

Ability Chat for Help™

Reduce shopping cart abandonment rates with Ability Chat for Help!

Enhance Customer Relationships - With Ability Chat For Help, you can address your customers' needs while they navigate through your website. It reduces their frustration since they don't have to hang up and call, they can simply click "Chat for Help!"

Capitalize on Sales - Increase website sales by answering product and other questions at the point of sale. Shopping cart abandonment rates will significantly drop.

Reduce Operating Costs - Chat reduces the cost of expensive, inbound phone calls for customer service and customer questions but still gives your customers what they need.

Ability Chat for Help Features:

- **Text Chat:** By clicking an online help button, customers can chat with your call center representatives in real-time text chat.
- **Push Page:** Send your customers the exact product pages or website pages they're looking for with Ability Chat for Help.
- **Push Product Pages, Maintain Shopping Cart:** Your call center reps can push product pages to customers, and customers can choose to add the product to their cart while maintaining products already in their cart.
- **Chat Transcripts:** Transcripts of prior conversations can be viewed by your supervisors/managers or designated representatives, by date range, or time period. This is great for call center training as well as customer follow-up!
- **Priority Chat Routing for Call Center Representatives:** Routing priority for Chats can be assigned to users based on priority levels assigned to representatives.
- **Multiple Subscribers:** If you have more than one company in your call center, you can create priority levels for every subscriber (i.e.-company.)
- **User Control Over Maximum Session Number:** You can define the maximum number of chat sessions a reps can have at any time—as little as one or as many as ten.
- **"Silent" Monitor Chat Sessions with "Whisper" Feature:** Just like a regular call center can "silent" monitor calls for training and accuracy, chats can be monitored by call center supervisors for accuracy and training purposes.
- **Chat Transfer:** Ability Chat for Help allows you to transfer a chat from rep to rep; perfect for times when a rep need help from their supervisors or product specialists!
- **Detail Chat Reports:** Detailed Chat Reports are available in Crystal Reports or Microsoft Word format and detail by representative, by date or by time period.
- **User Control To Enable or Disable Chat at Any Time (Additional Programming Feature):** Your website can be programmed to disable/enable Ability Chat for Help only when representatives are available.
- Ability Chat for Help works with most operating systems including Escalate's Ecometry.

For more information about Ability Commerce products, visit us at www.abilitycommerce.com