



LiveChat

LiveChat enables **real-time communication** with your customers on their mobile phone anytime, anywhere.

- BENEFITS:**
- Reduce Customer Care Centre Seats
 - Real-time Convenience To Customers
 - Cost Efficient
 - Stand Out Amongst Your Competitors



KEY FEATURES:



MULTIPLE CHAT SESSIONS

Agents can manage up to 6 independent conversations



Custom Web Widget

Add a chat web widget to your website with ease.



FILE TRANSFER

Both customers and agents can attach files to the conversation.



AGENT INITIATED CONVERSATION

Customer Care Agents can start conversations and send targeted messages to your customers.



CHAT ROUTING

Automatically assigns incoming chats to active agents, ensuring prompt customer support.



ARCHIVED TRANSCRIPTS

Access to historic LiveChat conversations



How does it work?

AGENT INITIATED:



2. The Customer can **reply to agent** via LiveChat



Broadcast messaging available via our SMS portal

