



USE CASE: Customer Care

Find Online, Buy Locally, Fix Today!

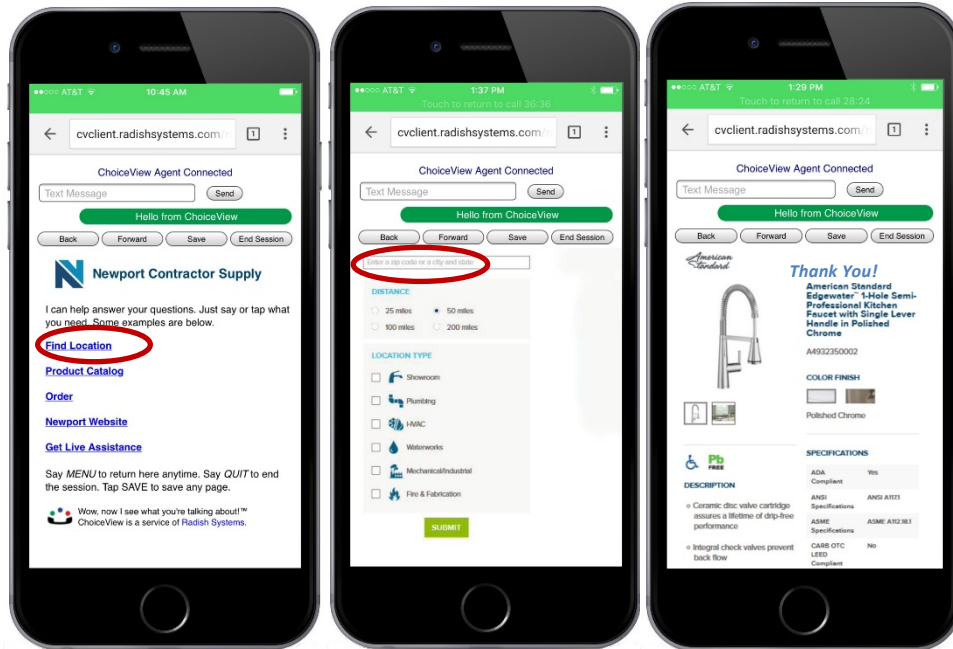
*Home improvement projects can't wait for mail order.
Use ChoiceView "Voice and Visual" exchange to buy parts today.*



When a home repair, such as installing a new faucet, must be done today, a customer wants to find it nearby. After locating the closest store, he must know if its in stock. Using his smartphone, first with the Interactive Voice Response (IVR) then talking to a live rep, he finds the nearest store that has the faucet. **It's a win-win!** The customer is happy with the customer experience and same-day installation. A local store up-sells and makes the sale.



ChoiceView® Visual IVR & Visual Live Agent USE CASE



1. Customer calls home improvement firm's 800-number. Sees visual IVR menu while hearing options. Taps or says, "Find Location."

2. Customer sees location finder, enters zip code, and receives a visual of the closest stores. Customer selects a store. Call transfers to the store's customer service line along with web journey information.

3. Store rep answers and sees the customer's info in his browser. Rep explains features of various faucets while sending visuals. Customer buys a faucet, saves the receipt on his phone, and picks it up that day.

ChoiceView Visual IVR and easy transfer to Live Agent = Win-Win

- Secure, encrypted
- Shorter calls save time and money
- Immediate self-service
- No long waits for reps
- Easy-to-follow visuals
- Easy to complete forms
- Preferred languages
- Saved to company files and customer smartphones



ChoiceView®



"Voice and Visual" exchange is an award-winning, patented feature of the Radish Systems ChoiceView enterprise software platform. Videos at www.RadishSystems.com.