tcn

Chat

Engage customers in real-time, answer questions, resolve issues and gather feedback – all through a Chat widget easily added to your website.

Ditch the complex setup and start seeing results fast. TCN Chat integrates easily with any website, getting you up and running with live Chat support in just a few hours. This powerful solution is perfect for any industry, delivering tangible improvements in customer engagement and satisfaction.

Boost customer engagement and conversions

TCN's Chat service provides a channel for customers to engage in real time. With Chat, agents can have live conversations with customers, answer queries, provide support and gather valuable feedback. By creating Chat campaigns, businesses can effortlessly generate Chat widgets that can be quickly added to any website with just a few lines of code, maximizing customer reach and engagement.

Creating multiple custom Chat campaigns is a breeze with TCN's intuitive Omniboss platform, allowing businesses to tailor their chat experiences to specific requirements or target audiences.

Before deploying the Chat widget on a website, TCN offers a simple HTML file that can be saved and run locally for testing purposes. This allows businesses to ensure that the Chat configuration and settings are working correctly, providing a perfect transition to the live environment.
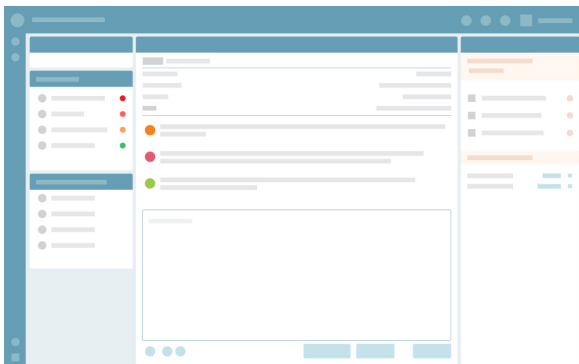
TCN's Omniboss platform offers robust reporting capabilities, including the Daily Conversion Report. This report, delivered via Operator subscriptions to Room303, provides valuable insights into the JavaScript Object Notation (JSON) file format. This format is ideal for integration with CRM systems and facilitates conversational reporting, enabling businesses to track and analyze Chat interactions for better decision making.

Benefits

- Engage in real-time conversations
- Quickly resolve issues
- Reduce time spent on calls
- Increase agent productivity by interacting in multiple conversations
- Real-time dashboard analytics
- Create campaigns faster with the asset library

Features

- Leverage multiple campaigns and availability rules
- Route customers to their preferred agent with skill-based routing
- Ensure consistent branding with unique SLA rules, custom dispositions and canned messages per campaign
- Communicate effectively with unlimited Chat campaigns
- Automated Chat Flows with bot capabilities

Use Cases

- Provide immediate assistance to customers by empowering them to ask questions, seek product information and troubleshoot issues
- Dramatically increase website functionality with minimal technical skills and implementation
- Enable potential customers to engage with your agents directly to resolve any potential questions or issues by incorporating a Chat widget on your website
- Eliminate the risk of losing customers as they switch to voice or email by making Chat accessible directly within the browser

We're here to help. Lets Connect.
Help us find your profile. What is your:

First Name

Last Name

Email

Phone number (optional)

Question

Connect Me