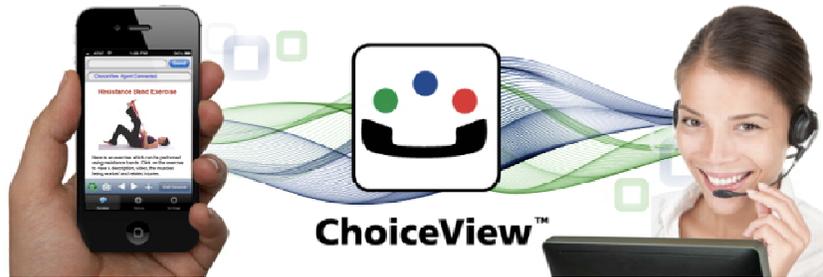


## Share Visual Information with Customers / Field Personnel

It's been said that "One picture is worth a thousand words." With ChoiceView Live Agent software on their Windows PCs, your agents or service representatives (reps) talk or chat while sending visuals to mobile device or browser users. Studies show that adding visuals can increase recall and problem-solving by at least 600 percent. Callers using the ChoiceView App participate in the call while viewing products, diagrams, web pages, maps, videos, or other information sent from a ChoiceView-enabled rep.



## More Productive and Satisfied Reps

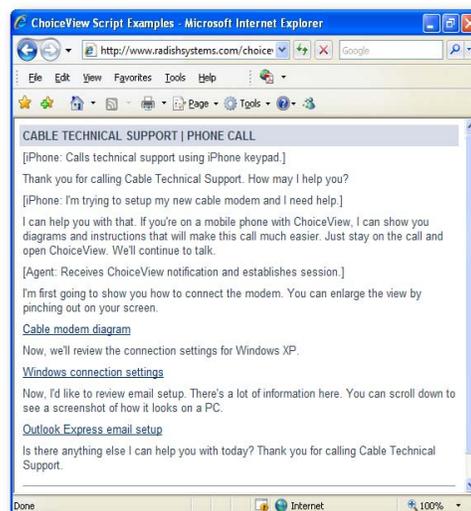
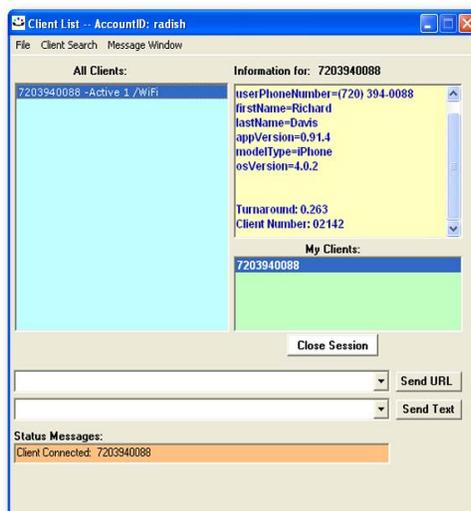
Reps find ChoiceView easy to use. It allows them to make additional sales, provide accurate information, and enhance their services. Increased productivity and satisfaction reduce rep turnover.

*"ChoiceView's value proposition is based on **delivering efficiencies** in the Contact Center. It can:*

- ***cut 10-15 percent** off of average call handling time,*
- ***increase revenue** by at least 10-15 percent for transactions involving up-selling or cross-selling opportunities,*
- ***reduce the number of repeat calls** by collecting correct and complete data, and*
- ***build loyalty**, because once users have ChoiceView they will choose to do business with a ChoiceView-enabled company."*

*Chuck Blumenkamp, with 29 years experience running centers for Verizon, Contel, and GTE*

### ChoiceView Live Agent screen and example phone script:



*ChoiceView Live Agent screens are easy to understand and use with minimal training.*

*The yellow information box shows the call history of all requests from the caller and each visual piece of information sent by the representative.*

*With drag and drop functionality, reps spend less time with each end user. Yet they have more closed cases with greater satisfaction for everyone.*



**ChoiceView™**

# ChoiceView Live Agent for Contact Centers and Individual PCs

## More Sales and Happier Customers

Give your customers and field personnel a unique and rewarding experience with ChoiceView, whether they're seeking information, shopping, or receiving technical assistance. They talk/text while receiving and seeing visual information. For example:



*A field technician contacts a ChoiceView-enabled cable company to ask for support in the installation process. The company's service rep sends the cable modem diagram of the correct setup while talking to the technician.*

*The rep sends additional diagrams in response to the technician's questions until they successfully complete the installation.*

*The entire ChoiceView transaction takes less than 10 minutes, much less than the typical call time! The customer is happy that her cable connection works, is impressed with the cable company's efficiency and the technician has saved valuable time.*

Key Features	Significant Benefits
<b>Visual information exchange.</b> Rep shares visual information with end user during a phone call or chat session.	<b>Saves time and increases accuracy</b> when discussing products, diagrams, maps, procedures, instructions, menus, and other information.
<b>Drag and Drop.</b> Rep uses this capability to send information to end users from scripts, favorites, browsers, or other programs such as Word.	<b>Increases rep productivity</b> while reducing call duration. <b>Requires less training time.</b>
<b>Data with Call.</b> Automatically joins the data session with incoming phone call to deliver a 'payload' of calling party information before rep answers.	<b>Transfers voice/data together.</b> Without having to repeat information, rep gives end user a more personalized experience and quicker transaction.
<b>Session Records.</b> Maintains rolling session summary of real-time transaction records. Records are exportable.	<b>Shows "at-a-glance" and transfers history.</b> Rep sees transaction history and can transfer it to another rep or supervisor.
<b>Data Session Recovery.</b> Recovers dropped data sessions to reinstate customer transaction.	<b>Decreases abandonment rate.</b> Transactions are quickly completed with the same rep. <b>Reduces frustration.</b>
<b>Agent Distribution.</b> Integrates, optionally, with existing Automatic Call Distribution (ACD) and contact center systems to provide reps with screen pop.	<b>Seamlessly works with your existing systems.</b> Requires no new hardware, only software implementation.
<b>SendView.</b> Rep can receive and view photos, video clips, forms, and chat directly from end user.	Improves understanding and comprehension. <b>Saves time and increases accuracy.</b>

## Try ChoiceView Now

View video demos and learn more at [www.RadishSystems.com](http://www.RadishSystems.com) or call for info/live demo at 720.440.7560

**System Requirements:** Live Agent software runs on a Windows PC (XP or newer) with an Internet connection. For optional rep screen pop, Caller ID or Automatic Number Identification (ANI) service is required on the customer service rep's phone line.

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