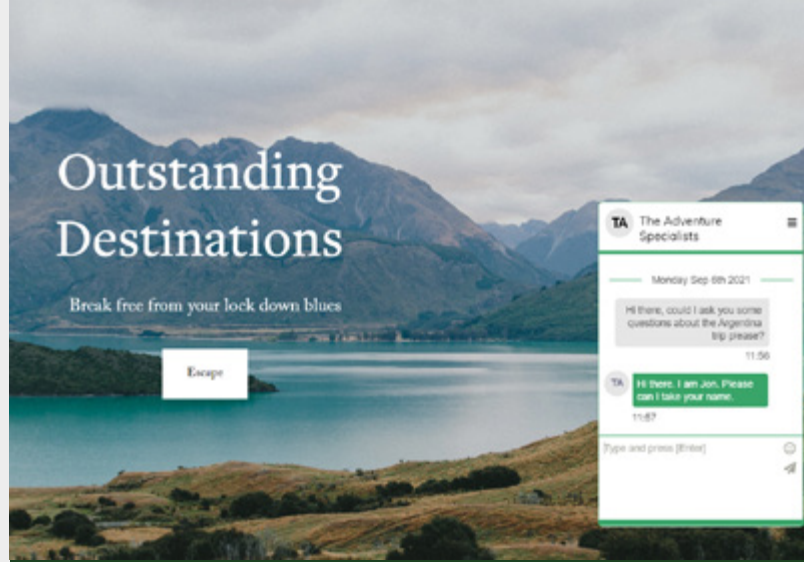# Horizon Contact Chat

Let's chat, Webchat - the fastest growing communications channel

Customers like to talk and thanks to Horizon Contact Chat, you can deliver the perfect customer experience, whether that be through one-to-one human conversations, or using automated questions to steer customers to an answer. Webchat is now the go-to channel to engage with customers and prospects.

By employing a cloud-based omnichannel solution, you easily incorporate chat into your wider communications strategy.

Make your business more approachable and enhance your customer interactions

Improve your customer experience
Chat allows customers to contact you at the exact moment they have a query or a problem they need solving, strong in the knowledge they will receive an immediate response directly from a live person.

Increase customer acquisition and onboarding
Chat can be a great way for prospective and new customers to connect with your brand, without having to commit to a purchase or subscribe to your services straight away.

Offer a personalised service
Gathering a customer's contact information before passing the chat to an agent personalises the service that they will receive and increases the efficiency of your contact centre.

Reduce costs and improve efficiency
Implementing live chat will be cost-effective to your business as it allows agents to handle multiple interactions simultaneously. As a result, agents can solve more customer queries in a shorter period of time, reducing reliance on resources and therefore decreasing the cost to serve.

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# The power of Webchat with Horizon Contact

Website to Webchat

- Optimise sales leads from your website or mobile site by connecting customers directly to a skilled agent

- Manage how long a customer is waiting on your webpage before they are offered a chat with a live agent

- Create chat flows to direct interactions to the right agent using skills-based routing

- Ask automated questions, so you can route your customers to the right queue without human interaction

- Provide your agents with scripts so they can be sure they are asking the right questions and recording the answers

- Who is messaging who? Allow your customers to see when an agent is typing so they know the agent is busily working to answer their question

- Agents can work on multiple webchat messages to ensure a high level of agent productivity

- Set up chat on every webpage in minutes using a pre-prepared code

Chat and Record

- Provide customers with the ability to view their chat by downloading a full transcript of the conversation

- See a complete history of all interactions using the Horizon Contact CRM

Chat Performance

- Monitor agent's performance and allow supervisors to provide coaching messages when needed

- Display webchat queues on the customisable wallboards to allow easy monitoring of key information like queued chats and service levels
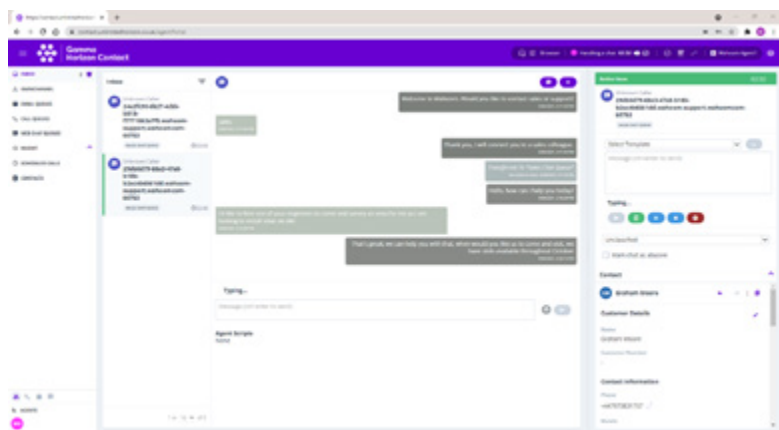
Contact us to request a demo and learn how Horizon Contact can streamline your communications and give your staff the tools they need to succeed.

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