

ImBox Chat

Chat gives your visitors good service – for real.

Lower the threshold for contact and meet your visitor directly on the website. Make your digital reception personal and quality-assure the experience of the brand with a chat.

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ImBox
Customer relations made easy

Create competitive customer relationships that convert.

Lower the threshold for contact and increase your availability. Serve more and sell more, in perhaps the world's most valued customer service channel.



Provide truly personal service

Meet your visitor directly on the website & converse in real time.



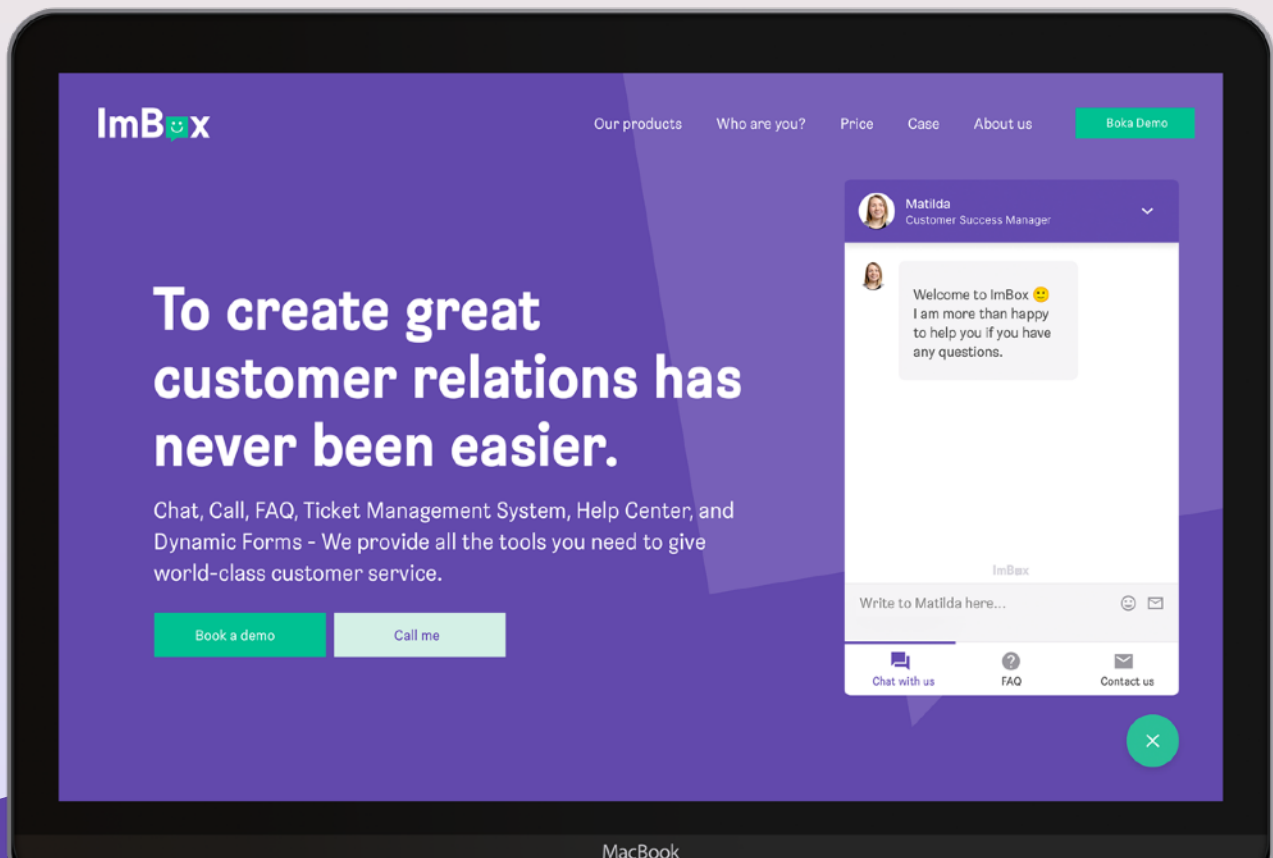
Get more conversions

Make it easy to get in touch with you, increase the chances of a purchase & shorten the sales process



Give support to more people at the same time

With chat, you can help several people in parallel.



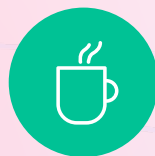
Three easy steps to get started with ImBox Chat!



Simply add our script to your website!



Download ImBox to your computer or as an app to your phone!



Grab a cup of coffee & start chatting! Easy as that 😊

Unique functions that are produced in-house, together with our customers.

Customized chat

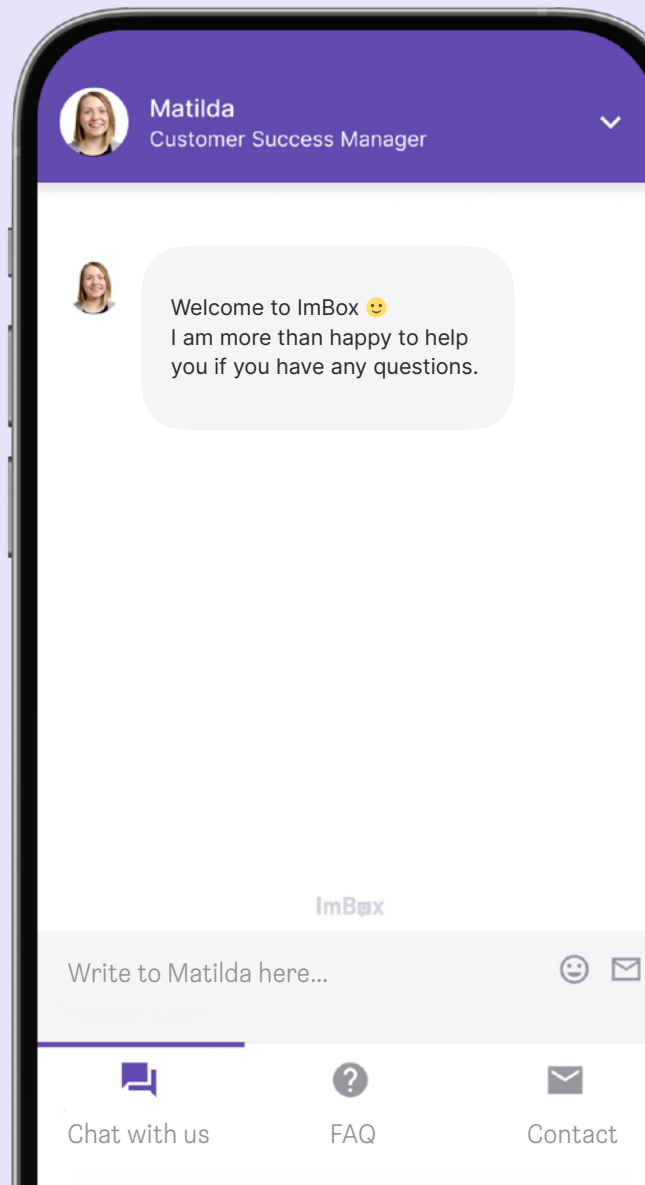
With your graphic profile. Have a profile picture, personal greeting phrase and title of the agent the visitor chats with to increase the feeling of a personal meeting.

Only visible when you are online

Set the right expectations with the visitor by only showing the chat icon when someone from the staff is available.

Label the chat

All chats can be labeled with different labels that you predefine to easily get an overview of what topics the chats are about.



Send chats internally

Easily forward the chat to a colleague if you need help.

Translation function

Get help from Google Translate directly in a conversation and translate the dialogue.

Preview the chat

See in advance what your customer is typing in the chat before they click "Send". This makes you both proactive and accurate in your service.

Sales tracking in chat

See at a glance what each chat generates and measure the results of your chat agents.

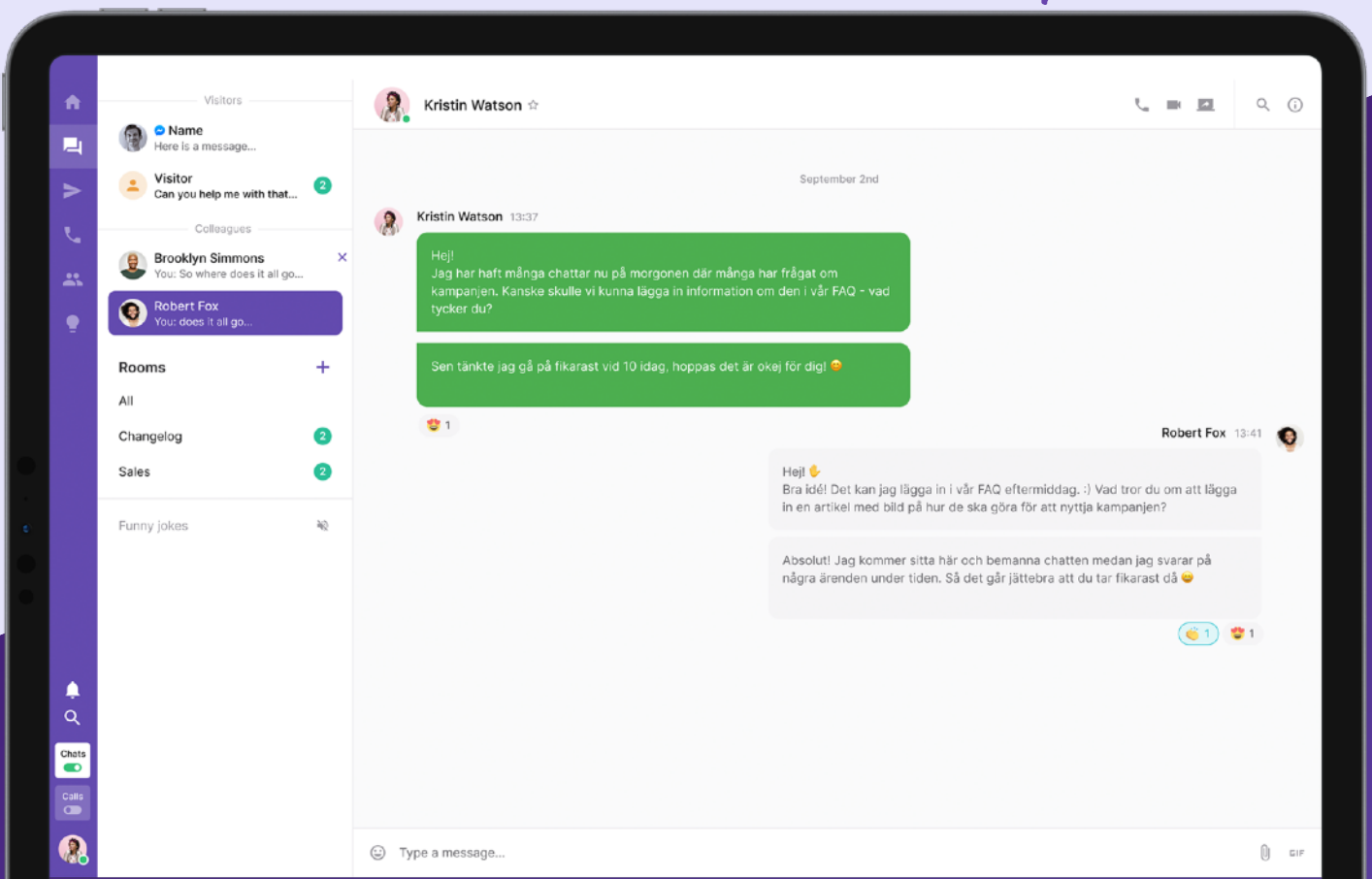
Quick answer & spell check

Maintain high efficiency and quality with ready-to-use answers. Avoid typos with spell check.

See the customer's shopping cart in real time

See what the visitor you're chatting to has put in their shopping cart so you can upsell and provide good service.

 Internal chat



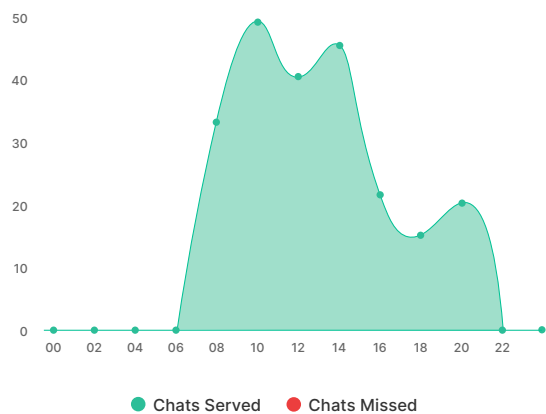
Unique statistics. On everything.

Everyone loves pie! Especially when it's served with statistics. With clear pie charts for the past and present, your customer service is presented at its' best. Keep an eye on important KPIs for customer service & get daily statistics for everything going on in your customer service channels.

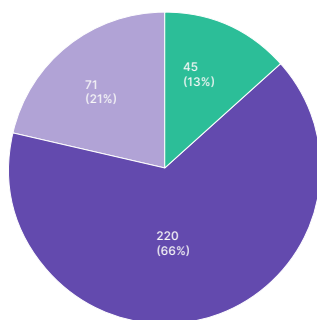
Are you meeting your SLA?

Ensure your customer service is at the right level according to your company's customer service level agreement. With statistics, you can do a daily health check to ensure that the service level is maintained.

Chats by Hour



Chats by Source



● Direct ● Referral ● Organic

How many chats have you had today?

See how many chats you receive & even miss. Sort over a specified time interval. Get to know your customer by analyzing today's chat activity.

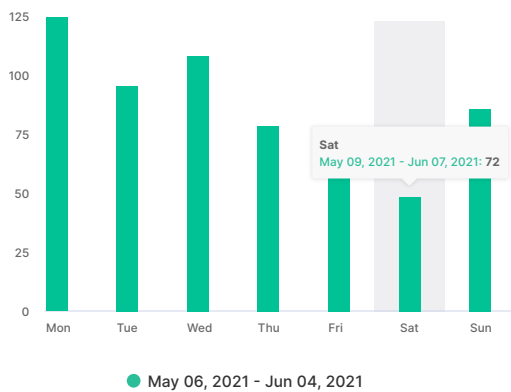
When do visitors want to chat with you?

Discover the load on the chat during the specified time period & staff according to your visitors' needs. Make yourself available to the customer when they need you & avoid understaffing at high-pressure times in the chat.

Which page generates the most chats?

See where on the site your visitor has been when they started a chat & identify any friction on your website.

Views by Weekday



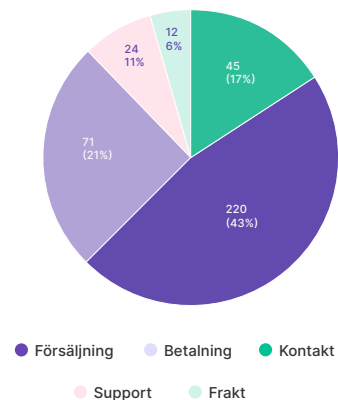
What topics are the chats about?

Get to know your visitor & get a concrete overview of the topics the chats are about via clear pie charts. With labels, you can sort what your chats are about.

Average response time

See the agents' average response time, from the time the visitor starts a chat until it is answered by a chat agent.

Chats by Source



Measure sales and performance in chat.

Prime sales stars and help learn from each other's converting chat dialogues.

See the average order value in the chat – additional sales & upselling in the chat channel

Who sells for what amount in the chat – see exactly what each chat generates

Ecommerce transactions

Has had chat x

Has seen chat x

Select agent...

2021-05-02

2021-05-16

Apply

218 597 :-
Revenue

643 :-
Average Order Value

1 426
Quantity

Date	Chat	Agent	transID	Product	Revenue	Custom 1	Custom 2	Affiliation
05/02 13:50		renee@email.com	76379	1	346.70	7637		DK
05/02 17:34	Yes	pierre@email.com	74347	3	554.20	3557		NO
05/02 19:02		ellen@email.com	78399	1	672.80	6789		SE
05/02 19:52	Yes	ellen@email.com	77382	2	819.00	3526		SE
05/02 21:08	Yes	renee@email.com	70912	4	782.30	1090		DK

Customized delivery. As if it was made just for you.

With your graphic profile, we design a chat box that looks just like you. That blends seamlessly into your website and is as personal as the person your visitor is chatting with.



Appearance matters

More people chat with companies that have a chat that aligns with the company's graphic profile.



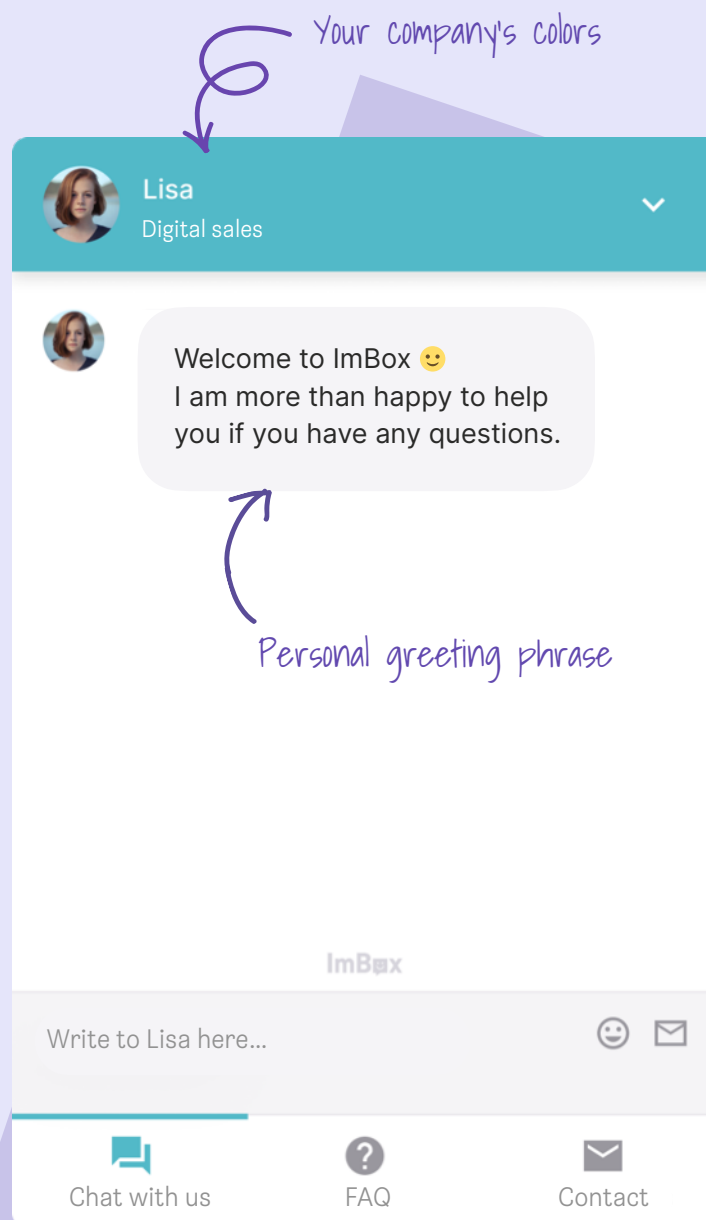
Personal profile picture, professional title & greeting phrase

With a name, profile picture, professional title & personal greeting phrase, you increase the feeling of a personal//reception//meeting.



Trigger the chat on specific pages

Pop up the chat when a visitor enters your website & give a personal welcome. Or show that you can help on pages that can create questions.



Facebook Messenger straight into ImBox.

Why should you connect to Facebook Messenger?

Get your Facebook messages straight into the ImBox tool. You can reply as quickly and easily as in a normal chat.

In addition, you reduce the risk of missing a message, and have all tickets in one place.



No personal Facebook accounts needed!



See which messages have been handled and answered in the ImBox tool.



One login for all channels, including Messenger



BankID in the chat offers **security** for your visitors.

Why should you offer BankID?

Integrate BankID and open up new possibilities for both you and your visitors. Services that previously couldn't be taken care of in the chat due to security reasons, you can now carry out with ease.



Safe & secure



Handle more types of services in the chat channel



Enhance the customer experience



More secure **phone calls** with **BankID** - verify the person you're talking to.

As simple as it is safe!

Thanks to this secure method for remote identification, you can now easily help your customers to carry out matters over the phone - matters that you previously haven't been able to handle for security reasons.

Smooth and frictionless for both you and your customer to be able to remain in the channel you started the dialogue!



Security for both you and your visitors



More secure customer experience



An increased service range



Video calls – directly in your chat!

Why should you offer video calls?

Video calling takes chatting to the next level. With video calls, you can enhance the omnichannel experience, meet your visitors in real-time and build stronger relationships. Use the opportunity to offer the same service online as you do in a physical meeting!



Create a more personal customer experience



Provide a more precise service



Blur geographical boundaries by always being available to your customer



Get your **Instagram DMs** in **ImBox** – never miss a dialogue!

One login, one interface for a clear overview

With our Instagram connection, you can manage and respond to DM's and story mentions in ImBox. It's just as effective and easy to respond to as any chat,

and you see the ticket status directly in the ImBox interface, along with whether someone has answered it or not. Gather everything in ImBox, log into one interface, and never miss a message again!



Manage Instagram DMs in the same interface as other tickets & service channels



Offer faster service



Better overview with everything in the same view

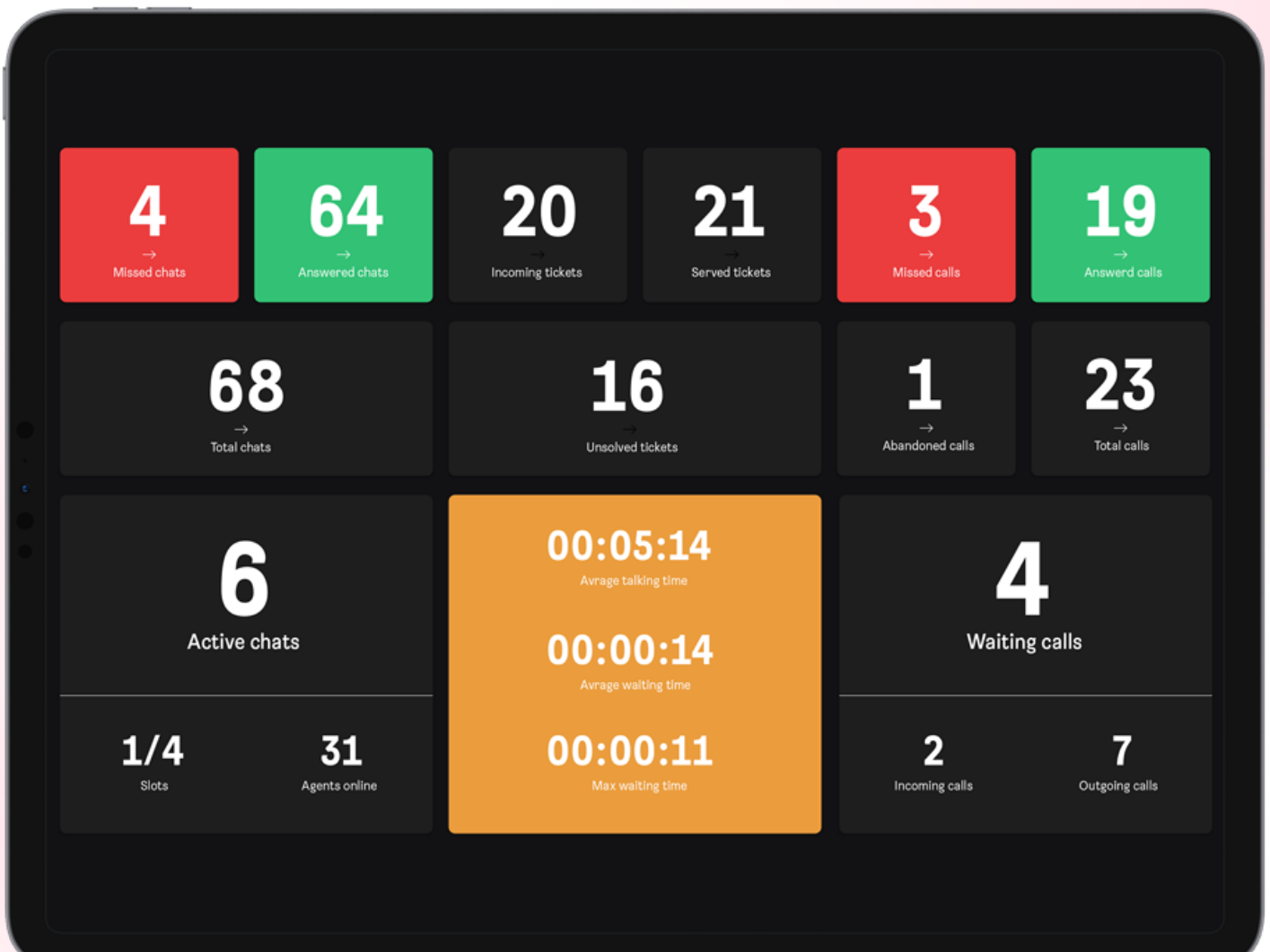


Visualize aggregated **statistics** in real-time with ImBox Wallboard

Easy to set up & easy for everyone to track the progress of the customer service team!

Implement ImBox Wallboard and visualize the key figures and statistics for your ImBox services in real time. Ensure that everyone is working towards the same goal and can follow the development -

what is going beyond expectations and what needs to be optimized here and now? Inspire, evolve, and get everyone onboard toward increased efficiency!



Why ImBox 🎉

Seamless & borderless customer communication, in all channels.



Simple but smart services

Nobody uses services that are complicated. So our services are both simple and user-friendly, for both you and your customer!



Complete supplier

The only tool you need. Only log into one system to manage all your customer dialogues – for telephony, chat, Messenger, ticket management & forms!



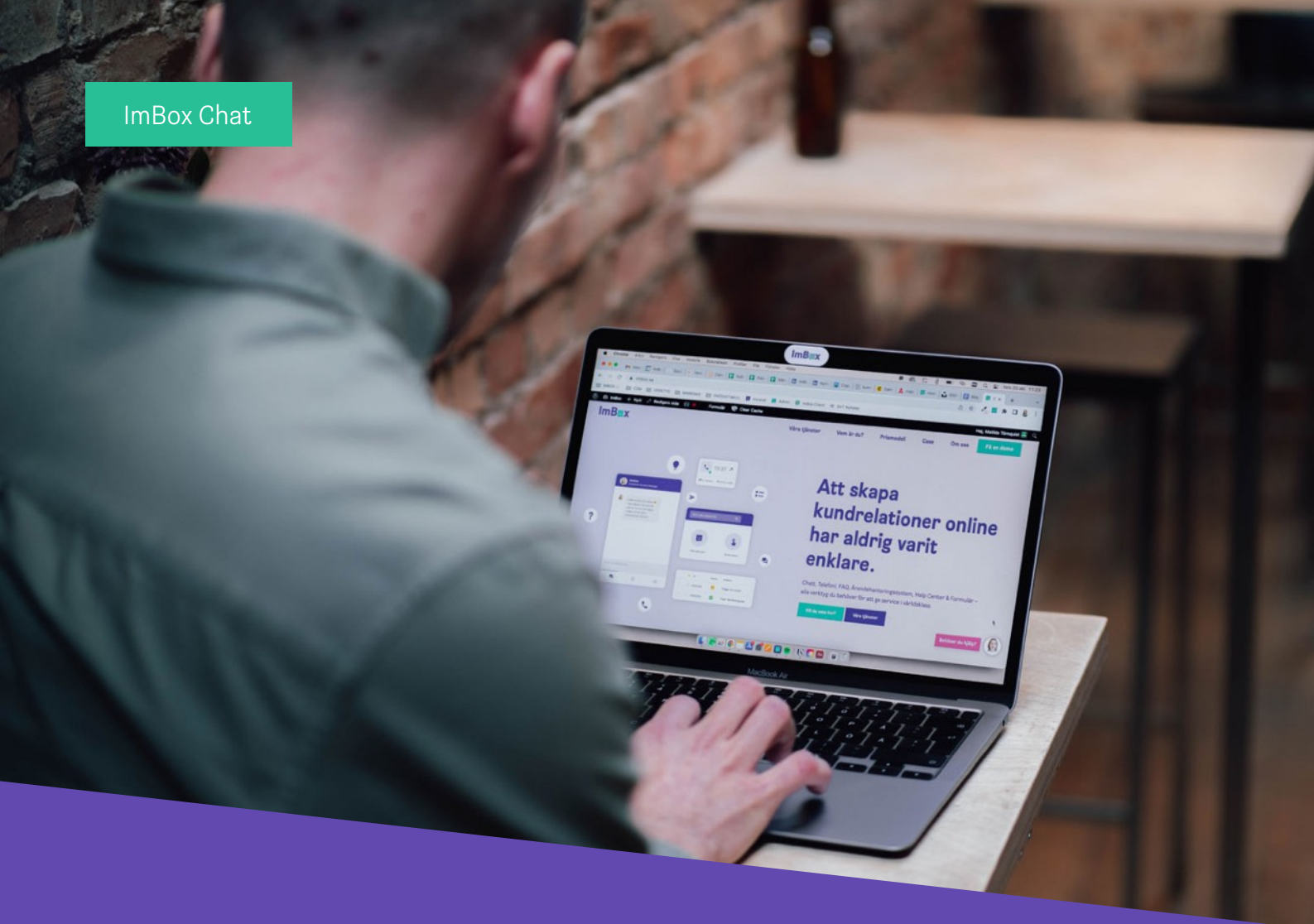
Support on speed dial

With English and Swedish support, onboarding and coaching by our experienced customer care workers throughout the collaboration, you get the most out of your services with us.



Product development in-house

All our services are developed internally by us. As a customer, you can be involved and influence how our services develop, and the decision paths for new functions are never long!



Always included in our services!

It should be just as easy to give good service as to get really good service. Throughout our collaboration, you'll get to share knowledge, experience and insights within digital service.



Onboarding & training by specialists in digital service.



WCAG – all ImBox services comply with the law on accessibility.



GDPR secure – with data storage in Europe, all our services are GDPR secure.



Support within 10 seconds – available to you via chat, phone and e-mail.



Welcome to the ImBox family 🎉

You are now part of the revolution in customer communication.