



Velaro Live Chat

Top 5 Reasons to Choose Velaro & Plan Options

1. SUCCESS MANAGEMENT

Your Velaro Success Manager becomes your primary point of contact for anything that you need regarding your use of Velaro live chat. Leveraging more than 10 years of live chat expertise, we have developed a proprietary process for maximizing the benefit live chat can provide. All Velaro Success Managers have expertise in guiding you through this process. We want to make sure that you aren't a statistic and that you effectively use our software and see a return on your investment in us.

2. ADVANCED REPORTING

At Velaro, we believe that our reporting should be advanced enough to support any contact center. Consistent with this belief, our service allows you to track and measure every aspect of your online business, including comprehensive account-level and agent-level utilization reporting, customer wait times and satisfaction, and of course, conversion tracking to see just how many of your browsers have become buyers. With over 50 different reports, our users have access to hundreds of different individual metrics.

DON'T BE A STATISTIC

According to Gartner Group 42% of CRM related software licenses are never implemented.

The reason is typically due to poor training, preparation, and the proper expertise needed to deploy and use the software effectively.

3. FLEXIBLE INTEGRATIONS

Velaro realizes that live chat doesn't operate in a box. As a result, we integrate seamlessly with leading third party applications so you don't have to pay for what you already have. From CRMs to ticketing systems and beyond, we act as the perfect complement to your current repertoire. If that's not enough, our open standards make these real-time, third party application integrations a cakewalk. Whether you're looking to match customer IP addresses with existing records, or trying to find a way to post chats to an HTTP address via XML, Velaro does it all.

4. RELIABILITY

Velaro offers the highest uptime in the industry with a 99.98% guarantee. With a guarantee like that, it's no surprise that some of the world's largest companies (from all different sectors) rely on our product to streamline their day-to-day operations. Our 24/7, 365 day infrastructure makes us the perfect, mission-critical tool for your businesses. All servers are hosted at a co-location facility which provides redundant fiber connectivity directly to multiple Tier-1 carriers.

5. CUSTOMIZATIONS

We understand that a company has unique logos, type fonts, and color palettes that define their brand. Fortunately, Velaro provides your team with the ability to easily modify how chat will look on your website (allowing JavaScript, rotating banner ads, etc.) The customization doesn't end there either; users also have the option to set up custom chat invitations as well as custom reporting options.



Options

Key Features	Business Basics \$29.95/agent/mo	Smart Business \$ 99.95/agent/mo	Enterprise Omni (Contact us for pricing)
Click-to-Chat/Click-to-Call			
> Click-to-Chat	✓	✓	✓
> Click-to-Call	✗	✗	✓
> Simple Quick-Start Wizard	✓	✓	✓
> Pre & Post Chat Surveys	✓	✓	✓
> Basic Branding & Customization	✓	✓	✓
> Dept/Skills Based Routing	✓	✓	✓
> Customizable Buttons & Chat Windows	✓	✓	✓
> Premade Messages	Personal	Personal & Shared	Personal & Shared
> Push-Page & Agent-to-Visitor File Transfer	✓	✓	✓
> Advanced Branding & Templating	✗	✓	✓
> Advanced Workflow & Queue Based Routing	✗	✗	✓
> Remote Desktop Sessions	✗	✗	✓
Reporting			
> Standard Reporting	✓	✓	✓
> Comprehensive Survey Reporting	✓	✓	✓
> Multi-Step Conversion Tracking	✗	✓	✓
> Advanced Contact Center Reporting	✗	✗	✓
Third Party Integration			
> Google Analytics	✓	✓	✓
> Google Translate	✗	✓	✓
> Salesforce.com	✗	✓	✓
> Netsuite.com	✗	✓	✓
> Microsoft Dynamics	✗	✓	✓
> Sugar CRM	✗	✓	✓

continued >>>

Let's chat.

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Options Continued...

Key Features	Business Basics \$29.95/mo*	Smart Business \$ 99.95/agent/mo	Enterprise Omni (Contact us for pricing)
> Zendesk	✗	✓	✓
> GetSatisfaction	✗	✓	✓
> Vonage	✗	✗	✓
> Twilio	✗	✗	✓
> CallWithUs.com	✗	✗	✓
> NetApplications/HitsLink	✗	✓	✓
> AspDotNetStorefront	✗	✓	✓
Real-Time Visitor Monitoring			
> Visitor Page Navigation History	✓	✓	✓
> Advanced Geo-Targeting	✓	✓	✓
> Search Engine & Keyword Reporting	✓	✓	✓
> View Previous Chats & Survey Submissions	✓	✓	✓
> Advanced Off-Line Visitor Reporting	✓	✓	✓
> Third Party Application Integration	✗	✓	✓
> Transaction Tracking	✗	✓	✓
Intelligent Engagement			
> Proactive Chat Rules & Triggers	1 Basic Trigger	1 Trigger	Unlimited
> Real-Time Alerts & Notifications	✗	✓	✓
> Advanced Proactive Chat Invitations	✗	✓	✓
> Customer Segmentation	✗	✓	✓
> Content Targeting	✗	✓	✓
Security			
> 256-bit SSL Security	✓	✓	✓
> Role Based Security	✓	✓	✓
> IP Address Blocking	✓	✓	✓
> 1 Free Admin License	✗	✗	✓
> Enterprise Security & Password Management	✗	✗	✓
> Unlimited Named Accounts	✗	✗	✓

continued >>>

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Custom Integration			
> Automated Data Exchange to Your Apps	✗	✗	✓
> Developer API Access	✗	✗	✓
> Extended Desktop Integration	✗	✗	✓
Success Management			
> Customer Support Access	✓	✓	✓
> Customized Training	✓	✓	✓
> Success Manager Access	✓	✓	✓
> Success Reviews	Yearly	Quarterly	Weekly, Quarterly, Annually
> 24x7 Emergency Support	✗	✗	✓
> Service Level Agreement (SLA)	✗	✗	✓

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