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WEBINAR SERIES

Chat for iMIS – The Next Level in Customer Care

Presented by:
Association Technology Solutions



Association Technology Solutions

- Serving iMIS community since 1995
- Full-service Authorized iMIS Solutions Provider (AiSP)
- Application development to extend the functionality of iMIS
- 2015 & 2016 Authorized iMIS Solution Provider (AiSP) of the Year

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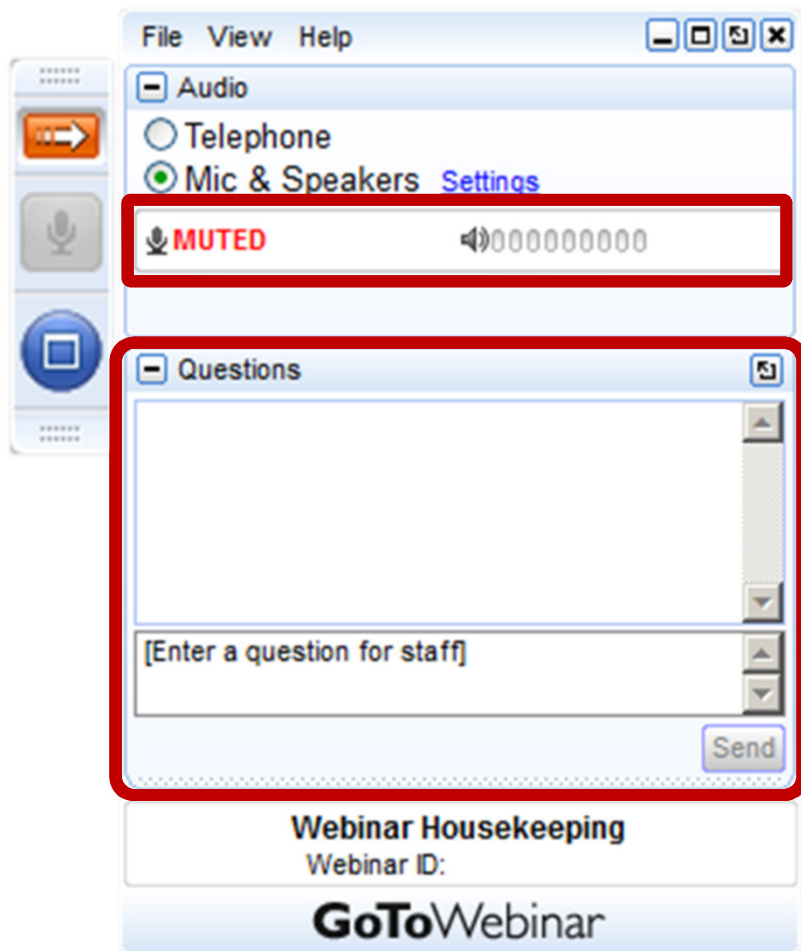
Stephanie Mareski, AAP, APRP
Director of Member Support
EPCOR – Electronic Payments Core of Knowledge
stephaniem@epcor.org



Brent Sitton
Director
Association Technology Solutions
bsitton@atsol.org



Association Technology Solutions



- Attendees are muted to reduce background noise
- Remember to ask questions via the **Questions** panel
- Questions will be answered during Q&A after presentation is complete

- Do we need to add chat as an additional means for our members to communicate/engage with us?
- How would our members use chat on our website?
- Do we have the staff to assist with the chat feature from the website?

- Another avenue for our members to reach member support
- Point of engagement with our members
- Chat transcripts as follow-up for reference
– members and member support staff

- Reasons members use chat
 - Website login/password
 - Questions about rules and regulations
 - Registrations and Orders
 - Where to locate something

- Statistics since implementation in April 2018
 - 2,986 chats – of those 1,430 were based on proactive chat setting
 - Average response time: 53 seconds
 - Average survey rating: 96%



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Other Questions?

Email: info@atsol.org

Online: <http://www.atsol.org>

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