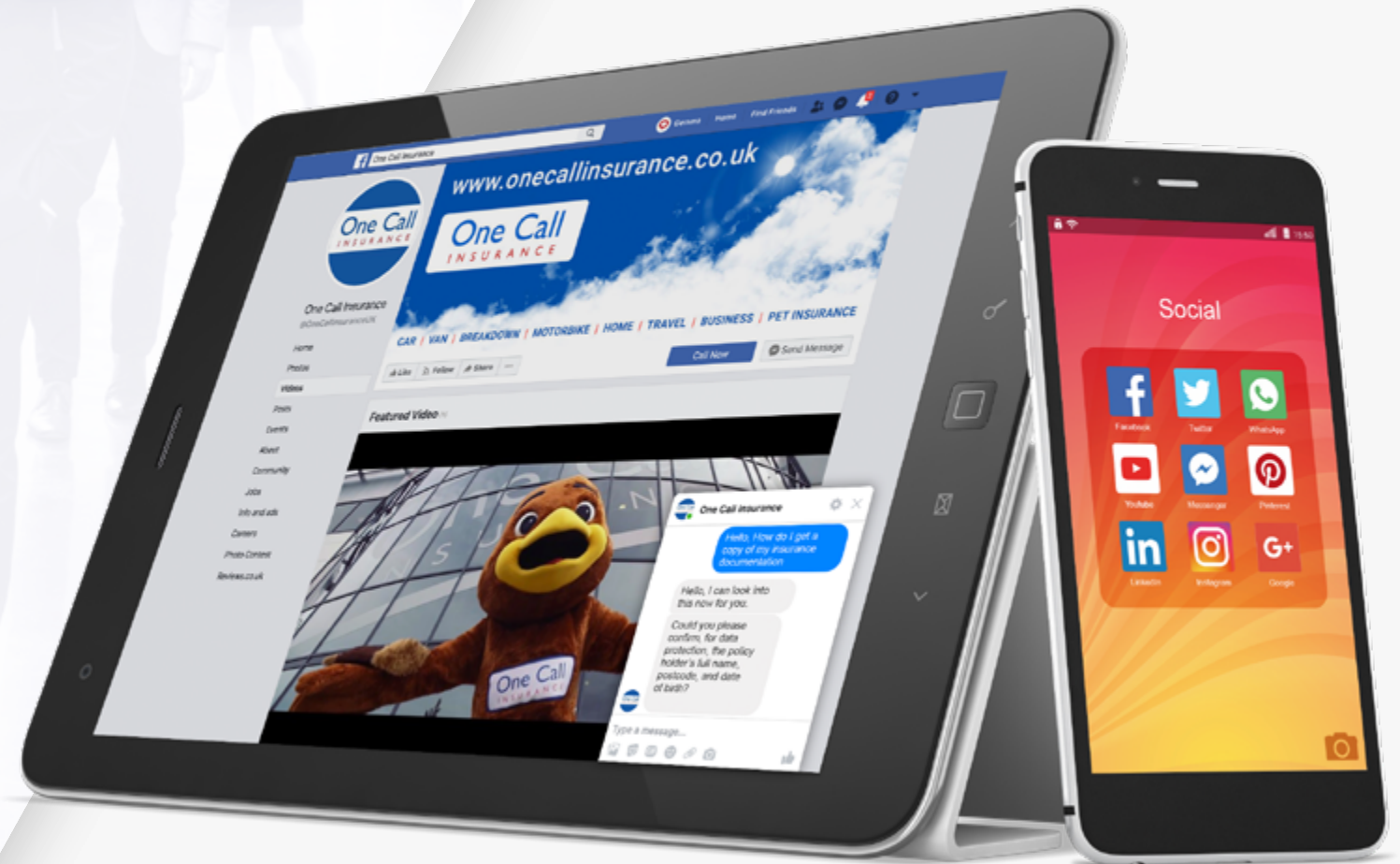


SOCIAL MEDIA

Continued investment into research and development ensures Click4Assistance offers you a full messaging system, integrated with the social media platforms your customers are using on a daily basis.

- ✓ Increases engagement
- ✓ Simplifies agent operations
- ✓ All text based communication in one place



5 Star Trustpilot Reviews
Click4Assistance - Rated Excellent

CONVERSE WITH A SIMPLE CONNECTION

Visitors start a conversation in the normal way via social media apps such as Messenger, receiving responses as if the advisor was using the same platform.

Seamless interactions from any channel improves your organisation's operations whilst maintaining expected customer satisfaction levels.



YOUR CONTROL CENTRE

Manage social media interactions, chats, contact requests and calls in one single control centre, improving efficiency and customer service.

Automatically route social media interactions directly to your social media response team, or easily enable your customer service department to simultaneously handle various conversations from multiple channels in one place, streamlining processes and procedures.



HELPFUL FEATURES

A single control centre for all text based communication allows functionality available in chat to be used when managing social media interactions. This improves the user experience for your advisors and enhances operations.

Categorisation – Reporting and in-depth analysis regarding the type and conclusion of enquiry

Predefined replies – A library of prepared responses for speed and consistency

Store and recall social media interactions
– For review and quality control

Annotation – Add notes and references to be recorded alongside the interaction



MORE INFORMATION?

We understand integrating Social Media with your chat operations can raise a number of questions, that's why we provide friendly UK based account managers to answer all your questions even while you're on trial.

Should you wish to discuss any of the features in more detail, or would like to see the other communication tools and services offered, contact us direct.

If you haven't already started your FREE no-obligation 21 day free trial, [click here](#)

Testimonials

Q-Park improves digital customer communications with C4A! We previously had a managed service but decided to take that big step to move the service in-house. Our aim was to give our web visitors a better experience through our own dedicated customer support team.

Our experience with C4A has been terrific from the very moment we made the decision to switch. The platform is extremely reliable and user friendly and if we have any issues or questions the account manager is always very responsive.

*John Denton, Head of Sales and Marketing
Q-PARK*



5 Star Trustpilot Reviews
Click4Assistance - Rated Excellent



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CLICK FOR A LIVE CHAT