

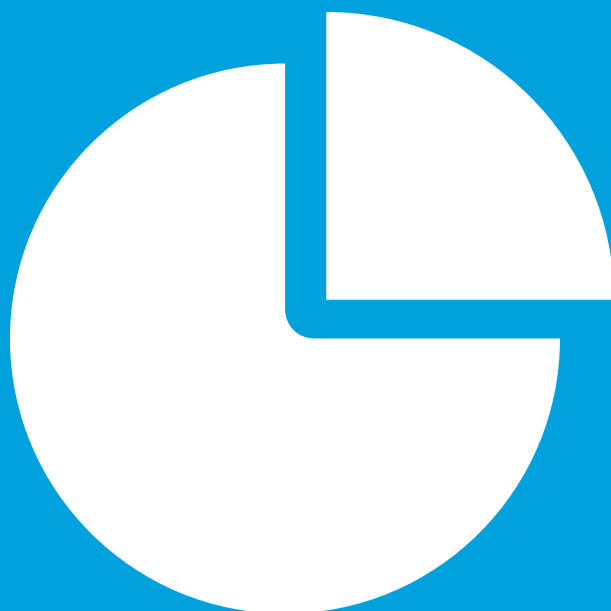


**WHY UNYCO SHOULD BE
YOUR NEXT WEB CONTACT
CENTER PLATFORM?**



Scenario

Imagine a client, looking for information on your web portal looking before to commit a buying. Imagine if he needs help in completing the purchase with a credit card, or if he wants to book a ticket or a service but is having problems. About 20% of your customers have these problems, how this impacts your business?

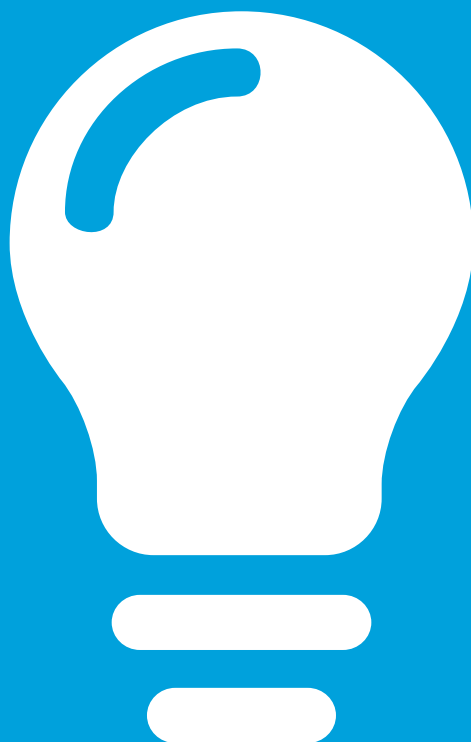




Unyco at a glance

Unyco is a customer care tool crafted to setup a real time communication through websites and mobile apps.

Change the way you engage your customers with Unyco: the only channel web customer care platform capable of transforming the digital experience of your customers.





The plus

CHAT. Fast and easy, is a perfect way for a client to interact with a customer service.

AUDIO & VIDEO. Unyco can create an audio call through any browser, in real time. Video makes it even better, giving you the chance to show up products. It is friendly and a real sales booster.

COLLABORATION. Unyco makes sharing documents and web pages with your customers natural, making easy to understand problems and find solutions.





Benefits for your business

Unyco gives you all the information you need: communication flows, agent productivity, and revenue analytics. All integrated in a fancy, graphic interface.

Furthermore, your integration costs will decrease dramatically, because Unyco comes with a full range of pre-set integration software, which will makes integrating Unyco in your existing IT environment as easy as having a cup of coffee. And while you drink your coffee sales will continue to grow!





Engagement models

STATIC: Add the Unyco button to your website, so your client can get in touch with you with a single click. You can do the same within an E-Mail or even a banner.

PROACTIVE: Let the click-to-call button appears suggesting a direct contact with an agent.

EXPERT ADVISOR: Your web client has the chance to talk directly with a 2° level expert. The availability of the expert is shown through a presence status box.





Devices

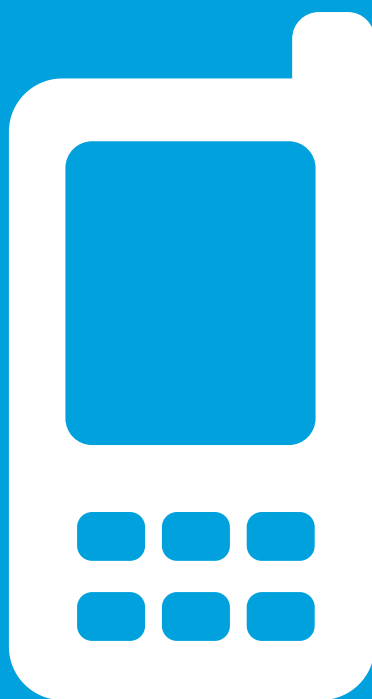
Unyco works everywhere: as a Wordpress Plug-in or in your website but also into an E-Mail or a banner...

MOBILE DEVICES: Unyco is available on mobile devices, both for agents and for customers.

SDK (IOS OR ANDROID): Add Unyco+ features to your mobile APP using Unyco SDKs.

STANDARD UNYCO APP: To start Unyco Session from IOS on Android platforms with ease.

UNYCO MOBILE AGENT DESKTOP: Soon available.





Business case 1

Static click to contact

A customer browses your website searching for a product he's looking for. He has several questions to be answered before to buy and he is looking for your E-Mail address to get in touch with you. But before doing this he find a CONTACT US button.

By clicking on it an agent comes in for help, ready to give to the customer all the answers he needs. When the questions has been asked, the agent helps him to submit the order and close the transaction.





Business case 2

Proactive click to contact

A customer is browsing your web site looking for a specific service, but he doesn't find it. Based on his navigation, the Unyco proactive engine understands its specific need and an agent proactively propose to ask his question. The customer clicks the button and the agent helps him for his needs. The agent shares the right page's link and discuss about the contents with the client via chat, audio and video communication. At the end of the session, the customer has no further doubts about the service and is ready to commit the new order.





Business case 3

Expert Advisor

A customer is looking for a new offer on the handbill of a large retailer. He is especially interested in a product, but he needs more details. He search the website for availability and to find the closest shop. While he is browsing the retailer's website, the client suddenly realizes that he can switch to a physical contact, asking for an in-shop sales assistant about features and in-stock availability. The representative answers to all the questions and reserve a product letting him go to the shop to retire the product without the need to wait in line. He will be a happy customer that buys more and more into the same shop.



UNYCO, YOUR NEXT WEB CONTACT CENTER PLATFORM