

CHAT

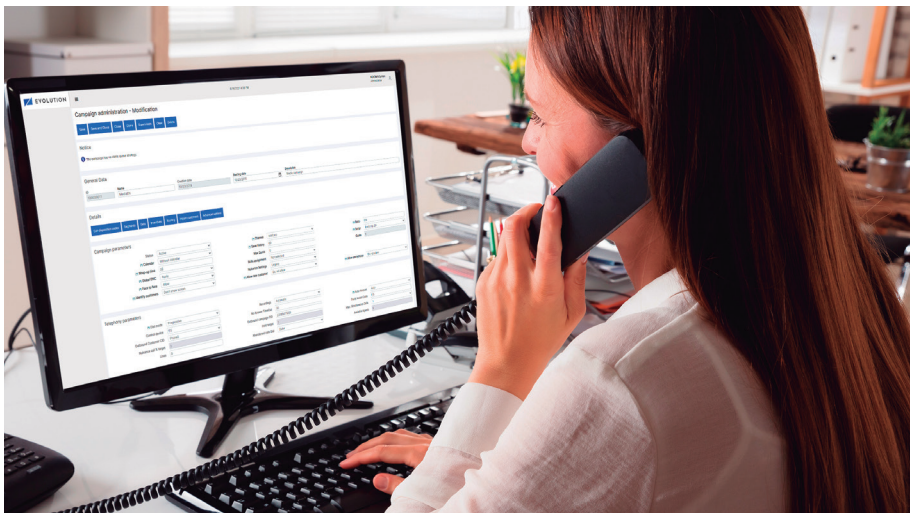
The most efficient way to connect with your customers through your website: Live Chat and Chatbot.



LIVE CHAT

Advise your customers in real time to strengthen the buying decision process.

Engage with your customers by offering them real-time assistance. Help your customers buy or guide them where they want to go. Without any doubt, live chat is the fastest and easiest way for your customers to contact you and even ask for face-to-face support for a product purchase on your eCommerce.



Turn customer service into a powerful sales tool.

- More customers will complete the purchase process and **not abandon it halfway through.**
- Close the circle by phone or email without losing **360° visibility of the customer.**
- **Customise the design** and add your logo and corporate colours to get the look & feel of your website, you can also customise the messages your customers see!
- Define **predefined and customised templates** to streamline and unify responses to your customers.

CHATBOT

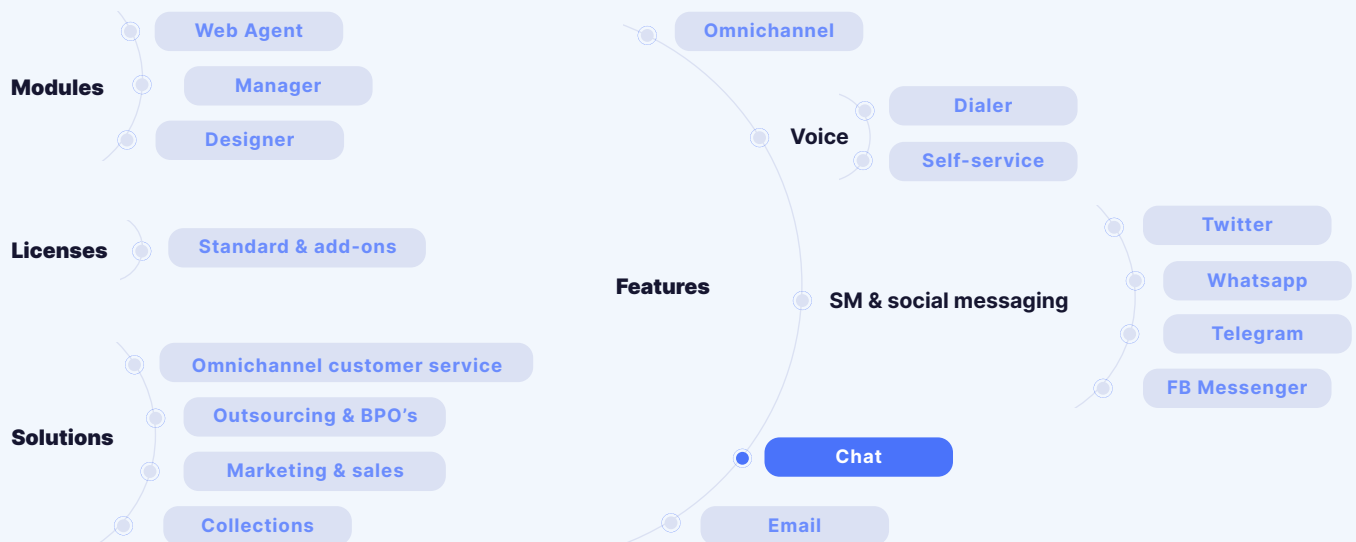
Thanks to the Chatbot you can focus on **the different business goals: lead generation, FAQs, customer support, feedback and more.**

You will be available to your clients 24/7. Optimize the time of your agents resolving frequent queries automatically. The best part? You don't need code knowledge to install it, just use a simple drag&drop.

Add personalization & human touch to your omnichannel strategy for frictionless communication.



Product map



At ICR Evolution we help you **connect with your customers in an agile, simple, efficient and productive way.** Our EVOLUTION software allows you to **be where your customers are**, at the right time and in the most natural way, offering a 100% omnichannel customer service experience.

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TO SEE ALL
PRODUCT
SHEETS

