

## Customer Engagement Simplified: A cloud hosted integrated Chat and Email Management platform with a robust self-learning knowledge base

Technology Award Winning Product – PACE TECHNOVATION 2014

### Engage Visitors online with ICE Click to Chat

- Increase customer acquisition through customer engagement
- Strategically connect with website visitors
- Advance reporting provides business intelligence insights
- Customizable chat windows
- User friendly chat interface with knowledge base integration
- Improve your online strategy with solution focused analytics



**Secured Automation and Directed Remote Assistant (SANDRA)** is a self-learning knowledge base using artificial intelligence which incorporates information from internal and external sources such as website FAQs, a CRM, Financial Systems and other knowledge bases. SANDRA will make intelligent suggestions and provide analytics at the click of a button in a secured and confidential environment meeting all PCI-DSS compliance criteria.

### Insight to Analytics

Operator	Login Time	Engage Time	Chat Time	Multiple Chat Time
Adam Joe (1804)	00:15:27	00:08:39	00:08:46	00:00:00
Steve at ICE (1265)	470:01:00	33:28:58	18:27:28	12:02:54
Ant Johnson (1742)	38:37:11	03:17:34	03:23:23	00:21:41
Smith Clive (1950)	00:11:58	00:09:25	00:09:29	00:00:00

  

Operator	Utilization (%)
Adam Joe (1804)	55.99%
Steve at ICE (1265)	7.04%
Ant Johnson (1742)	9.52%
Smith Clive (1950)	78.69%

You only have one chance to deliver a world class customer experience...  
Switch to ICE and convert website visitors to satisfied customers

**CALL FOR A DEMO AND FREE TRIAL | 936 371 2640**