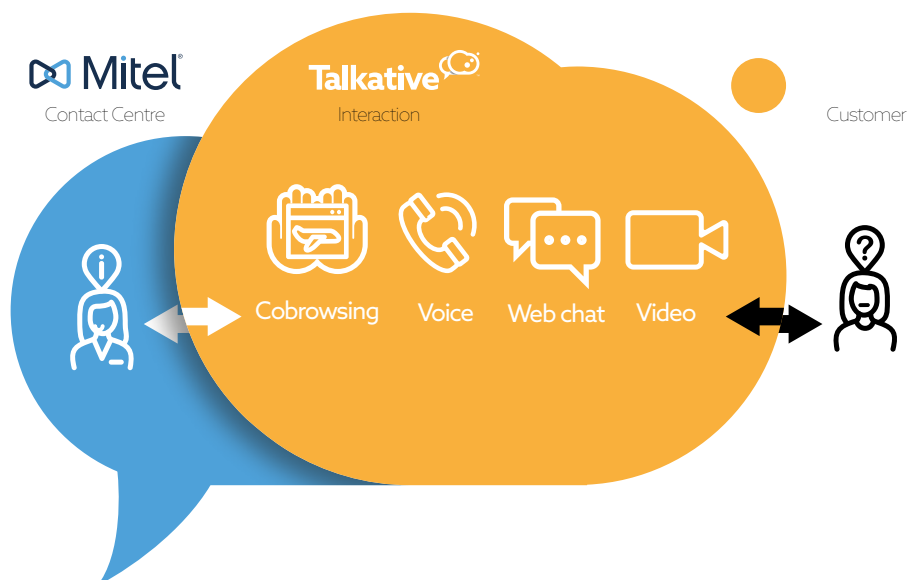


## Get Talkative With Your Digital Customers

Real-time human communication between your website and Mitel Contact Centre



### One Platform For All Website Enquiries

Offer convenient customer calls and drive enquiries with **website voice calling**

**Cobrowsing & screensharing** solves customer issues and reduces call times

Sophisticated **web chat** lets you message customers and escalate from chat to calls

WebRTC-powered **video chat** brings face-to-face communication into your website

**Offline emails** enables 24/7 lead capture with enriched customer data delivered as emails

Provide insight for agents with customer journey tracking and **website session data** pass through

Enable greater data for marketers with **complete tracking & visibility** over all inbound enquiries

**Talkative is deployed across Travel, Automotive, Retail and Financial Services clients, driving online sales, digital customer experience and contact centre efficiency.**

### Seamless MiCC Integration

Assign Talkative interaction capabilities to agents Single reporting stream within Mitel analytics Functionality accessed within Ignite agent client Queueing and routing performed by Mitel Escalate web chat into a call in the same session

Book an online demo to see how you can ignite the possibilities within your existing contact centre. Contact your 4Sight Account Manager, alternatively call us on + 44 (0)20 3668 0444 or email [info@4sightcomms.com](mailto:info@4sightcomms.com).