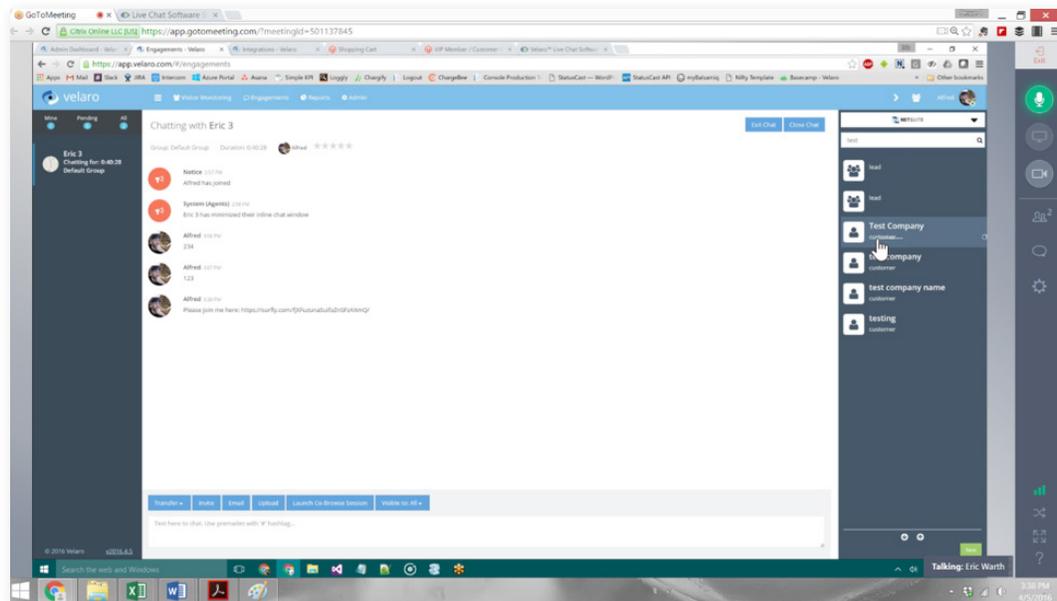




The data in NetSuite CRM is an amazing tool for customer service agents ... as long as they can access it easily. Velaro live chat software leverages NetSuite to instantly offer a 360-degree view of your customers – and helps you Make Every Chat Better Than the Last.™



Velaro makes it easy for your customer service staff to find a NetSuite record without opening a new window.

Why Integrate Live Chat with NetSuite

In today's fast-paced, omni-channel world, customers expect your customer service agents to know their preferences and history as soon as an interaction begins. They don't want to wait while you look up their records, and they won't tolerate having to give the same information over and over again.

By integrating your website live chat solution with NetSuite CRM – the single source of truth for granular customer data – you can give your support staff one-click access to a 360-degree view of the individual with whom they're chatting. Purchase history, past interactions, location, contact information – it's all there.

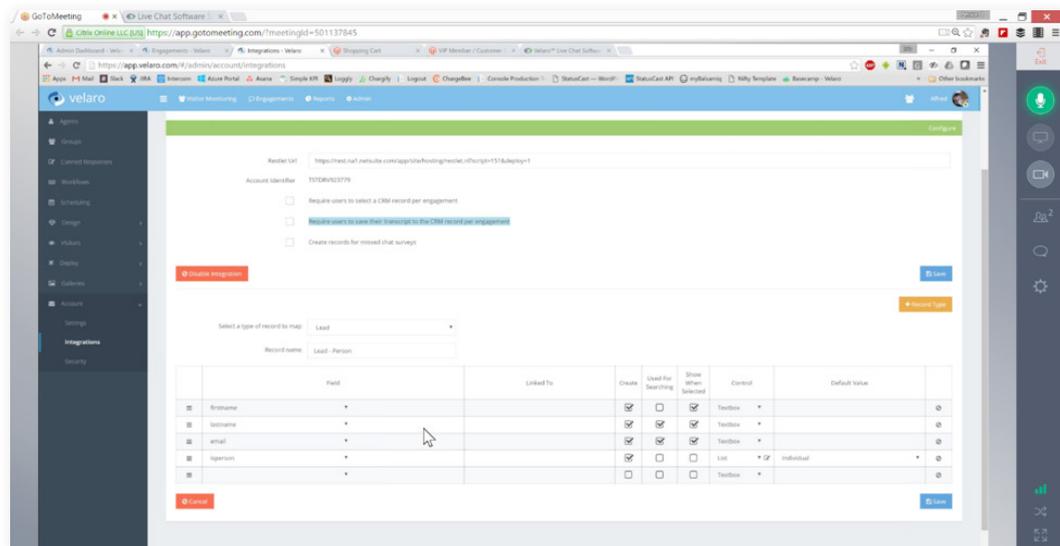
But beware: All live chat products that work with NetSuite are not the same. In many cases, the touted "integration" is little more than a link to a separate NetSuite window. This situation creates few efficiencies for the agent, and does not effectively send new chat data back into the CRM. For the enterprise, that's simply not good enough.

Then there's Velaro – the live chat solution that helps you get the most out of NetSuite ... and your customer service team.

Velaro Live Chat for NetSuite

Velaro gives you and your agents the enterprise-grade tools to truly engage users, accurately measure and analyze results, and foster a culture of continuous improvement within your customer service department and contact centers. With Velaro, you can:

- Instantly view NetSuite customer data without ever leaving the chat window.
- Create new user records in NetSuite directly within the live chat solution.
- Append live chat transcripts, metadata and survey results to NetSuite records with a single click – minimizing the burden on customer service staff, and increasing adoption rates.



Customer service staff can see designated NetSuite fields directly in their visitor monitoring screen.

Make Every Chat Better Than the Last™

Customer behavior and expectations are changing constantly. Your live chat platform needs to keep up. Velaro’s exclusive **Performance Management** capabilities make it possible.

With Performance Management, managers can direct and assist customer service agents in real time with chat shadowing or review transcripts and reports to look for coachable moments. Customers can provide feedback on entire chats or individual responses. And conversions and sales data can be matched to scripts and other agent-level behavior to definitively determine ROI and KPI hit rates. With Velaro, you’ll have the tools you need to meet shoppers’ needs today, tomorrow and well into the future.

Live Chat for NetSuite – and the Rest of Your Business

Velaro is more than simply a live chat platform that integrates with NetSuite. It’s a powerful, full-featured real-time customer engagement engine. Go beyond answering prospect questions and turn your contact center into a consistent, measurable and sustainable driver of customer satisfaction and revenue growth.

If your business runs on NetSuite, you don’t just need live chat. You need Velaro.