

# VitalEngage

In-context, Integrated Chat Application



## Overview

**VitalEngage** is an in-context, fully integrated two-way Chat application that enables instant, seamless communications with your customers using our web-to-text mode and with your internal audience through our web-to-web mode.

## Key Features

- Real-time two-way conversation with Web and Mobile users.
- Integrated at 40+ contextual touch points with ERP; Parts and Services, eService Tech, eService Plus, and eLogistics web and mobile.
- Use the VitalEngage application in Microsoft Teams to stay connected with internal and external audiences.
- Multiple notification types (browser, mobile push, unread message count of conversations).
- Alert mechanism for users when they are offline.
- Option to use the application in a stand-alone mode.
- Administrative console – for User Management and alert settings.
- Add Azure AD groups into the conversation.
- Subscribe to ongoing conversations.
- Initiate conversation from customer.
- IDM support in ERP integration.

## Benefits

- Instant, in-context internal and external communication.
- Improved customer experience with real-time updates and saved chat history across products.
- Enhanced operational efficiency.

## Integration with ERP

- On selecting any order associated contacts will be visible in VitalEngage.
- User will be able to see all conversation history.

## Integration with eLogistics

- VitalEngage can be invoked from Order Grid. On invoking from grid, contacts associated with a customer are available to start the conversation.
- On invoking VitalEngage from the Blue icon, users can search contacts and start the conversation.
- Conversation history is available in the conversation tab.

## Integration with eServiceTech

- VitalEngage can be invoked from hamburger menu.
- On invoking from Order details screen VitalEngage will show associated contacts, and user can start contextual conversation.

## Integration with eService+

- VitalEngage can be invoked from Order Grid. On invoking from grid, contacts associated with a customer are available to start the conversation.
- On invoking VitalEngage from the Blue icon, users can search contacts and start the conversation.
- Conversation history is available in the conversation tab.

