

Introducing the Enreach Virtual Agent

# CREATING CUSTOMER SERVICE MAGIC

Create Contact Magic





# MEET EVA

your: **customer support**

**salesperson**

**receptionist**

**time saver**

**magic maker**

**invaluable team member**

**your 24/7 business booster**



# CUSTOMER SERVICE THAT WORKS WONDERS

**Enreach Virtual Agent creates the experience customers love. When they visit your site, it welcomes them and answers questions quickly and intelligently. Customers become engaged because you're giving them exactly what they need to know.**

A realtime view of customers and their website journey gives you a sixth sense of what the customer is thinking. You have the power to control the conversation, connect and respond instantly. At any time you can jump aboard and become more active in the process. Give your visitors a nudge in a certain direction to make sure they continue to be engaged. Answer the more specific questions they may have. Then they'll have all they need to buy from you, not somebody else.

So, they stay on your site. They contact you. They buy from you. They like you. They recommend you to their friends. Then they also buy from you.  
They're happy, you're very happy.



“Hi Adam. I see you're on our technical specification page is there anything we can help with?”

Monitor every interaction and dive in when you think a customer might need a nudge in the right direction. You're in total control.



# YOU'LL LOVE THE CONVERSATION HUB



## IT'S AT THE HEART OF EVERYTHING EVA CAN DO

Think of how everyone has worked for years; customer contacts fly in from all directions and land in any number of email inboxes. They're isolated and may not get answered, leaving customers frustrated. The one team member responsible could be away, or just snowed under with work, so they get stressed with the added workload.

### Say Hello to the Conversation Hub

It's a refreshing new way of working. No matter how your customers choose to get in touch, everything is directed to one central touchpoint. Every member of your team can jump on the Hub as all communications are channelled in to one location. The app acts as bridge between platforms so your teams can happily collaborate on Slack or Teams.

The Hub is an amazingly efficient and enjoyable way to work. It empowers your teams by giving them all the tools in one place to create stellar customer experiences that work like magic.



# JUST A FEW OF THE GREAT THINGS EVA DOES FOR YOU



## Help your customers to help themselves

Empower your customers. There's no need to wait for an operator or customer service assistant. They can get the answer to questions instantly, and move on.

## Save time & money

So many of the same questions, so much time answering them. When you and your team are busy spinning plates and juggling a million tasks, you don't need to be dragged away from what you're doing. No problem, leave it to EVA. Routine questions are dealt with swiftly and efficiently. The result? One happy customer, one happy you.

## Create One-to-one, personal contact at any scale

Make every customer feel special and understood. The functionality helps you offer support and create conversations that are useful, meaningful and natural.

## Customers can communicate with you their way

Your customers can communicate with you the way they feel most comfortable. Chat, call, direct message or message with WhatsApp.



# **SIMPLICITY** **ALL THE WAY**

The software is built for simplicity. There's no coding and the initial set up to take your first steps is a breeze. You can easily customise everything to suit your business perfectly. We're here to hold your hand all the way to get you going. Just think of us as an extra member of your team.

# **THE POSSIBILITIES** **ARE ENDLESS**

Once you're up and running, the first step of your amazing journey has begun. You'll soon discover the potential of the Enreach Virtual Assistant. You'll clearly see how it can boost your business by taking your customer service to a whole new level. You can even add audio and video chat to your box of tricks to expand its capabilities and connect with your customers in a whole new way. Its uses and potential are only limited by your imagination!



**“Hi John. why don't we jump on a quick video call so I can run you through the great new features? ”**

Create even more direct and meaningful interactions by expanding EVA's functionality to voice and video

# WE ARE ENREACH

Enreach is a European-based unified communications provider championing a style of open collaboration that makes contact between business and small teams magic. Putting right-sized technology like Virtual Agent in reach of every kind of business – no matter the size – is what we do every day for entrepreneurs, wholesale partners and service providers.

We make business technology, connectivity and productivity integration easy for organisations as they grow. Businesses in different industries have requirements for staying in contact with their employees and customers. Our products and services optimise these contact points allowing people to reach new levels of productivity.

We have the size to back and develop exciting new technologies, but we're small enough to always care about you.



**2.6m**

Users in 28  
Countries



**20**

Offices in 11  
European  
Countries



**1000+**

Employees



**[www.enreach.com](http://www.enreach.com)**

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