Increase sales and improve customer care with real-time Web Chat.

Why Web Chat?

- Increase sales and improve customer experience

- Respond with real-time help to website visitors

- Increase efficiency, handling multiple customers at once

- Take PCI DSS compliant payments during the Chat sessions.

- Improve conversions by proactively reaching out to all your customers.

Don't risk losing your customer at the last moment. Be there to help them every step of the way.

Do you want to offer personal help to multiple online customers at the same time in a cost-effective way? Real-time Web Chat is a great way to answer enquiries, enhance service levels and turn more of your website visitors into paying customers.

Web Chat allows you to deal with each customer's needs in real time - often at the point of a purchasing decision. Your agents can handle more than one Web Chat session at the same time, making this form of engagement cost effective and efficient.

Serve multiple customers easily

With the easy-to-use agent console, your team can exchange messages with multiple customers and share URLs to the pages and information they need.

And when Web Chat sessions are over, the conversation can be downloaded instantly to customers as a PDF and a survey offered automatically (with our After Service Surveys).

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How it works

Web Chat is easy to set up and customize. Your agents will be chatting with customers within seconds of going live. The JavaScript that enables Web Chat to run on your website is easy to apply, while the chat button and the customer-facing window can be tailored to fit your website's look and feel. The Library of Responses lets you automate many of your commonly-used greetings and answers, so you save time for your agents and provide a consistent, professional service.

Key features

Take PCI DSS compliant payments
Take secure, compliant payments within the Web Chat session

Dynamic agent availability
Set the availability of your agents and the number of chats they can take, so you never have to worry about the service being offered when no-one is available.

Library of responses
By automating some of your most used responses and greetings, your agents can be more professional and efficient.

Fast integration
The one line of JavaScript required sits at the back of your site and not at the front, like some other services, so there's zero impact on your IT environment.

Tailored icons
We have a bank of icons for static, sidebar and intuitive use that you can change to suit your color and look and feel, or you can design your own and we will wrap our code around them.

History and logs
Every Web Chat session is stored within 15 seconds in your back office for later use. Every conversation can be viewed, the results analysed and changes to your operations made as a result.

Full back office and reports
We provide a unique login to give access to a full range of online back office reports, charts and data – and it's all available in real time too.

A great fit with some of our Chatbot

Chatbots
Provide customer service that never sleeps with 24x7x365 availability. You can free your agents from having to handle repetitive tasks by building a Chatbot to manage them for you.

ChatGuard
Take secure PCI DSS compliant payments within the actual Web Chat session so you don't risk losing your sale at the very last moment.

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