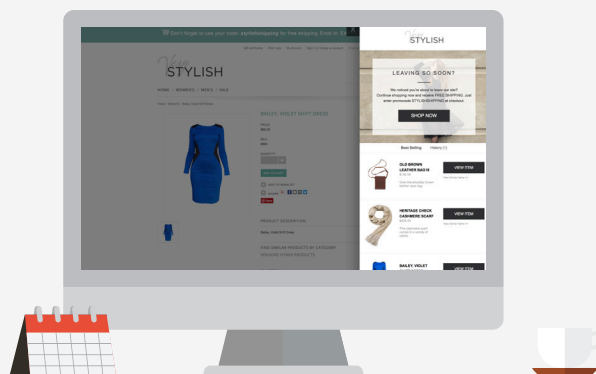




Onsite Engagement

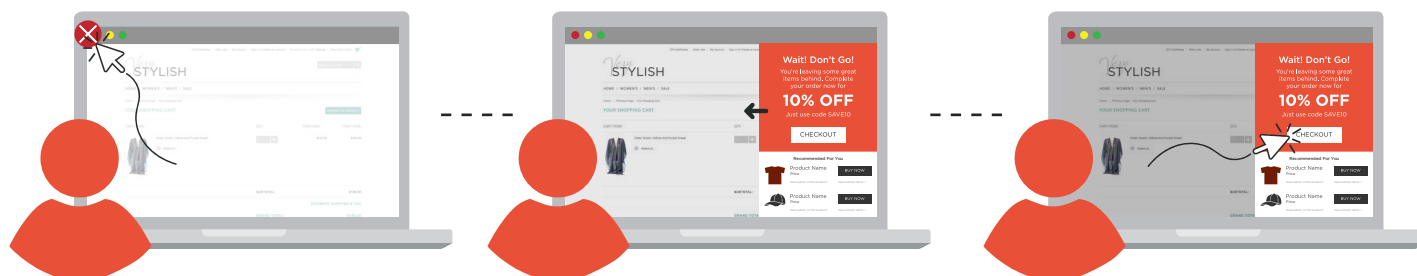
An Integrated, Multi-Feature Approach to Customer Re-engagement

Gain your customers' attention upon abandonment with branded, mobile-friendly, and contextually relevant onsite messaging and re-engagement features.



How It Works

Deliver the right message, at the right time to re-engage high value customers at their point of abandonment. By offering a promotion, creating urgency, and personalizing the user experience, you can persuade high intent customers to complete their purchases.



As customers show intent to leave, our onsite solution triggers and engages them

Solution integrates seamlessly with your site and offers an optimal customer experience, strengthening your relationships

To get your customers to convert, we display highly targeted, real-time messaging with promotions, browsing history, and best-selling product suggestions

Benefits

Increase Revenues

Up to 10% incremental uplift in conversions by creating customer touchpoints throughout their onsite journey.

Reduce Abandonment Rates

Keep your abandoning customers engaged by displaying personalized messaging, promotional incentives, browsing history and items in the cart.

Increase Average Order Value

Prompt customers with best-selling products and additional relevant products to stimulate add-on sales.

Maximize Brand Exposure

Turn your customers into brand ambassadors with our social sharing feature to drive incentivized new traffic to your site.

Improve Mobile Engagement

Engage with customers on the go with our advanced mobile first, device agnostic interface.

Gain Customer Insight

Identify ways to improve your site performance and level of customer satisfaction by conducting surveys in your onsite engagement solution.

Customer Success

“Cybba’s onsite engagement solution has played a significant role in helping our business convert shoppers who would have abandoned our site. In six months since implementing, we’ve increased conversions by five times and recovered tens of thousands of dollars in revenue. We have also implemented Cybba’s social sharing capabilities, which help us tap into our customers’ networks and attract new, relevant audiences. Needless to say, we are incredibly pleased with the results.”

- Teresa Holden, Vice President of Marketing and Communications, 365 Tickets USA

Features

Cart Reminder

Send personalized email reminders to abandoning customers, with their cart items, to remind them to complete their purchase

Personalized Messaging

Intelligently profile your customer’s behavior to deliver the right message, at the right time

Fully Branded & Intuitive Design

Our solution integrates seamlessly with your site and its design is customized to appear fully native to your site

Best-selling Products

Showcase best-selling or trending products to promote customer favorites and increase AOV

Browsing History

Customers can see their browsing history and easily go back to products they were interested in

Cart Display

Help your customers remember what they had in their carts upon abandonment

Social sharing

Let customers be your brand ambassadors by sharing purchases on social networks

Mobile-friendly

Capture customers on the go with a responsive user-friendly design

Insight Surveys

Conduct abandonment, post-sale or onsite experience surveys to gain insights about your customers’ on-line experience

