

MOXIE

Guide Customers Through Every Step of the Online Journey

Moxie® offers an intelligent digital customer engagement platform that changes the way eCommerce is done by enabling enterprises to "be there" for their customers, meaning proactively engage them early and often across digital channels and devices. Moxie Concierge™ interprets and analyzes customer behavior to deliver meaningful engagement that increases customer value and enhances the online experience.

Today's constantly-connected customer requires a new level of engagement that goes beyond meeting basic needs. Moxie Concierge helps you deliver targeted, contextual engagements that anticipate and meet customers' needs on your site. Concierge responds to intent as a customer browses your site by "nudging them along" with relevant content and personalized, guided assistance throughout their digital journey.

More than 600 of the world's leading brands in financial services, healthcare, tech, retail, travel and hospitality leverage Moxie Concierge to deliver the best online experience their customers have ever had.

MOXIE CONCIERGE INCLUDES:



Intelligent
Decisioning



Digital Engagement



Performance
Analytics



Responsive Design

"Customers today are always connected; thus, they want experiences and true engagement- not just plain information when they interact with companies, brands, and organizations."

– Forrester Research

BENEFITS

Drive **40%** of revenue with proactive engagements

Capture **35%** of abandoning customers

Increase average order value over **200%**



MARKET LEADERSHIP

Many of the Global 2000 rely on Moxie to drive revenue and build customer satisfaction. Through Moxie Concierge, enterprises help their customers process more than 3 billion customer engagements per year. Founded in 2006 and headquartered in Silicon Valley, Moxie has global operations in EMEA and APAC.

CLOUD SERVICES

Moxie Cloud Services (MCS) provides reliable and secure high-availability solutions via state-of-the-art facilities featuring flexible deployment models tailored to customer requirements.

INNOVATIVE DNA

Moxie is a privately-held company backed by experienced investors, including Foundation Capital and Oak Investment Partners. Moxie's board of directors includes Ken Goldman, CFO of Yahoo, and Susan Whiting, former Vice Chair of Nielsen.

TRUSTED BY LEADING ENTERPRISES

More than 600 of the world's most respected and innovative companies trust Moxie, including:



"A successful eCommerce experience requires enterprises to engage with their customers through the entire digital journey." "By leveraging Moxie's chat and web self-service engagement channels, we have increased our customer conversion rates. Additionally, satisfaction levels are consistently rated excellent for content provided and expedient service."

- Tim McElroy, Leader of Customer online Engagement at 3M



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