

Instant Messaging

Give customers the convenience of asynchronous messages

BENEFITS

EXCELLENT SERVICE

Quick answers about products, solve problems faster, let customers know you are available when they need. Chat greatly improves customer service and loyalty.

AGENT PRODUCTIVITY

Instant messaging allows agents to handle multiple chats at the same time. Enabling simultaneous chat interactions allows agents to deliver a quicker service.

COST REDUCTION

Chat is proven to be less expensive than other channels, such as calls. It has a minimized resolution time, and highly prevents cart abandonment.

What our Customers say about us

"Altitude Instant Messaging is the best tool for asynchronous messages. We have experienced higher NPS rates after its deployment and a significant cost reduction because chat customer service represents about 25% less costs than phone calls."
Contact Center Manager, European Retailer

GIVE CUSTOMERS AN EXTRA, COST EFFECTIVE, CHANNEL TO REACH OUT

FEATURES

MULTIPLE CHAT SESSIONS

Agents handle multiple conversations and other interactions, such as calls.



UNIFIED QUEUE

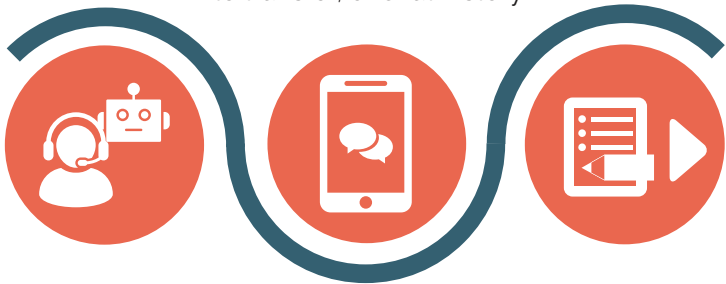
Blends with all contact center interactions and delivers to most appropriate resource.

Feature rich chat options

Use features such as speech recognition, assisted typing, file transfer, or chat history.

JOIN BOT & HUMAN AGENT

Fast and seamless cooperation between bots and human agents deliver the best service.



AUTOMATIC MESSAGE COMPLETION

AI powered engine helps agents by providing predefined answers to customer questions.

ASYNCHRONOUS MESSAGING

Customers keep conversation going at their own pace regardless of time interval.