
Managed Service

Allow chat enquiries from your customers, prospects and leads to be handled by our dedicated agents

Converse | Monitor | Engage

Why use a managed service

*Office for National Statistics concluded that **peak internet activity occurs during 6pm and 11pm, outside normal working hours.***

Many organisations face challenges when considering how to resource additional communication channels. At Click4Assistance live chat is second nature; for 10+ years we have developed our skills and knowledge of what makes great customer service via text based communication.

- Website visitors choose to use live chat as they expect speedy responses and instant answers to their questions. Our agents are highly skilled and use the best practices to deliver outstanding service to exceed your customers' expectations.
- Click4Assistance agents have a deep understanding of how the solution is best utilised and use the full range of features to ensure your customers get the answers they need quickly and easily.
- As an extension of your team, even outside of your normal operational hours, the Click4Assistance agents continue to support your business and customers, making sure you remain contactable at all times.

A managed service will guarantee your organisation is available during critical hours of the day or night, ensuring important opportunities are not missed.

Services offered

Our managed service is tailored to your needs, as each organisation is different in terms of resourcing and how they expect inbound enquiries to be dealt with and handled.

So what type of service do you need?

Availability

What coverage would you like?

- 24/7/365 - All chats are handled.
- You choose - Chats are handled at specific times on specific days based on your requirements
- Overflow - You handle your chats when you can, our team takes over when you are not available.

Chat Handling

What type of team do you need?

- Virtual receptionist - Take messages for call back purposes
- Lead Generators - Our team are skilled in subtly collecting contact details and providing information
- Virtual team members - More complex questions regarding your business, products and services can be answered

Business Processes

Once the chat has finished, what should happen?

- Email - Immediately with full details of the chat
- Book Appointments
- Diary Management
- Update your CRM or back office systems
- Phone call escalation

How it works

Simply add the Click4Assistance chat button to your website, emails or digital documents.

Based on your needs our agents will handle chat enquiries, instantly email you with customer, lead or prospect details together with the nature of enquiry.

Overflow - When you're unavailable, chat agents will deal with your enquiries 24/7

24/7 - Chat agents will manage **all** your chat enquiries

Custom - Agents deal with chat enquiries based on the needs of your business

Benefits

- ✓ Experts in live chat for over 15 years
- ✓ 24/7 or overflow coverage
- ✓ Never miss an opportunity again
- ✓ Flexible based on requirements and budget
- ✓ Enquiries escalated to you immediately





Find out more

From a UK based provider

Why not speak with one of our friendly UK based account managers who are happy to share their knowledge and answer all your questions.

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



Click4Assistance 