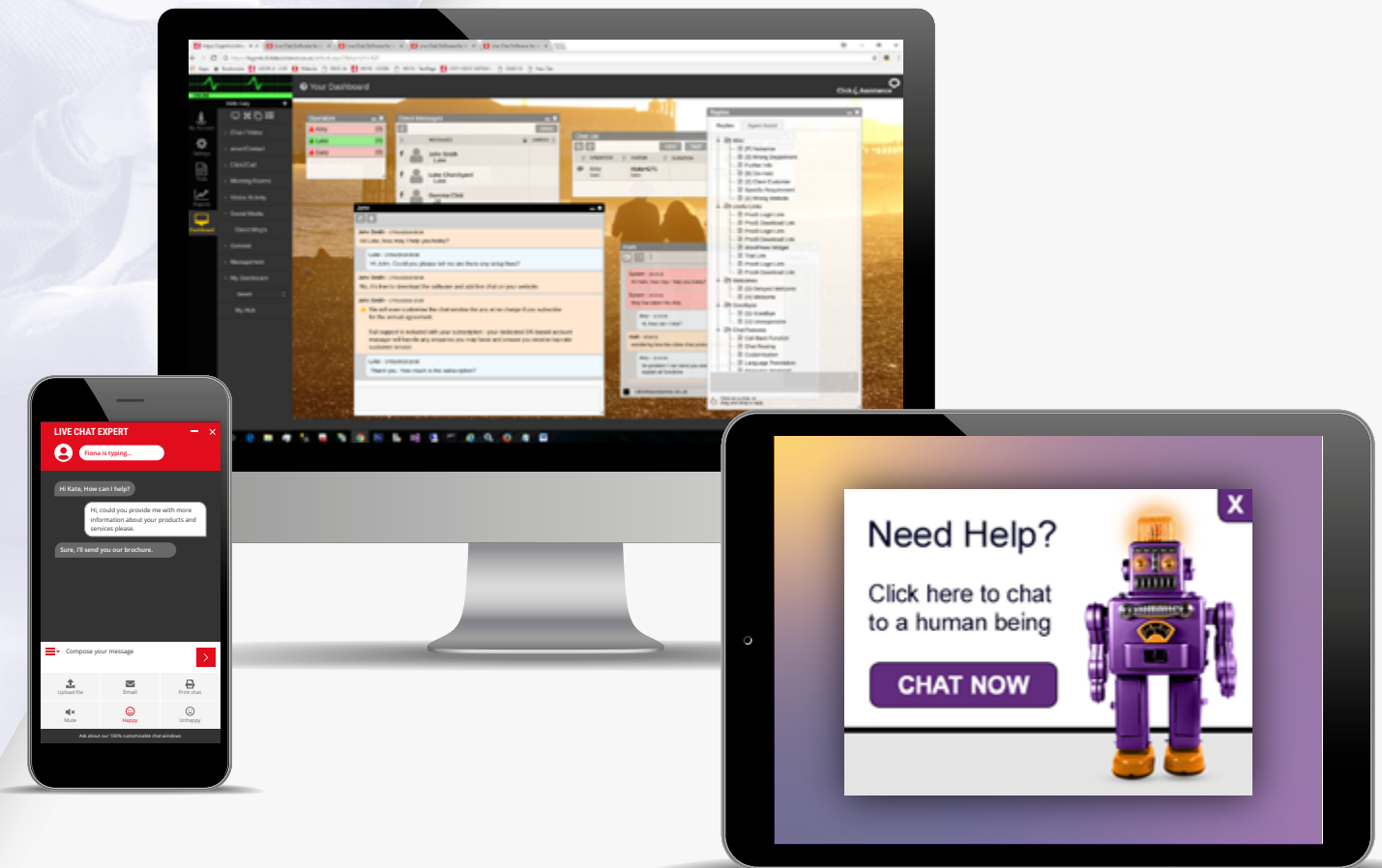


LIVE CHAT

Sales or support, B2C or B2B, with over 15 years of experience Click4Assistance is the leading UK chat solution to promote engagement with your leads, prospects, customers and partners.

- ✓ Fully compatible with PCs, tablets and mobile phones
- ✓ Just copy a small piece of script into your website and be up and running in minutes
- ✓ Works with any website or CMS regardless of platform



5 Star Trustpilot Reviews
Click4Assistance - Rated Excellent

THE START OF YOUR VISITORS JOURNEY

Whether on your website, social media, a link in your emails or within documents, connect with your visitors from anywhere.

Use one of our many chat buttons, or **upload your own design**, allowing visitors to start a chat when they have questions regarding your products or services.

Automatically engage with visitors while they browse your website, offering help and assistance on important pages with a **customisable invitation**.

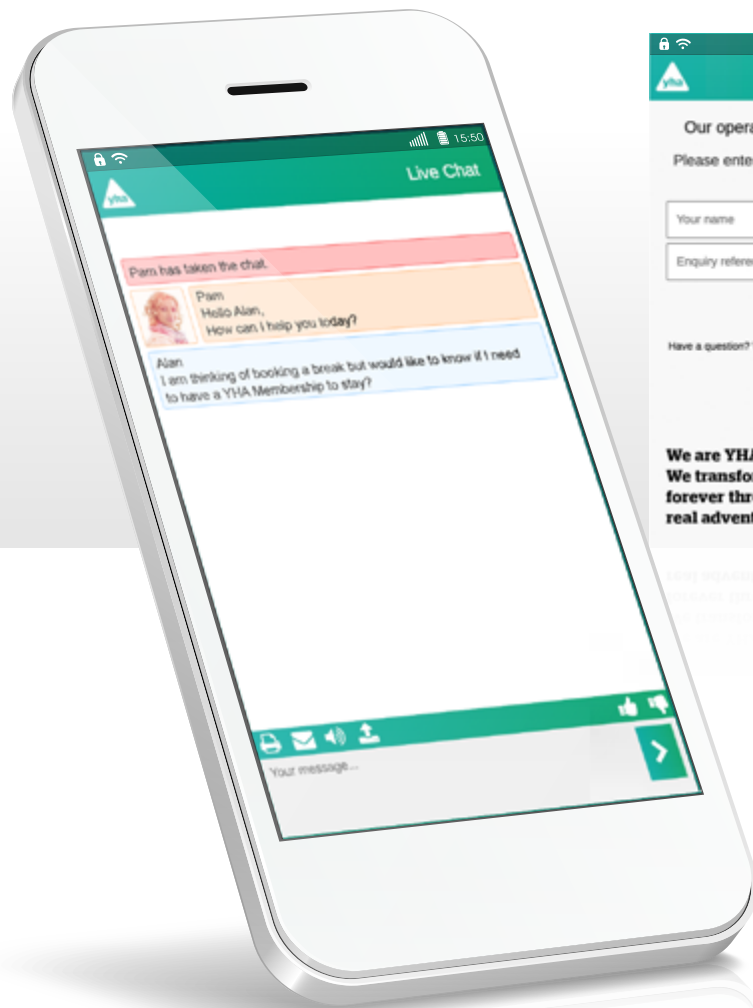


CHAT THAT REFLECTS YOUR BRAND

Represent your brand on the **fully customisable** chat window to increase visitor confidence.

Even display operators photos, promotional information, videos or important links.

- ✓ Print and email the transcript
- ✓ Transfer and receive documents during the chat
- ✓ In chat rating for customer satisfaction



COLLECT CRUCIAL VISITOR INFORMATION

WEBSITE COMMUNICATION EXPERTS ✕

Start a chat with the UK live chat experts, we're here to help.

Enter your name

Your email address

Your phone number

Select department ▼

We protect and respect your privacy. Read our [privacy policy](#)

CHAT NOW

Friendly UK support team

Gather visitor contact details

Present a department selector

Display GDPR information



LIVE CHAT ✕

We are currently unavailable, please leave a message.

Your name...

email@domain.co.uk

Your phone number...

Your message...

We protect and respect your privacy. Read our [privacy policy](#)

LEAVE MESSAGE

We'll be in touch asap

Automatically hide or change the button

Collect call back details

Present offline information

LIVE CHAT ✕

Your feedback matters to us!

Please rate your experience below...

Awful Bad Good Great

Additional comments

Enter your email for a copy of the chat

email@domain.com

SUBMIT

Ask your own questions

Survey customer satisfaction

Sign up for marketing information

Present social media links

YOUR CONTROL CENTRE

Whether you install the software, or login via your browser, multiple chats can be handled simultaneously, with our cutting-edge, configurable dashboard including drag-drop functionality to improve efficiency.

- ✓ Simple to use
- ✓ Designed around agents needs
- ✓ Everything in one place, right at your finger-tips



JUST SOME OF OUR FEATURES

Auto navigation – Automatically redirect the visitor's browser

Video

Configurable

Ghost text – See what the visitor is typing before it's sent

Backgrounds

Sandbox

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

Recall chat history

File transfer

Report suite – Over 60 reports for comprehensive management information

Operator transfer

Categorise chats

CoBrowse – View the actual page the visitor is viewing

Training room

Wallboard

Location – See where the visitor is based and the device being used

Live management graphs

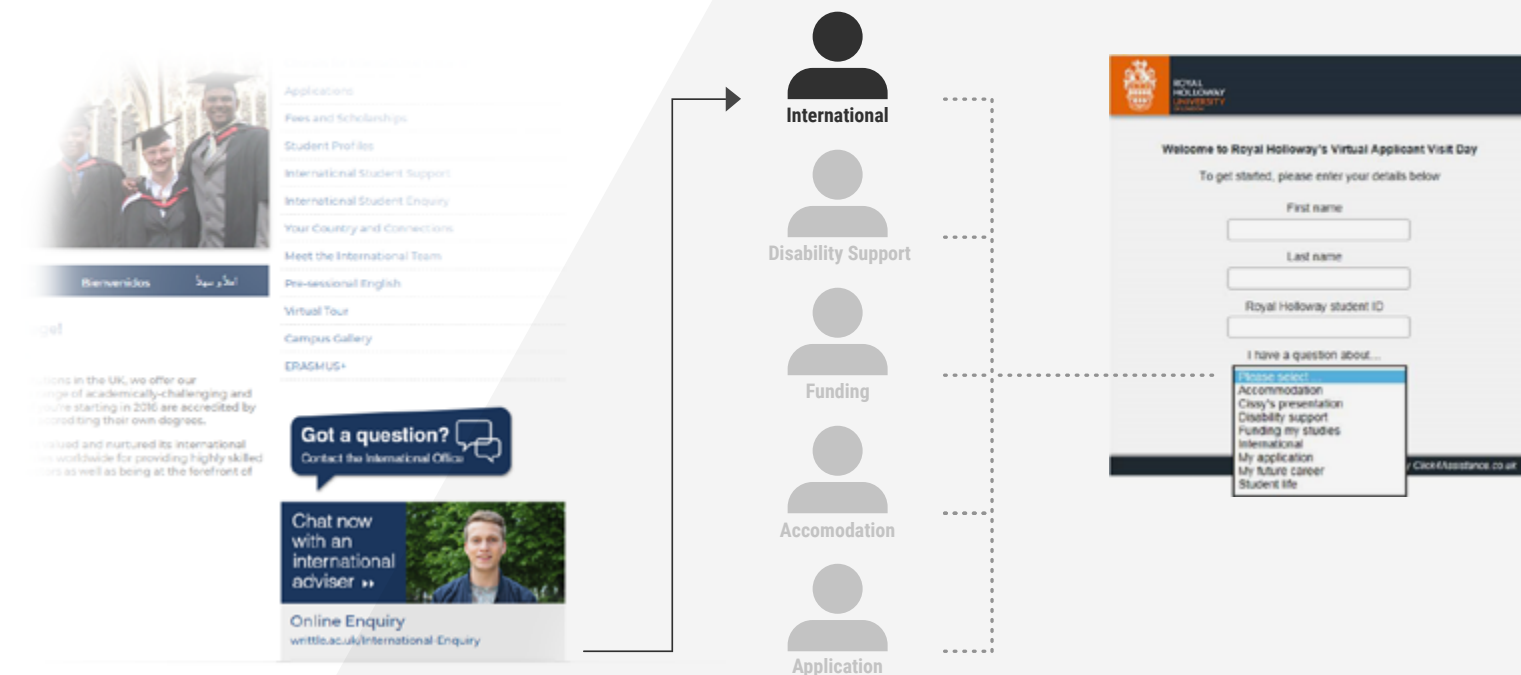
Voice to text

FLEXIBLE ROUTING

Multiple agents or departments?

Our chat distribution system allows you to route chats based on your internal organisation or skill groups:

- ✓ Allow the visitor to select the desired department on the prechat form
- ✓ Route to relevant groups directly from specific pages
- ✓ Automatically allocate chats and alert the agent
- ✓ Allow agents to manually take chats
- ✓ Queue visitors with an automated message including position in queue



Handle your own chats, or use a Chatbot or Managed Service?

Whether you wish to develop a Chatbot to answer common questions, or would like us to manage the chats when you're not available or even 24/7, the Click4Assistance specialists can help.



YOUR SUCCESS IS OUR SUCCESS

We understand implementing live chat 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

"We have been using Click4Assistance for the last 5 years. It has improved the customer journey, our overall communication with our customer base and increased sales. The software is really easy to use and the report / tracking features are excellent. They phone us quarterly to ask us how we are getting on; they just offer really helpful and practical advice on improving performance and making the most of the software. Overall a fantastic service, great value and I dare say we would pay a bit more for it if we had to - it's that good. Recommended ++."

*Matt Anderson, Sales Manager
PONDKEEPER*



5 Star Trustpilot Reviews
Click4Assistance - Rated Excellent



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CLICK FOR A LIVE CHAT