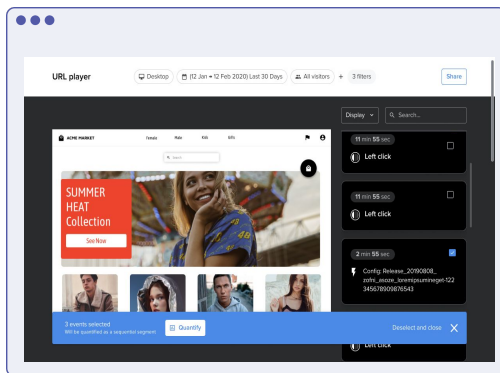
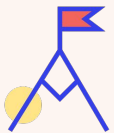


Contentsquare & LivePerson

Reduce resolution times, increase support team capacity, and boost CSAT with Contentsquare and LivePerson Conversational Cloud.



With LivePerson and Contentsquare, your support teams can replay a user's most recent session directly from within the LivePerson Conversational Cloud platform. With this full context, Support teams can see exactly what tripped up your users without having to ask for more details. Further, arm your engineering teams with Session Replays of the issue that occurred so they can deploy fixes in record time.



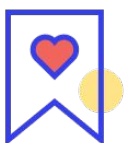
The challenge

Support requests often come through with little context and low CSAT ratings are submitted without comment. As a result, Support teams and engineers struggle to understand where and why users experience frustration. This makes it difficult to resolve issues quickly and requires you to request more information from your already upset customers, leading to low CSAT scores and satisfaction ratings.



The solution

Together, Contentsquare and LivePerson give context around support requests so you can provide a better customer experience. This integration enables you to view session replays while responding to customer requests, helping you resolve issues seamlessly. Further, uncover the impact that live chat session have on your site metrics and conversion rates.



Benefit

Save time and eliminate the need to ask your customers for a play by play of their issue or less-than-ideal experience.

Quantify the impact that live chat interactions have on your conversion rates and online revenue.

Understand and uncover what content, digital behaviors, and issues lead to an excess of support requests so you can resolve problems proactively.

Automate support workflows by leveraging Contentsquare Live Signals to trigger Chat intercepts at the exact moment your customer experiences frustration.

How Customers Use Contentsquare & LivePerson

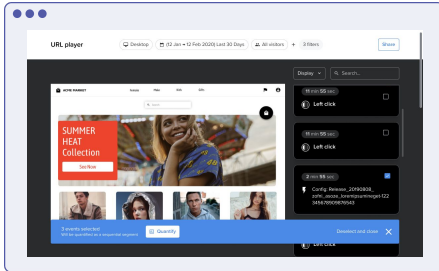
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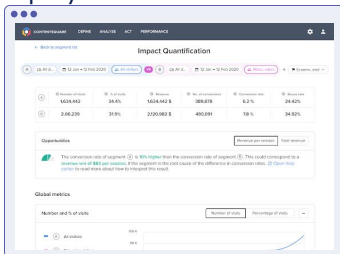
Dreams

SEPHORA



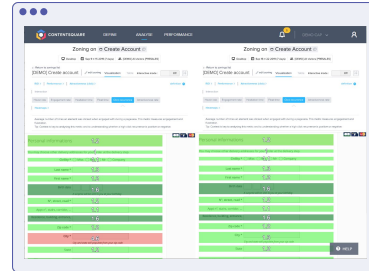
Provide customer resolutions seamlessly

Access a visitor's most recent Session Replay directly from within the LivePerson platform and reduce resolution times by eliminating the need to ask your customers for more information pertaining to the issue they experienced. Arm your engineering teams with Session Replays of the issue that occurred so they can deploy fixes in record time



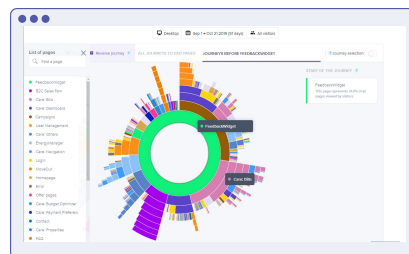
Quantify revenue impact

Quantify the impact that different live chat interactions (whether sales or support) have on your conversion rates and online revenue. Further, quantify the impact that different LivePerson Campaigns have on your site metrics.



Automate support workflows

Automate support workflows by leveraging Contentsquare Live Signals to trigger Chat intercepts at the exact moment your customer experiences frustration, confusion, or encounters a bug.



Uncover why users are reaching out for help

In Contentsquare, segment by Live Chat sessions to uncover what journeys, behaviors, content or issues lead to an increase in customer support requests.



About

Contentsquare delivers the power to make the digital world more human. The leader in digital experience analytics, its AI- powered platform provides rich insight into customer behaviors, feelings and intent, enabling businesses to develop empathy, create lasting impact and build customer trust with security, privacy and accessibility.

Contact

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