

# ContactQ

## Agent Chat Overview

Agent Chat allows visitors to your website to have dialogue with Agents or to interact with your business systems such as sales, stock or account databases / CRM

ContactQ controls delivery of the contacts to the next available agent or the best skilled Agent, who can be presented with Callers Details

When staff are available Chats will be presented to Agent but at busy times or when closed the service can be amended to only allow automatic interactions such as balance enquiries or stock checks

### Benefits of Chat:-

- Allows Customers to choose how they interact with you
- Configurable Chat window can collect callers details before routing the chat automatically
- Pre-scripted responses for consistency and speed
- ContactQ records all Chat dialogues
- Uses ContactQ rules to manage chat in to Queues
- All transactions integrated in to the comprehensive reporting package
- Access to information even when closed when integrated with IVR
- Reduce calls in queues
- Increased SLA performance

On-line chat ONLINE X

Name

Email Address

Contact Telephone

Account Ref

Order Number

NEXT

Active Chat

Annette Reynolds  
00:00:10  
CONNECTED

NAVIGATE TO  
Home  
Voice  
Chat  
Directory  
Settings

SUPPORT  
<> User Guide

Call Information  
QUEUE default  
CALLER ID customer Talking

Call Data

Type	Detail
Name	Suzanne Porter
Email	suzie.porter@ntlworld.co.uk
Contact Number	0785907777
Account Ref	654321
Order Number	12345
UNIQUE REF	2325:820-5017@chagne.127.0.0.1

customer  
An advisor will be with you shortly.  
seconds ago

system  
You are connected to an agent.  
in seconds

Hi Suzanne Porter Can you confirm your Account Number. Thanks Annette

# ContactQ

## Agent Chat Overview

### Common Chat applications:

- Ensure Visitors to websites find what they need
- Surveys and polls can be carried out by Chat
- Alternative or priority routing of callers
- Simple order entry transactions
- Selective information lookup (i.e. Account Balance, Make Payments, Order Status, Movie Schedules)

### Who uses Agent Chat

- Any Business with a website small or large to create a professional image
- Or companies wanting Agentless completion of simple requests

### Why ContactQ's Chat

- Fully Integrated within the ContactQ suite and uses same call flow, rules, skills and time-plans for simplicity
- Scalable from very small to very large teams
- Fully interoperable with IVR to automate routine enquires and transactions
- Cost effective pricing
- Improve management of Chat with Dynamic rules
- Ease of use – Intuitive browser based interface allows system administrators to make changes
- See the whole picture – Historical reporting of IVR calls as well as ACD calls

The screenshot displays the 'Chat Transcript Viewer' interface. At the top, there is a header 'Chat Transcript Viewer'. Below it, a 'Transcript' section shows a chat log with timestamps and messages from a customer and an agent named Annette Reynolds. The messages include a customer inquiry, a thank you message, a waiting notice, a 'Specials' announcement, and a confirmation request. Below the transcript is a table titled 'Chat Transcripts' with columns for Call ID, Type, Start Time, Duration, Outcome, From, To, Reason Type, Reason, and Wrapup. A single row of data is visible, showing a call ID of 263392, an inbound call, starting at 2020-11-09 12:08:13, with a duration of 00:03:15, an outcome of ANSWERED, from customer to areynolds, with a reason type of QUEUE and a reason of default, and a wrapup status of Complete.

Call ID	Type	Start Time	Duration	Outcome	From	To	Reason Type	Reason	Wrapup
263392	INBOUND	2020-11-09 12:08:13	00:03:15	ANSWERED	customer	areynolds	QUEUE	default	Complete