Close your eyes and imagine. What if...

Your rookie sales agents could advise and sell customers as well as your best sales agent?  
Your customers could buy across your digital estate with intelligent self-service assistance?  
You could ensure all sales engagements were compliant and fully auditable?

Now open your eyes. You can experience it all with eGain Sales Advisor™—within two weeks, and with your data and processes!

Highlights
- AI guidance for agents that adjusts based on customer needs
- Omnichannel advisor desktop integrates out of the box with leading systems of record for a 360-view of the customer
- 360-analytics with best-practice dashboards and out-of-the-box reports
- Automated compliance
- Virtual coach, powered by ML, NLP, and reasoning
- Omnichannel

eGain Sales Advisor, the latest solution in eGain’s award-winning customer engagement hub, makes every sales agent as good as your best agent—with in-band conversational and process guidance. It brings together intent inference and parallel reasoning technology, knowledge, and contextual offers to enable all agents to hold masterful sales conversations. It helps them effortlessly discover the true need of the customer based on financial situation and goals, provide effective compliant advice, and confidently convert opportunities! Also available as an online self-service tool, eGain Sales Advisor provides the same personalized, conversational guidance directly to customers through digital self-service.

AI-powered guidance

Offer flexible guidance that dynamically adjusts based on the customer situation and goals. Traditional sales assistance scripting tools are brittle and result in straitjacketed conversations. eGain Sales Advisor, however, enables a comfortable conversation flow that does not grind to a halt when a customer takes the lead or offers incomplete answers. eGain’s patented guidance technology captures and leverages your sales best-practices, using parallel reasoning to create flows that adapt. It is particularly suitable for millennials and Gen Z in your workforce, who prefer GPS-style on-the-job guidance to training and rote memory.
Digital virtual coach

Get the virtual assistant (chatbot) you’ve been dreaming of! Easy to build and refine, an eGain chatbot can help engage and proactively assist your consumers across digital touchpoints. It facilitates AI-guided self-coaching to inform, motivate, and convert customers over time. Powered by ML and AI reasoning, the virtual coach can be deployed on a website, mobile app, and in messaging touchpoints for consistent and cost-effective digital engagement at scale, while allowing context-aware escalation to human-assisted sales and back to the bot when appropriate.

Personalized nurturing

Evolve the relationship across channels. We know sales often take multiple touches within and across touchpoints. eGain’s digital-first, omnichannel engagement platform enables smart, unified, connected, and consistent nurturing through messaging and notifications.

Compliance by design

Avoid the costs of non-compliance. Make conversations compliant by design and maintain a granular, omnichannel audit trail.

Get the hub advantage

Get a solution that evolves with your needs. eGain Sales Advisor works in concert with all other digital customer engagement solutions in the eGain suite and gets common AI, knowledge, analytics, workflows, and integrations from the eGain Customer Engagement Hub Platform™. Trying and adding capabilities is easy with eGain!

Knowledge everywhere

Serve up the same good advice at every touchpoint. At the heart of every eGain customer engagement hub is a knowledge base designed to single-source answers for queries simple and complex, personalize the answers, and also ensure compliance.

360-degree customer context

Create “you know me” experiences for the customer. Gain’s omnichannel advisor desktop integrates out of the box with leading systems of record like Salesforce and Microsoft Dynamics for a 360-view of the customer. Moreover, eGain’s extensive API library makes integrations with any system of record easy.

Rich, visual analytics

Easily identify and remove friction points in customer journeys. Best-practice dashboards and reports help optimize digital engagement, knowledge effectiveness, and offer effectiveness.

Easy to deploy and manage

Save your IT staff time and effort; we know how busy they are! eGain Sales Advisor requires no coding. Business users can fine-tune conversations and nurture processes with rapid A/B testing with no IT involvement.