



WeCom™

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WeCom**

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Seamless chat integration

When you are running a business online, you now have access to more sales and support channels than ever. From phone to email, social media such as Twitter and Facebook and even WhatsApp, you can communicate in many ways with your users and customers. However, one new channel in particular is becoming increasingly popular: chat.

LOW COSTS

The benefits of chat in your call center are enormous. By offering chat and telephone as an integrated system, this is an affordable solution for excellent customer service. You also help advance your company's reputation without major investments. Pridis WeCom™ routes chat to your agents, together with calls and email, easily via an additional chat skill. Pridis WeCom™ fully integrates with the Avaya AACC or ACCS platform and chat is handled within your familiar agent application.

ACCESSIBLE

Chat is more direct than email and more accessible than the telephone. From the consumer's point of view, live chat gives them a sense of "immediate satisfaction." Exchange information as you are used to. Easily send and exchange media, such as a link to an internet page or file, with the call center agent. If the agent does not have the proper knowledge, it is possible to forward the chat conversation to another agent.

Your customers are informed when you are reachable. WeCom™ automatically provides messages when no one is available or when the call center is closed. WeCom™ offers a form for identification of your customers by asking an email address or customer name. The chat conversations are stored and linked to the customer's history.

SIMPLE INTEGRATION

Use our WhatsApp connector or our web frontend. Adding chat functionality to your company's website is relatively easy. You will usually have to copy a few lines of codes and integrate them into your website. The colour scheme and style of the web chat icon and window are adjustable to your company's look and feel.

FOLLOW VISITORS IN REALTIME

The software can quickly generate reports for each of your call center agents, analysing the number of chats, time spent with customers or chat invitations.



WHAT ARE THE BENEFITS?

FOR THE CALL CENTER

- Routing of chats based on skills
- Proactively engage your customers to chat
- Browse a customer's chat history
- Transfer customers to another agent
- Organize conferences and invite available agents to chat
- Switch customers in the queue and start chats with specific customers
- Integrated reporting on chat and telephony

FOR THE CUSTOMER

- Chat via your desktop browser or mobile
- Know when the customer team is available
- Receive a notification when an agent answers
- Exchange attachments



Pridis

Huis ter Heideweg 56A
3705 LZ Zeist
The Netherlands
0031 85 008 29 00
www.pridis.com