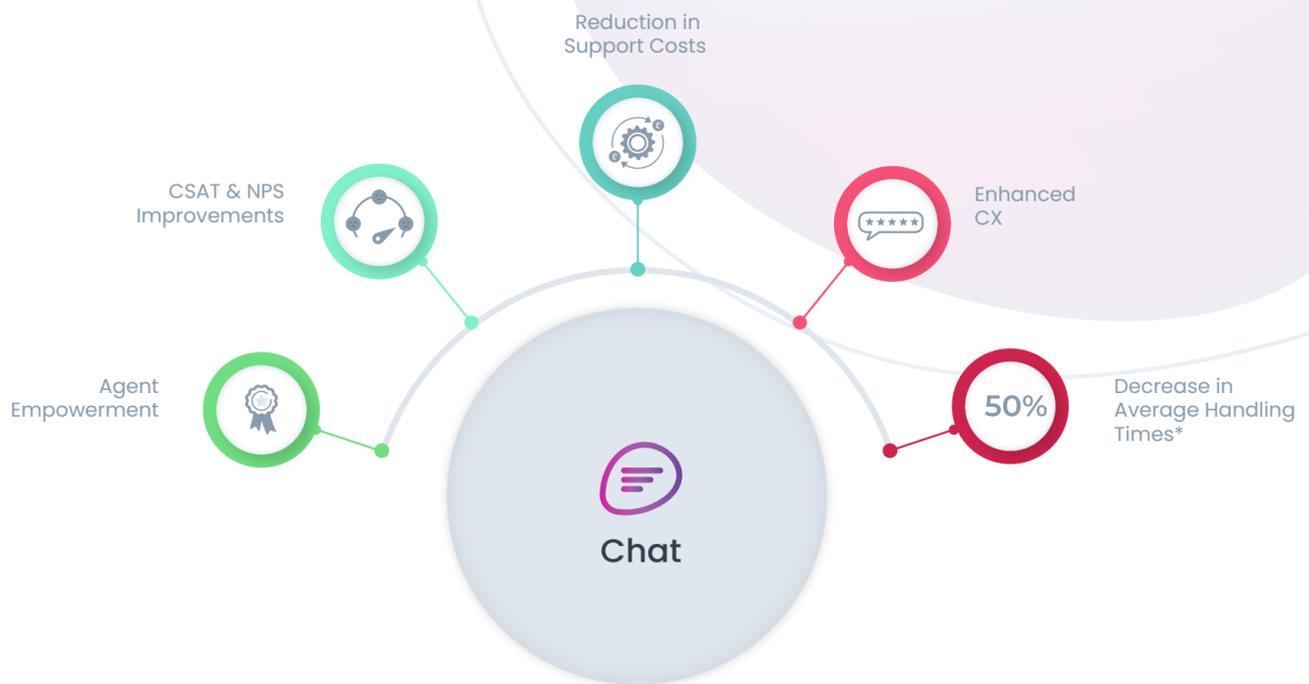


Chat



Increase First Contact Resolution (FCR) Rates

AI-powered predictive suggestions

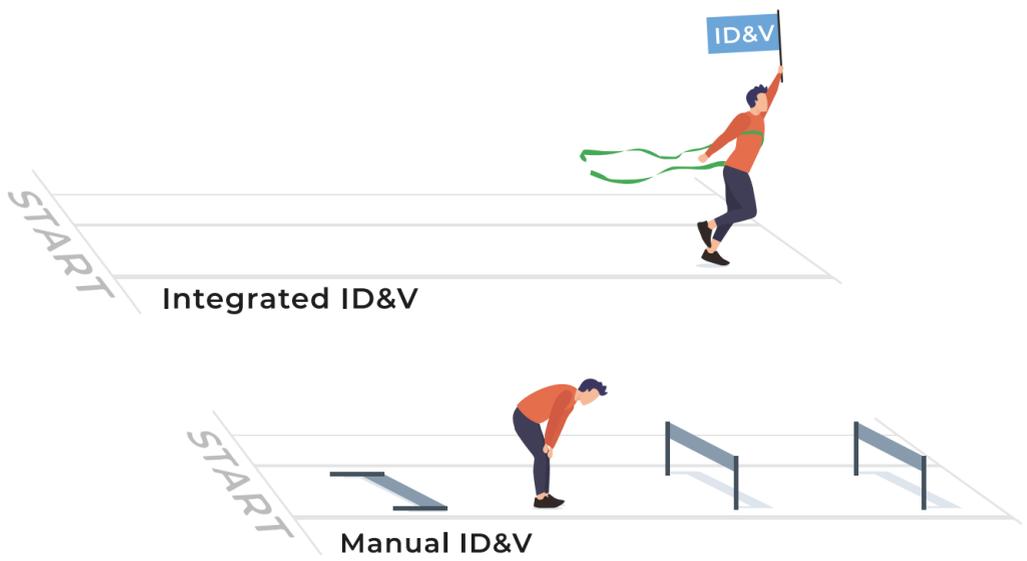
- When integrated with Synthetix Knowledge, the customer's query is checked against the Knowledge base on every keystroke. This provides the agent with live, AI-powered predictive suggestions, increasing their accuracy and speed.

Cut Average Handling Times (AHT) with Live Key-Press Feed

- The live key-press feed feature lets agents see what customers are typing in real-time before they hit "send".
- Often, agents can resolve the query before the customer has finished typing, significantly contributing to the reduction in Average Handling Times (AHT).

Integrated ID&V

- For tasks that require confirming a customer's identity, Chat's ID&V integration streamlines the otherwise lengthy and costly process.
- Automating the ID&V process significantly cuts the time in which it would usually take to identify and verify a customer over Chat. This considerably reduces average handling times, increasing CSAT scores and agent productivity.



Smooth Customer Journeys Boost CSAT Scores

- Live chat's instant messaging interface creates familiar associations and positive CX.
- Your self-service tools can be configured to automatically escalate to Live Chat when a non-routine query is detected or certain conditions are met.

Solve your CX Puzzle



* versus normal chat systems.