



Boost your sales and reach a higher customer satisfaction

Research shows that website visitors are more likely to make a transaction when there is interaction with you as a provider of a product or service. uWebChat is here to help.



Hi there!

I'm uWebChat, I'm here to help you!





Live Web Chat for Contact Centers and Customer Service



Challenges

Need to reach a high customer satisfaction and a higher conversion rate on your website.

Add instant chat options without expanding the number of applications.

How can you support other languages without expanding your service desk?

Understand what your customer is looking for to make sure they will transact.

Make sure you can provide immediate answers, in any language, to any questions they might have.



Ideal Solution

Immediately interact with your website visitors.

Use automated bots for frequently asked questions.

Live agents can communicate in any language.

Every website and web shop nowadays offer chat capabilities.

By using real time translation there is no need to expand your team with native speaking agents.

Desired Outcomes

Live real time web chat enables you to interact with your website visitors, leading to higher conversation rates and a better understanding of your customer needs and questions.

Automated bot can provide answers 24/7.

Live agents can communicate in any language, the whole world is your market.

Immediate answers to questions your customers might have will lead to a higher conversation rate.





Intelligent Communications



Real time web chat will lead to higher customer satisfaction and more sales

Unified messaging

- One single MS Teams client for all communications
- Receive messages in your Teams client and store them in OneDrive

Easy to deploy

- Deploy on your website in just a few simple steps
- Simplified menu to add agents, set service times and other functions, directly in Teams

Secure Azure Cloud

- Located in Microsoft Azure Cloud, all Azure Security features apply to uWebChat
- Information is stored in your Microsoft 365 tenant only, no conversations stored in uWebChat

Integrated services

- Integrate uWebChat with your company knowledge base
- "Promote" an automated response to a live agent conversation *(with speech announced this year.)*

"Our productivity and customer satisfaction went up dramatically by adding real time webchat to our services."

Cees Spaamer, CEO, Elicys





Secure & familiar tools



Understand what your website visitor is looking for to reach a higher customer satisfaction and higher sales conversation. Interact by using uWebChat, real time web chat for Microsoft Teams.

Microsoft Teams

Use your Teams client to receive your web chat conversations

Azure Cloud

100% Azure, no information stored in any other location than the customer's tenant

Azure Cognitive Services

Azure Cognitive Speech Services; enabling your agents to use speech to text and to enable automatic translation of conversations to and from any language.

Microsoft Bot Framework

uWebChat is based on the Microsoft Bot Framework; bringing rich and broad features for integration and automation.

