engagement.

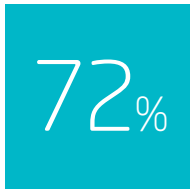
Business focus lies on shortening sales cycles, increasing average order values, boosting customer satisfaction and driving increased revenue. Developing relations with and communications through your online visitor. The Vergic Engage Platform supports sales and marketing in real-time, enabling you to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

VERGIC 
MAKES IT PERSONAL

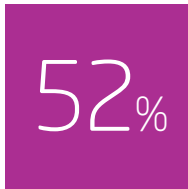


Sales & Marketing made smarter

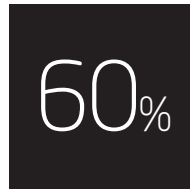
Organizations today are discovering how to align sales and marketing in order to enable, generate and qualify leads all with the end goal of converting more business online. This calls for intelligence capabilities to identify and monitor a potential customer interests, needs, concerns, demands and preferences. Intelligence needs to be coupled with ability for sales to proactively engage the right prospective customer, at the right time with a highly relevant offer.



... 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 leads to a phone call or e-mail.*

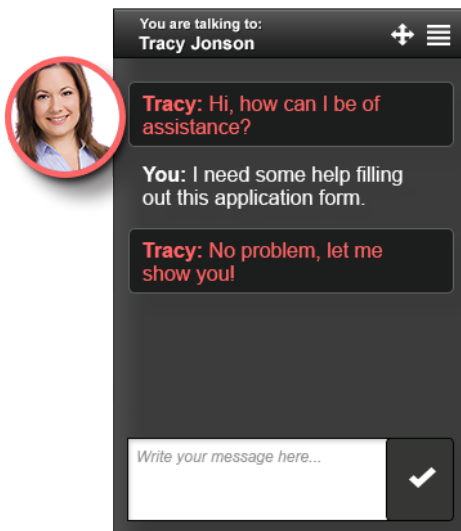
*Source: Forrester

Boost your communication and sales

Our solution increases revenue through customer intelligent assistance, personalized offers and contextual promotions. It helps businesses convert prospects into buyers by proactively offering personalized promotional content or real-time assistance based on configurable business rules, triggered by visitor behavior data. It also enables agents to contextually up-sell and cross-sell products in the course of customer engagements. Visitors can collaborate with a customer service agent live over the web through click-to-call, text and video chat and co-browsing to find out more facts about or even buy a product. Customers calling into a service center can be offered powerful cross-sell offers by agents using the full capability of the Vergic Engage Platform.

Intelligent multi-channel platform

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 customer 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:

- > Higher agent occupancy
- > Reduced cost per dialogue
- > Increased conversion rate
- > Increased first contact resolution
- > High potential up-sell

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 Swedish software company 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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