

# eVoke™ Live Chat

Convenient communications  
Faster payments  
More engaged consumers



As consumers progress through their financial journey and have questions, convenient communication channels are important. Sure, phone and email can provide needed consumer information, but both stop the payment process, and potentially delay payments. When consumers are online, it's important for agency's to meet them where they are and answer their questions quickly without disrupting the payment process.

Today, more than half of all **consumers prefer live chat** to calling for support. It's easy. It's becoming ubiquitous online. And it's no longer a "nice to have" feature, especially when payments are involved.

Integrating eVoke™ Live Chat provides the **convenience your consumers want**, while decreasing the time and cost of answering consumer questions on the phone.

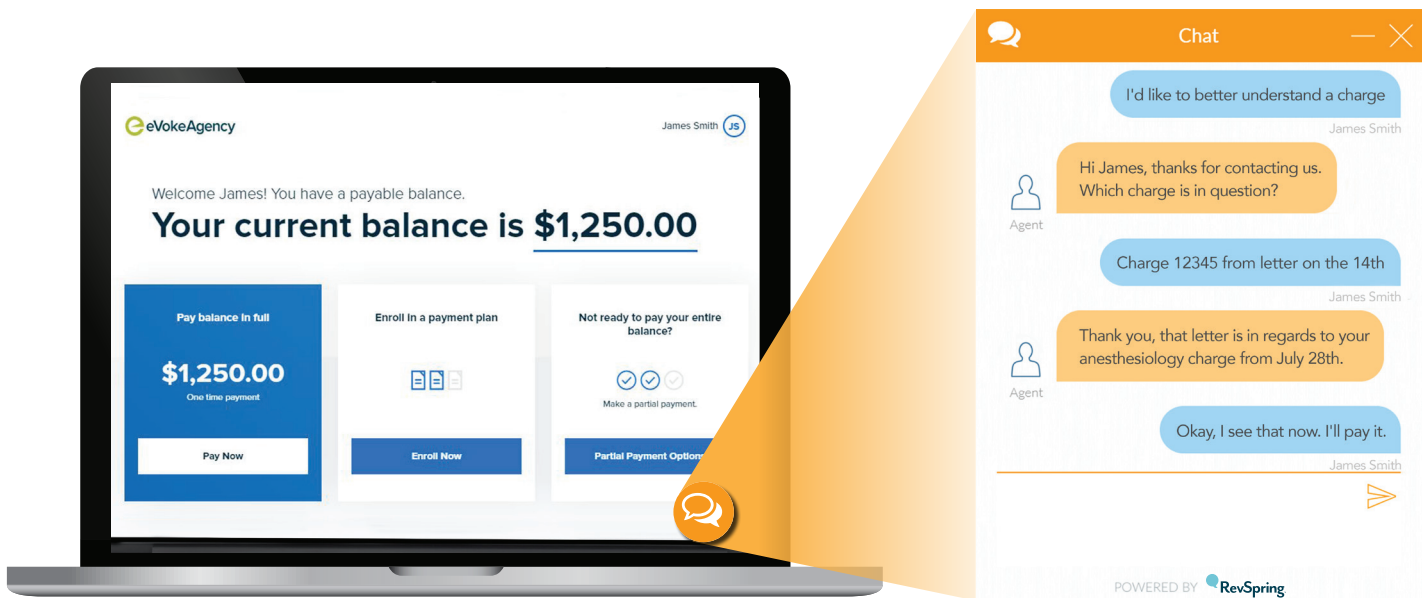
Chat delivers answers quickly and conveniently, providing consumers the information they need in two minutes instead of the average 12-hour delay for email. It's no wonder that 79% of consumers say they prefer live chat.

Chat also enhances a digital first strategy by encouraging even **reluctant consumers to engage in a digital channel**, driving more transactions online and reducing administrative costs. When 63% of customers are **more likely to return to a website that offers live chat**, ensuring consumers have that avenue for communication reassures them that self-serve is simple, fast, and secure.

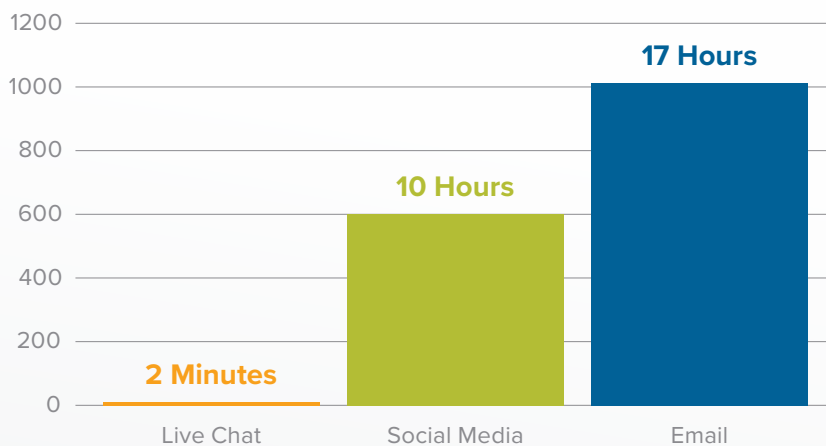
Adding live chat is simple to set up, easy for employees to learn, and ready to go. If you are interested in adding eVoke Live Chat to your portal or website, contact your RevSpring account manager today.

## Benefits

- **Cost Effective**  
Enable your support team to assist several consumers at once. On average, live chat team members can handle three or more chats simultaneously.
- **Increase Payments**  
Engaged consumers who use live chat are three times more likely to complete the desired action—and that means more self-serve payments.
- **Improve Consumer Experience**  
Your consumers want to engage online. They will thank you for it. Meet them where they are at without disturbing their payment process.
- **Drive Digital Strategy**  
Fast and efficient answers online encourage consumers to engage more in digital channels.



## Drive Digital Engagement with 100X Faster Response Times



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## Features

- **Manage multiple requests easily and in real-time**
- **Auto translation eliminates language barriers**
- **Secure and Encrypted**
  - SOC2 and HIPAA compliant
  - Secure file transfer
  - Industry-leading 256-bit encryption for all sessions
  - Encrypted from keyboard-to-keyboard, keeping data safe and secure
  - All exchanges are logged and archived

