

Superior assisted service with Nuance Live Chat.

Reduce online abandonment by making it easy and convenient to contact a live chat agent.



Engaging the customer in their moment of need

One of the key tactics to reduce online abandonment is to ensure that it is easy and convenient to contact a live chat agent. By evaluating the visitor behavior in the digital channel, we can engage with the customer in their moment of need. Features like intelligent queuing to reduce wait times, skills-based routing to provide customers with the best agent to solve their issue and contextual transfer of all important information to the live chat agent, enable brands to increase the effectiveness of the customer experience.

Live chat features

Intelligent queuing and skills-based routing

Offer live chat when an agent is available and ensure that visitors are routed only to those with specialized knowledge.

Contextual conversations

Escalate customers from an automated engagement to a human agent, or move clients between channels like IVR-to-chat, chat-to-call and others, while maintaining the context of the conversation.

Co-browse

Enable agents to assist the customer through complicated or confusing information using a common screen, while maintaining privacy and security.

Leverage our Digital Engagement Platform for –

Business rule targeting

The targeting engine targets the right visitors at the right time with the right engagement tool, for example, virtual assistants to engage the broader audience and answer repetitive question, or human chat agents to answer complex questions and assist high value customers.

Comprehensive back-end reporting capabilities

Real-time campaign information, including live chat transcripts and conversion statistics, are used to inform and constantly optimize the targeting engine, automated engagements and routing behavior.

Branded experience

Dynamic windows persist as consumers navigate your site, so contact and context are never lost. This user experience is personalized to your brand, with the ability

Why we are driving results

Targeting

Consumers are likely to abandon online conversions if their questions are not promptly addressed. We ensure that chat is offered to the right customer at the right time.

Intelligence

Routing visitors to agents with specialized knowledge and avoiding long wait times for agents leads to higher conversion and better customer satisfaction.

Seamless

If the conversation starts with an automated engagement our Digital Engagement Platform provides a smooth transition to a live chat agent, if needed, while maintaining the context of the conversation.

to customize the positioning or branding and provide A/B testing without any changes required.

Channels

Our technology allows you to engage consumers on desktops, smartphones and tablets and to serve up an exceptional engagement experience wherever they are.

Desktop browser

All our engagement tools are fully customizable to your needs, including the logo placement, flow of chat experience, SMS-style chat bubbles with distinct coloring for agent, and user messages to fit your branding guidelines.

Mobile browser

Within a mobile site, a fully minimizable and translucent chat window with user tracking allows your customers to easily interact with limited screen real estate and preserves an optimal user experience.

In-app

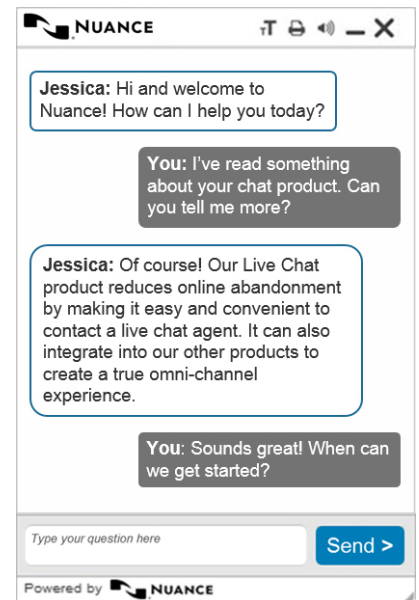
Our in-app messaging capabilities meet customer expectations by enabling consumers to engage with you on their terms. The Digital Engagement Platform works in the background to ensure an always optimal experience for your customer by seamlessly connecting the dots between every interaction. Additionally, the embedded chat's look and feel is custom designed so it perfectly matches your app experience.

SMS

SMS engagements leverage mobile text messaging capabilities to engage your consumers for timely and personalized assistance. You can invite consumers from any offline medium to engage in a conversation or continue the conversation started through a notification within the same channel. In case the chat agent needs more options to assist your consumer, our platform allows the agent to move the consumer to a web experience

without losing the context or switching the agent.

Learn more about Nuance Live Chat, and how to make it a part of a true omni-channel experience.



About Nuance Communications, Inc.

Nuance Communications is reinventing the relationship between people and technology. Through its voice and language offerings, the company is creating a more human conversation with the many systems, devices, electronics, apps and services around us. Every day, millions of people and thousands of businesses experience Nuance through intelligent systems that can listen, understand, learn and adapt to your life and your work. For more information, please visit nuance.com.

