

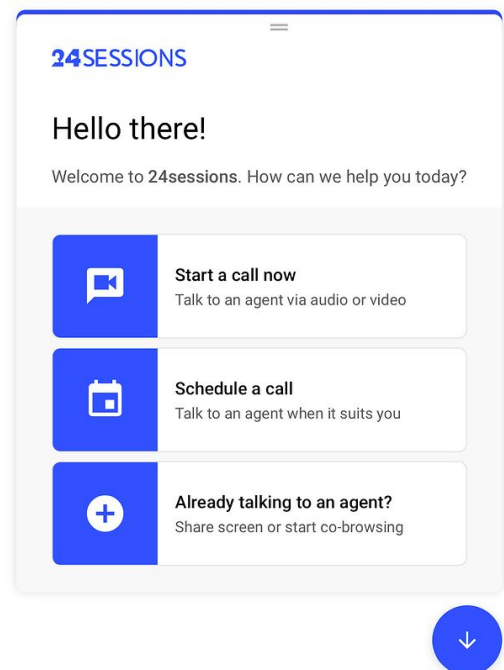
Omni-channel Widget

Offer your customer seamless digital interactions. Easily embed 24sessions into your customer journeys with the Omni-channel Widget.

What | Embed customer interactions without building an integration

With the **Omni-channel Widget**, you offer customers multiple interaction channels directly from your website or customer portal. In 1 click, they can request an instant call from the chat, start a co-browsing session, or schedule a video call for later.

The widget is a **stand-alone application** that can trigger any type of interaction. Allow customers to start interacting with you from anywhere - whether it's from a web page, customer portal, app or an open chat conversation.



When | Examples for using the Widget

Allow customers to get in touch with one of your agents in 1 click for:



Sales & advice

To convert customers who are browsing web pages on high-value products into leads.



Product info

When clients are searching for detailed info on how to use your product, or how it works



Instant support

When customers have trouble completing a form or a complex process on your website

4 ways to start an interaction



Book an appointment



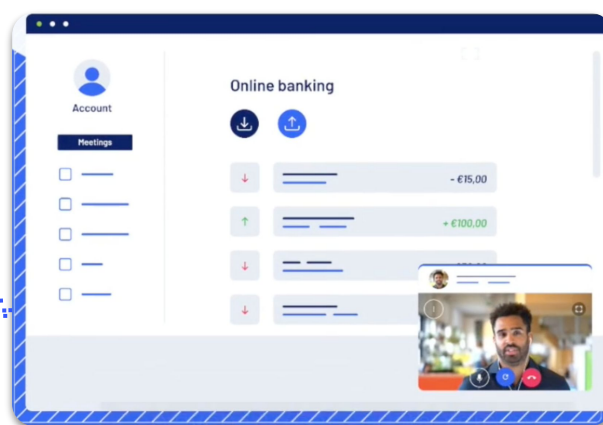
Instant click-to-call



Chat escalation



Phone escalation



How | What you need to install the widget

1

The widget is an add-on* so make sure you or your Admin enables this add-on in 24sessions.

[How to set up the Omnichannel add-on >](#)

2

In the 24sessions menu, head to the 'Omnichannel' tab, select the right settings and generate the html code snippet.

3

Paste the html code onto the web page(s) you want to enable the widget for. You can do this in the page's html code or in the URL (or ask someone to help you with this part).

4

Publish your web page(s) with the code, and **the widget is live!**

Why | Benefits of embedded customer interactions

Offer all types of interactions

Not just video calls, also co-browsing, screen sharing or audio only.

Create a secure, trusted experience for customers

By interacting with you on your own website, customers are sure they're talking to one of your employees in a secure environment.

Streamline workflows for your employees

Make your team's jobs easier by allowing them to answer all types of incoming interactions directly from 24sessions.

No coding, works on all browsers

No need to build an integration yourself. Paste the html code on your website and the widget works on all browsers.

* The Omni-channel Widget is only available as an add-on for 24sessions customers, free of charge