



Offer real-time support with a **branded customer web chat**.

Route conversations to the **right people**, and keep every interaction **secure and compliant**.

★ Add Intelligent Automation?

Enhance Live Chat with Assist-Me™ the **AI Assistant** that can greet visitors, collect details, triage requests and route enquiries to your agents or employees with full context.

converse360 Live Chat

Live Web Chat with Your Customers

Live Chat from converse360 delivers a powerful, flexible web chat service designed to enhance customer engagement and streamline service operations.

Through an intuitive chat messaging interface your customers can instantly connect with your teams.

Our live web chat is a feature-rich, secure, and scalable chat solution for teams that want the **essentials of contact centre chat - without the complexity**.

Customise the look and feel, drop a simple snippet on your website, and start chatting immediately!

Who Uses Live Chat?

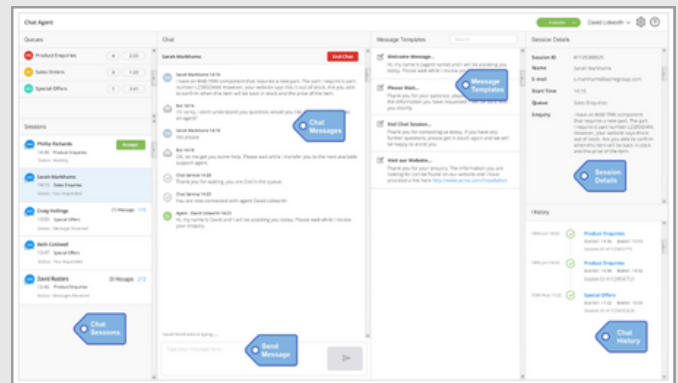
- Customer support & success teams
- Sales and presales qualification
- Service desks & internal helpdesks

Core Live Chat Features

- **Brandable website chat widget:** Style the web client, welcome text, proactive nudges.
- **Chat notifications:** Audible and visual chat alerts for customer service teams.
- **Real-time communication:** Allows for instant, text-based interactions between website users and customer service teams.
- **Queueing & routing:** Configure and allocate team members to chat queues, set business hours, skills and overflow rules.
- **Multi-session handling:** Agent/employee can handle multiple concurrent chats.
- **Visitor information:** capture name, email address, URL and other data
- **Canned responses:** shared/team templates for quick responses
- **Typing indicators:** Displays when agent / user is typing
- **Chat History:** Shows previous interactions with the user.
- **Email fallback:** Capture user details when Live-chat is closed for follow-up (optional).
- **Transcripts:** Let customer request transcript to be emailed to them (optional).

Agent console

- **Customer Profile:** Name, email and other customer data
- **Real-time queue status:** Customers in queue, active sessions
- **Availability status:** online, away, busy, custom
- **Chat history:** View transcript of previous conversations with the user



Live Chat | Agent console

Reporting

The Live Chat dashboard provides real-time reporting on chat performance:

Agent or Employee Reports

- Agent chats (volume per hour)
- Performance summary

Queue Reports

- Chat summary
- Itemised chats
- Chats per hour
- Abandoned chats
- Answered v's abandoned
- Heat map



Upgrade with Live Chat + Assist-Me™ AI Assistant

When you're ready for more automation add an AI Assistant to greet and identify customers, capture details, respond to their enquiry, and hand-off if required to your team via Live chat.

- **Answer FAQs:** provide instant answers from your approved content and knowledgebase
- **Automatically route chats:** hand enquiries to the right team member or queue with a clear summary
- **Inbuilt guardrails:** scope-restricted answers, escalation on uncertainty, compliance filters
- **Integrate with your business applications** including CRM, Service Desk and others

See the website for a full list of [AI Assistant features](#)