

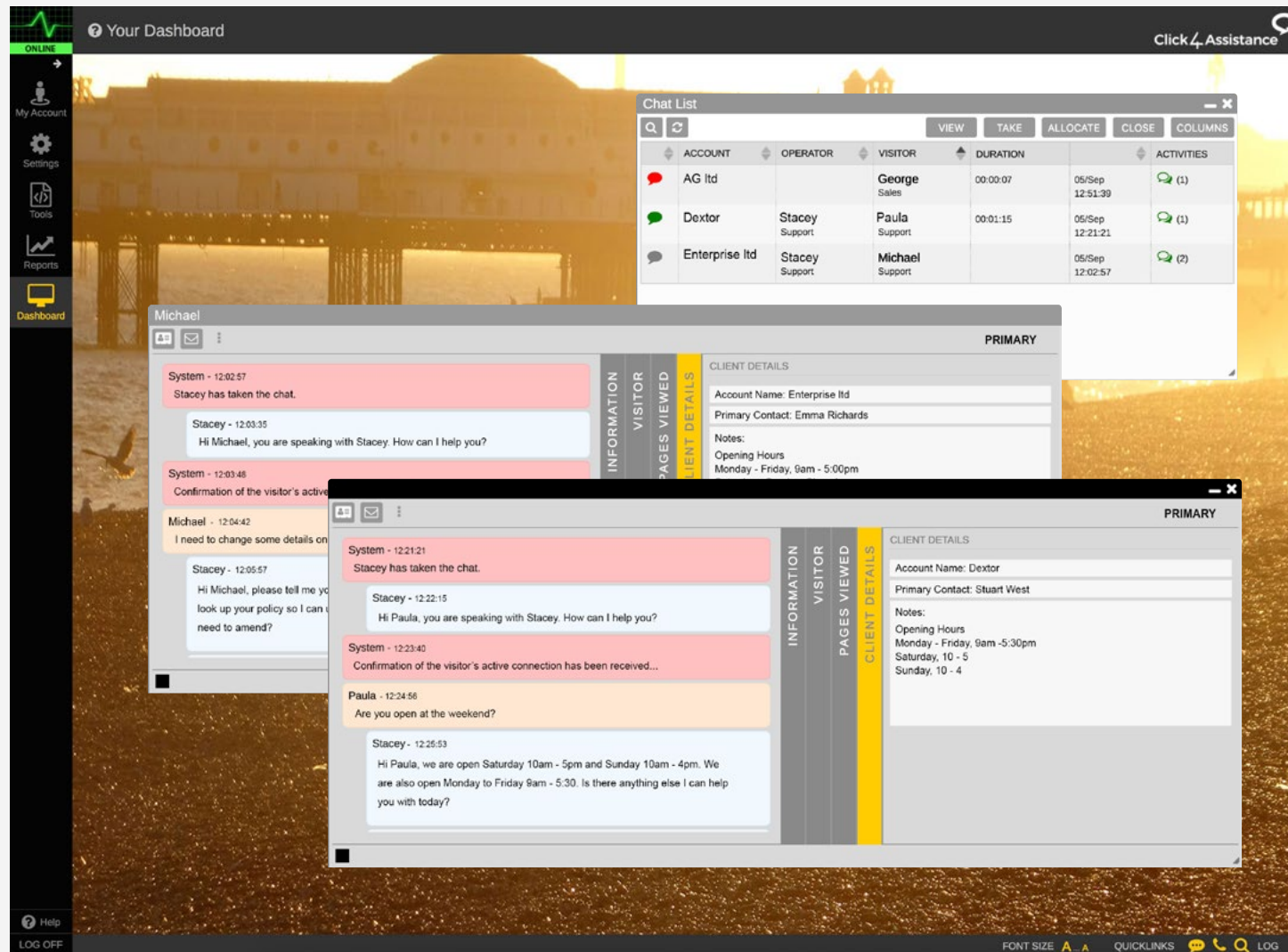
WEB CHAT FOR CONTACT CENTRES

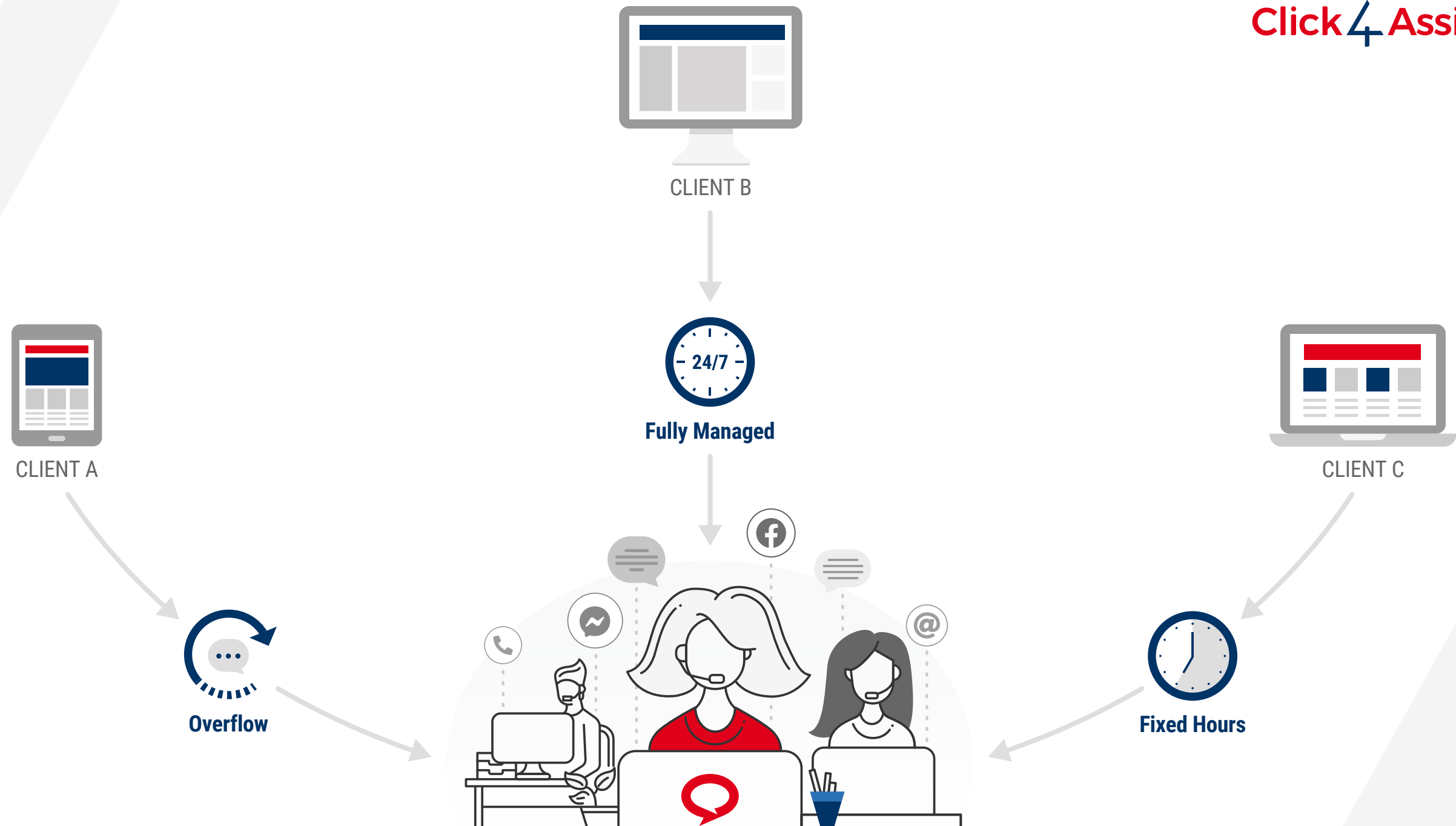
Successfully partnering with
contact centres around the UK

COMPLETE COMMUNICATION SOLUTION

To offer a full omni-channel experience, contact centres are increasingly providing a live chat service for their customers. Click4Assistance has worked closely within this industry developing software which allows an unrivalled level of flexibility.

Use a **single** unique control centre to handle live chats and social media interactions for multiple customers.



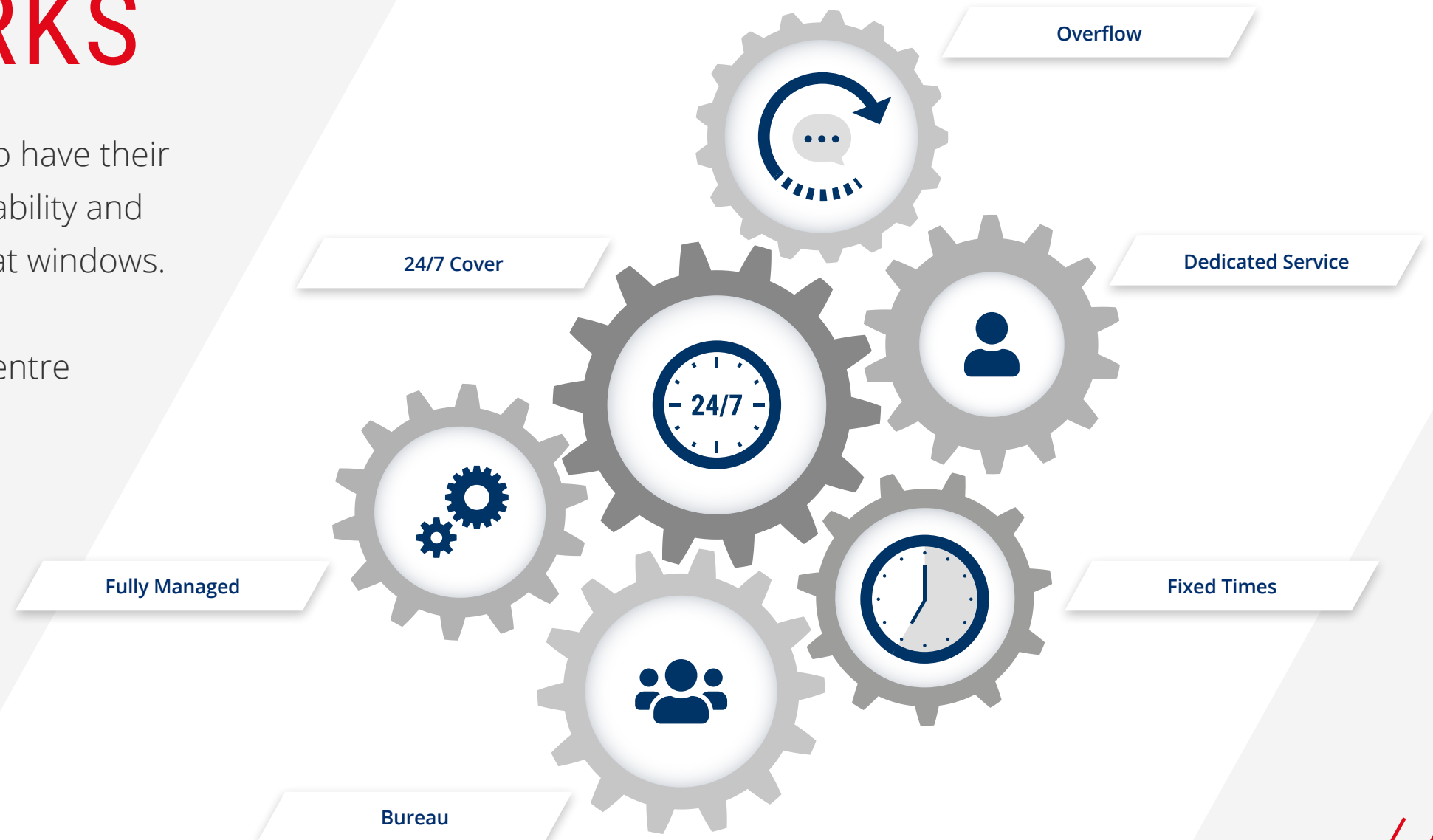


YOUR CONTACT CENTRE
powered by Click4Assistance

HOW IT WORKS

Click4Assistance allows your clients to have their own account, providing full customisability and brand representation within their chat windows.

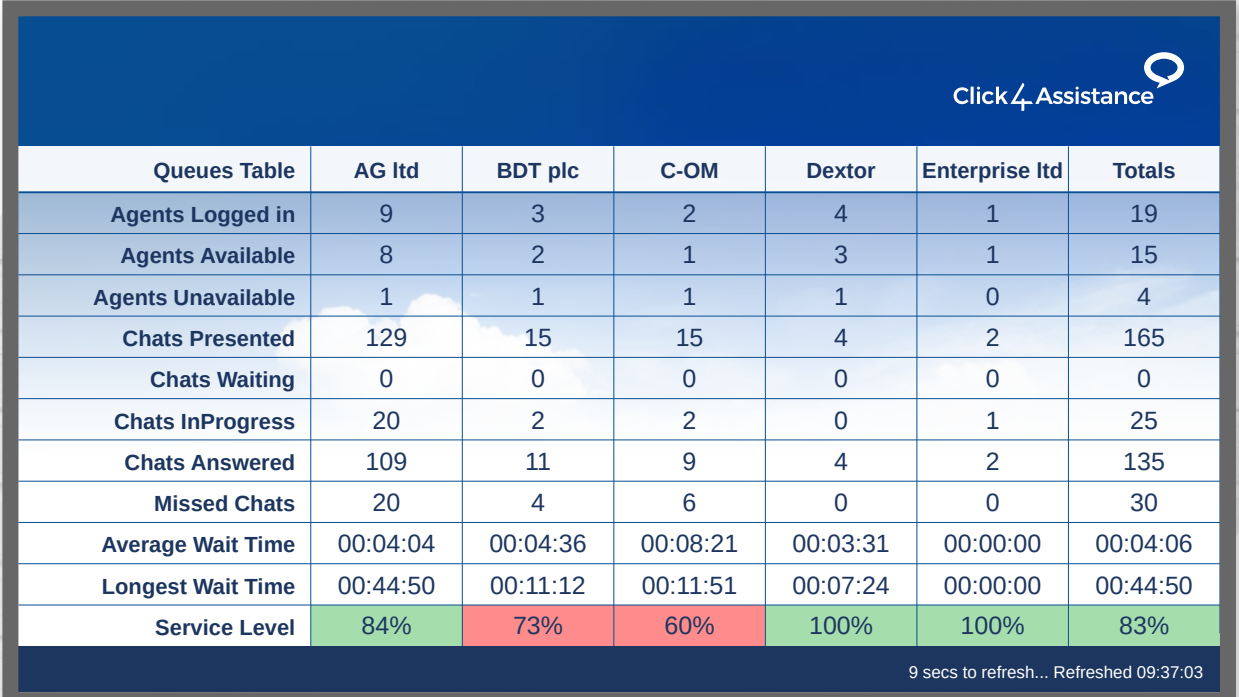
Clients chats divert to your contact centre account using flexible routing based on coverage requirements agreed by you and your client.



FEATURES FOR CONTACT CENTRES

Designed for the needs of contact centres, with extensive functionality to ensure an efficient and successful team.

- ✓ **Predefined Replies/End Categories** – specifically displayed for the relevant client
- ✓ **Client information** – crucial information at your fingertips with colour coding for easy identification
- ✓ **Wallboards** – displaying real time operator performance and advanced reporting



A screenshot of a Click4Assistance wallboard displaying a table of contact center performance metrics. The table has a dark blue header with the Click4Assistance logo. The data is organized into columns for different clients and a totals column. The rows include various status metrics like agents logged in, chats presented, and wait times. The 'Service Level' row at the bottom uses color coding: green for 84%, 100%, and 100%; red for 73% and 60%; and green for 83%.

Queues Table	AG Ltd	BDT plc	C-OM	Dextor	Enterprise Ltd	Totals
Agents Logged in	9	3	2	4	1	19
Agents Available	8	2	1	3	1	15
Agents Unavailable	1	1	1	1	0	4
Chats Presented	129	15	15	4	2	165
Chats Waiting	0	0	0	0	0	0
Chats InProgress	20	2	2	0	1	25
Chats Answered	109	11	9	4	2	135
Missed Chats	20	4	6	0	0	30
Average Wait Time	00:04:04	00:04:36	00:08:21	00:03:31	00:00:00	00:04:06
Longest Wait Time	00:44:50	00:11:12	00:11:51	00:07:24	00:00:00	00:44:50
Service Level	84%	73%	60%	100%	100%	83%

9 secs to refresh... Refreshed 09:37:03

ABOUT US

For over 15 years Click4Assistance has been providing instant messaging software to the contact centre industry from their UK offices.

- ✓ **Security** – GDPR compliant with sophisticated encryption and UK data storage conforming to ISO9001 and 27001 standards.
- ✓ **Flexible** – designed to complement and integrate with your environment, whilst seamlessly reflecting your client's corporate brand.
- ✓ **UK support** - Working on a range of implementations, our team delivers on time within budget, backed with friendly knowledgeable support.



5 Star Trustpilot Reviews - Click4Assistance - Rated Excellent

REQUEST A DEMONSTRATION

From a UK based provider

Why not speak with one of our friendly UK based account managers who are happy to share their knowledge regarding contact centre implementations.

www.click4assistance.co.uk

CONTACT US

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CLICK FOR A LIVE CHAT