CUSTOMER SERVICE
FULLY ENGAGED, REAL-TIME

frozen
mountain

The Problem

Nothing frustrates customers more than not being able to reach a customer service agent when they need to -- where they need to. With more and more customers turning online for help, it is more important than ever for customers to be able to access product support from any device they choose, whether it's a computer, phone or tablet.

The Solution

With *LiveSwitch,* support personnel can connect with customers via both **chat and video conference using any device.** Consumers can access customer service easily at home or on the go, and can communicate with customer service personnel no matter where they are or what they're doing.

Benefits

- *LiveSwitch* **improves customer satisfaction by providing the ability to connect to help whenever they need with any device they want.**

- *LiveSwitch* **supports features such as chat, video conferencing, click-to-call, and co-browsing which increases first contact resolutions (FCR) and decreases average handle time (AHT).**

- **Reduces contact centre operating costs by using the internet and** *LiveSwitch* **as the backbone for communication with customers.**

- *LiveSwitch* **facilitates call centre agent monitoring, recording, and detailed speech and video analytics.**

NEED A CUSTOM RTC CUSTOMER SERVICE SOLUTION? CONTACT US TODAY!

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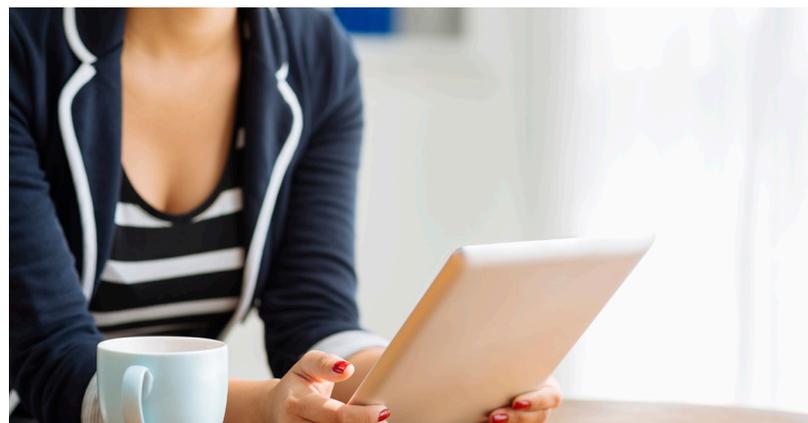
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① A customer is shopping online and needs some advice.

NEED HELP?

Within the browser the customer clicks-to-call a customer service agent via phone or video conference.

CUSTOMER

② **SERVICE AGENT**

Media & SIP Server

Audio/Video Conferencing

VoIP   Cellular   Landline

CUSTOMER

A conversation is initiated between the service agent and the customer using the method of choice.

③ The customer is able to connect with the service agent via voice or video. They can share screens, co-browse, and even share cart information.

How It Works

This diagram is an example of how LiveSwitch can be used in a customer service application.

Monitoring
Through *LiveSwitch,* call centre operators can discretely monitor any audio/video channel and intervene if necessary.

Recording
LiveSwitch enables real-time recording of all audio, video and data streams.

Analytics
LiveSwitch is easily connected to speech and video analytics engines for real-time analysis and/or recorded post processing of conversations.

The WebRTC Solution that Plays Nice with Everyone

FIREFOX   WINDOWS   APPLE   MAC   LINUX   JAVA   XAMARIN   ANDROID   SAFARI   CHROME   EXPLORER/EDGE