

PositiveEdge's Chatedge

Increase customer satisfaction with an online chat feature

The Era of the Customer

Online chat has become the leading contact source—with 42% of customers using a live online chat feature, compared to only 23% who use email and only 16% who use social media forums.

Using text-based chat for sales and customer service enables companies to **provide their customers with immediate access to help**, allowing them to easily multi-task while waiting.

Quotedge and Keystone from PositiveEdge

The right chat solution offers customer assistance at the right place and at the right time. This is significant not only for customers but also for your organization since it enables you to cut phone costs and reduce task times.

PositiveEdge's Chatedge is a smarter way of interacting with customers for sales and support. It provides an easy channel to establish a dialogue with your customers and address their queries upfront. **Chatedge** makes it **convenient to answer issues** from your company website. It can help **turn a small business into a sales powerhouse** by integrating the solution with CRM systems

Features and Benefits



Cutting-edge technology which can be easily customized specific to the needs of the domain where the application is being used



Easy implementation for customers using various CRM applications such as MS CRM, SFDC, SAP, SugarCRM, etc



Capability to act as a stand-alone tool with relevant records and reports being an integral part of the core application



Nouveau features including sneak-peak, co-browsing, location tracking, alerts, etc.