

Elevate Customer Engagement With Mobile

Mobile and web applications are rapidly becoming the face of most businesses, and organizations are increasingly offering new online and mobile distribution channels to create a more personalized user experience. Embracing society's appetite for all things mobile, eLoyalty's Kickstart packages allow your customers to easily connect their mobile devices to company enterprises, providing the anytime/anywhere service customers demand.

Benefits at a Glance

- Easy-to-use Kickstart Wizard
- Enhances mobile strategy
- Click-to-Call
- Enables voice, video and co-browse
- Promotes growth and boosts revenue

"Kickstart" Your Mobile and Web Strategy

Today's customers expect to be able to interact with businesses on the phone and online using a variety of smart devices. eLoyalty's Kickstart packages provide an uncomplicated and affordable way for companies to accommodate their customers' demands for all things mobile with a voice, video or collaboration solution. For ease of use, the included Kickstart Wizard allows non-programmers and business users to quickly create skins, toggle features and configure voice and video calling, co-browsing and other real-time communications features within mobile and web applications.

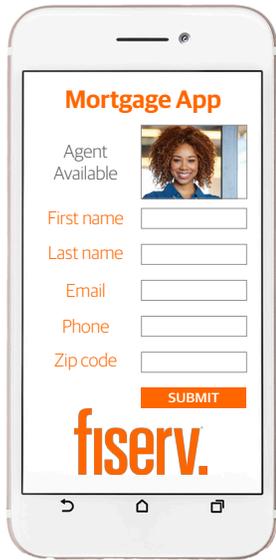
Kickstart Can...

- Be used as a standalone application or integrated with existing contact center and collaboration infrastructure.
- Allow you to incorporate voice and video with existing mobile and web applications so your customers can easily initiate live assistance at the touch of a button.
- Use immersive video or live assist collaboration to enable experts to co-browse with the customer for a more personalized customer service experience.
- Integrate with Cisco[®] Unified Communications and Contact Center infrastructure, as well as back-end systems.*

...And These Are Good Things Because...

- Rapid deployment enables quickly realized benefits.
- New interaction methods promote growth and boost revenue.
- Assistance can be gained and customer issues resolved with the touch of a button.
- A more personalized customer experience improves brand loyalty.
- Kickstart can be a starting point for a full omnichannel migration.





What's In the Box

- Three packaged options to choose from (in-app voice, video or full/live collaboration) for up to 25 agents.
- One year of maintenance.
- Kickstart Wizard for App Integration (design templates, feature selection, branding).
- Remote on-premises or cloud installation expertise.
- Quickstart Pack (Live Assist web console, IE/Safari Plugins, SDKs, Sample Apps, Online Training and technical documents).

| | In-App Voice Engage | In-App Video Engage | In-App Live Collaboration |
|---|---------------------|---------------------|---------------------------|
| Mobile apps (iOS, Android) supported on user side | ✓ | ✓ | ✓ |
| All major desktop browsers supported on user side | ✓ | ✓ | ✓ |
| Audio call from app user to expert | ✓ | ✓ | ✓ |
| Video call from app user to expert | | ✓ | ✓ |
| Expert sees and controls user's app screen, shares docs, annotates | | | ✓ |
| Expert uses standalone Live Assist web console to collaborate | ✓ | ✓ | ✓ |
| Expert can receive audio and video calls via Cisco UCM and SIP endpoints | ✓ | ✓ | |

Start Your Engines!

eLoyalty's Kickstart packages give you the tools you need to easily and affordably enhance your mobile and web customer service strategy. Contact us today to kickstart your own contact center transformation, and learn more about how your customer experience can be a brand differentiator...and leave your competition in the dust.

Why eLoyalty?

eLoyalty, a TeleTech company, was the first North American partner to achieve Cisco HCS Certification and Contact Center as a Service Designation, has received the Cisco Advanced Technology Partner Certification for Contact Center Enterprise and Customer Voice Portal, and the Cisco Customer Satisfaction Award every year since 2007. We are the only Cisco Cloud Partner offering a solution with this type of increased flexibility and capability incorporated directly into the HCS platform. Beyond the certifications and endorsements, however, we contend that the satisfaction of one's customers provides the best gauge of a business' effectiveness and worth. With a 95 percent client renewal rate, eLoyalty has proven itself a deserving partner as it helps chart customer experience technology roadmaps, implementing cloud systems to provide safer, faster, smarter, and more agile service interactions.

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