

# Support & Sales

How The Unblu Suite can help you deliver an in-person experience online with your customers.

1. Engage with more prospects / customers online
2. Convert customers on public web pages. Close more sales
3. Enhance end user experience and net promoter score
4. Advise in a very personal way, just like in a branch office
5. Use your existing digital front-ends as the backdrop to the conversation
6. Cut average time of support cases by half

## Chat and LiveView

Chat enables you to strike up a conversation, just like you would in-branch when greeting a customer.



An existing customer is browsing products on your website. A proactive engagement pops up offering assistance with a Support Agent.



The Support Agent answers the chat request (with LiveView), and is instantly able to see what the customer sees – empowering the agent to understand the context of the conversation.

Using Unblu LiveView with Chat can reduce the duration of conversations by more than 30%.

## Embedded Co-Browsing

Embedded Co-Browsing gives you the opportunity to help customers within your secure website or applications, like e-banking or mobile apps.



The Support Agent suggests Co-browsing as a means to better guide and explain some of the products in more detail.



The Customer accepts and the Support Agent begins to show some of the recommended products.

## Transfer to a Specialist

Just like in-branch, when a customer asks a question and you need someone with specialist knowledge. Transferring a conversation to a colleague without losing the sales flow is easy.



After choosing a product the Support Agent transfers the customer to a Loan Specialist to finalise the transaction.



The Support Agent leaves, and the Loan Agent seamlessly takes over the conversation.

## Start a Video or Voice Call

Replicate that in-person experience and engage with customers with an Audio or Video call.



To facilitate a more fluid conversation, the Loan Agent suggests continuing with a Voice Call.



With the click of a button the Customer and Loan Agent start a meaningful conversation.

## Universal Co-Browsing

Universal co-browsing enables an agent to securely open a new website or gated URL within your e-banking or mobile banking apps.



As part of the sales process, the Loan agent wants to show the Customer some information on a secure internal web portal.



With one click, the Loan Agent starts Universal Co-Browsing and proceeds to the specific webpage within the portal.

## Mask Sensitive Information

In some cases, you don't want a sales or support agent to see customer's sensitive information like credit card numbers or login credentials.



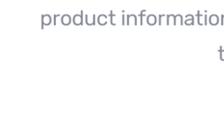
The Loan Agent suggests the Customer logs into their online banking to complete the application.



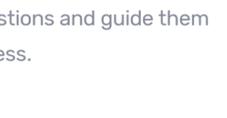
With Secure Field Masking the Loan Agent cannot see sensitive data and can accompany the customer, without having to drop off.

## Document Co-Browsing

Extremely useful when Customers need to fill out an application or view product information. An Agent can answer questions and guide them through the end-to-end process.



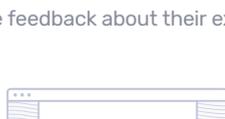
The Loan Agent guides the Customer through the application form and answers some questions regarding the process.



The Customer feels delighted and reassured that the right product has been chosen and fits their needs.

## Understanding Customer Satisfaction

Get a better sense of a customer's satisfaction by allowing them to provide feedback about their experience.



Once the conversation is over, the customer leaves a Satisfaction Rating and is thoroughly delighted with the service and attention.

## Deliver an in-person experience online

100% Secure

Cloud & On-Premise

No Downloads Required

Trusted by more than 100 financial institutions