

**Enhance your website and e-commerce solution with embedded Real Time Communications**

**Convert website Visits into Sales with a VIP Level Customer Engagement**

Today, retailers need to have a multichannel and multimedia strategy to attract consumers to their product but placing the product inventory on a web store is not good enough to compete with the leading online retailers. Millennials are increasingly looking for exclusive “just-for-me” products and user experiences because they are used to getting them.

With Temovi Concierge your business can offer exclusive VIP shopping experiences from your e-commerce site and a VIP customer service from your own Web site

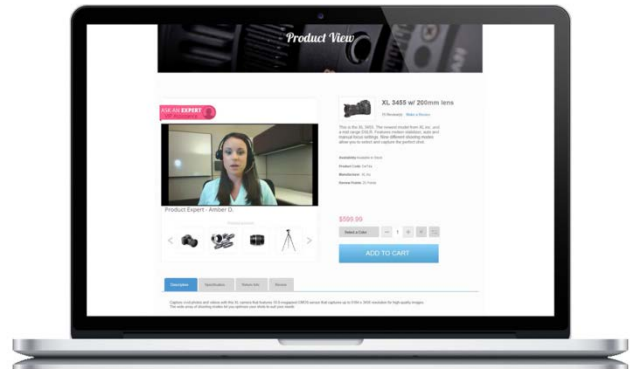
**A VIP E-Commerce Experience that Guides Visitors to the Checkout**

Temovi Concierge puts the human factor back into the impersonal web store. Concierge allows your customers to interact with a real person from within a product page and at their own pace.

When shoppers have reviewed the products in which they are interested, but are still unsure if it is the right product for them, Concierge gives them –with a single button– the chance to have a voice and video conversation with a shopping assistant.

The agent can answer questions, provide additional details or recommend other products by pushing content such as web pages or videos that appear on the shopper’s display, and even guide the visitors straight to the checkout, help them fill in any forms and complete the purchase.

Agents can also recommend other products, extended warranties or other services, increasing the average sale amount.

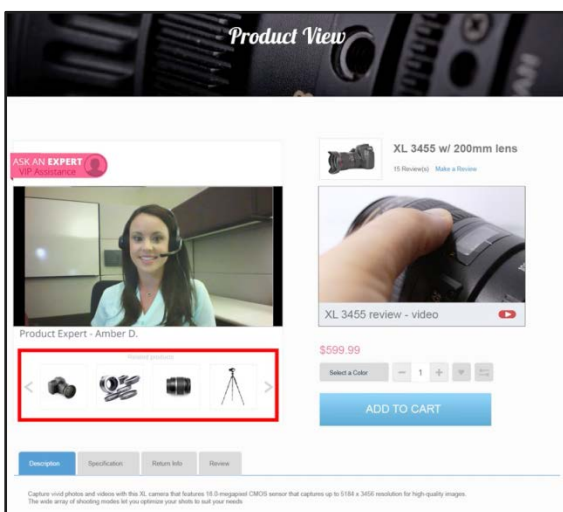


Every time one of your customers has a problem there is an associated cost that can range from the cost of assisting that customer from one of your call centres, to the cost of sending service personnel to their home, to the cost of losing their business.

And the cost of customer support is not trivial, over the last few decades, businesses have implemented multiple strategies to reduce it, first by moving from the live person to the call centre, later by replacing the triage personnel by an IVR that tries to appear human but ultimately frustrates the customer. It’s not surprising that many support calls end with the customer yelling at the phone “I want to talk to a person”

Temovi Concierge brings the human element back to customer support by providing a voice and video interaction with your agents. Concierge lets you engage customers online with one way or two-way video so that your customers –in addition to being reassured by a friendly face– can send a video feed that helps your agents identify problems with a product, confirm missing items on a shipment, and more.

Concierge allows your agents to push content such as tutorials or instructional videos, solving the issues faster and eliminating the need to send a technician on-site. And when the customer is happy with the solution, your agent also has the opportunity to upsell other products and services. Concierge can help you improve your bottom line and your customer’s satisfaction.



*An integrated VIP Customer Experience directly from your website*

## FEATURES

**WebRTC Enabled:** Voice and Video calls directly from the website. Agents use web browser console on their point of sale (PoS).

**Fully Integrated:** Works with OpenCart and other market PoS platforms.

**Search Push:** Agents can make product searches and push results to customers.

**Video Push:** Agents can push videos to the customer's browser and control playback position to direct them to the right point!

**File Push:** Concierge includes an inventory of support material, such as manuals and instructions, that can be pushed to the customer on demand.

**Form Filling Assistance:** Agents can help customers fill in the forms by typing directly in the fields for them and the changes are displayed in real time.

### Temovi Concierge takes your online store to the next level:

- ✓ Provides immediate help in context from the website.
- ✓ Helps reduce shopping cart abandonment.
- ✓ Helps increase average sale amount.
- ✓ Reduces support cost by solving more issues directly.
- ✓ Enhances customer satisfaction and loyalty.
- ✓ Provides the human and personalized attention that customers value.

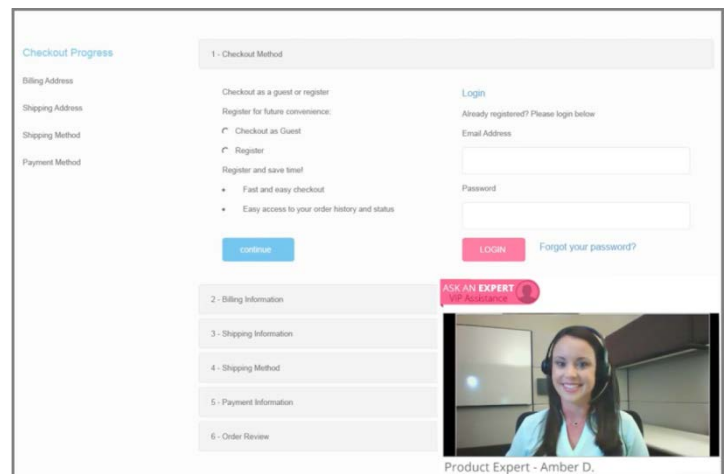
## BENEFITS

### VIP Shopping

- Guides customers through the checkout process.
- Helps reduce cart abandonment and increase average order amount.
- Creates the opportunity to upsell.
- Human interaction increases customer loyalty and the ability to close on customers who are just looking around.

### VIP Customer Service

- Let's you engage customers online instead of on the phone/IVR.
- Allows customers to show, not just tell.
- Provides integrated instructional and support content.
- Reduces trouble resolution times.
- Reduces the need for the service department to send a technician on-site.
- Increases customer satisfaction.



*Help your customers through the checkout process to ensure the sale is completed*

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