



ENHANCE CUSTOMER SATISFACTION AND BOOST FCR WITH DYNAMIC CHAT

Designed for high-volume call centers, NTR Chat optimizes the support pipeline, increases FCR and enhances customer experience.

NTR Chat lets you offer your customers instant live help with customized click-to-chat web buttons. Designed for high-volume call centers, NTR Chat reduces AHT, optimizes the support process and facilitates a positive experience on both sides of the support exchange.

NTR Chat replaces costly phone support and thins overall support queues. Customizable pre-session surveys quickly filter easy-to-answer questions from more complicated issues. Automatic chat distribution enables knowledge-based call routing, leading FCR to jump by 50% or more.

NTR technology is integration-ready, so you can leverage your current investments by integrating your ticketing, CRM, accounting and other business applications. NTR Chat is a dynamic solution for even the busiest call centers.

Key Benefits

- » **Optimize ROI:** 45% less costly than phone-based support
- » **Increase Productivity:** Support agents handle 5 simultaneous chats vs. 1 phone call
- » **Flexible Support:** Chat button embeddable in e-mail, support portal and within specific apps
- » **Increase Customer Satisfaction (CSAT):** Fastest channel to support, with pre- and post-session surveys to measure success
- » **Grow Your Business:** Increase cross- and up-sells by engaging potential customers when interest is high
- » **Total Accountability:** Advanced reporting gives full visibility of call center activity
- » **Customizable Solution:** Put your own brand behind NTR Chat functionality
- » **API Integration:** PBX integration-ready
- » **Out-of-the-Box Integration:** BMC Remedy, Salesforce and Connect+Wise

Partners:





Security

- ISO 27001 Certified (NTRglobal Facility and all Data Centers)
- TRUSTe Certified
- Qualys® SECURE Seal
- Safe Harbor-Certified Data Centers
- Data Privacy and Integrity
- 256-bit AES encryption
- At-rest customer data encryption
- TLS/SSL protocol
- Authentication and Authorization
- Attack and Malware Detection
- OWASP Testing Standards



Features

One-Click Access

- » Embed customizable live chat buttons on your website
- » Make your digital signature a live channel to you
- » Direct support for applications with live help in Windows-based apps
- » Online and offline chat buttons
- » Automatic offline Contact Us form

Customizable Solution

- » Design web buttons to reflect your company brand
- » Customize chat window with company logo or operator avatar
- » On-the-fly support in more than 15 languages
- » Set a default chat message to instantly greet customers
- » Select layout, font and colors

Pre-Chat Surveys

- » Identify the customer's traffic source and the nature of the inquiry
- » Create completely customizable surveys
- » Benefit from decision-based routing – survey response determines destination

Advanced Reporting

- » Create a hierarchical tree structure to report on teams, groups and offices
- » Generate reports based on product, service and other criteria
- » Export statistics on a wide range of metrics over any period

Intelligent Chat Features

- » Chat routing – agents can chat collaboratively while helping customers
- » Call transfer for escalation to other team members
- » Escalate keyboard chat to VoIP
- » Send and receive files, including images and sound
- » Co-surfing to see where customer is browsing
- » Tabbed interface for easy multiple session management

Administration Features

- » Set up location, product and service based groups
- » Organize teams by tier or expertise-level to triage incoming chats
- » Open chat when customers remain on your website a specific amount of time
- » Customize post-chat customer surveys to measure support service
- » Route chats to first available or specific support agent, or group of support agents
- » Record and export sessions and view chat log transcripts

API Integration

- » Integrate with hundreds of CRM, ticketing or other business applications
- » Logical API structure for easy mashups

Languages

English, Spanish, German, French, Italian, Catalan, Dutch, Portuguese, Japanese, Chinese, Swedish, Finnish, Norwegian, Polish, Slovenian, Russian

System Requirements

NTR's Chat offers secure remote customer support across Windows, Mac and Linux.

To view the most current system requirements, please visit:

www.ntrglobal.com/ntr-chat/techspecs

About NTRglobal

- Global Headquarters in Barcelona, Paris, Heidelberg and Dallas
- SaaS IT Management and Remote Support Providers Since 2000
- Flexible, Modular Solutions
- Ease of Implementation
- Multiple OS Support for Windows, Mac, Linux and Mobile Devices
- Complex Processes Simplified
- Globally Distributed Data Centers
- API Architecture
- Integration with Hundreds of Apps
- Designed for Growing Businesses
- Enterprise-Grade Security