



BOLDCHAT™

Live Chat Software

No member likes to play the waiting game. Create a better member experience with this on-demand and personal service solution.

With new technology constantly emerging, your members are accustomed to instant gratification. Whether they have a question or issue, they want instant, yet personable, ways to get them resolved.

Our suite of BoldChat products offers fast and personalized member service through your website.

With BoldChat, you provide one-on-one support that your members appreciate and deserve.

Member care is imperative to maintaining a positive relationship, and in some cases, it can be the deciding factor for potential members to join your credit union. BoldChat is one more way to increase the level of service you provide — by reaching each consumer on their terms. Using this technology will help build trust and credibility as well as attract and retain members.

BOLDCHAT

Why your members will love it.

More younger audiences are already using live chat on a regular basis. Having a chat solution available will help you tap into a growing market by providing one of the preferred communication channels.

BoldChat is designed for credit union members or potential members so they can discuss issues or concerns with a live person. Your credit union's support is available 24/7 so members' needs are met in a timely manner. Even after business hours they can use BoldChat to send emails with their questions to Member Service Representatives (MSRs) who can respond the next day.

What's so special.

BoldChat has the capability to increase your credit union's sales and loan volume. As consumers browse your products and services listing on your website, they may have questions that need to be answered before they finalize their decision. With BoldChat, you can answer those questions — your members won't even need to leave your site or pick up a phone.

BoldChat also has the potential to trim costs for some of your major expenditures, such as phone, fax and staff. With BoldChat, you can use these less often resulting in reduced operational costs.

Key Features:

- **Reporting Engine and Scheduler** – Pull versatile and easy-to-read reports on visits and chat interactions while the scheduler delivers information to you automatically.
- **Customizable Buttons and Windows** – BoldChat windows are HTML based, which means you have complete control over them.
- **Push Pages, Spell Checking and Typing Indicator** – Chat operators can direct the visitor's browser to a page of their choosing in a single step.
- **Searchable Canned Messages** – A searchable knowledge base is easy to construct. Messages can include links, images, font treatments and personalization variables like the chat agent name.
- **128-bit SSL Encryption** – Ensures chats are secure and private through industry-standard encryption.
- **Post-Chat Survey and Email Transcript** – Allows operators to email the chat transcript to website visitors, as well as conduct chat surveys to gather feedback on their chat experience.

Find out how BoldChat can enhance your credit union's service excellence by calling **800.262.6285** or by visiting **CUSolutionsGroup.com**