



eudata



R&D Team

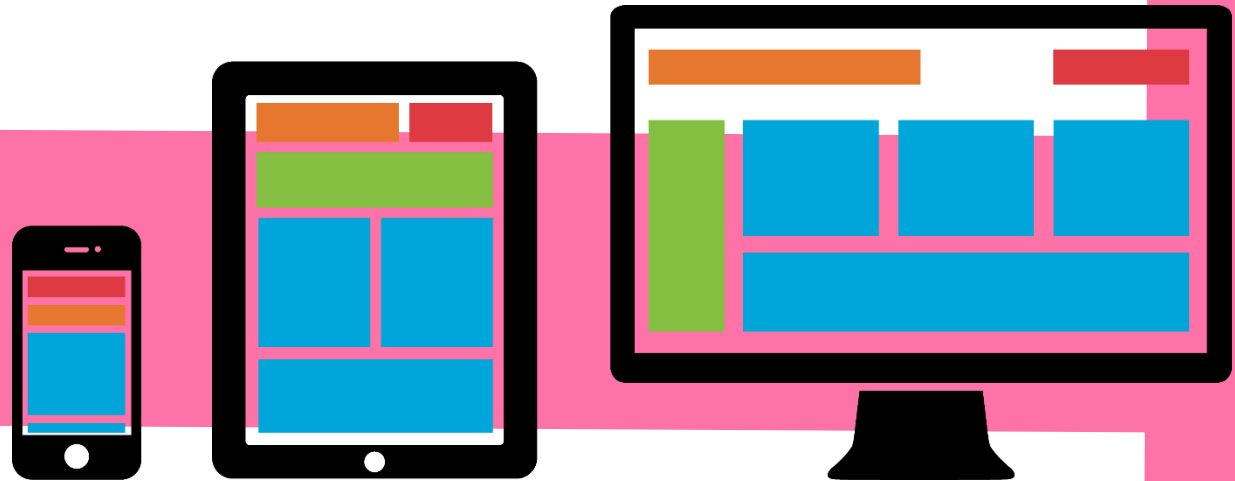
SOLUTION BREAKOUT

Persistent chat tra cliente e customer care

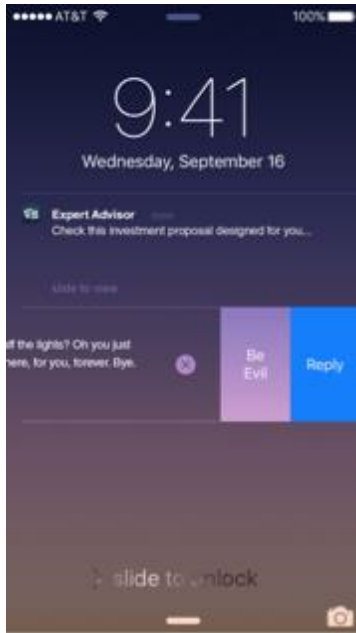


Mobile First

- REST API Based
- IOS Android and Windows Phone SDK
- Mobile web supported
- Agent Desktop HTML5 + Webrtc (No More flash)
- New Agent SDK to support custom interaction extensions



Persistent chat



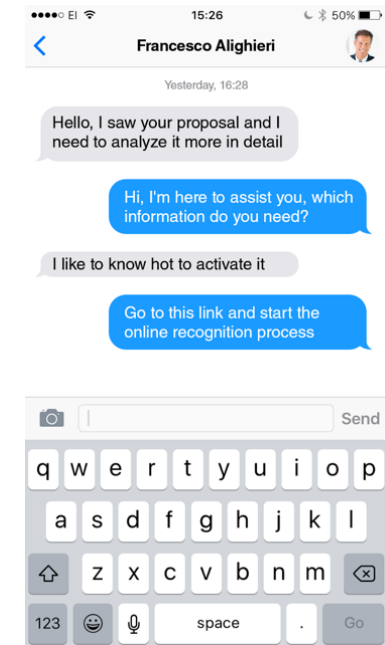
Customer Service

Expert Advisor

Mobile Push Notifications or
Notifications in Web portal private
Area

Escalation to real time channel

Link and Document sharing



CHAT ASYNCHRONOUSLY WITH YOUR CUSTOMER, BOTH AGENTS AND EXPERT. OPEN 24/7, NO MATTER IF YOU ARE OFFLINE. KEEP THE CONVERSATION ACROSS DEVICES. CHANGE TO REAL TIME CHANNEL ONCE BOTH PARTIES ARE ONLINE



Grazie
The End

