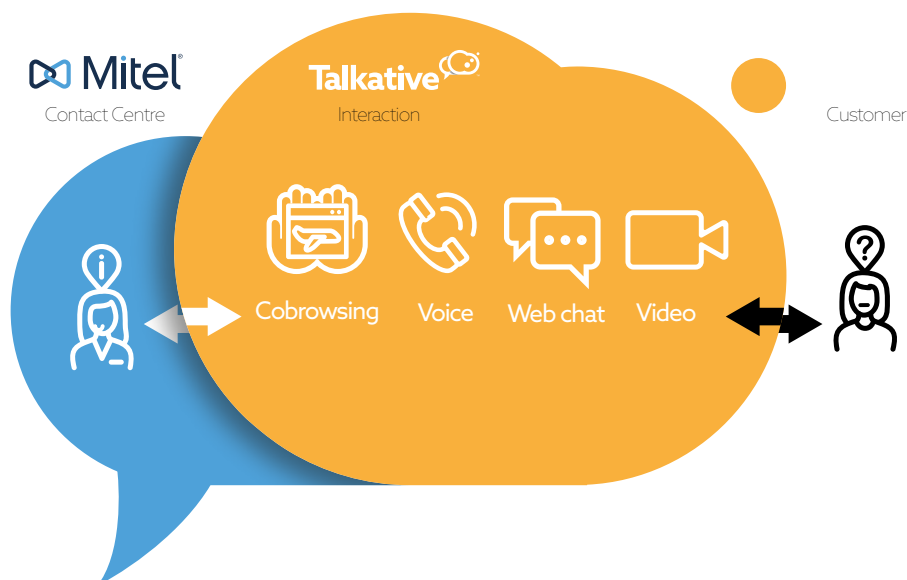




Get Talkative With Your Digital Customers

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 at talkative.uk/mitel to see how you can ignite the possibilities within your existing contact centre