

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](#)