

Do you know about:



proactively offering chat to your customers?



embedding dynamic list of relevant FAQs in your website?

You can do more with Inlays!

- **Inlays appear within your web pages**

- customers find help without navigating away



- **Use the proactive chat inlay** to offer chat in certain conditions, such as a customer waiting on a page for a long time

- **Assured availability of agents**

- chat inlays with automatic check for agents before the chat option is enabled for a customer

- **Expose relevant knowledge on your website** using the Top Answers inlay - you can automate it



Administrators

can implement inlays and configure the settings. For information, see the [Inlay Registry](#) in the oracle OIT registry. For additional help, see the [B2C Service support site](#).



Users

Chat agents can continue to work - no training required and no changes to the workflow. For information, see the [Inlay Registry](#) in the oracle OIT registry. For additional help, see the [B2C Service support site](#).

Tremendous benefits:



Superior customer experience with chat offered based on agent availability



Can reduce abandonment by offering assistance at the point of need



Always up-to-date knowledge with Top Answers inlay



No impact on your agents' workflow

Try it and let us know what you think:

[Cloud Customer Connect for B2C Service](#)

ALSO IN THIS KIT:

- [Video](#)
- [Best Practices for Deploying B2C Inlays](#)