

# 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 live 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**

