Do you know about... proactively offering chat to your customers? embedding dynamic list of relevant FAQs in your website?

You can do more with Inlays!
- Inlays appear within your web pages - customers find help without navigating away!
- Assured availability of agents. Chat inlays automatically check for agent availability before chat becomes available each customer
- Use the Proactive Chat inlay to offer chat in certain conditions, such as when a customer has waited on a page for a long time.
- The Conditional Chat Link inlay creates a dynamic link to chat in your pages, giving customers up to date information on chat wait times, or even hiding completely when agents are not available
- 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 in the oracle OIT registry. For additional help, see the B2C Service support site.

Chat agents can continue to work with no changes to their workflow. Chats from inlays function just like other chats with no retraining required.

Some 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

Try it and let us know what you think: Cloud Customer Connect for B2C Service
More Kit Components: Video, Best Practices for Deploying B2C Inlays

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