Better Customer Experiences through Conversations

Be more customer-centric by meeting customers where they are

TeamSupport's Messaging & Live Chat is designed for customer-first companies that recognize the power of nurturing customer relationships and driving long-term growth by instant messaging with customers - when it's convenient for them. We're proud to offer the industry's most trusted, most customizable customer service chat solution.

Routing and Branding
Deliver personalized, on-brand customer experiences

- Use industry-leading Design Studio to control the entire live chat visual experience
- Customizable sub-accounts for multiple brands and websites
- Whitelabeled solutions available so that your brand can shine

Chatbot Technology
No-code smart chatbots for support that never sleeps

- Streamline repetitive conversations through custom answer bot automations
- Route visitors quickly and capture critical data with our Guide Bot
- Chatbot APIs to leverage advanced custom chatbots hosted on Google DialogFlow, IBM Watson, GetJenny and more

Helpdesk and CRM Integrations
Unify customer experiences (and your software systems)

- Use custom mapping to capture critical data and trigger downstream workflows
- Build a custom integration with nearly any open, API-based software
- Native integrations with popular Helpdesks and CRMs: Salesforce, Microsoft Dynamics Cloud and On-Premises, SAP Sales Cloud, HubSpot, and more

Security and Privacy
Enterprise security and compliance made simple

- HIPAA, GDPR, and other privacy law compliant
- End to End Encryption: All chat communications to and from our system are SSL encrypted
- Private instances, audit logs, PCI-compliant in-chat payment, SSO, access rules, and Visitor Identity Verification.

Analytics and Insights
Continuously optimize your outcomes

- Filter and customize reports by time period, department, agent group, and more
- Monitor average response times, handle times, wait times, and customer satisfaction
- Gain a 360° view of your customers and see where visitors are coming from and where they engage with chat

Omnichannel Capabilities
Meet your customers where they are

- Web and mobile-optimized visitor chat
- Integrate chat with Facebook Messenger and Twitter
- SMS-to-Chat to connect with your customers on the go - secure HIPAA-compliant SMS options available

Ready to meet your customers when and where it's convenient for them? Let's chat today!

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TeamSupport