



# INTEGRATED CUSTOMER ENGAGEMENT (ICE)

Customer Engagement Simplified: A cloud hosted integrated Chat and Email Management platform with a robust self-learning knowledge base



## ICE Click-to-Chat

Engaging your website visitors with an innovative, customizable and configurable software solution.

### SOCIAL CHAT

- Receive Chats from Social Media – Facebook and Twitter
- Login with your Social Accounts
- Social Profile Discovery
- Integrate Social Engagements (Likes, Followers) on Chat

### CROSS CHANNEL INTERACTIVE CUSTOMER INTERACTIONS

- Live Web Chat Console
- Click to Call
- Facebook Integration
- Twitter Engagement
- SMS



### CLICK-TO-CHAT FEATURE THAT ENABLES HIGHER ROI

- Configurable Surveys (Prechat, Inchat, Exit, Operator & Offline)
- Video Call
- Keystroke Indicator
- Customizable and Configurable Chat Button and Chat Window
- Advanced Proactive Chat
- Supervisor Control – Advanced Agent Monitoring and Engagement Console
- Advanced Analytics with Graphical Representation
- Security: PCI and HIPAA Compliant

For the fastest and the easiest way to engage with your customers, SWITCH TO ICE CLICK-TO-CHAT

Data to Analytics to Insights

