

LIVEPERSON FOR SALESFORCE

Overview

Help your online visitors find what they need before they get frustrated and leave your site.

LivePerson's award-winning live chat and multi-channel contact center solutions help you increase online sales, improve customer service and reduce operating costs. And an Operator Console provides a wealth of details about the visitors on your site, letting you target those visitors who will most benefit from a chat.

Seamless Integration

LivePerson is completely integrated with Salesforce, eliminating the need for redundant data entry and time-consuming toggling between screens.

Because LivePerson's Operator Console provides seamless access to Salesforce's CRM application, your service representatives can simultaneously chat with customers and:

- Access, review and update customer data
- Create new leads, cases, contacts and accounts in Salesforce and automatically log a chat
- Export chat transcripts into Salesforce

Key Features

Online Sales Tools – Real-time monitoring features help you determine the best visitors to engage. Select visitors based on their keyword searches, whether they're repeat visitors, buyers or chatters, recipients of one of your marketing campaigns, or even by the value of their shopping cart. Use this intelligence to boost conversion rates and build customer loyalty.

Productivity Tools – Automated tools, such as co-browse, canned answers and push-page technology improve agent efficiency and increase productivity. Chat agents can easily engage with more than one visitor, enabling you to provide personalized assistance to more visitors.

Reporting and Analytics – Informative reports on individual agents and agent groups reveal valuable insight into your online initiatives and contact center operations. Review chat transcripts for common concerns and questions raised by your customers. Evaluate sales and operations metrics using LivePerson's comprehensive reports.

Features

- Integrate LivePerson's live chat, click-to-talk and email management channels with Salesforce
- Submit new leads and cases into Salesforce directly from live chat, click-to-to-talk and email interactions
- Access, review and update customer data directly from the LivePerson Operator Console
- Export chat transcripts into Salesforce

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About LivePerson

LivePerson offers true online conversion solutions. Thanks to our continuous innovation, experienced staff and integration of communications channels, LivePerson is the top choice for over 7,000 businesses worldwide.

From a single unified interface, LivePerson offers multiple communications channels, including live chat, click-to-talk, email management and a self-service FAQ Knowledgebase.

LivePerson offers the most advanced tools to help retailers assess who is on their site in real time. The Operator Console lets retailers segment visitors based on interest and determine whom to engage, optimize both their marketing initiatives and website processes, measure and report on the ROI of their chat channel, and even prevent fraud.

Delivered on demand, our hosted solutions offer lower deployment costs, lower costs of ownership and simpler upgrades than packaged software.

Ready to Get Started?

For more information on LivePerson's integrated offering, please contact:

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Get a wealth of information about visitors to your site in real time! See visitors' city, state and country, whether they've previously chatted or bought from the site, and specific interests based on the product pages viewed, forms completed, and items placed in the shopping cart. Additionally, the LivePerson Campaign Viewer tracks all of the many paths that lead to your site.

The screenshot displays the LivePerson Operator Console. At the top, it shows the user is logged in as 'Gaelle'. Below the navigation bar, there's a filter for 'All Visitors [68]' and a 'Chat: Online' status. A table lists several visitors with columns for History, Contact ID, Skill, State, Operator, Current Page / Ticket Subject, Campaign Medium, Campaign Source, Total Time, and # of pages. The table includes entries for Gwyneth, SANEM, Uri, Suman, Irina, Richard, Bill, and Sharon. Below the table, a detailed view for 'Gwyneth' is shown, including a 'Name' field, a 'Transfer' button, and a search bar. The search bar has 'Auto Search by: LP_Company=liveperson' selected. Below the search bar, there's a 'Contacts' table with columns for Action, Name, Account Name, Account Site, and Phone. The contacts listed are 'Glad Komorov' and 'Todd Lewis'.