

Chat Engine

Real time communication platform

Chat Engine provides the chat services that ultimately amplify customer service support where customers can use the mobile chat services to log and communicate with support staff to lodge a complaint or to inquire about new product and services. This chat engine provides a closed loop communication channel that is outside of the public domain chat system for added security and privacy.

Key Benefits

- Ease of interaction.
- Immediacy – click to chat instantly.
- Convenient to stay in touch.
- Cost savings on SMS charges.
- Increased efficiency.
- Self-service promotion.
- Sales and retention as it is an opportunity to sell.
- Improved customer satisfaction as it is used as alternative platform to speak to customer service agent.

Key Features

- Provides both text and voice communication.
- Work with devices running the same platform or work with devices using the same app.
- Do not use the carrier's SMS delivery system.
- Conversation logs are automatically saved to account.
- Support webcam and video.
- Batch file sharing.
- Ability to store unlimited number of contacts.

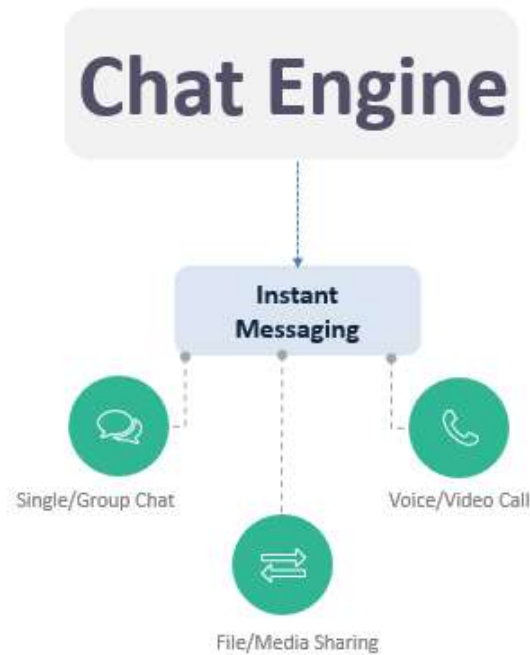
Use Case Scenario

Enterprises can use the chat engine to create their own control and secure private chat services that are not dependent on 3rd party solution. The chat app can be customized according to the enterprise's requirements. For instance in a wealth management service, the user can create a group within the bank to share investment strategies and tips. Similarly, the customer relation managers can offer specific investment deal and recommendations on buy counters to their customers and the customer can interact through the chat service to initiate a buy or sell instruction.

For further information on Chat Engine, please email us at mobility@silverglobe.com.

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Product Specifications



Features	Description
Single/Group Chat	Instant Communication with each other, privately or in a group.
Voice/Video Call	Voice call or video call users using the application.
File/Media Sharing	Share files/media to peers.