Product Content- Chat

One-to-One Online Customer Contact Method

mConnect offers live web chat solutions with numerous amazing features. It allows opportunity to create a new communication directly with the customer in realtime. It facilitates you to answer a customer's enquiry as and when he asks and as he browses your website. According to recent statistics it is found that 73% of consumers prefer live chat. You can use your brand voice to share information through texts.
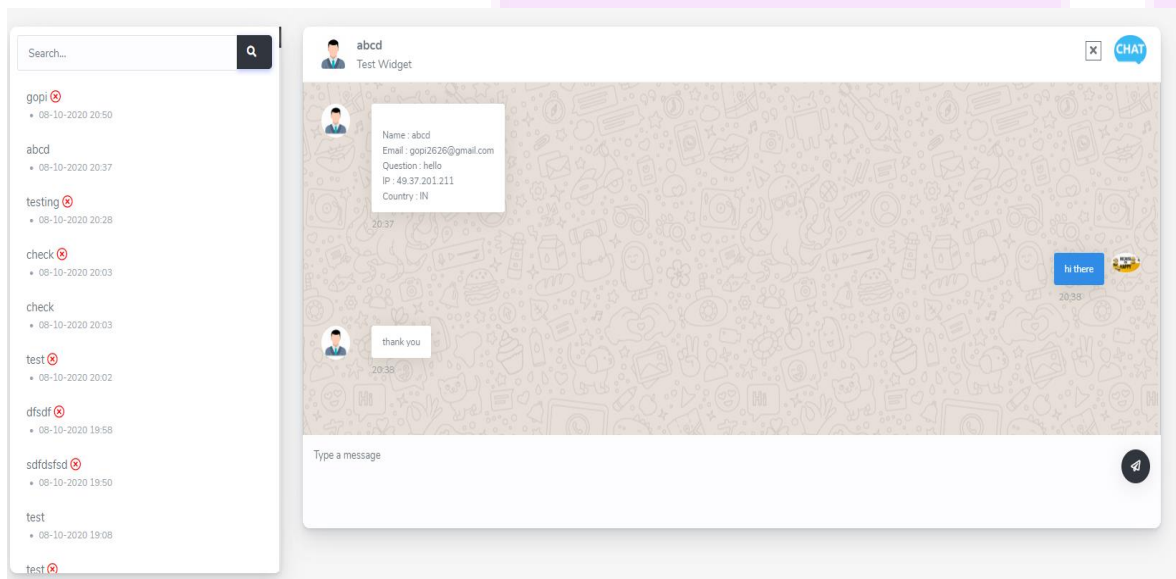
How does CHAT work?

This digital contact method can be set in the corner of your website. When the customer visits your website, it pops-up as an overlay of the website page allowing the customer to type a chat message directly. If the customer does not start a chat after opening the widget, the widget will automatically close. You can also set a specific time to close the Widget.

What is the Use of Chat System?

Answer Brand, Product or Service-related Enquiries:

Such enquiries are valuable leads which can be converted into quality business opportunity. Talk freely but precisely and politely about your products, services and solutions. Tell them about all you offer, about the discounts or any such advantages of buying your products. Talk also about post-purchase support that is leant by your organisation.

Request a Call-back:

While concluding the customer interaction, the Agent can request a call-back option if the customer seems to be even slightly interested. You can seek the customer's permission the and there so that the customer will mostly attend the follow-up call which may end up in a purchase order.

Increase Sales:

When a customer starts a chat, he is actually knocking your door. Grab him in. Go for a lively and ready explanation about the details that the customer asks. Remember that he will be doing a comparative research so keep him looped with your sales team.

Resolve Customer Pain Points

A customer can start a conversation for various reasons. He may want some guidance while navigating through the website or throw his anger about an issue. He would have come to the chat to place an order or for clarification about the service rendered. Whatever the reason may be, this type of direct and instant communication enhances the overall output of your organisation.

Chat Ratings

When the Agent completes the conversation with the customer, he can request the customer to rate him for the service that he provided. If the customer agrees to rate him, then the Agent can put the customer to an IVR prompt which will automatically prompt the customer to press the buttons that are equivalent to the ratings like "good", "very good", "best", "not satisfactory", etc., The ratings can be also customized according to the service the organisation provides

This rating will be displayed in Chat Ratings. In Chat Ratings, the details such as the customer's name, the country from which the customer visited the website, the date on which the interaction happened, the department which the customer contacted and the Chat Rating that he provided will be displayed.

This makes it easy for the manager to get to know about the Agent's performance

Chat Settings:

We provide a Customized Chat Setting Solutions.Please [Click here](#) to know about it.

For Help:

Go to **Settings** menu and click on **App Settings** sub-menu. Scroll down to **Help Manual**.