synthetix

Chat

Reduction in Support Costs

CSAT & NPS Improvements

Enhanced CX

Agent Empowerment
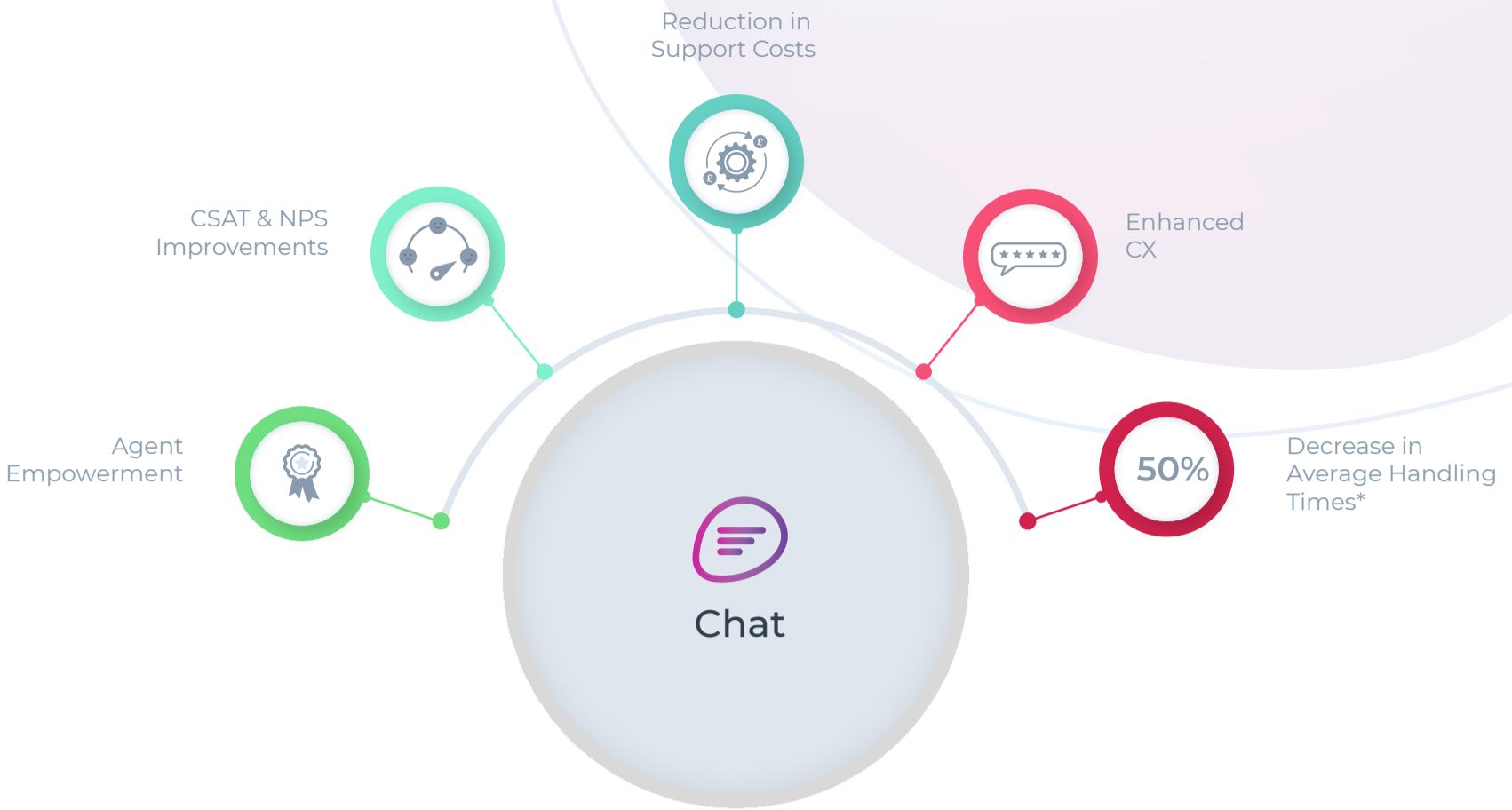
Chat

50% Decrease in Average Handling Times*

Increase First Contact Resolution (FCR) Rates

AI-powered predictive suggestions

• When integrated with Synthetix Knowledge, the customer's query is checked against the Knowledge base on every keystroke. This provides the agent with live, AI-powered predictive suggestions, increasing their accuracy and speed.

Cut Average Handling Times (AHT) with Live Key-Press Feed

• The live key-press feed feature lets agents see what customers are typing in real-time before they hit "send".

• Often, agents can resolve the query before the customer has finished typing, significantly contributing to the reduction in Average Handling Times (AHT).

Integrated ID&V

• For tasks that require confirming a customer's identity, Chat's ID&V integration streamlines the otherwise lengthy and costly process.

• Automating the ID&V process significantly cuts the time in which it would usually take to identify and verify a customer over Chat. This considerably reduces average handling times, increasing CSAT scores and agent productivity.

ID&V

START

Integrated ID&V

START

Manual ID&V
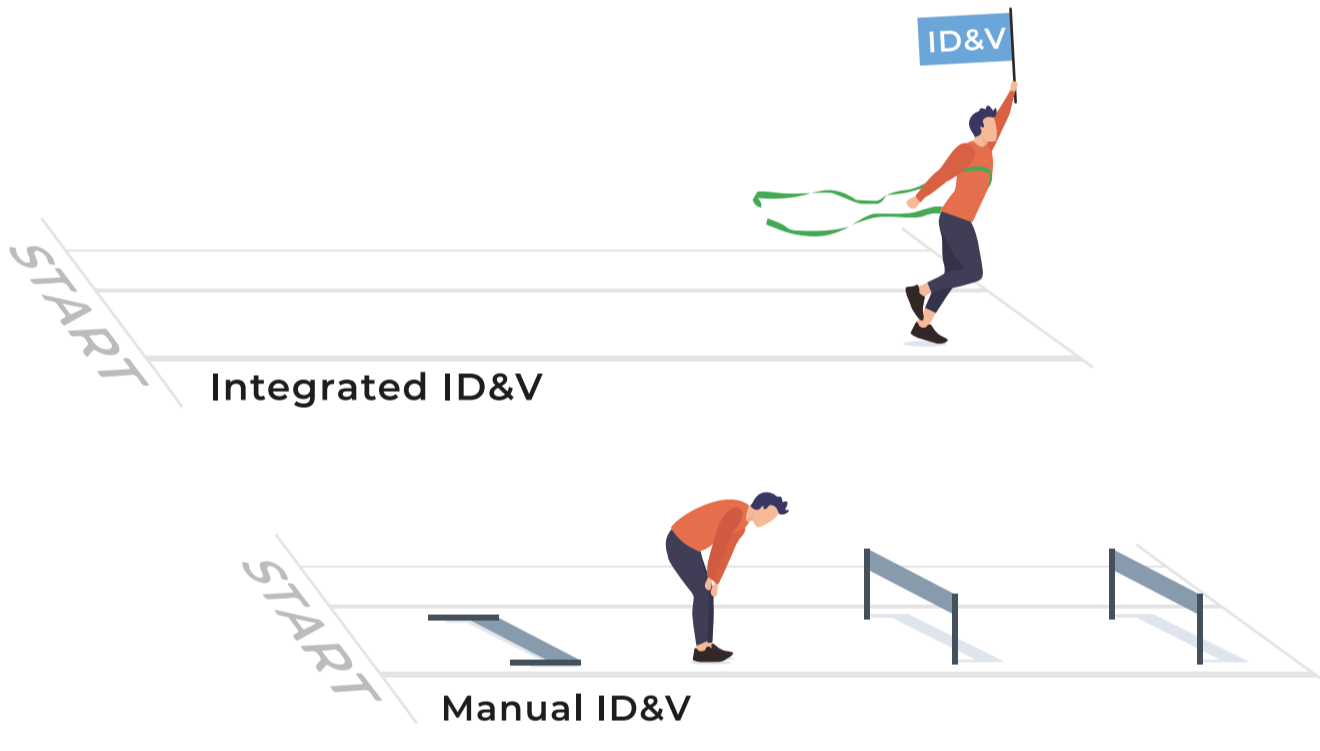
Smooth Customer Journeys Boost CSAT Scores

• Live chat's instant messaging interface creates familiar associations and positive CX.

• Your self-service tools can be configured to automatically escalate to Live Chat when a non-routine query is detected or certain conditions are met.

Solve your CX Puzzle

Knowledge For Your Team

Knowledge For Your Customers

Chat

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