

## MOBILE CHAT

# Engage your Mobile Visitors Now!

TouchCommerce technology allows you to engage consumers on mobile devices and serve up an exceptional mobile chat experience.

### Key Mobile Chat Features

**Be Transparent.** TouchCommerce offers full transparent background support, allowing the user to see the site behind the chat window.

**Minimize Me.** A fully minimizable chat window with user tracking allows customers to easily interact with limited screen real estate and preserves an optimal user experience within the mobile site. In the minimized state, an incremental message indicator displays the number of unread agent messages. A scrolling marquee displays the most recent agent message.

**Maximize Real Estate.** Screen orientation, position and size of mobile device browsers can change with the movement of the user. Chat sizes to take up full screen real estate to optimize chat experience on any smart phone.

**Same Smooth Experience.** Users will experience TouchCommerce's patented persistent window the same way they do on desktops. The window will move from one page to another with continuity in shape and location. So you can engage your mobile audience with chat, surveys, co-browse and more.

**Not App Dependent.** Our solution is created in HTML5 and is supported by all browsers so no additional software or installations are needed. Our solution is not an application, but integrates with your mobile site.



### Why Mobile Chat?

Consumers are always connected. You need to engage and serve your customers in their mobile moments along their journey. Capitalize on this trend and reach your mobile visitors today.

### HIGHLIGHTS

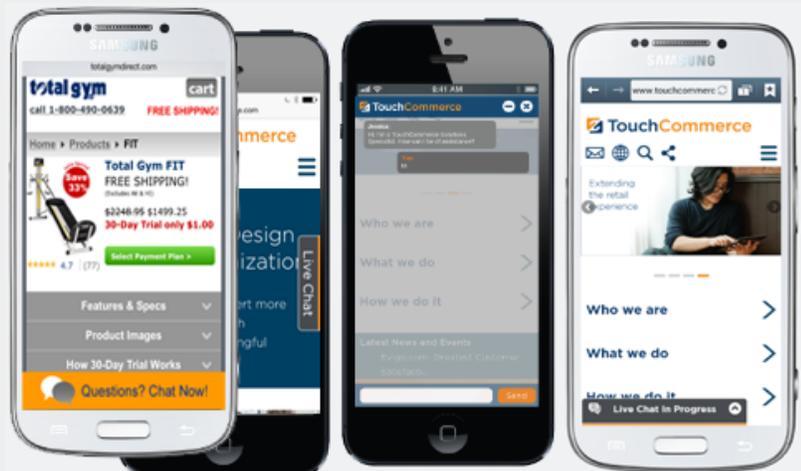
Proactive and reactive chat.

Exceptional features in minimized state.

Transparent background support that allows the user to see the site behind the chat.

Complete customization with logo placement, SMS-styled chat bubbles, configurable for business rules.

Mobile interface adapts to the environment for the most elegant user experience.



Customized  
Invitation to Chat

View the Site  
Behind the Chat

Minimized Chat with  
Message Indicator  
& Scrolling Chat