



Live Chat

Builds Convenient Connections

A screenshot of a live chat widget. The header is a dark grey bar with a white speech bubble icon and the text "Let's chat!" in white, followed by a white "X" close button. The main content area is white and contains the text "We're online" in green, followed by "Please enter your contact details" in grey. There are two input fields: "Your Name" and "Your Email", both with red asterisks at the end. Below the fields is a green "Start chat" button.

Agendize's all-in-one platform packages the most effective and customizable tools a business can use to reach out to its customers.

Using Live Chat allows visitors to easily request information from businesses, while storing records of every interaction in an intuitive dashboard that allows professionals to analyze and understand the responsiveness of their business.

77% of consumers believe Live Chat improves a business' reputation.

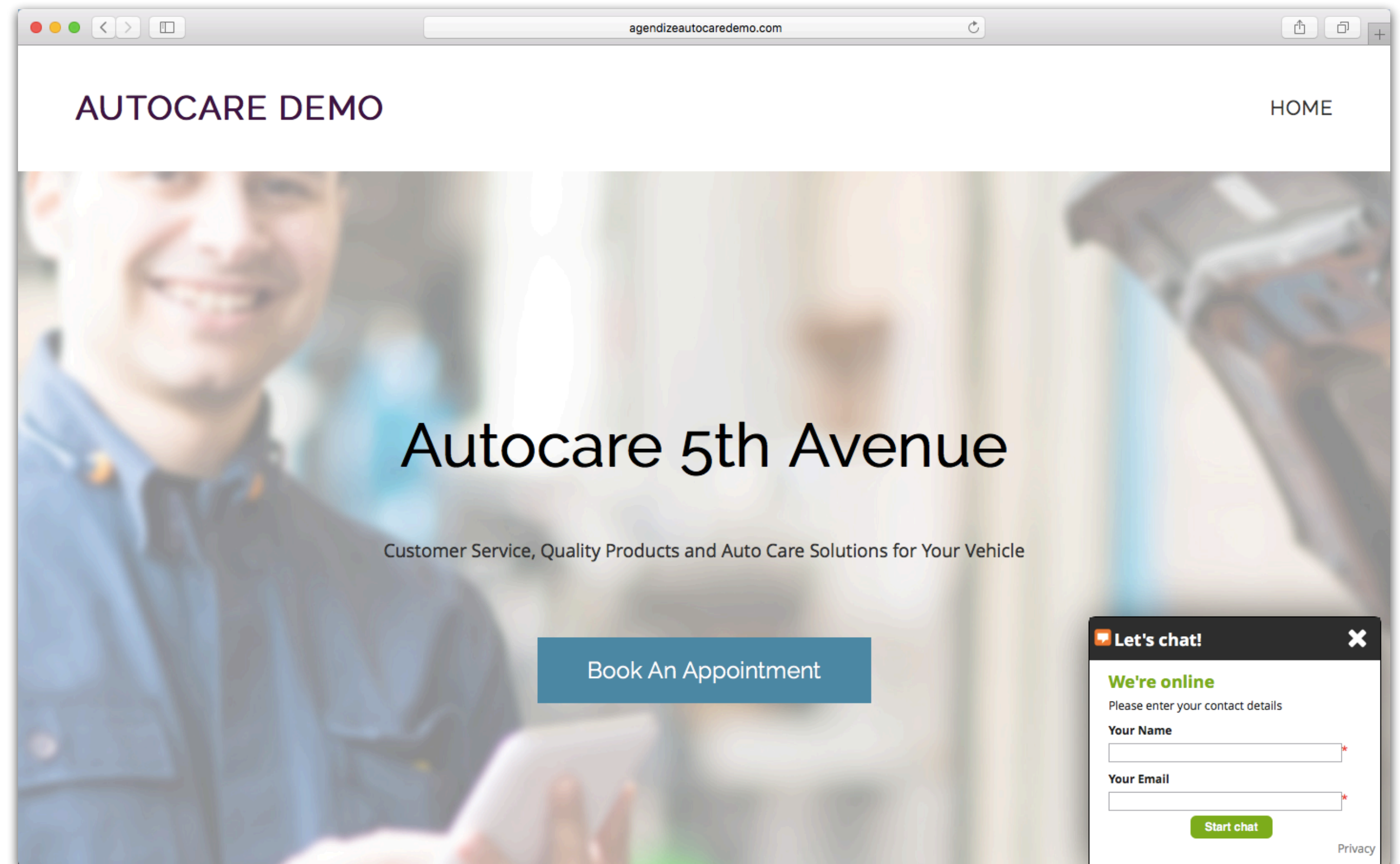
Business benefits: Empowers businesses to give visitors a convenient way to connect with them through their website while providing businesses with valuable insights on their visitors

Businesses can add a Live Chat widget to a website with a simple HTML or javascript code.

The widget will provide valuable insights 24/7.

User benefits:

- ★ Give to customers a convenient, free way to connect with their business
- ★ Leverage data 24/7 from every chat interaction and get better at serving customers daily! Even after business hours, advanced information about customers can be collected by customising the offline form



The Live Chat widget can be easily integrated across your online presence (website, email, QR code).

User benefits:

- ★ Generate leads 24/7 throughout your digital presence
- ★ Get leads offline by deploying your widget through a QR code!

The screenshot shows the Agendize dashboard interface for editing a chat widget named "Chat - 5th avenue". A modal window is open, displaying the following information:

- Copy and paste the following code to install this service wherever you want**
- NOTE:** If you are chatting with a user and they visit a page that does not have the button code, the chat session will end. To avoid this, include the below button code in every page of your site.
- Website (HTML):** This code will place a customized Live chat button on your website. The code is: `<script id="azscript" type="text/javascript" src="//app.agendize.com/web/tool2.js?id=17809175"></script>`
- Website (javascript):** This code will place a customized Live chat button on your website. The code is: `<script id="azscript" type="text/javascript" src="//app.agendize.com/web/tool2.js?id=17809175"></script>`
- Email:** This code is built for your email signature, making it easy for customers to chat with you whenever you communicate via email. The code is: ``
- QR Code:** This QR code allows customers to access live chat with a QR reader. Use this in pamphlets, flyers, posters and more to give them booking from anywhere. A QR code is displayed below the text.

The Live Chat look-and-feel can be customized according to business needs.

User benefits:

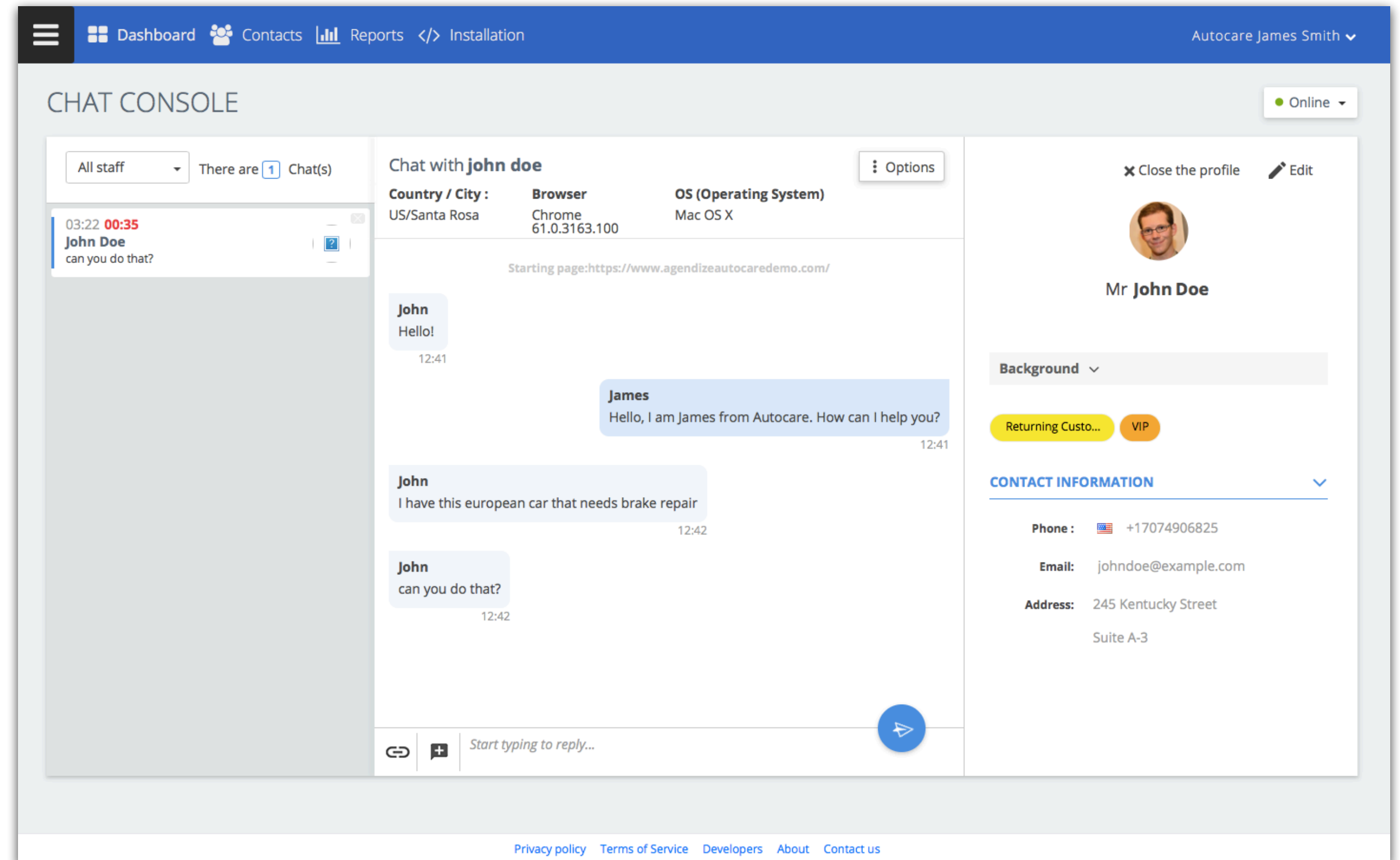
- ★ Display a fully personalized widget fitting the company's brand
- ★ Customise the Offline Form to collect advanced information about customers 24/7
- ★ Track the Live Chat widget's performance with Google Analytics
- ★ Manage the number of chat operators

The screenshot shows the 'Edit "Chat - 5th avenue"' configuration page in the Agendize dashboard. The top navigation bar includes 'Dashboard', 'Contacts', 'Reports', and 'Installation', with the user 'Autocare James Smith' logged in. The page title is 'Edit "Chat - 5th avenue"' and it features 'Return', 'Delete', and 'Save' buttons. A left sidebar contains 'Click to chat', 'Configuration', and 'Personalization' (the active tab), with a 'Publish' button below. The main content area is titled 'Personalization' and includes the instruction: 'You can personalize the look and feel of your Click to chat tool here'. Under 'This is how your button will appear:', there is a yellow chat bubble icon with the text 'click on this button box to test it!'. Below this is a text input field for 'or enter an image URL:' containing 'http://i.imgur.com/46sMl9r.png'. The 'Advanced Options' section includes a 'Change button title in dialog box' field with 'Let's chat!', an 'Add a personal message in dialog box' field, and a 'Custom CSS' field with 'http://example.com/css.css'. A grey box on the right contains the text: 'Click on "Save" and see an example of your customized button below.'

Live Chat increases conversion across a business' website while the email address they register gives businesses a powerful touchpoint to connect with leads.

User benefits:

- ★ Increase your customer satisfaction with direct instant message
- ★ Initiate discussions with your online visitors and convert visitors into leads
- ★ Increase reactivity by communicating with the clients in a convenient and modern way
- ★ Live Chat collects names and emails before a chat starts, so customers and their conversation histories are always saved for later!



Live Chat increases a business' productivity by enabling the chat operators to manage several conversations at once as well as join group conversation. They can also easily share files with their clients.

User benefits:

- ★ Monitor visitor waiting time with a visual gauge
- ★ Support team members are alerted when new a new chat is initiated, through both audible and visual cues
- ★ Easily identify the page the visitor is viewing while chatting
- ★ Quickly address visitor needs by using shortcuts, the “file sharing” feature or adding an appointment directly from your conversation
- ★ Manage your online/offline status with a simple click
- ★ Be available 24/7 to your visitors thanks to an offline form

The screenshot displays the 'CHAT CONSOLE' interface. On the left, a list of chat sessions is shown with columns for time, name, and status. The selected chat is 'John Doe'. The main chat window shows a conversation with 'John Doe' including messages, timestamps, and system notifications like 'Starting page : http://www.agendize.com' and 'Navigated to : http://www.agendize.com/pricing'. A file sharing feature is visible with the message 'Fichier.pdf has been sent.' and a 'The customer is typing...' indicator at the bottom.

Businesses can set up text shortcuts that make the most sense for their chat operators. Simply type '#' and a reference tag word to send predefined text to your clients. For example, typing '#Thanks' can present as 'Thanks very much for your visit! Have a great day!'

User benefits:

- ★ Increase the responsiveness of your customer service staff and streamline their workflows
- ★ Automate Live Chat interactions while still offering a personalized experience

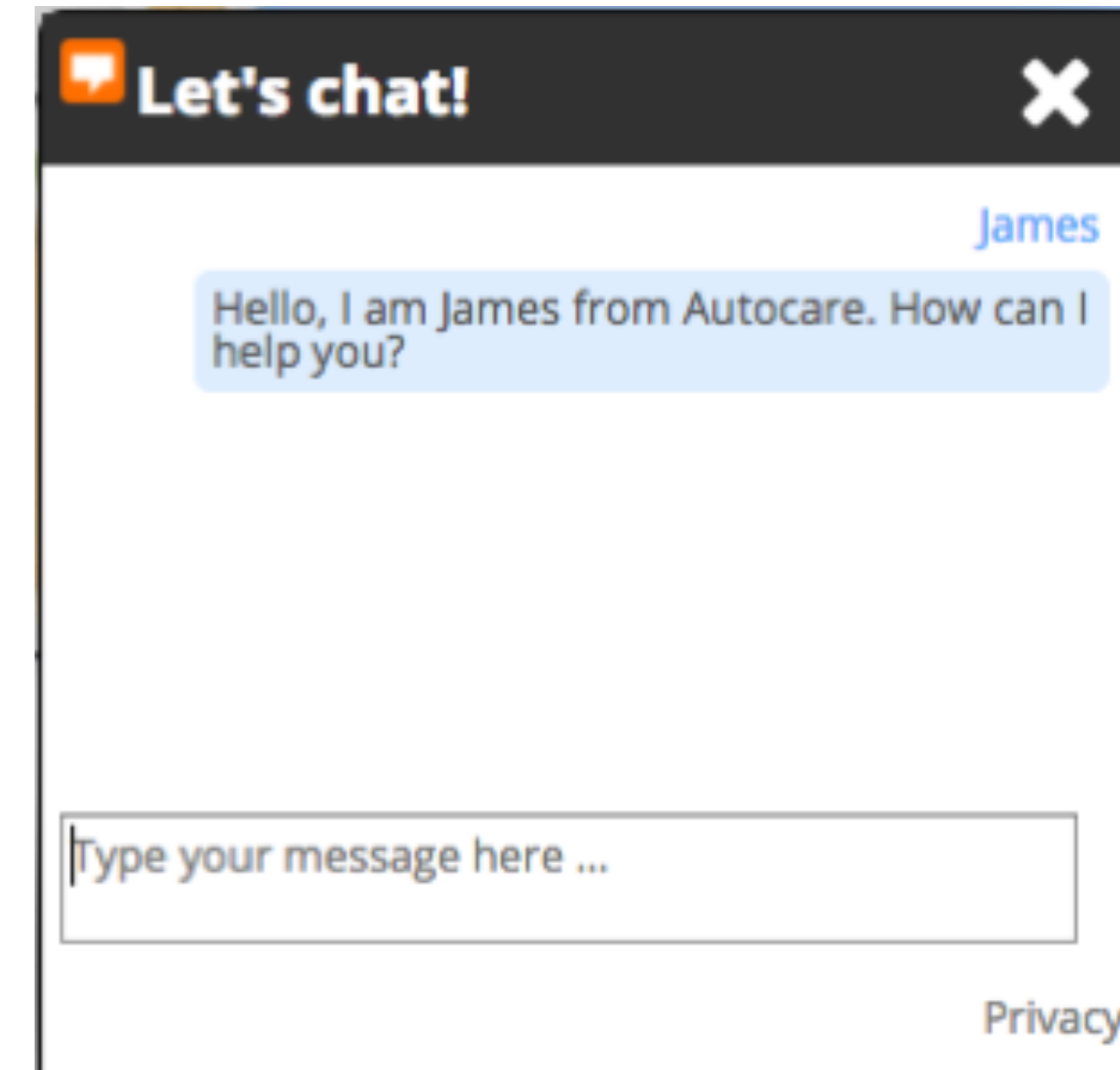
The screenshot displays the 'CHAT SETTINGS' interface for Autocare James Smith. It features three main sections: 'SOUND OPTIONS', 'ENABLE STAFF FEEDBACK', and 'SHORTCUTS FOR PREDEFINED MESSAGES'. The 'SOUND OPTIONS' section includes dropdown menus for 'Incoming New Message', 'Chat Request', and 'Disconnection', all set to 'Default'. The 'ENABLE STAFF FEEDBACK' section has radio buttons for 'Comments & Ratings', 'Ratings only', and 'Comments only'. The 'SHORTCUTS FOR PREDEFINED MESSAGES' section contains a table with columns for 'Shortcut' and 'Write your Message here.', listing shortcuts like '#bye' and '#hello'. A 'Save modifications' button is located at the bottom right of the settings area.

Shortcut	Write your Message here.
#bye	Thank you and see you soon in one of our Autocare shops.
#hello	Hello, I am James from Autocare. How can I help you?

Businesses can prompt a chat to start after a visitor spends a given amount of time on a web page.

User benefits:

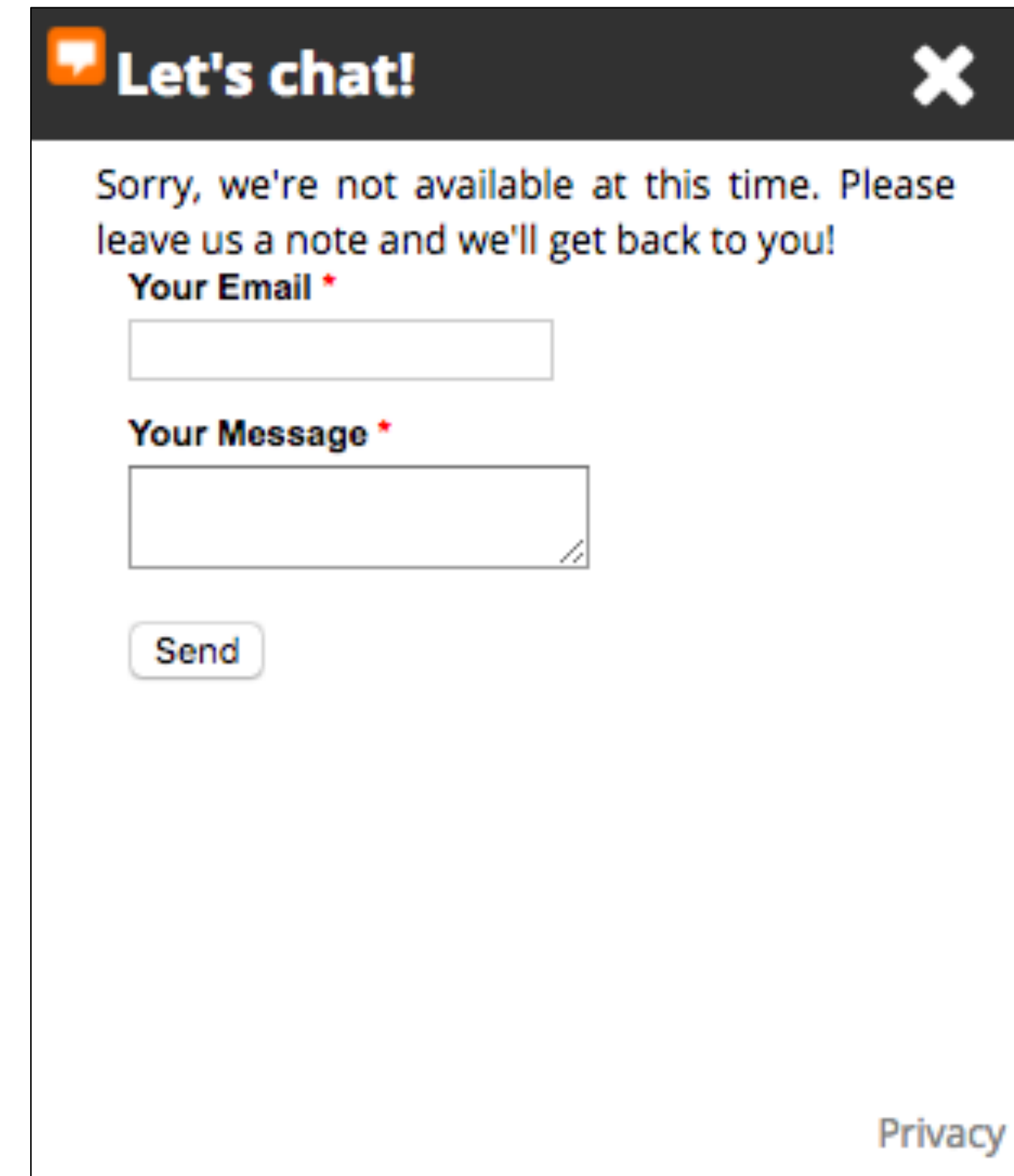
- ★ Increase reactivity by automatically initiating a conversation
- ★ Fit the businesses tone-of-voice by customizing the 'Welcome' message



Businesses can collect leads 24/7 by customizing their offline Live Chat form by using the Agendize Form Builder.

User benefits:

- ★ **Generate more leads! Even after business hours, advanced information about customers can be collected**
- ★ **Don't miss a prospect or an important enquiry or message**
- ★ **Stay available 24/7 to your website visitors**



Let's chat! ✕

Sorry, we're not available at this time. Please leave us a note and we'll get back to you!

Your Email *

Your Message *

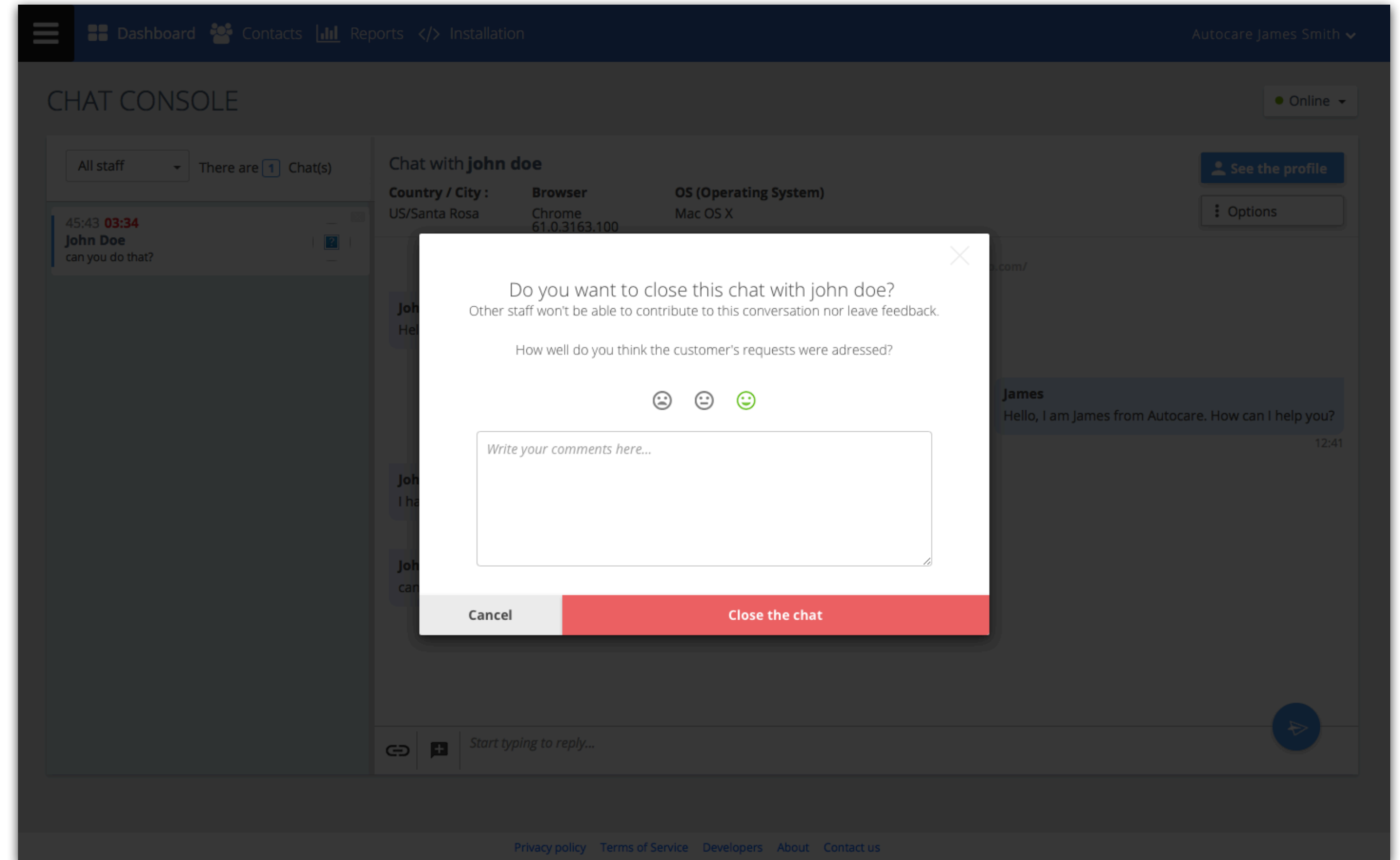
Send

[Privacy](#)

Businesses can leave a comment on each Live Chat conversation to keep better track of their activities.

User benefits:

- ★ **Customize the form operators will have to fill according to your internal processes**
- ★ **Keep track of your activities**



Businesses can review the list of all chat conversations, as well as any offline form responses.

User benefits:

- ★ Monitor how employees communicate with visitors by reviewing all chats afterwards
- ★ Get valuable insights on frequent or unique visitor requests

The screenshot displays the 'CHAT HISTORY' interface. At the top, there is a 'Back' button. Below it, a dark header bar reads 'The detail of the chat with John Doe'. The main content is split into two columns. The left column shows the chat start time 'June 6 th, 2016 at 10:45 am', an 'Arrival button' labeled 'Bouton de chat 1', and 'Time on' (15:45) and 'Time off' (00:45) fields. Below this is a row of five circular profile icons. The right column shows the chat details for 'John Doe', including 'Country / City' (Laval / canada), 'Browser' (Chrome 5.1.03), and 'OS' (Windows 10). There are 'See the profile' and 'Options' buttons. The chat messages are as follows: a message from John starting at 'http://www.agendize.com' at 2:34 PM; a response from Marion asking 'Hello John, how can I help you today?' at 2:34 PM; a message from John navigating to 'http://www.agendize.com/pricing' at 2:34 PM; and a message from Charlie with an 'Upload your file here' button and a '2 mo maximum' note at 2:34 PM.

The complete contact management feature lets businesses browse their client list and contact them by email, SMS, or phone call right from their profiles.

User benefits:

- ★ Visitors and customers are even closer to the businesses they love
- ★ Augment business reactivity when contacting visitors or customers
- ★ See all upcoming or past interactions with a visitor at a glance
- ★ Businesses can personalise contact profiles with notes and client tags

The screenshot shows the 'CONTACTS' management interface. At the top, there is a navigation bar with 'Dashboard', 'Contacts', 'Reports', and 'Installation' options. The user 'Autocare James Smith' is logged in. Below the navigation bar, there is a search bar with the placeholder text 'Search by name, email, phone or tag'. To the right of the search bar, it indicates '100 Contacts' and a '+ New Contact' button. Below the search bar, there is a checkbox for 'Select all displayed contacts' and a 'Sort by: Lastname A-Z' dropdown menu with a settings icon. The main content area is a table with columns for 'NAME', 'Email', 'Phone', and 'Tags'. Each row represents a contact and includes a profile picture, a checkbox, and a bookmark icon. The contacts listed are:

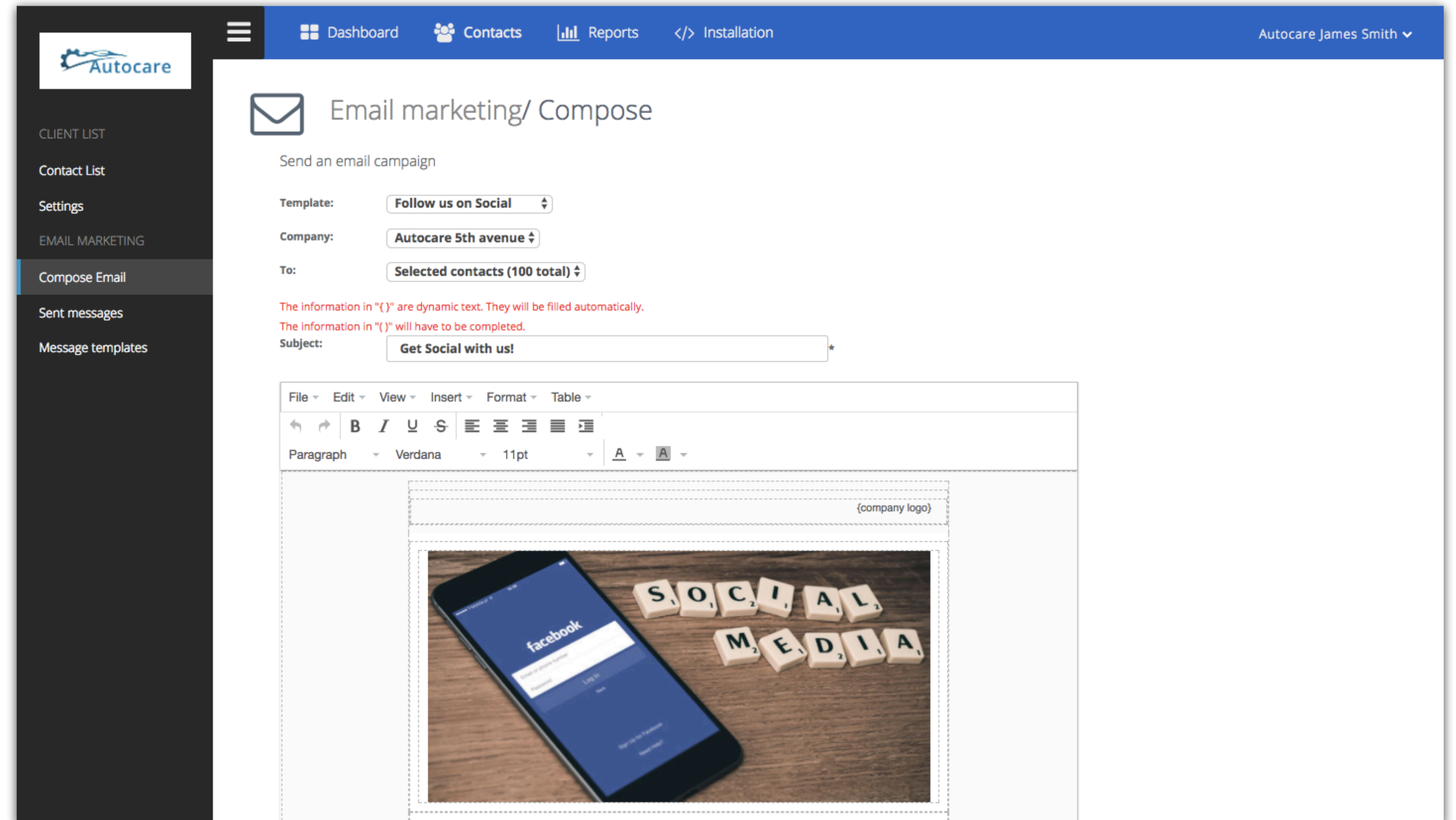
NAME	Email	Phone	Tags
<input type="checkbox"/> John ADAMS	franchisegenericdemo+t...	+15142646803	Facebook VIP
<input type="checkbox"/> Ida Arguelles Insurance broker consulting	ida.arguelles@example.c...	+16091851423	VIP
<input type="checkbox"/> Kathlene Bal	kathlene.bal@example.c...	+14521728601	
<input type="checkbox"/> Meredith Costantino	meredith.costantino@ex...	+19291358607	Discount Regular
<input type="checkbox"/> Roberto Costantino	roberto.costantino@exa...	+10854514849	Discount Historic cl...
<input type="checkbox"/> Tony Costantino	tony.costantino@exempl...	+16107417374	

At the bottom of the interface, there are links for 'Privacy policy', 'Terms of Service', 'Developers', 'About', and 'Contact us'.

Businesses can email their customers in no time using their own custom templates or Agendize default templates.

User benefits:

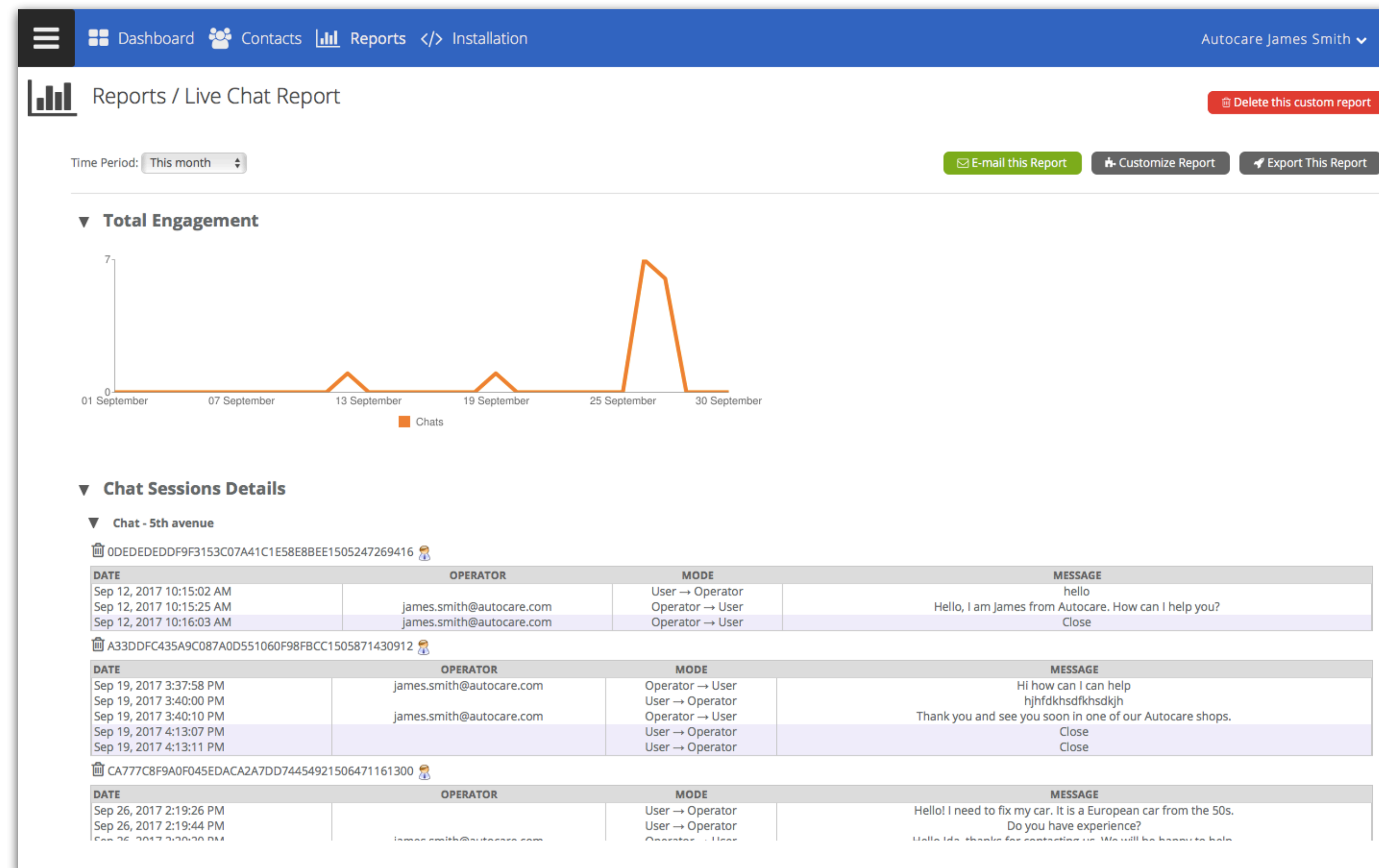
- ★ Marketing campaigns can be managed on-the-go
- ★ Increase productivity and reactivity, and save time writing emails thanks to custom templates
- ★ Target marketing campaigns by sending them to group of customers using profile tags



By using Agendize Live Chat, businesses can leverage data from every interaction. For example, the number of chats per operator.

User benefits:

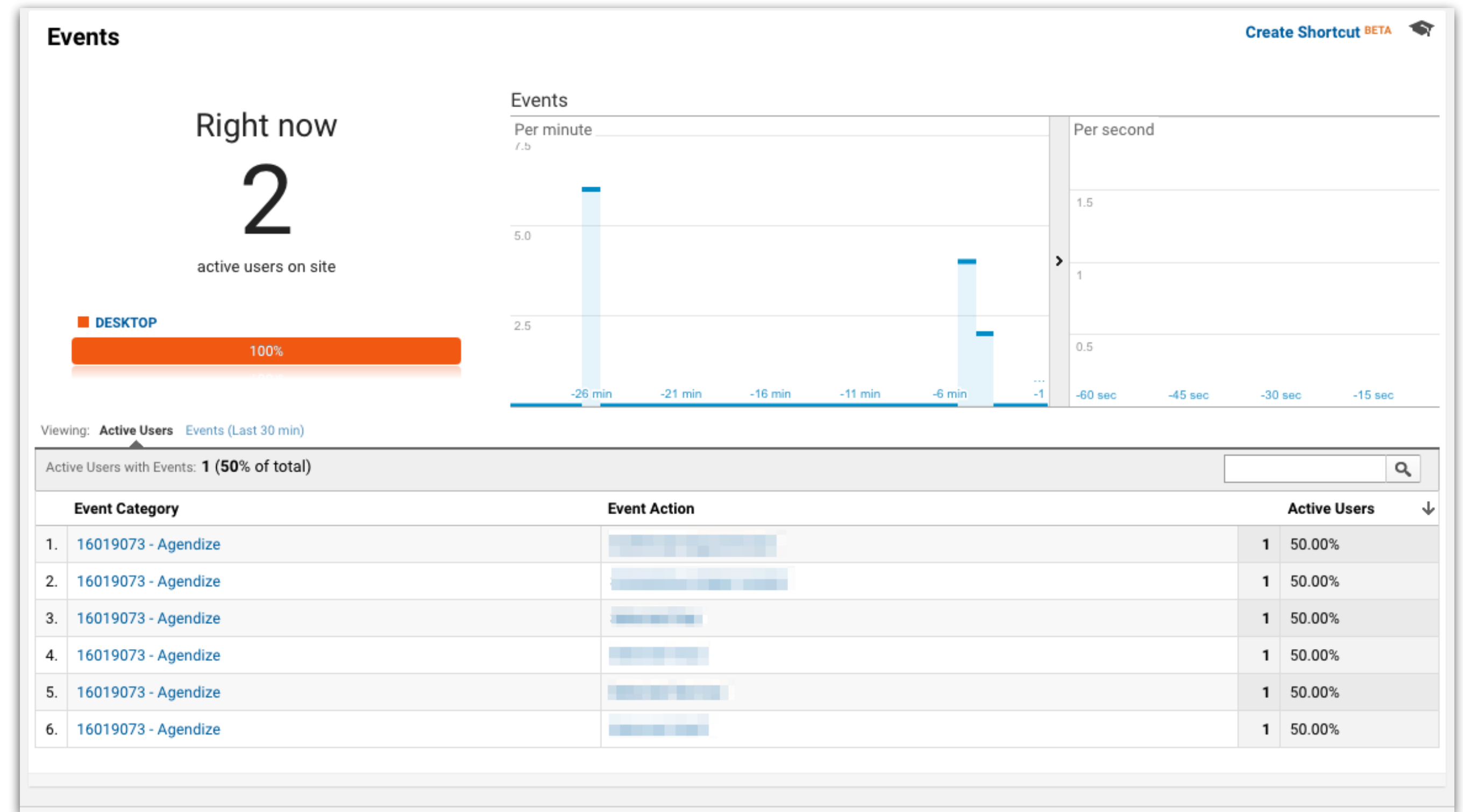
- ★ Analyse and measure chat metrics
- ★ Get valuable insights on responsiveness to improve visitor interactions
- ★ Collect valuable demographic insights on visitors and leads



Businesses can dig deeper into their performances integrating Google Analytics to the chat widget.

User benefits:

- ★ Track widget events in real time: chat opened (either manually by the user or automatically with the proactive mode), chat started
- ★ Set and monitor goals with these events





And many other little things
that further enhance a
business' everyday
operations!

www.agendize.com