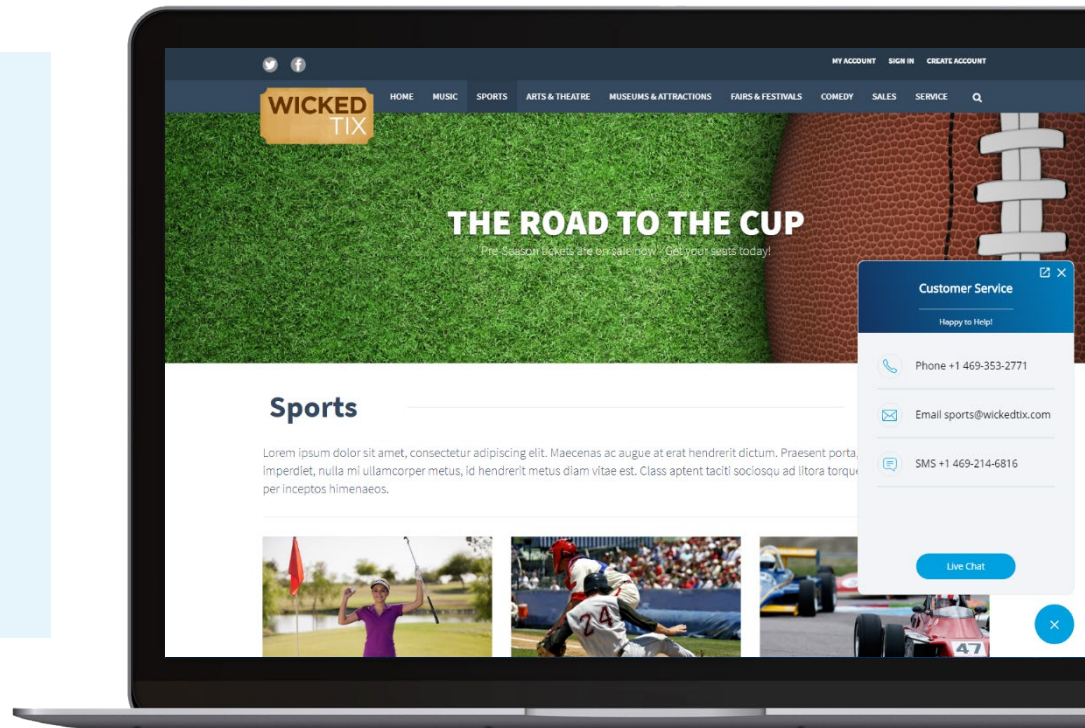


# CONTACT CENTER MESSENGER

Deliver rich digital customer experiences over your customers' preferred device

## Key Benefits

- Elevate conversion rates with live chat
- Enrich the customer web experience with personalized service
- Increase customer satisfaction by offering help when customers need it most
- Improve employee productivity with multi-interaction handling
- Simplify operations with an all-in-one omnichannel platform

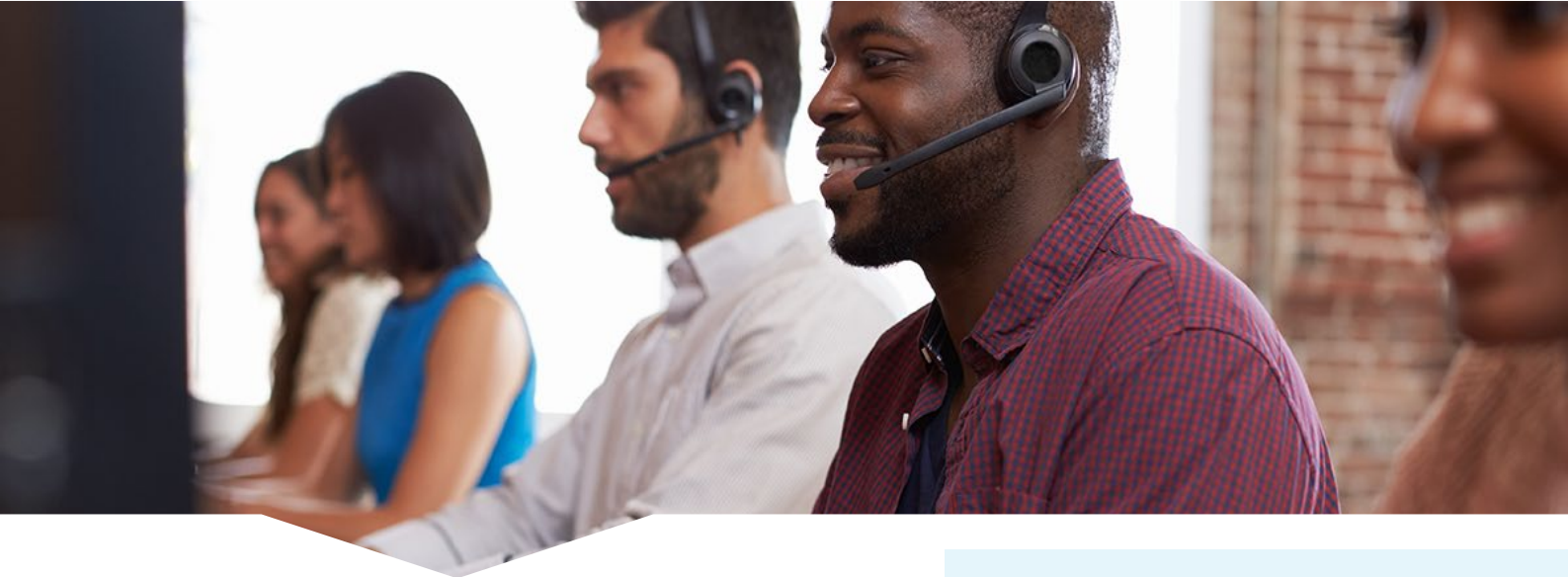


Mitel's Contact Center Messenger turns your website into a true customer experience portal.

## Make live chat a key part of your overall omnichannel customer experience strategy

It's a fact that live chat increases conversions toward more online sales while increasing customer satisfaction. Customers that start their journey on your website want to complete their journey there without having to call you. Live chat makes it easy to resolve customer inquiries or complete a sale with real-time, personalized help from agents, when needed.

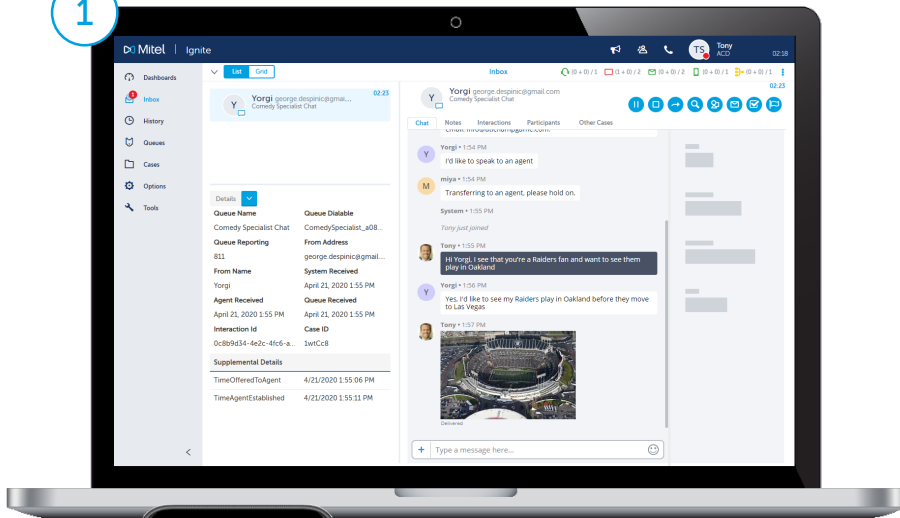
Contact Center Messenger is part of Mitel's all-in-one omnichannel customer experience platform. By integrating live chat into your omnichannel customer interaction strategy you'll take advantage of a single agent interface, unified workflow routing and reporting, and a single administrative application to run it all.



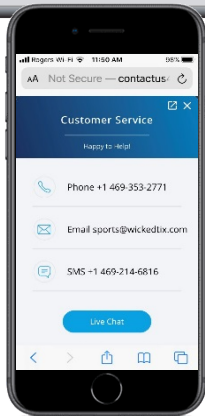
## Key Features

- **Choice** – give customers the freedom to chat from their desktop, laptop, tablet, or smartphone
- **Enrich** – embed Google Maps, YouTube, interactive cards, and more to enrich the customer experience
- **Collaborate** – share images, video, documents and links between customers and agents
- **Empower** – agents see customer interaction history, chat details and customer data from CRM while handling customer chats
- **Speed** – agents can quickly insert templated replies into their customer chats
- **Utilization** – agents can handle multiple customer interactions simultaneously
- **Omnichannel CX** – handle live chat along with phone calls, emails, chatbots, SMS, and social media from a single platform
- **Web Integration** – effortlessly add a secure chat widget to your website with a few lines of code
- **Brand** – customize your chat widget to match your brand image

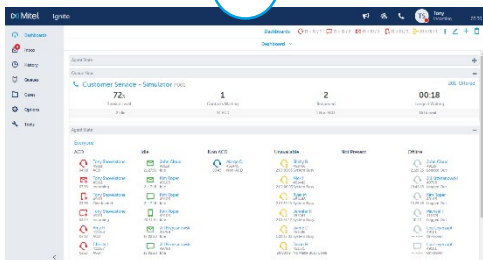
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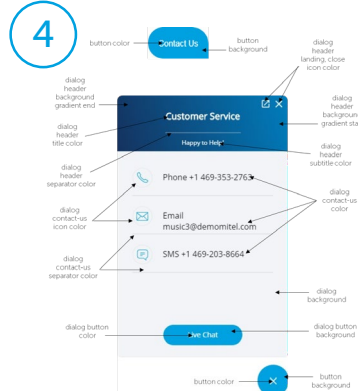
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- Agent Experience**  
Handle live chat via the omnichannel agent desktop
- Customer Experience**  
Provide customers with a consistent chat experience on any device
- Management**  
Manage chat agent performance and contact center operations
- Brand**  
Customize your chat widget to match your brand style