

# AI, LIVE CHAT AND MESSAGING FOR LUXURY BRANDS



Watch Neiman Marcus Case Study

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# FORRESTER®

**A red carpet customer experience for luxury customers must be paralleled by exceptional, premium customer service.**

According to a January 2019 Forrester report, How To Build A Modern Agent Desktop And Transform Customer Service Experiences, the modern agent desktop must have five critical elements to enable customer service leaders and agents to deliver exceptional service.

*"Powerfront Digitally Visualizes the In-Store Experience, Customer Emotion and Value"*

VIEW REPORT

Access requires subscription or purchase.

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## Case Studies



"After a thorough evaluation of the market-leading chat providers, we chose INSIDE for its cutting-edge technology backed by data-driven and real-time engagements."

Farrukh Mahboob  
Product Leader, Global Sales Enablement  
at Staples

"This gave me the opportunity to up the game - Now I can deliver an experience that's like a face-to-face experience with the online customer."

Chris Purpura  
VP of Customer Service  
at Neiman Marcus

"Powerfront are phenomenal partners for us - we can depend on you. INSIDE is not just another tool, it is a huge part of our business."

Mike Austin  
VP of Ecommerce Operations  
at Rooms To Go

Open a new door of possibilities for your online business.

**See your online customer, see their journey see it as if they**

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▼

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## front of you.

Proven to deliver higher conversion and higher retention by getting you closer to your online customer. Let us show you.

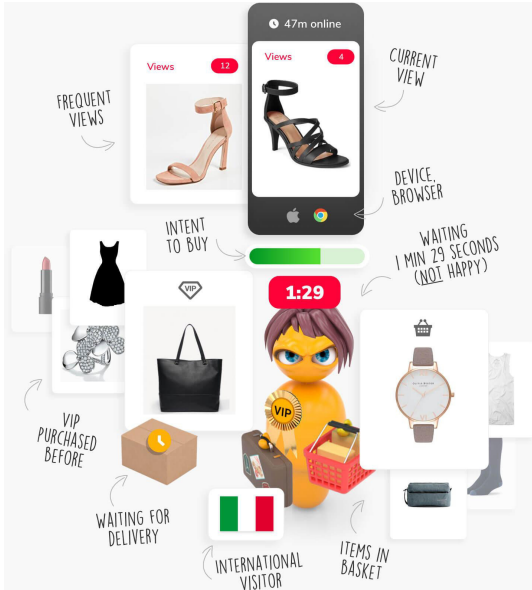


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We provide you with everything you need to know about your customer:

## See Customer Journey, History, Purchases, Forms, Searches and Basket... with no integration.

Fast implementation, requires no development by your tech teams.

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Used by all industries

## **Ecommerce, Education, Insurance, Finance, Service, Travel, Subscription and more.**

Our specialists will help you define your Customer Journey to fit your specific industry. We work with Retailers, Banks, Colleges, and Airlines just to name a few.

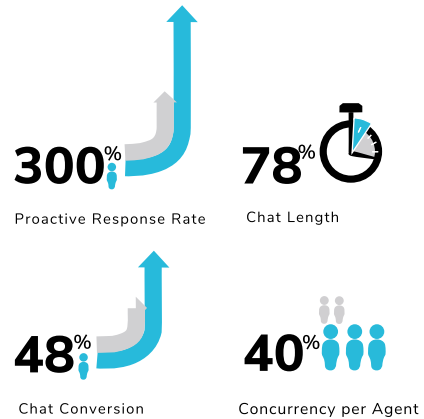
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Measured results

**The combination of visualization and knowledge delivers a superior customer experience, increased efficiency & conversion.**

Servicing some of the worlds largest organizations, not to mention - most cutting edge brands who are ahead of technology trends.



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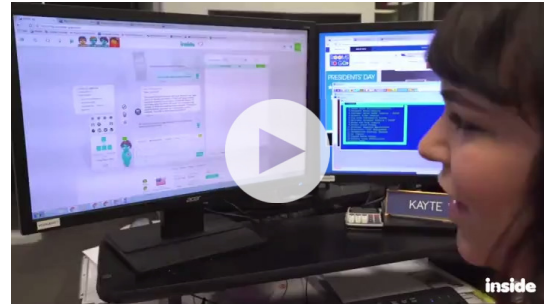
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Fun and natural to use

## Agents are showing a greater connection to the customer.

The only platform that is aimed to deliver fun and gamification to your agent increasing their efficiency and ROI.



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Visually consume customer data and behaviour

## How is your customer feeling right now? Sad? Challenged? Confused? Do you know?

Our sophisticated platform aims to mimic face to face interactions, allowing your agents to react and understand your customer requests as quickly as possible. Managers can visually locate the engagements that require attention or escalation.



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INSIDE platform supports multiple channels

## Be where your customer is. Engage through multiple channels: Web Chat, Mobile Chat, Email, Messenger & Text.

Your customers can use multiple devices and channels to communicate. Already using Salesforce or Zendesk? We provide plugins that enable a seamless, single user interface.

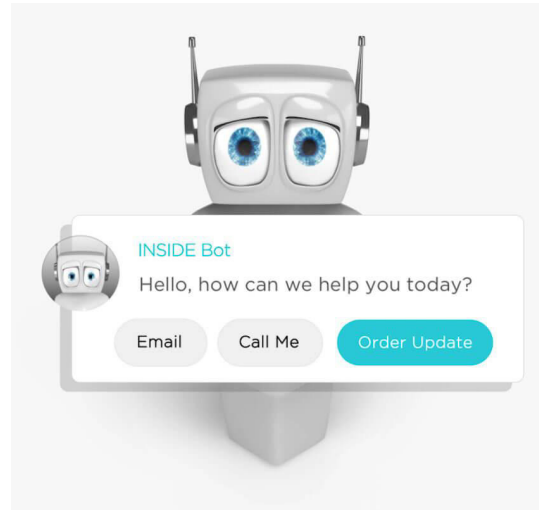
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Say Hello to the INSIDE BOT

# Bots assisting human engagement is what we believe to be the most effective form of communication with online visitors.

We have developed a unique approach to AI. Our Chat Bots offer assistance to Operators instead of pretending to be human, minimizing common customer friction points.

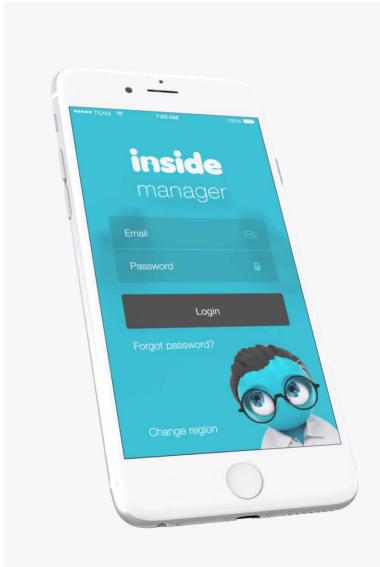


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Keeping you in the know

## Follow your team's performance wherever you are with the **INSIDE Manager App. View, escalate, assist or train in real time.**

See how your entire team is working right now, assist problematic areas in real time.



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# Are you customer obsessed? Great, we want to work with you. Engage with us now.

At Powerfront, we are all passionate about our quest.  
From Juniors to the CEO, shoulder to shoulder - we  
are all in.

We are known as a “yes’ yes” vendor by some of the  
most iconic brands in the world.

We are addicted to change.

BOOK A LIVE DEMO NOW



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