LIVEPERSON MULTI-CHANNEL SOLUTIONS

Reduce service costs with integrated chat, email, voice and knowledgebase

Cost-Effective, Complete Contact Center Solutions

There's no better way to earn customer loyalty than to provide them with superior service when addressing their questions. To do that, you need to make it easy for visitors to reach you and keep track of all of their interactions with your company. LivePerson helps you do both.

Multiple Channels for Reaching You

With LivePerson's multi-channel contact center solutions, your customers have multiple methods for getting the answers they need quickly and easily. Moreover, all channels are fully integrated, providing for seamless escalation when necessary. And its unified interface helps your team work efficiently, with easy access to all time-saving features built into each channel at their fingertips.

Live chat. Provide visitors with personalized online assistance while they're still on your site. Explain product options and answer support-related questions. Make chat available whenever visitors request it, or proactively invite them to chat if you see signs of abandonment.

Voice. Bridge the gap between your website and visitors. Let visitors request an immediate phone call from an agent whenever they need help, or reach out to high-priority visitors proactively. Voice offers two convenient options for your visitors to reach a company representative: Click-to-Talk and Talk-by-PC. Choose the option that's best for your company – or implement both. The choice is yours. All Voice interactions are loaded with features that enhance how your visitors experience your company, as well as the productivity of your agents.

Email. LivePerson's email management system adds efficiency to the way you manage and respond to email from your customers. All incoming messages are received in a central location where they're assigned and routed to the appropriate person or department using rules and conditions that reflect your company's workflow and processes. Eliminate manual processing of correspondence and improve response time by as much as 50 percent.

FAQ/Knowledgebase. Help visitors find immediate answers to their questions using LivePerson's powerful combination of dynamic FAQs, category browsing features and search technology. It's self-service at its best. You can offer visitors seamless escalation to live chat or Voice if they don't find the exact information they're seeking.

Product Highlights

Real–time monitoring. Real-time monitoring features help you determine the best visitors to engage. Select visitors based on their keyword searches, whether they're repeat visitors, buyers or chatters, recipients of one of your marketing campaigns, or even by the value of their shopping cart. Use this intelligence to boost conversion rates and build customer loyalty.

Built-in tracking system. Whenever a customer contacts you, a ticket is automatically created and assigned a unique ID number. A built-in ticket management center provides the foundation for tracking and resolution. All contacts concerning that customer (or issue) are stored in that single record. Advanced management tools, such as scheduled follow-up and task reassignment, ensure customers' inquiries never fall through the cracks.

The unified history provided by LivePerson means your customers experience a coordinated response to their inquiry, regardless of how they contacted you, or how many agents on your end were involved in the resolution.

Reporting and analytics. Informative reports on individual agents and agent groups reveal valuable insight into your online initiatives. Review chat transcripts for common concerns and questions raised by your customers. Evaluate sales and operations metrics using LivePerson's comprehensive reports.

Integration with third-party systems. LivePerson easily integrates with your CRM, billing and customer database systems. Eliminate time-consuming switching between screens and applications and gain immediate access to a visitor's customer information and account history. Chat agents can easily update a customer's record from information supplied during a chat.

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Benefits

Lower operating costs. LivePerson can help you lower your operating expenses by deflecting costly calls from your toll free number to the chat channel. The built-in tracking and email management features eliminates manual handling of customer inquiries, saving resources.

Enhanced customer experience. Provide visitors with multiple methods for getting the information they need immediately. Let them choose their preferred method for receiving help.

Improved agent productivity. Agents can help visitors resolve their issues faster by letting them "see" where they are on your site, and by having instant access to the complete history of issues.

Increase conversion rates. Provide real–time personalized assistance to customers. Answer questions, cross-sell and upsell orders.

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Knowledgebase

Your question: account

1. How do I change my online profile/account?
2. How do I track my order online?
3. Can I check shipping information for my order?
4. How do I change my username? ...password?
5. Can I check my order history online?

Chat Live with Us
Agents are online to assist you.
[CHAT NOW]

Talk by Phone
Click to Talk Now.
[CALL ME]

Contact Us
Need more help? Send us an email and we'll respond promptly.

First Name*
Last Name*
Email Address*
Telephone

* required

[SUBMIT]

- Self-Service Knowledgebase
- Live Chat
- Voice
- Email Management System

STREAMLINING INTERACTIONS across channels, LivePerson enables you to deliver convenient service and support options to your customers. Whether you communicate via chat, email, VoIP, or self-service, LivePerson contact center solutions manage all customer interactions from one central location.

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