Vergic Engage Platform powers personalized real-time online customer engagements

Our solution allows our customer to reach:

50%
reduced cost per
service request*

60%
reduction of
incoming emails*

90%
resolved issues
at first contact*

35%
increased
conversion rate*

5x
fewer abandoned
online processes*

* Experienced by Vergic customers

Gain real time influence and ramp up the customer experience

Advanced chat with co-browsing and video | Assist callers on your web page | Share documents and forms

Call- and customer support centers are going through an exiting time of rapid and extensive transformations. Within companies, they are going from internally being seen only as a "cost" towards "sales" and "value creation" centers. In fact, they will evolve to play a key role as the foundation of customer relationship management.

We see that contact centers will become multichannel, relationship platforms, with a focus on building personalized customer interactions i.e. making the customer engagement smarter and more relevant.

Our solution solve the pain of cost some emails or phone calls by routing to more efficient channels like chat resolves issues much quicker and can be offered in a more cost efficient and contextual way.

The advanced features bridges the gap between the service agent and the visitor for a more efficient and meaningful dialog.
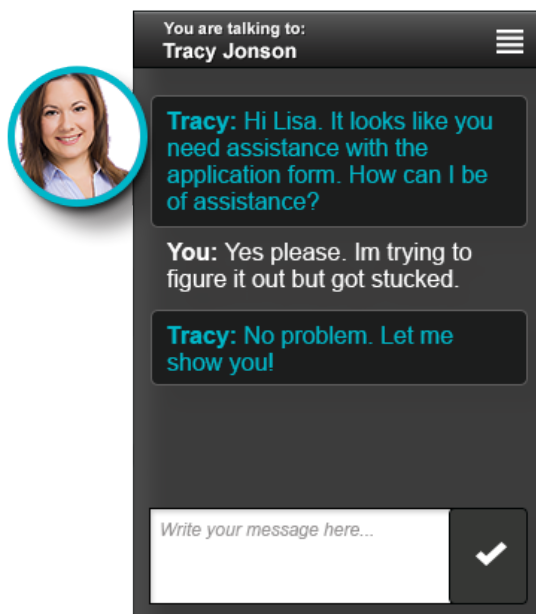
vergic
MAKES IT PERSONAL

Behavioural insights for business intelligence

The Vergic Engage Platform gives customer service a complete view of your online visitors and their behaviours in real-time. It uses data to profile and match relevant rules in order to provide the optimal customer engagement for lead/sales or customer support. With all the relevant customer information at your customer care professionals fingertips it is easier to respond to your visitor needs and you can easily identify and act on various opportunities. Interactions can be either automated or agents assisted as Vergic Engage enables your customer care professionals to engage with individual customers, prospects or visitors online and in real-time.

Intelligent multi-channel platform

The Vergic Engage Platform is making use of Open Standards which makes it easy to integrate with ERP-, CRM-, CMS-, ICT- systems for example. This allows you to build and gain deeper and more meaningful insights about customer intentions and on-site and online behaviour for example. All our customer related data can be used for business intelligence applications.


You are talking to:
Tracy Jonson

Tracy: Hi Lisa. It looks like you need assistance with the application form. How can I be of assistance?

You: Yes please. Im trying to figure it out but got stucked.

Tracy: No problem. Let me show you!

Write your message here...

Improving customer experience:

✔ Deliver more convenient and consistent service levels: any issue, any agent, any time

✔ Provide automated and agent-assisted engagement on-site, online and over the phone

✔ Boost understanding of individual customers and his or her preferences and intentions by mapping on-site actions to gain insights. Then offer the right and relevant support, information etc. to the right individual at the right time

What does Vergic bring you?

✔ 60 % reduced amount of emails

✔ 35% increased conversion

✔ 90% first contact resolutions

✔ 30% increase in average order values

✔ 50% reduced cost per service request

✔ 5 x fewer abandoned processes
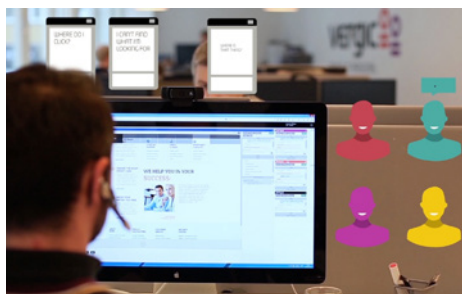
Contact us for a demo and more information

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Makes IT personal

Vergic is a leading global software company with headquarters in Sweden. We help companies and public organizations optimize customer experience for the online meeting. Our platform offers relevant and targeted engagement possibilities to each unique visitor using real time communication as if it was a real life meeting.

Text, voice and video chat
Integrated, pop-out and pop-up free Chat

Intelligent targeting engine
Define content and context sensitive engagement rules for more relevant visitor interaction. This allows you to design a highly adaptive, proactive and individualised engagement solution

Behavioural insights
Real time analytic of where and how to get optimal efficiency of you manual resources supporting the web

Phone2Web
Instant link an on-going phone call to a web session, i.e. combine the phone call with visual guidance co-browsing on the website

Book-a-Meeting
Offers possibility to pre-book digital personal meetings on-line through a separate booking interface integrated with Vergic Engage Platform

Visual guidance
Plug in free co-browsing. The agent can follow the visitors session and provide guidance by simply navigating or highlighting areas in a web page.

Process collaboration
Collaborate and assist visitor in complex online processes. View visitor's web pages, read visitor's forms and highlight errors without having to re-load or submit the form.

Share document
Share PDFs, co-fill in documents, drag & drop external content, videos and documents in to a co-browse session instantly converted to HTML. And fill in these together with the visitor

Any device support
Chat, co-browse and meet using any device. The Solution will automatically adapt to visitors device

Also...

Vergic Engage plugs directly into your existing website through a Java script. No installations or any download of plug-ins neither are required at the agent side nor at the customer side.