

# Chat delivers a modern customer service for a wider target group

Many consumers these days prefer to communicate in ways other than a phone call. Opening up more channels of communication on the same platform can save your company lots of time. The Chat module in Aurora teleQ allows you to increase your reachability while also addressing a wider target group.

As commerce moves into the Internet, the physical encounter between the customer and the company is lost. That's why it's so important to offer accessible, personalised customer service with a fast response. Integrating the Chat module in Aurora teleQ makes the process easier for your customers. All they need to do is open a chat and start a conversation.

## Making more people easier to reach

Multiple channels and inputs to the same platform can deliver big time savings for your company. They also open access to more people, including those with a functional impairment. The module has many other benefits too. It offers the public a flexible way to access your company via your web site. People contacting you don't need to use the phone – they can just use chat to quickly get answers to simple questions.

## Integrated communication

When someone wants to contact you they initiate a chat via your web site. Chat is easy to build into any web site. All communication takes place in the Aurora teleQ interface, and no extra windows are opened. You can schedule the chat for different times or at the same time as a call booking.

## Quick and easy

The agent handles the case just like any other. The customer sends a message in the chat box, and the module replies estimating how long it will take to start the chat. The agent starts the chat by opening the case. The history is saved just as for a normal phone call. The actual chat, however, is not saved.



## Benefits of Chat:

- Delivers better and more efficient customer service.
- Improves your company's reachability.
- Accessible, personalised customer service.
- An easy way to reach a wider target group.
- Your customers get quick answers to simple questions.
- All communication is handled on a single platform.
- Easy and flexible scheduling.

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