

Startel Web Enabled Text Chat

Say Hello to Instant On-line Text Communication

...And good-bye to customer frustration. Text Chat, another Web-enabling call-center tool from *Startel*, is the seamless solution that allows instant on-line text communication between customers and operators. With Text Chat, customers are just a click away from talking to a live operator for help and information.

Click "0" for Operator

Text Chat adds that much-needed human interaction customers often want to have when navigating a Web site. A simple mouse click initiates the live Text Chat program and a screen pop notifies the operator that a Text Chat call is waiting. Operators can answer the call and help the customer immediately. They also have the option of transferring the call to an operator specifically assigned to handle certain types of customer requests. Or they can simply put the call on hold to answer other incoming calls. All calls follow normal client and attendant split group rules. No matter how you look at it, Text Chat answers your need for flexibility. And customers' increasing desire for faster, more personal service. Macro keys with custom answers make typing very easy for the operator.



OPERATOR VIEW



CUSTOMER VIEW

"Pushing" Customers to the Point Of Sale

How many customers give up on a transaction because they get confused or lost on a Web page? Enough to make this feature worth its weight in gold. Thanks to Web Sync, operators can take over the client's Web browser and navigate or "push" the customer through a variety of Web pages. Customers and operators are literally "on the same page" to streamline going through catalogue pages, company information, registration forms—whatever it takes to push customers to the point of sale.

Statistics, Reports and other Revenue-Generating Features

Startel arms you with enough statistics, reports and billing information to fill a phone book. This includes a log of Text Chat sessions as well as the actual text. Plus a list of Web pages visited by customers. In-depth information like this can be used not only as a productivity enhancer but a revenue generator.

Integrated, Easy-To-Use Solution

Designed to be fully Windows NT compatible, the advanced features of *Startel's* Web Enabled Text Chat are easy to learn and use.

