vivocha
meet your customers online

(y) hybris software
An SAP Company

The ultimate shopping experience!

Vivocha enables businesses to seamlessly communicate with prospects and customers right on the store, using any combination of voice, video, chat, callback and collaboration tools, like co-browsing, form & document sharing.

Vivocha offers a complete, easy to set-up and fully customizable integration with Hybris' platform to create a unique e-commerce environment. It's possible to decide when and who to engage based on a wide variety of Customer Segment Rules. The integration allows the use of a single interface to handle interactions with customers, while providing the agent with all the relevant customer data, pulled directly from from hybris' customer service cockpit.

proactively control the cart status

directly push customers towards hot products & special offers

create engagement widgets for different visitors

Integration features:

5' setup

EASY TO SET UP

- Single Configuration interface
- Activation Code auto insertion
- Widgets placements
- Custom Widgets
- Quick to deploy
- Fully customizable

PROACTIVE ENGAGEMENT

- Cart status ($$$ or ###)
- Hot products & Special Offer
- Purchase & Navigation history
- Customer Total Value
- Customer Profiles: Gold Customers VIP Profiles, etc

MUTUALLY INTEGRATED

- Custom rules for Hybris Customer Segments
- Application embedded in Vivocha Agent Desktop
- Customer Service Cockpit Integration

www.vivocha.com/hybris