



## WEB & MOBILE CHAT

7twenty's chat module messaging platform provides a fast service in a convenient channel that allows flexibility and rapid caller assistance. The quick response capability and shortening of call length is performed via a structured answers system links, shortcuts etc.

The system enables direct contact in real-time between company service providers and customers browsing the company website through a text chat module without the need to install additional components on customer computers.

The system allows a response to more than one chat in parallel, performance analysis of support, routing calls based on profiles, topics and other characteristics.

### INTERFACE FEATURES

- System supports integration to any CRM \ legacy system
- Unified customer history
- Range of performance and system efficiency reports
- Variety of reports show the efficiency and availability of support levels
- Total adaption of graphics to the client's brand
- Option to show customers their place in the queue