

The shopping experience has shifted. Today's consumers have everything at the touch of their fingers. Today's consumers are impatient, want the best deals and want the world to know about it.







Brands are faced with many challenges: unassisted sales at the store, unassisted sales online, high cart abandonment and high turnover in the Call Center.

**SalesAdvisor** is your customers' digital shopping guide. It is a Virtual Agent (VA) designed to increase sales by educating, providing advice, and offering cross-selling opportunities. Virtual Agents are similar to live chat; however, instead of interacting with a live person, your audience interacts with an Artificial Intelligence (AI).

*“The use of noHold technology for both sales and support has resulted in a cleaner, enhanced Customer journey and is a revenue generator. We are pleased with the Customer Satisfaction rating the v-agent sustains. We continue to add new domains as we release additional products and services.”*

Garry Schultz, VP of Customer Care, AVG

### Benefits:

-  Increase Sales Online, in Stores, and in the Call Center
-  Boost Customer Satisfaction
-  Reduce Cost
-  Augment Net Promoter Score
-  Reduce Cart Abandonment
-  Integrate with your company's Ecosystem
-  Capture the Voice of the Customer
-  Extend to Partners, Agents and Store Reps.
-  Connect to other Virtual Agents
-  24/7 Availability
-  Quick Implementation

### Customer Results:

- 10% of SalesAdvisor interactions result in eStore referrals.
- Tens of thousands of dollars in sales are credited to SalesAdvisor.

### Multichannel:

Your audience lives in a social, mobile, web-empowered world. Meeting your customers at their preferred channel with world class self-service increases brand loyalty. SalesAdvisor lives in the cloud, which means it can be leveraged across multiple channels, at any time, from anywhere.



Web



Mobile



Social












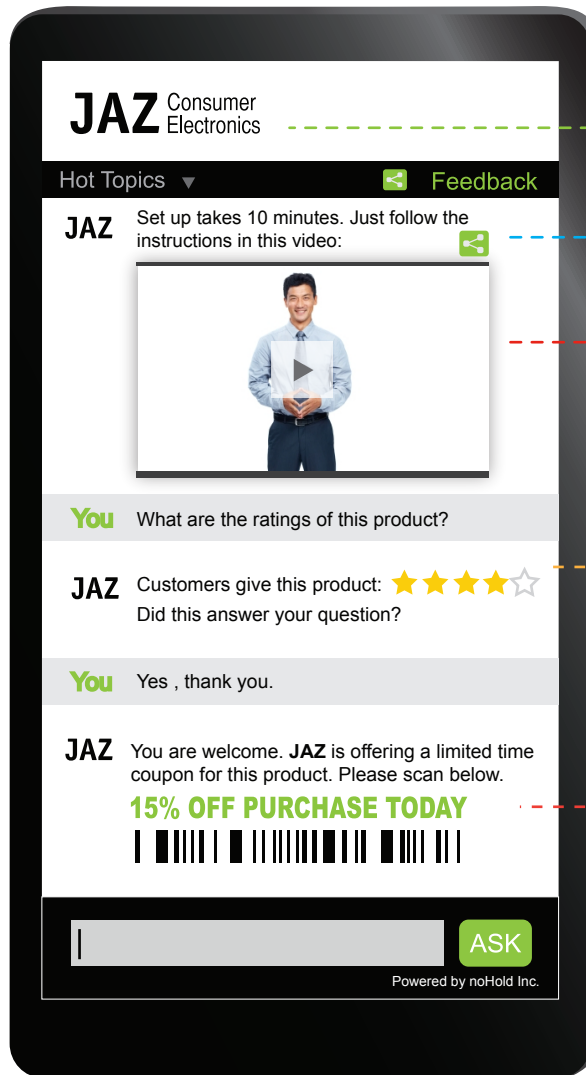
Call Center










Live Chat

**Features:**

-  Natural Language Processor (NLP): interprets user questions
-  Inference Engine (IE): drives the conversation
-  Capture Metrics
-  Cloud Based
-  Application Programming Interface (API): integrate with ecosystem
-  Confederated Knowledge (CK): connect to other Virtual Agents
-  Multichannel
-  Fully Customizable
-  Multilingual



**Best Practices:**

-  Personalize the Experience
-  Social Sharing
-  Embed Multimedia
-  Leverage QR Codes
-  Ratings
-  Avatar-Ready
-  Share Coupons, Promotions, Alerts, Hot Topics, etc.



For more information go to <http://www.nohold.com>

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