SUPERCHARGE YOUR SUPPORT DELIVERY WITH INTEGRATED CHAT

Chat for NTR Cloud is a secure, multilingual solution that offers your customers fast and easy access to help through customized click-to-chat buttons embedded on your website, email signature and Twitter account. Dynamic chat facilitates a more personalized support experience and maximizes support agent productivity with multiple, concurrent session capabilities.

Chat decreases Tier 1 support costs dramatically by deflecting inbound phone calls to qualified, online resources. Knowledge-based routing increases first call resolution and reduces call-backs. Chat requests are automatically distributed to the best available support agent based on a match of required skills that are intuitively derived from the customer. Because it runs in the cloud, chat also enables your support agents to work from anywhere they have an internet connection and a computer, thus decreasing your infrastructure costs and supporting environmental goals.

Easy to integrate, Chat for NTR Cloud requires no configuration changes or application deployments on either side of the support exchange.

Designed for global businesses, Chat for NTR Cloud reduces support costs, improves support agent productivity and enhances customer satisfaction by providing the fastest, direct channel to expert assistance.

Key Benefits

» **Maximize Your Investment:** 45% less costly than phone-based support

» **Increase Productivity:** Multiple, concurrent chat sessions and integration with NTR Cloud ticketing

» **Adapt to Your Environment:** Chat access from websites, support portals, email signatures, Twitter accounts and other supported applications

» **Enhance Customer Satisfaction:** Fastest channel to first touch resolution

» **Realize Accountability:** Advanced reporting provides full visibility of chat progression

» **Promote Your Global Presence:** Multilingual solution that can be customized to reflect your brand

» **Optimize Workflow:** Integrated on the multifunctional NTR Cloud console

Learn more: www.ntrglobal.com/cloud

Enhance consumer experience with a customer service chat application

Security

- ISO 27001 Certified (NTRglobal Facility and all Data Centers)
- TRUSTe Certified
- Qualys® SECURE Seal
- Safe Harbor-Certified Data Centers
- Data Privacy and Integrity
  - 256-bit AES encryption
  - At-rest customer data encryption
  - TLS/SSL protocol
- Authentication and Authorization
- Attack and Malware Detection
- OWASP Testing Standards

Languages

English, French, German, Italian, Spanish

System Requirements

Chat for NTR Cloud operates across Windows, Mac and Linux.

To view the most current system requirements, please visit:
http://www.ntrglobal.com/cloud/techspecs

About NTRglobal

- Global Headquarters in Barcelona, Paris, Heidelberg and Dallas
- SaaS IT Management and Remote Support Providers Since 2000
- Flexible, Modular Solutions
- Ease of Implementation
- Multiple OS Support for Windows, Mac, Linux and Mobile Devices
- Complex Processes Simplified
- Globally Distributed Data Centers
- API Architecture
- Integration with Hundreds of Apps
- Designed for Growing Businesses
- Enterprise-Grade Security

Features

One-Click Access to Support

» Customizable live chat buttons at multiple access points; support can be offered anywhere it is needed

» Online and offline chat buttons to accurately inform the customer of support availability

» Automatic offline form provides backup for the customer to communicate their request

Intelligent Chat Features

» Chat session sharing for collaborative troubleshooting and resolution

» Support agent chat initiation

» Pre-defined messages to accelerate the support process

» Integration of HTML links to enrich the support solution

Customizable Solution

» Personalized web buttons and chat window to reflect your brand

» Available in five languages

» Personalized privacy policy and terms and conditions

» Agent console in a choice of screen language

Administrative Management

» Support agent organization by primary language, areas of expertise and level of experience

» Definition of criteria to enable superior, intelligent chat routing technology

» Automatic generation of code to embed chat access points

Advanced Reporting

» Reports generated by user, client and time

» Online console reports help manage workload

» Statistics provided on a wide range of metrics

Integration with NTR Cloud Console

» Advanced Users: Capabilities defined by administrators and non-administrators allowing effective separation of duties

» Ticketing: Chat sessions may generate a new ticket or be associated to an existing one to provide a holistic support solution

» Remote Desktop: Remote support sessions may be initiated directly from the chat session enabling support agents to more easily troubleshoot issues