

SUPERWISE

Real-Time Chat Monitoring Made Easy

BETTER MONITORING.

BETTER CUSTOMER SERVICE.



HOW SUPERWISE WORKS?

SuperWise is a groundbreaking monitoring tool pioneered by LiveAdmins. It gives you the ability to oversee detailed conversations between your chat agents and website visitors in real time. It is packed with powerful features that enables you to enhance chat quality so you can ensure persistent customer satisfaction every time.

FEATURES



Agent Health Bar

Instantly see how chat agents have been performing in the past by reviewing their KPIs at a glance.



Notes

Add note to any chat transcript and email it directly to anyone for future reference and follow ups.



Reconnect

Restore every chat automatically whenever you re-open monitoring panel.



6er

Voted as the most user friendly interface by LiveAdmins clients, you can open up to six chat windows at one time.



Involve

Secretly assist the agent on how to handle a difficult situation or completely takeover the chats for full control.



Visitor Insights

Keep a track of your visitor's location, browsing history, behavioral flow, active time on site, and referring path.



Intelligent Chat Routing

Automatically route chats based on agent availability, language settings and level of training so visitors always get the best experience.



Supports All Devices

Be it a desktop, tablet or mobile SuperWise delivers optimum visitor experience on every platform.

ULTIMATE QUALITY ASSURANCE 24/7

Ensure Superior Quality Chats To Your Customers

BENEFITS



Improved Agent Performance

Enables improvement in agent performance by monitoring chats and providing them with real time feedback.



More Personalized Conversations

By monitoring and improving chat quality in real-time, your business can offer more meaningful and tailored conversations.



Saves Time & Money

Agent can instantly resolve customer queries with precise answers. Quick resolutions equal cost-effective customer service.



Optimize Website Performance

Visitor Insight lets you observe on-site visitor behavior, enabling you to monitor effectiveness of advertising & SEO campaigns.



Reduced Response Time

Ensures right information is promptly delivered in real time without making your customers wait.



Increased Convenience

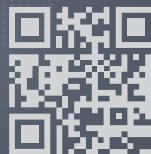
Resume previously monitored chats by switching to any device conveniently and track agent performance on-the-go.

WHERE CAN YOU FIND US?

500 North Michigan Avenue
Chicago, IL 60611
U.S.A.
+1 877 771 6067

G-14, Dubai Gate 1, Cluster Q
Jumeirah Lakes Towers, Dubai
U.A.E.
+971 4 423 2624

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Demo



Dubai | Chicago

www.LiveAdmins.com