

Digi-Net Technologies' Groopz E-Commerce v2.0 brings customer-centricity to your agents.

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Groopz E-Commerce v2.0 from Digi-Net Technologies (Gainesville, FL) lets agents participate in text chat sessions with customers and push Web pages to them. The software also alerts you when prospective customers visit your company's Web site.

Customers on your site can request help from agents and agents can contact customers as pictured here. Groopz E-Commerce routes customers' text chat requests based on agents' skills or availability. You can also assign agents to answer questions from customers who visit specific pages of your company's Web site.

The Lead Scan module searches a list with the names of prospective customers to automatically initiate text chat sessions with them. You select options from menus to set criteria for which names appear on the user list. These options can include the amount of time a customer views a specific Web page on your site, customers dates of birth or the number of purchases a customer made before.

If you install Groopz E-Commerce, it costs \$2,495 per agent. The hosted version costs \$195 per agent each month. You can also select the pay-per-chat option, where you pay 79 cents every time a customer requests to chat with an agent and 39 cents every time an agent contacts a customer. You must pay a monthly minimum of \$95 per agent if you want pay-per-chat pricing. 877-404-2428.