

Enterprise Live & Automated Chat Solution for Salesforce

Conversive's game-changing live and automated chat solution is now available with a powerful integration into Salesforce. This combined solution adds new efficiencies to your online sales and support agents, automatically performing common tasks, as well as opening cases and leads. Conversive gets even more value out of your Salesforce platform.

Conversive Adds a New, Intelligent Edge to Salesforce.

Conversive combines conversational self-service and assisted service tools to provide customers with prompt, friendly interactions that always provide a great experience. Contact centers gain efficiency and savings. Now Conversive also works together with Salesforce to provide a new standard for workflow and customer experience. The power of these two systems when combined must be seen to be believed.

Make your Agents more Efficient, and your Customers Happier.

Conversive's Enterprise Chat & Self-Service Solution for Salesforce provides dramatic savings in time and effort. By automating tedious processes we make life easier for agents and free them up to focus on personally assisting your customers. Everyone is better served. Some of Conversive's most important capabilities are:

1. **Look up existing Contacts for visitors and associate the chat with that Contact.** Where a Contact already exists, Conversive will look up the Contact and associate the new chat session with it. Wrap-up is greatly simplified. Chat logs remain accessible in the Contact record for future reference.
2. **Look up or create Leads for visitors and associate the chat with that Lead.** Conversive will automatically query visitors on key contact information, and either open an existing Lead or create a new Lead in Salesforce, saving agents hours in repetitive, low value activity.
3. **Lookup an existing Account for the organization of the visitor.** Visitors are queried for key information that allows Conversive to automatically look up their existing Account, saving even more agent time and effort.
4. **Create a Case for a service issue.** Where a Contact is experiencing a Service or Support Issue, Conversive automatically creates a Case within Salesforce for that issue. Agents spend their time on more productive tasks and the Contact record is reliably maintained.
5. **Close a Case.** Conversive will automatically close a Case after it is resolved. The chat log is made available in the Salesforce record, and the agent can move on to another productive interaction.

Transform Customer Care into a Source of Pride.

Quicker Resolutions:

Cut total time to resolve issues through Conversive automation.

The Conversive solution understands the meaning and context of typed comments, and its proprietary system of natural language processing and high-value answers simply finds accurate answers faster. It arms your agents to answer questions accurately, intelligently, instantly. Conversive makes online service faster, better and more consistent, creating a consistently better customer experience and saving you money.

Even more, Conversive is the first company to focus the full force of Internet technologies—context-based natural-language processing, knowledge bases, online communities, co-browsing, and more—on a single goal: revolutionizing the cost and quality of customer care.

No other solution combines automated responses and live-agent communication into such a powerful service tool. Our intelligent engine focuses the conversational process, clarifying customers' needs more quickly. When an agent is involved, Conversive provides the agent with its best suggested responses. Either way the interaction is fluid, rapid and consistent with your business rules and brand guidelines.

The result: Your company can deliver a more consistent, productive, and satisfying customer experience, regardless of channel, each and every time. You can transform customer care from a source of expense and heartburn into a source of competitive advantage.

Benefits

- **Better answers, faster** using natural language
- **More productive agents** who are happier in their work
- **Delighted customers** who buy more from you
- **Higher conversion rates** and more up-sell opportunities
- **Agility** to add new programs and information quickly and easily

Requirements

Salesforce:

Unlimited or Enterprise Editions

Agent Browser:

Internet Explorer 7+, Firefox 3+

Website Visitor Browser:

Modern Web Browser such as Internet Explorer 7+, Firefox 3+, Chrome, etc.

Get the Details. And Get Started.

With a client base that includes some of the largest companies in the world, Conversive is well established and growing fast. Conversive also partners strongly with other industry leaders, including Avaya, Genesys, BMC/Remedy, and more.

For more information about our Salesforce solution, our customers, partners, and management team—or to see a demo—visit www.conversive.com or follow the contact information below.



Conversive deploys enterprise-class live chat and conversational automation technology. Conversive's conversational automation seamlessly and adaptively accelerates live chat responses, creating a better customer experience than live chat alone. Customers and agents efficiently connect with knowledge, people and processes as they need them. Customers are delighted and businesses save money. For more information, visit www.conversive.com.

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