

SMART CHAT

LIVE CUSTOMER ENGAGEMENT



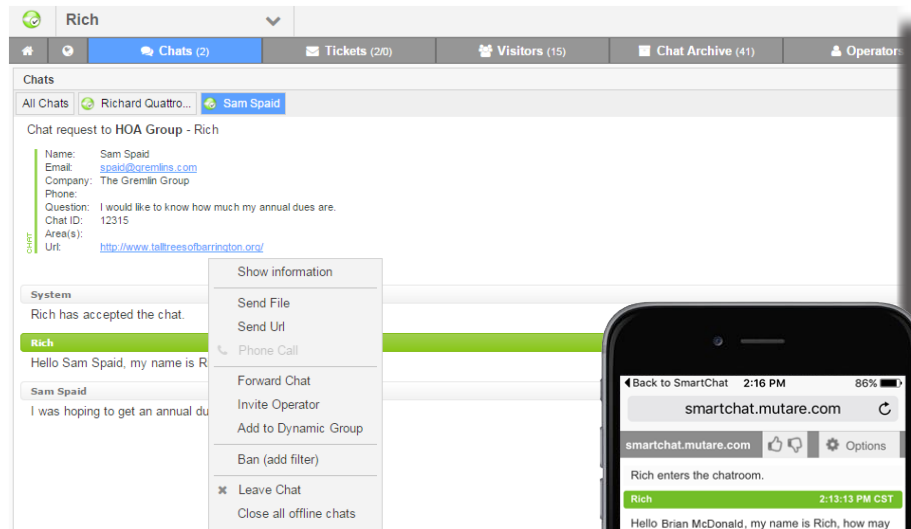
SMART CHAT

Engage your customers live on your website and mobile apps with Mutare's Smart Chat. Smart Chat lets customers click or tap to chat and connect with your knowledgeable team for sales, service and support securely in real-time.

SMART CHAT SUPPORTS

- Live chat via website and mobile app
- Secure messaging
- Multiple simultaneous chats per operator
- Geolocation
- Real-time website visitor view
- Co-browsing
- File sharing, URL push and pictures
- Canned resources
- Ticketing system
- Robust reporting

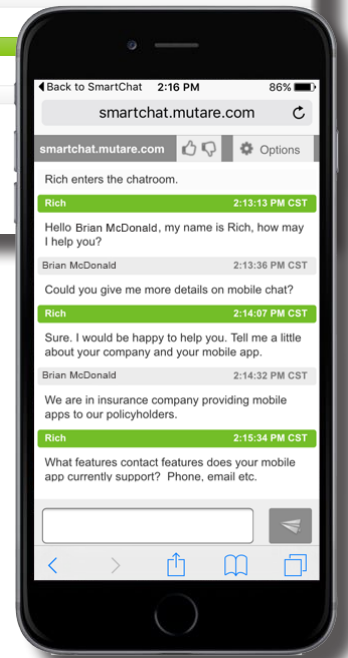
Smart Chat enables faster response to customer questions and supports better brand engagement. A Smart Chat operator can handle multiple simultaneous conversations so customers spend more time engaging and less time waiting to speak to someone. Operators can be more efficient



using canned responses to frequently asked questions to speed transactions, reduce errors and enable a consistent customer experience.

EFFICIENT & AFFORDABLE

Smart Chat is secure, easy to implement and cost-effective. There is no equipment to buy and you don't need a contact center to operate. Smart Chat is scalable for any size organization from one operator to thousands.



ABOUT MUTARE



Through unified communication technology Mutare creates customized software that makes communication easy, secure and efficient, with solutions for speech to text transcription, smart notification, secure mass notification, contact centers and more.