

Live Support

Provide a superior customer support experience directly from your website



Support Your Customers Directly From Your Website

Kandy Live Support enables business websites with immersive, interactive support capabilities that allow microbusinesses, SMBs and enterprises of all sizes to provide productive and efficient customer support at a fraction of the traditional cost.

Live Support uses the Kandy Platform-as-a-Service (PaaS) solution to integrate real time communications into the website in a very easy way, by just embedding a single line of code to add the Live Support button in the location where it needs to appear.

By activating the button, users can select from an intuitive menu tree to contact the right sales or support agent at the first attempt and interact with them using text chat, voice or video. The Live Support window shows them their position in the queue (if all the relevant agents are busy) and once the session is established both users and agents can even share images or videos or use screen sharing for a faster resolution of questions and issues.

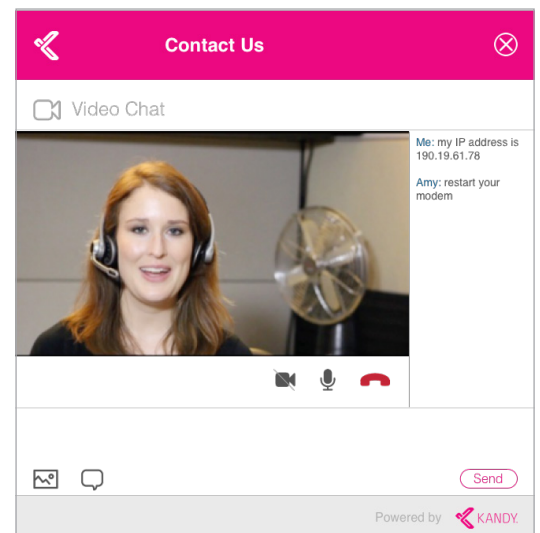
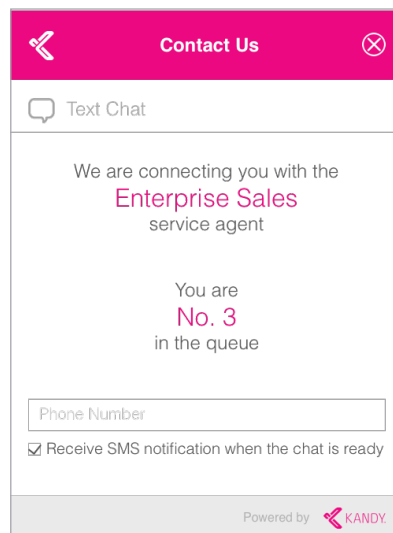
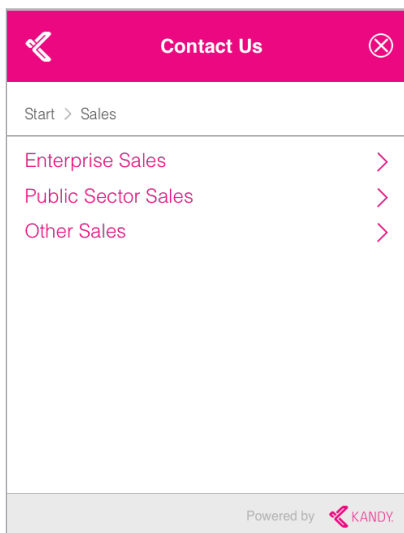
Live Support helps customers in context

- **Your Website:** Live Support resides on your website, right where your customers and prospects already are!
- **Self Select Menus:** Your customers click on a button and select who they want to talk to.
- **No Anxiety:** Your customers know their position in the queue at all times
- **Choice of Media:** text chat, voice or video call, whatever gets the task resolved.
- **Instant Gratification:** Click to Connect ensures your customer get what they want, when they want it so they will keep coming back!

Customers coming to your business from your website don't want to use the phone to contact your staff!

Live Support eliminates the need for:

- ✓ Customer wait times
- ✓ Lost sales opportunities
- ✓ Long hold queues
- ✓ Toll free charges
- ✓ Complex IVR navigation menus
- ✓ Voice recognition frustration



Your Customer Support Team available from your website! Fast, Simple and Intuitive!

Features



Rich Messaging Chat: Users can share images and videos with their support representative to better describe the issues that need resolution.



Screen Sharing: Support experts can remotely assist users in real-time by activating screen sharing directly within the Live Support window.



Works on Web and Mobile: Unlike other competing solutions, Live Support also works when your users access your website via their smartphone.



Easy to Deploy: Use the back end portal to define the menu tree, create the button and generate the HTML embed code for your website. Just copy/paste one line of code!



For Businesses of All Sizes: Micro businesses, SMBs, Enterprises and Large Contact Centers can benefit from Live Support as an overlay or fully integrated.



WebRTC Enabled: Voice and Video calls directly from the website. Agents use web browser console or tablet app.

Benefits

Grow

- Close more sales when your customers can connect instantly
- An excellent customer service experience encourages existing customers to spend more

Manage Costs

- Eliminate cost associated with 800 number in-bound call expense
- Self-service administration portal for easy creation/configuration of directory trees and support button reduces the need for pro-services or support team training
- No need to rebuild your website, just embed one line of code where you want the button to show up
- Can be overlaid onto your existing support infrastructure or fully integrated; your choice

Manage Time

- Your customers go to the right agent instead of tying up staff to route calls
- Decreases hold queues and lost calls. Frees up your staff to respond quicker by off-loading inbound calls to the web

Reduce Risk

- Accelerates trouble resolution, increasing customer satisfaction and reducing churn
- Ensures you don't lose a prospect to a competitor by keeping them in hold queues too long.

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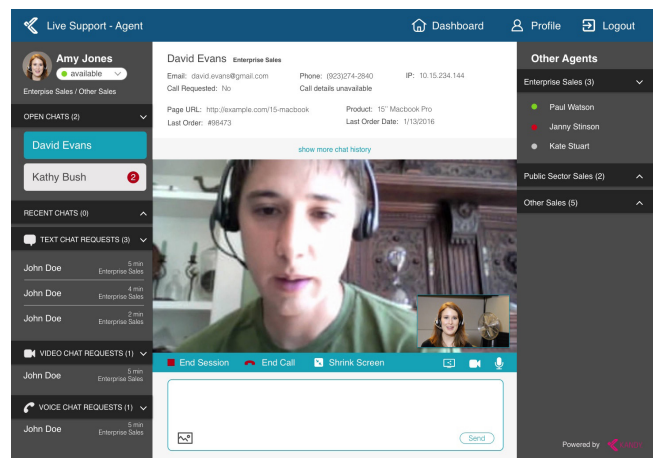
Simple Web and Tablet App for Your Agents

The Live Support agent console automatically logs your agents into their designated support group and allows them to see the pending chat, voice and video requests.

Agents can manage up to 10 simultaneous chat sessions and can change their availability manually and automatically.

Agents can initiate screen sharing to provide guided assistance to the users as well as push web pages and share files such as images and videos with them.

And all of the customer interactions are tracked and recorded. Your agents can see the transcript of the chats and can send them to the users via email if needed.



Move from Plain Phone Call to Web Chat and Screen Share with Call Promotion

Live Support can be overlaid on top of your existing customer support infrastructure. If your customers reach your agents from the phone, Live Support allows your agents to promote that call to a web chat or a screen share while keeping the initial audio call active on your existing infrastructure.

Your agent just has to send an automatically generated link to the user via SMS/text or email and, upon clicking it, the user will automatically be entered into the same collaboration session in which your agent is, allowing them to share images, videos, or see each other's camera.

Live Support is truly a game changer in the customer support experience.

Your users will never dread asking for support again!