

LivePerson Chat for NetSuite

Application Overview

Boost the power of your NetSuite CRM, ERP and e-commerce platform.

Blending the functionality of your NetSuite solution with real-time chat technology, LivePerson Chat for NetSuite delivers a seamless online sales and customer support solution.

Application Benefits:

- Drives higher conversion rates
- Increases customer satisfaction
- Decreases operating costs

Integration Overview

LivePerson's integration with NetSuite eliminates redundant data entry and time-consuming switching between screens.

Because LivePerson's operator console provides seamless access to NetSuite's CRM application, your service representatives can simultaneously chat with customers and:

- Access, review and update customer data
- Automatically create new leads and cases in NetSuite
- Automatically export chat transcripts to the history of existing contacts/accounts or new leads in NetSuite

Key Features:

- **Online Sales Tools** – Real-time monitoring features help you identify and track patterns and trends in your visitor activity and search engine traffic. Combine this intelligence with the solution's proactive engagement capabilities to boost conversion rates and refine the overall online experience.
- **Productivity Tools** – Automated tools including co-browse, canned answers and push-page technology improve agent efficiency and increase productivity.
- **Reporting and Analytics** – Informative reports on agent groups and individual agents reveal valuable insight into your online initiatives and contact center operations. Review chat transcripts and evaluate sales and operations metrics using LivePerson's comprehensive reports.

For more information on LivePerson's integrated offering, please contact:

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