



Increase sales and improve customer care with real-time Web Chat.

Why Web Chat?

- Increase sales and improve customer experience
- Respond with real-time help to website visitors
- Increase efficiency, handling multiple customers at once
- Take PCI DSS compliant payments during the Web Chat sessions
- Improve conversions by proactively reaching out to all your customers

Don't risk losing your customer at the last moment. Be there to help them every step of the way.

Do you want to offer personal help to multiple online customers at the same time in a cost-effective way? Real-time Web Chat is a great way to answer enquiries, enhance service levels and turn more of your website visitors into paying customers.

Web Chat allows you to deal with each customer's needs in real time - often at the point of a purchasing decision. Your agents can handle more than one Web Chat session at the same time, making this form of engagement cost effective and efficient.

Serve multiple customers easily

With the easy-to-use agent console, your team can exchange messages with multiple customers and share URLs to the pages and information they need.

And when Web Chat sessions are over, the conversation can be downloaded instantly to customers as a PDF and a survey offered automatically (with our After Service Surveys).

How it works

Web Chat is easy to set up and customise. Your agents will be using Web Chat to engage with customers within seconds of going live.

The one line of JavaScript that enables Web Chat to run on your website is easy to apply, while the chat button and the customer-facing window can be tailored to fit your website's look and feel.

The Library of Responses lets you automate many of your commonly-used greetings and answers, so you save time for your agents and provide a consistent, professional service.



Key features

PCI DSS compliant payments

Take secure, compliant customer payments within the Web Chat session.

Dynamic agent availability

Set the availability of your agents and the number of chats they can take, so you never have to worry about the service being offered when no-one is available to handle it.

Library of responses

By automating some of your most used responses and greetings, your agents can be more professional and efficient.

Fast integration

The one line of JavaScript required sits at the back of your site and not at the front, like some other services, so there's zero impact on your IT environment.

Tailored icons

We have a bank of icons for static, sidebar and intuitive use that you can change to suit your colour and look and feel, or you can design your own and we will wrap our code around them.

History and logs

Every Web Chat session is stored within 15 seconds in your back office for later use. Every conversation can be viewed, the results analysed and changes to your operations made as a result.

Full back office and reports

We provide a unique login to give access to a full range of online back office reports, charts and data – and it's all available in real time too.

A great fit with some of our other services

ChatGuard

Take secure PCI DSS compliant payments within the actual Web Chat session so you don't risk losing your sale at the very last moment.

Call-Back

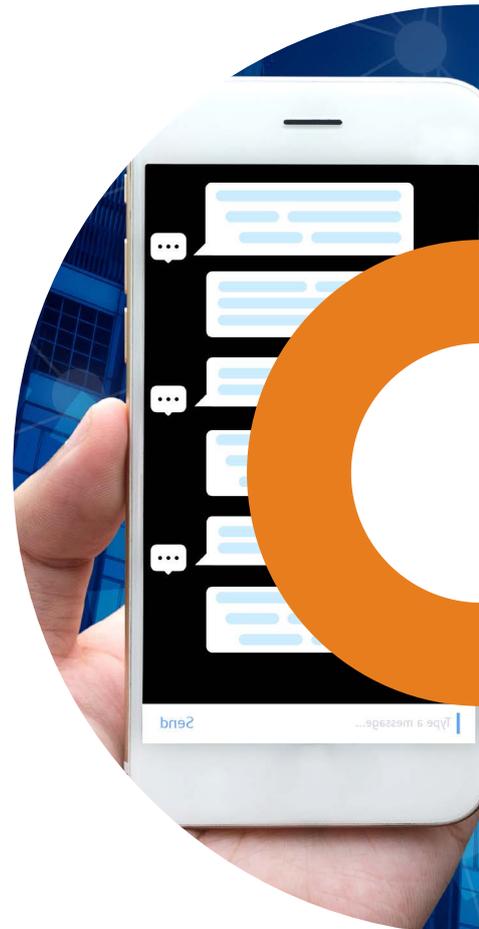
The ultimate personal contact. Make it ultra easy for online customers to request an instant call-back from your team — and close each sale when they're in the perfect mood to buy.

After Service Surveys

Want to know what your customers think of your service levels? Ask them! At the end of each call, a quick optional survey will tell you what you want to know with all results available in real time.

Social Agent

Monitor and respond to conversations across channels and websites from news to blogs and forums - for all countries in over 160 languages. - and offer them a Web Chat instead of talking in public on your Social Media profile.



Our solutions are delivered via the Eckoh Experience Portal.

Web Chat works well with ChatGuard, Chatbot & Call-Back