

Enterprise Click-to-Chat

Enterprise click-to-chat integrates with business communication platforms and tools, enabling support teams information access to provide better service and quicker case resolution. An integrated approach delivers far more value to long-term enterprise operations than external, live chat solutions.



Top Enterprise Use Cases

Level 1 support is where most companies typically start as a added channel to phone and email ticketing systems. Overtime some businesses seek to shift all support through chat channels.

IT Help Desk



HR Service Desk

The most common issues handled are payroll deductions and benefits questions. Companies deploy chat to ensure consistency and accuracy of responses based on region, business unit etc.

Specialized inside sales agents provide sales support via chat queues to assist field and partner sales efforts. Generally issues are related to product questions, orders, and quotes etc.

Sales Support



Specialized Support

After integration into the level 1 help desk process, chat may be pushed as a value added service to improve work flow and support operations within other business functions. For example mobile phone, Microsoft office, and specialized tool support areas.

Top 5 Help Desk Requests

The Customer

Global IT Brand
30,000 incoming chat requests/month
Level 1 support use case



The Results

500 chat requests analyzed.

24%
Internal Network/
Application

24%
Email System

13%
Hardware Problems

12%
Password/
User ID

12%
Installation &
Configuration