Intelligent Series Web Chat

IS Web Chat generates calls from Web pages

IS Web Chat feature provides Web browser users with the ability to communicate directly and immediately with IS operators.

The Web Chat feature enables Internet and intranet users to click a hyperlink on a Web page to send a request for an immediate chat session to an operator.

The chat session is presented to operators in the Infinity Telephone Agent and Intelligent Soft Agent workstation applications as a pending dispatch job in the Dispatch List. When the operator resumes the dispatch job, a customizable script is displayed alongside of the chat conversation.

The code that drives the Web chat widget can be modified to initiate contact with an operator using IS contact types such as SMS text messaging.
Using IS Web Chat

The IS Web Chat feature enables a call center to offer people browsing the Internet or an intranet the ability to communicate directly with an operator. This is accomplished by placing a chat widget on the call center customer’s Web page.

The IS Web Chat widget can be displayed on a Web page as a collapsed link title bar at the bottom of the Web page. Clicking the chat widget expands the widget for use.

The Web page visitor simply types his or her name and the body of the chat message, and presses the Start Chat button to send the chat request. The IS Web Chat feature then generates a chat session request in the IS Server that is presented to operators as a dispatch job labeled as Chat Message in the Dispatch List.

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Connecting to a Web Chat

The IS Web Chat feature generates a chat session request in the IS Server that is presented to operators as a dispatch job labeled as Chat Message in the Dispatch List.

Operators can connect to the Chat from Soft Agent and the Infinity Telephone Agent by resuming the dispatch job.

The Web Chat conversation opens in a new browser session. The conversation is displayed alongside of an IS Web Script that can be customized to suit your clients’ needs.

The chat session functions like most popular instant messaging platforms. Both sides of the conversation are displayed as the chat session progresses.

- To send a custom message, type a message into the field and then click Send Message to send the message to the Web Chat conversation.
- To push a Web page, select a Web page from the Push URL menu and then click Send URL to push the Web page to the other side of the chat session.

The IS Web Chat feature includes two template IS scripts that drive the chat sessions. The Chat Initiate Script runs when the operator resumes the chat Dispatch Job and starts the Chat Web Script. The Chat Web Script is activated as the Public Web Script and is configured to guide the operator through the chat session.
The code that drives the IS Web Chat widget can be modified to initiate contact with an operator in ways other than a simple chat session. The Web chat widget can be configured to provide web site visitors using smartphones with a choice of contacting an operator using IS contact methods, such as an SMS text message or an immediate phone call.

When the chat widget is configured to present them, the SMS and Phone contact types will automatically open the native text messaging and phone apps on a smartphone. The phone user can request an immediate response from an operator that is presented a pending dispatch job in the Dispatch List. When an operator resumes the dispatch job, the Chat Web Script opens to guide the operator through the contact with the site visitor.

Like a Web chat session, the content of the smartphone contact session is contained in the IS message summary generated by the Web Chat Script.

Collect mobile phone numbers of potential prospects who text your operators from your clients’ Web pages and use them for future outbound marketing. Industry statistics show texting has an 80 percent response rate.