



Radish Announces ChoiceView Agent 3 for Contact Center and Business Users

Browser Format Allows Live Sharing of Visuals from Any Computer or Smart Device During Phone / Chat Sessions

BOULDER, CO (June 27, 2017) – Radish Systems, a leader in voice and data mobility solutions for visual customer service, is pleased to announce the latest addition to its patented ChoiceView® multichannel 'voice with visuals' platform. ChoiceView Agent 3 gives contact center and business users (or agents) via a web browser on any computer, tablet, or smart device a new visual means for communicating with customers during phone calls or chat sessions. It allows agents to easily share a great variety of visual information with customers rather than simply speaking it or typing it back. ChoiceView Agent 3 in a browser format, available in a subscription model and in use now by businesses, provides the capabilities found in the popular Windows® based ChoiceView Agent -- it's a matter of opening a web browser and logging in, rather than installing software. ChoiceView increases comprehension on calls by as much as 600%, helps callers resolve inquiries faster with more clarity, improves the overall user experience, and increases business profits. For businesses seeking to go beyond voice-only or chat-only capabilities to improve self-service and full-service, ChoiceView is an obvious choice.

CHOICEVIEW ARCHITECTURE

"ChoiceView is a patented, cloud-based switching platform for establishing data sessions in conjunction with phone calls or chat sessions. The same ChoiceView platform works for live agents, Interactive Voice Response (IVR) systems, virtual agents, chat bots, and phone bots. As a result, visual transfer and visual sharing interwork seamlessly among systems. ChoiceView is an over-the-top solution that's easily deployed and compatible with the existing business infrastructure, numbering plans, call routing, and business contact centers. It doesn't require replacing existing equipment," stated Richard A. Davis, Radish Chief Technical Officer.

ChoiceView Agent 3 provides the capabilities of the ChoiceView Windows® agent in a browser format. Since it's implemented in a web browser, it's compatible with most any device with Internet access used by agents, including computers, tablets, and even smartphones.

ChoiceView Agent 3 allows agents to easily send visuals, interactive forms, clipboard copies, snips and screenshots during a call or chat session. Rather than hearing voice-only or seeing text-only, customers participate in a rich multimedia conversation. ChoiceView Agent 3 interacts with existing dashboards, contact

center systems, and screen pop mechanisms in a standard way using the caller's phone number. No or minimal integration is required. It does not require replacement of equipment.

EVERYWHERE OPERATION

Customers can start a ChoiceView session with a phone call, SMS text, chat session, web browser, or mobile app. End users can call from ANY phone including a smartphone, standard mobile phone, landline, Skype, WebRTC, or other VoIP service while visuals are displayed on the mobile device itself or an associated computer or tablet. ChoiceView can be initiated before a phone call or afterwards and a single ChoiceView app works with any ChoiceView-equipped business.

CHOICEVIEW APPLICATIONS

Customer support is the killer app to improve sales and service. Industry use cases include mobile commerce, True Visual IVR systems (TrueVisualivr.com), technical support, employee communications, and enhanced customer support. In health care, for example, health coaches can talk with patients while instantly sharing complex medical information thereby improving health outcomes and patient adherence. In retail, customers can talk and quickly see product information, receive order status, and purchase just the right products resulting in happier customers, higher revenues, and fewer returns. See more use cases and demo videos at RadishSystems.com/solutions/.

ABOUT RADISH SYSTEMS

Radish Systems, a mobile/enterprise software and professional services company, improves the way organizations communicate visually with all callers, including smart mobile device and browser users, through its award-winning ChoiceView Software-as-a-Service (SaaS) technology platform. ChoiceView offers the next generation of multimodal unified communications, allowing visual information and secure data to be shared during a phone call with callers using any phone, any network, and many display devices. It eases the pain of frustrating automated phone systems (IVRs) and live assistance. It transforms new and existing traditional IVR systems from many vendors into next generation, true Visual IVRs. The patented, HIPAA-compliant technology increases comprehension, problem solving, and recall on calls by as much as 600%, helps callers resolve inquiries faster with more clarity, improves overall user experience, and increases business profits. Visit RadishSystems.com and Twitter @RadishSystems.

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Trademarks: ChoiceView is a registered trademark and Radish, Radish logo, ChoiceView logo, and "Wow, now I see what you're talking about!" are trademarks of Radish Systems, LLC.

Tags: ChoiceView, Agent 3, live agent, Interactive Voice Response, Visual IVR, True Visual IVR, Mobile User Experience, Unified Communications, Contact Center, Mobile Customer Support, Radish Systems, Customer Experience, Customer Relationship Management, mobile self-service, visual customer service, mobile applications, web application, voice with visuals, visual customer engagement, live sharing.

Sample Tweet

@RadishSystems @ChoiceView Agent 3--browser-based live sharing of rich voice, visuals, & data during #phone and #chat sessions with callers

Visuals: RadishSystems.com/media-center/media-resources/