
Direct Messages (Platforms)

Converse | Monitor | Engage

Overview

Click4Assistance direct message system allows communications from a multitude of external instant messaging (IM) systems to be managed alongside your web chats in one complete omni-channel communication platform.

Incoming messages can be routed to specific or multiple departments depending on the size of your organisation. You also have the ability to automatically send welcome and unavailable replies based on your agents availability.

Direct messages can be stored, or deleted, to ensure agents can manage and respond to high volumes of messages in the most effective manner. Flexible to your business needs, messages can be dealt with by a single agent, or multiple agents can become involved.

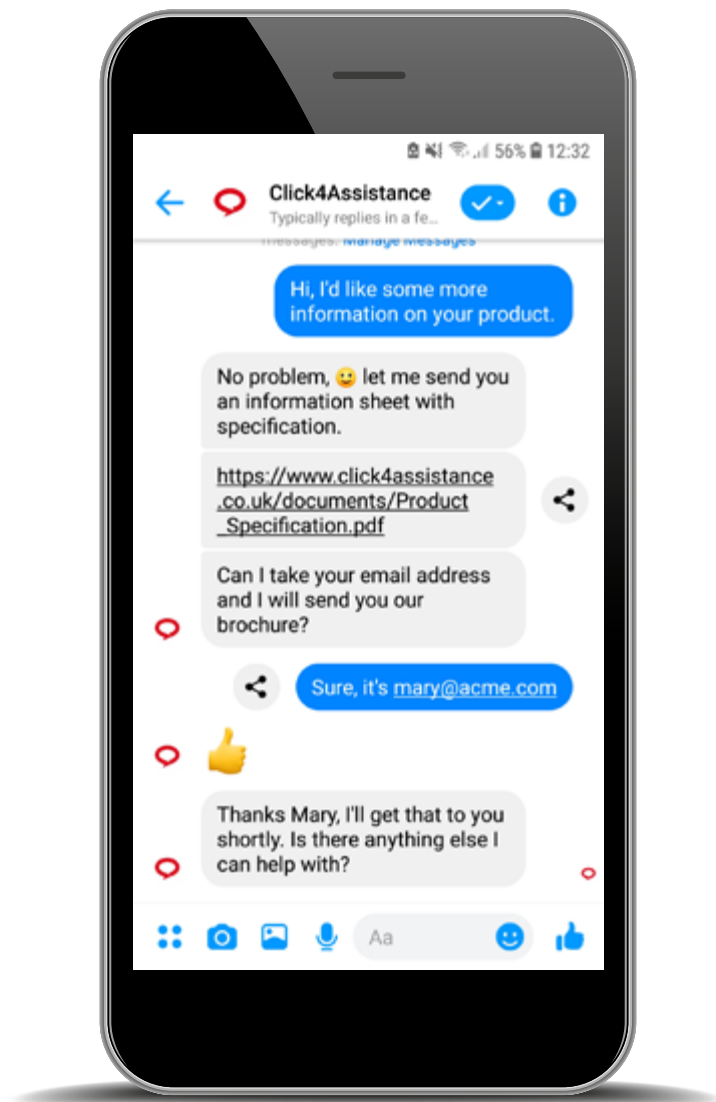
To aid the agent and to provide management reporting, features such as predefined replies, categorisation, and notes are available.

The direct message system currently allows integration with the following platforms listed below. Our developers will continue to add more platforms as integration become available.

- Facebook Messenger
- WhatsApp
- SMS Text Message
- C4A API's

Facebook Messenger

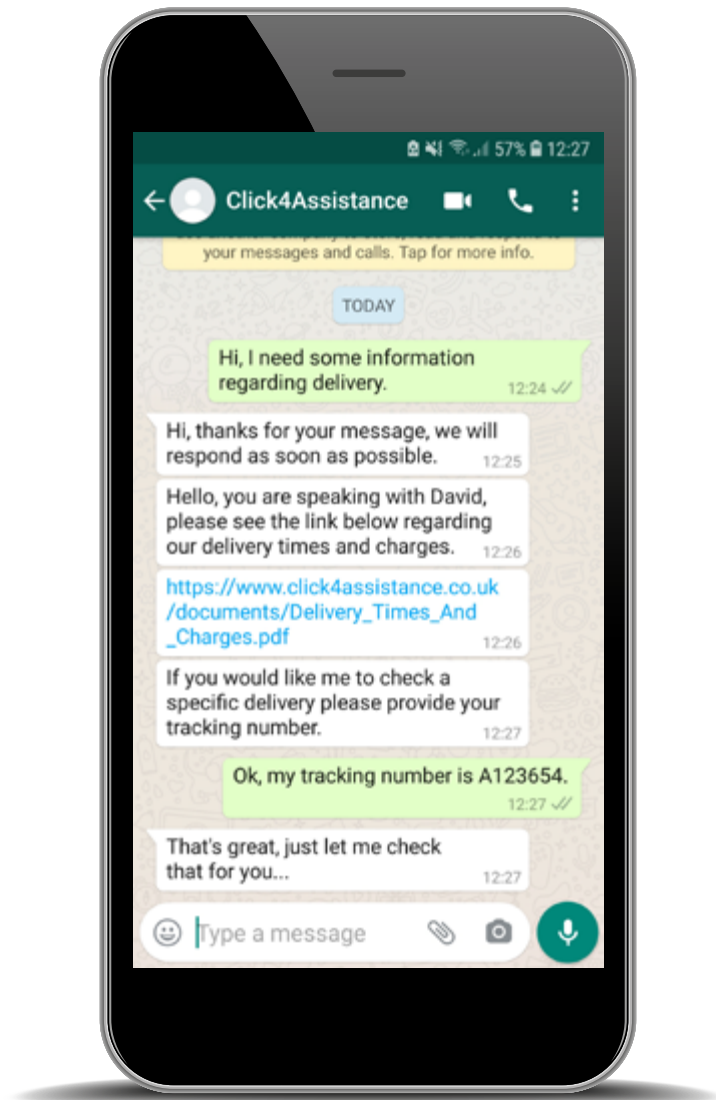
Allow Facebook users to communicate with your business using web and application based Facebook messenger.



- The agent and Facebook user can transfer files to each other via our secure quarantine servers.
- Facebook users can send thumbs-up, photos, stickers, gifs, emojis and even take a photo in real-time.
- Use message templates to notify users when certain events occur, such as a change to their account, a post purchase update or a confirmed event.
- Optional: Facebook users can see when their message has been read by the operator, and when the agent is typing.

WhatsApp

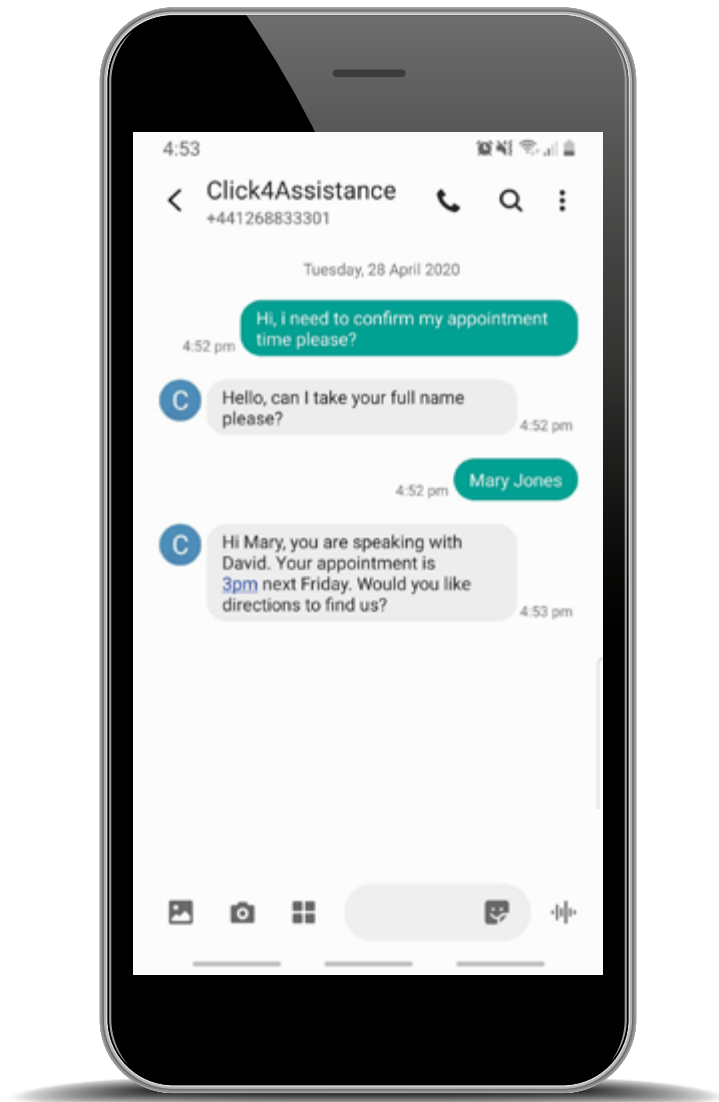
With over 1.5 billion monthly active users, communication via WhatsApp Messenger is essential.



- Have your own dedicated WhatsApp phone number, and promote it to everyone!
- WhatsApp users will see your business name when they search for your company and engage using the WhatsApp platform.
- Optional: Send pre-approved templated messages to provide notifications and updates to your customers.

SMS Text Message

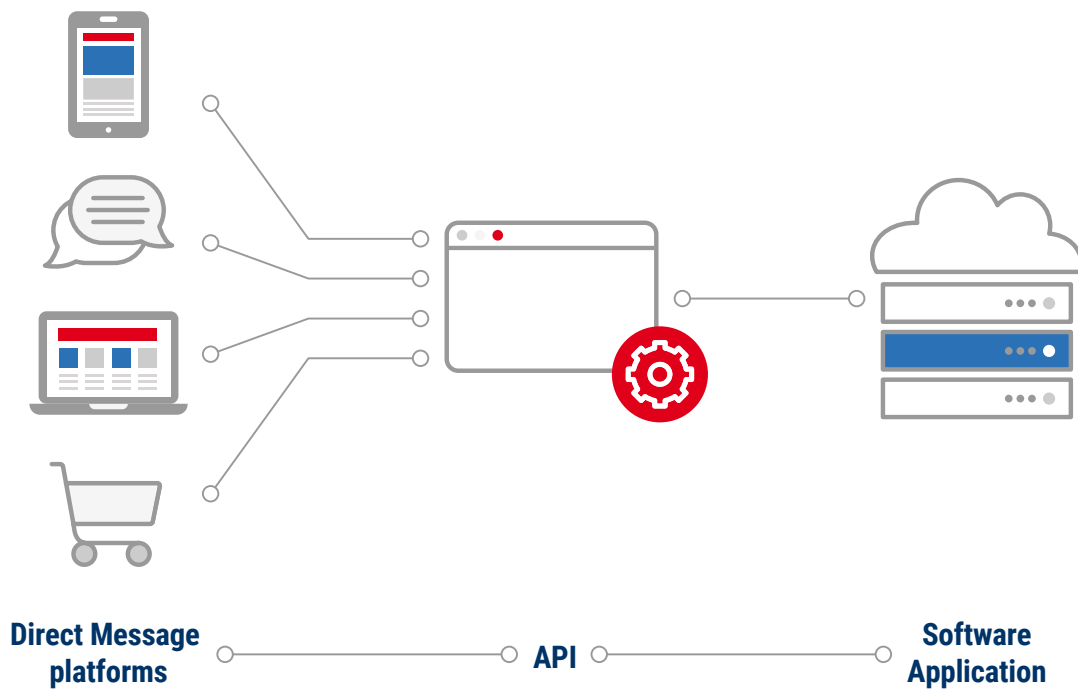
Everyone can send and receive SMS text messages. This communication method ensures your message is received.



- Have your own dedicated SMS phone number, and promote it to everyone!
- Users don't need to download any specific apps, all mobile phones allow SMS as standard.
- Answer customer questions quickly and easily.
- Send SMS notifications to your customer base.

C4A API's

Using the Click4Assistance API, any solution has the ability to fully integrate 2-way communications with the Click4Assistance direct message system.



- Complete flexibility using secure REST APIs
- Easily push data relating to the chat from a specific solution into Click4Assistance.
- Check availability and notify agents when the chatter is typing or they have ended the session.

Contact Us

Sales Enquiries

0845 123 5871

+44 (0)1268 524628

theteam@click4assistance.co.uk

Support Enquiries

0845 123 5879

+44 (0)1268 280826

support@click4assistance.co.uk

Finance

0845 123 5871

+44 (0)1268 527875

finance@click4assistance.co.uk

Marketing / PR

marketing@click4assistance.co.uk

pr@click4assistance.co.uk

UK Based

Click4Assistance

11 Lords Court

Cricketers Way

Basildon

Essex, SS13 1SS

VAT Number: 970 5435 13

Company Number: 05322233

click4assistance.co.uk



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