

Click with your customers

You're a customer service agent. Every day you receive a high volume of enquiries from your company's customers and prospects. How do you make sure they're dealt with efficiently? And in a way that converts curiosity into sales?

Build relationships with remote support

Add a clickable button to your company's website that will direct potential customers to an online form. Once they've filled it in, they'll be prompted to join a support session through a chat panel.



Cisco Webex

Put them on the right path

Customize the online form with your own set of questions, and use the customer's answers to direct them to the most appropriate agent.

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Keep an eye on the queue

At any time, the manager can instantly view the progress of the queue, the customer waiting time, who is taking calls and who is unoccupied.

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Never lose a connection

If they click the button outside of working hours, customers are redirected to another form where they can request a callback.

[Find out more >](#)

- ✓ Avoid repeated call transfers.
- ✓ Manage the queue efficiently within or outside of business hours.
- ✓ Convert interest into sales.

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