Webchat channel and Social Media DM's (Direct Messages)

Go contact
a broadvoice company

Webchat channel and Social Media DM's

Ensure efficient online communication with your customers, through GoContact's webchat channel!

As an omnichannel solution, GoContact allows its customers to manage all interactions on a single platform, and online communication is no exception.

Like the voice channel or ticketing system, it is possible to manage and consult all interactions with your company on the webchat channel, which is increasingly popular with consumers due to its immediacy and ease of use.

In addition to the webchat plugin on web pages, GoContact allows the integration of various digital channels: **Facebook Messenger, WhatsApp, Instagram Direct Messages, SMS, and Video Calls.** All these channels, except for Facebook, are made available through integration with an external service provider who ensures the connection with these digital platforms.

Find out now how GoContact can help you manage your company's chat channels effectively!

Webchat channel:

GoContact's webchat channel guarantees an optimized chat experience on web pages through the following features:

- Possibility of attending multiple chat sessions simultaneously.

- Automatic delivery of new conversations to available agents.

- Routing conversations to different teams of agents.

- Definition of schedules and actions outside working hours.

- Automatic approach with parameterized *welcome message*.

- Custom fields for customer identification to start a new chat.

- Visualization of the customer's file, with all their interaction history.

- Possibility of sending and receiving files.

- Configuration of response templates and execution of external *scripts* to improve agent actions.

- Chat *Typing/Outcomes*.

- Record conversations via e-mail or PDF files.

- Native integration with Tickets and Voice, based on an interaction.

- Customizable web plug-in using CSS code.

Features and Benefits
SMS and Video Call:

In addition to the webchat plugin we provide for web pages, GoContact's software also has features that allows the **management of interactions with customers via SMS and Video Call**, guaranteeing:

· Centralized customer service via SMS, directly in GoContact's software. ;

· The ability to initiate a video call within the webchat channel, a recommended feature for individual sessions that allows:

  · Screen sharing.

  · Generating an exclusive video room for each video invitation.

 · Turning on/off the video camera and microphone.
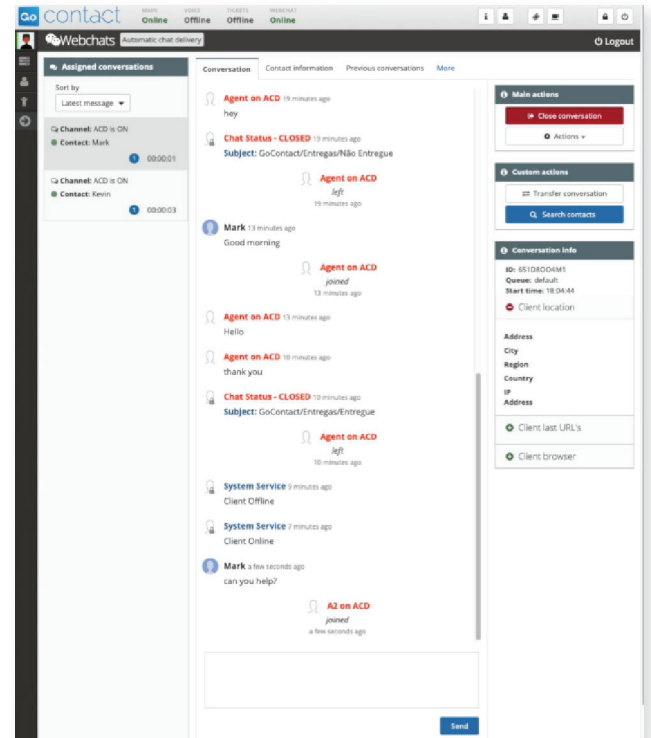
Features and Benefits
Direct Messages on social media:

When it comes to managing online communication, social networks must not be forgotten. That is why GoContact's chat channel also **allows integration with Facebook Messenger, WhatsApp, and Instagram Direct Messages,** ensuring effective management of the instant messages your company receives on these digital channels.

How does it work?

- The chat is initiated by the user on the social networks through a text message, which becomes available on GoContact's software.

- The customer service window remains available for 24 hours, according to the rules defined by Meta.

- With GoContact, you can not only reply to text messages but also send and receive files.

- In the case of Facebook, you can also manage the comments and posts made on your page through the ticketing channel.
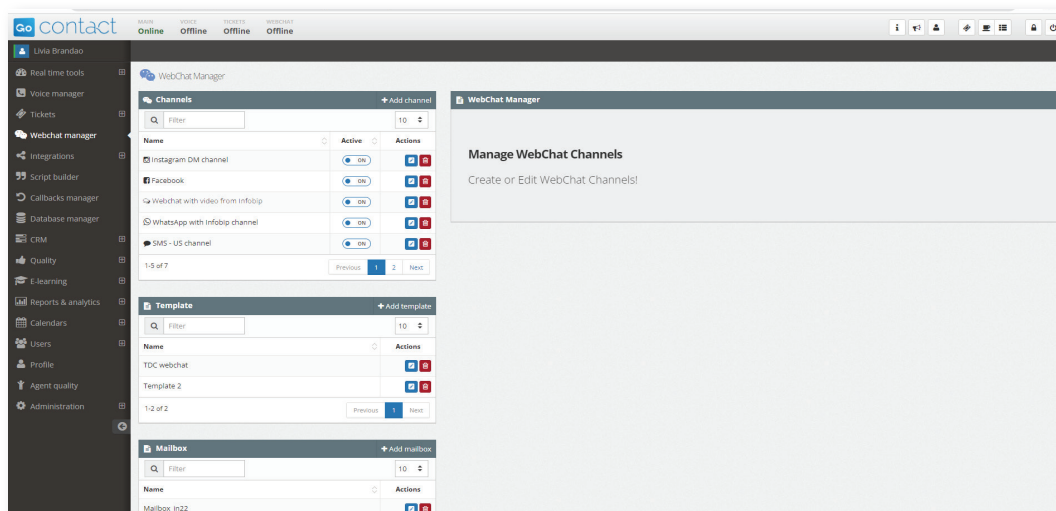
Features and Benefits
Dashboards and Reports:

For a global and constant analysis of your customer service operations across chat channels, GoContact's software provides a complete dashboard and reports for you to monitor critical metrics for your chat operations in real time, such as:

- Total chats.

- Active chats.

- Waiting chats.

- Abandoned chats.

- Solved chats.

- Average first reply time.

- Average chat duration time.

- Status of the agents.

- Reports with indicators on webchat customer service and activity (times, quantities, business types).

- Reports with the transcript of chat sessions.
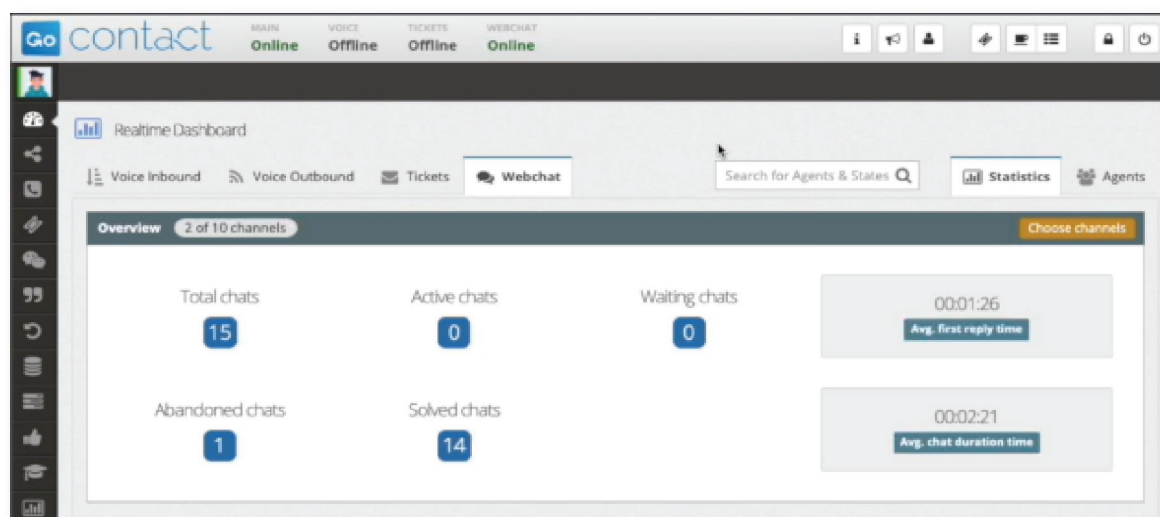
With advantages for supervisors, agents, companies, and consumers, GoContact's chat channel provides all the tools you need to successfully manage your customer service operations across chat channels!

Are you curious?
Talk to us for more details!

www.gocontact.com

Go contact

a broadvoice company