You can do more with Inlays!

- **Inlays appear within your web pages**
  - customers find help without navigating away

- **Assured availability of agents**
  - chat inlays with automatic check for agents before the chat option is enabled for a customer

- **Use the proactive chat inlay** to offer chat in certain conditions, such as a customer waiting on a page for a long time

- **Expose relevant knowledge on your website** using the Top Answers inlay
  - you can automate it

**Administrators**

- can implement inlays and configure the settings. For information, see the [Inlay Registry](https://oracle.com) in the oracle OIT registry. For additional help, see the [B2C Service support site](https://oracle.com).

**Users**

- Chat agents can continue to work - no training required and no changes to the workflow. For information, see the [Inlay Registry](https://oracle.com) in the oracle OIT registry. For additional help, see the [B2C Service support site](https://oracle.com).

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**Tremendous benefits:**

- Superior customer experience with chat offered based on agent availability
- Can reduce abandonment by offering assistance at the point of need
- Always up-to-date knowledge with Top Answers inlay
- No impact on your agents' workflow

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**Try it and let us know what you think:**

Cloud Customer Connect for B2C Service

**Also in this kit:**

- Video
- Best Practices for Deploying B2C Inlays