

The Rise of Chat

Click-to-Chat

Available anytime, anywhere, and providing fast responses to customer inquiries with less wait time, chat is well-suited to support products/services that are complex and likely to leave customers with questions.

TP Chat Benefits:

- Addresses customer pain points
- Reduces service spikes and abandonment rates
- Reduces cost of service
- Improves customer service and loyalty
- Increases sales
- Seamlessly integrates with all chat platforms
- Integrates with IVR in no time

Chat is becoming the preferred channel of interaction globally, along with voice and email. In fact, many of the world's largest and most recognizable brands are offering chat as one of the primary channels for customer engagement.

TP Bot

Chatbot is an interactive, AI-based solution designed to simulate a human chat interaction. It utilizes conversational dialogue to engage customers during automated interactions, and can help perform more complex tasks by combining one or more interfaces. It can also seamlessly hand over to live agents when necessary.

TP Bot Capabilities:

- Identifies intent using Natural Language Processing (NLP)
- Performs transactions
- Answers FAQs and maintains context
- Does small talk and steers conversation back to the topic
- Deflects low-value and repetitive chat interactions
- Using machine learning, it can improve with each interaction



Integrate chat with existing customer interaction channels to create a highly advanced digital customer experience.

Voice-to-Chat

While on queue on a voice call, customers are offered the option of being directed to a mobile chat interface, where they can interact with a live agent instead of waiting on the phone.

This service:

- **Helps balance voice and chat queues**
- **Offers effective deflection of around 20%***
- **Allows customers to communicate in real time, with support agents cutting out the waiting time and helping customers get answers instantly**
- **Improves customer satisfaction and loyalty**



Visual IVR – mESP

Turn your IVR service into a digital engagement solution, resulting in a visual IVR interface that helps save time and simplifies the capture of complex data.

- **Contributes to first contact resolution (FCR)**
- **Reduces customer friction and effort**
- **Increases customer satisfaction (CSAT) by simplifying the call process**
- **Customizable and configurable solution with a straightforward process, requiring minimal effort from the agent or customer**
- **Cost Savings: 16%*** of containment
- **Multi-modal Interaction: information on voice and data channel**

* On qualified opportunities



With over 40 years of experience in connecting brands with their customers, Teleperformance's chat solutions provide cost-efficient tools to improve customer experience. Using the most advanced chatbots and live human agents, Teleperformance can help your company wow customers.

Contact us today to learn more about our chat experiences and how they can benefit your business.