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The customer challenge

Web chat solutions have been invaluable for many organisations, but are limited by their ability to only provide a textual interaction as they have traditionally focused on low complexity issues.



The vChat solution

vChat is a smart web chat solution that transforms a standard web chat into a multimedia experience, allowing agents to do everything that a face-to-face agent could do, including sending and receiving documents, collecting electronic signatures and providing custom quotes etc.



How does it work?

A vChat icon on a website allows visitors to click through to a smart web chat session that appears as a pop up window. Both the agent and customer can engage in a one-on-one dialogue as well as show, share and sign documents within the session.



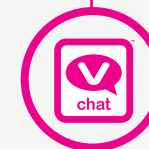
vChat at a glance

- Enhanced chat capability with document sharing and electronic signature capability.
- Omni-channel capability. Fully integrated into vScreen, vDoc and vBrowse.
- SaaS functionality. Easy to implement, short integration and significantly reduced IT resource.
- Cross device functionality across PC, tablet and mobile.
- vChat works first time. No problems with firewalls, pop-up blockers or computer settings.



What can vChat do for your business?

- Simplify the sales process.
- Provide additional support for complex products.
- Increase conversion rates.
- Remove breaks in the customer journey.
- Increase customer satisfaction. A faster, more streamlined process.
- Reduce completion times. Remove mail delay times and shorten the customer journey.



Used by top 5 UK insurance company.

Streamlining Difficult Customer Journeys