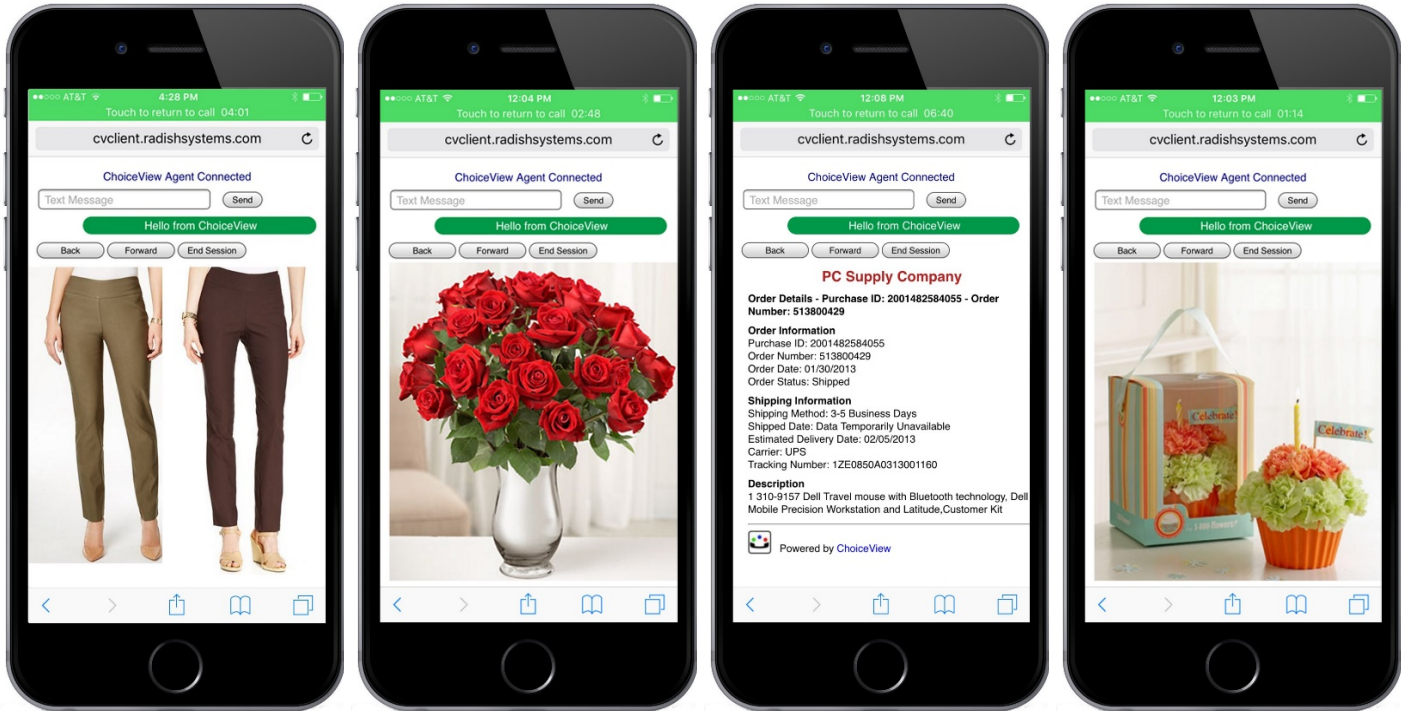




Case Study ChoiceView® Improves E-Commerce with Visuals

Smartphone users expect to leverage multi-media to see and hear about items they wish to purchase. By adding ChoiceView 'Voice with Visuals' to existing or new IVR automated voice systems and live assistance contact centers, businesses can show their items, services, specifications, pricing, tickets or receipts during a live phone call or chat session. Having the option to see and complete a transaction makes it easier to buy and be serviced. The following examples don't need words to show ChoiceView at work.



Retailers and Original Equipment Manufacturers — Don't Be Left Behind

- Are you an IVR, Virtual Assistant, Contact Center, or CRM firm that would like to quickly offer these capabilities over-the-top of your solution?
- Are you a retailer that wants to quickly move to improve the customer experience, shorten average handling times, improve first call resolution, and have more call containment in the IVR?
- No problem! ChoiceView products and APIs allow this capability to easily be added to existing or new IVRs and live assistance contact centers.



Radish Systems, LLC
Boulder, CO USA [720.440.7560](tel:720.440.7560) (corporate)
[ChoiceView for Amazon Connect](#) [@ChoiceView](#) [@RadishSystems](#)
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