

OUR SERVICES

An introduction to the leading UK chat provider Click4Assistance, including our SaaS offerings and corporate services.

CLICK4ASSISTANCE

For over 10 years Click4Assistance has been providing instant messaging at an enterprise level.

We are extremely proud to have organisations from SME to public sector reaping the benefits our solution offers.

Designed, developed and hosted in the UK, we consider every successful implementation, large or small, a personal achievement between everyone involved.

Our well defined roadmap remains flexible to deal with ever changing technology and client requirements.



Complete Communication Solution

An innovative control centre with a comprehensive suite of communication tools.

● **Customisable Experiences**

● **Chatbots/AI**

● **Contact Centres**

● **Management Information**

● **Integration**

● **Professional Services**

● **Management & Support**

● **Security**

● **Our Clients**

COMPLETE COMMUNICATION SOLUTION

Whether your focus is support or sales, B2C or B2B, our communication tools encourage engagement with your leads, prospects, customers and partners.

A fully hosted SaaS platform includes a unique control centre, putting everything at your agent's fingertips, enabling ease of use across the array of tools.



Live Chat



Click2Call



smartContact



Promotions



Video Chat



Meeting Rooms



Visitor Activity



Social Media

For more information please ask for our **Tools** brochure

CUSTOMISABLE EXPERIENCES

From a reactive chat button or an engaging proactive invitation, to the look, feel and data captured during the customer's journey, 'Experiences' provides complete flexibility based on your business requirements.

COMPANY BRANDING

Customise everything including logos, colours, type-face, style and design to seamlessly reflect your corporate branding.

VISITOR JOURNEY

Decide which forms, text and layouts are presented based on visitor's device, language and your requirements.

DATA CAPTURE

Assist agents, monitor KPI's and analyse feedback by defining the data collected before, during and after a chat session.



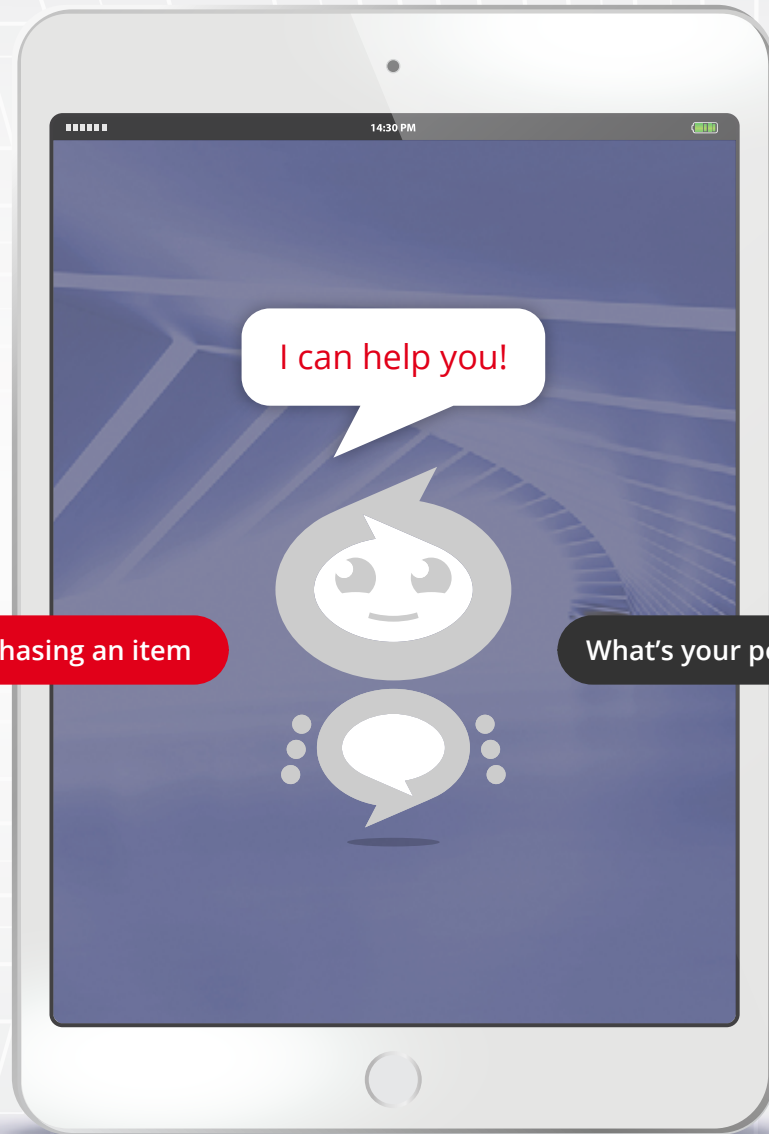
**100%
CUSTOMISABLE
& CONFIGURABLE**

CHATBOTS/AI

Intelligently answer 24/7

Integrated with **IBM Watson**, your Chatbot will serve as gate keeper handling routine questions and tasks, leading to reduced costs within your contact centre. Should more in-depth enquiries occur, the chat will automatically transfer to a real agent.

- ✓ **Consultation** - Understanding your needs and developing your Chatbot.
- ✓ **Training** - Should your team wish to configure and manage the Chatbot in-house.
- ✓ **On-going improvements** - Analyse chats, make improvements and react to business changes.



I need a quick answer

I'd like help purchasing an item

How do I pay my bill?

What's your postal address?

For more information please ask for our **Chatbot/AI** brochure

CONTACT CENTRES

Used within contact centres spanning a range of industries, Click4Assistance provides a user-friendly, intuitive solution designed around feedback from agents and supervisors.

Using advanced chat distribution, dynamic routing and skills based allocation, incoming enquiries are handled efficiently by the appropriate agents or departments.

Stakeholders can monitor agent's activity, service levels and view real-time statistics on **wallboards** or within the comprehensive reporting suite.

Having strong partnerships with many contact centres and bureaus, our experienced account managers are always happy to share their knowledge.



MANAGEMENT INFORMATION

Deliver important statistics and make informed decisions regarding chat operations and visitor behaviour.

Using vital information, managers are able to analyse chat metrics, highlight strengths and weaknesses and identify aspects to improve business processes and operations.

- ✓ Instantly view, save and download reports, or schedule for delivery directly to your inbox in PDF, Excel and CSV formats.
- ✓ Interactive charts allow you to drilldown onto key areas of interest and mouse-over data points for precise information.



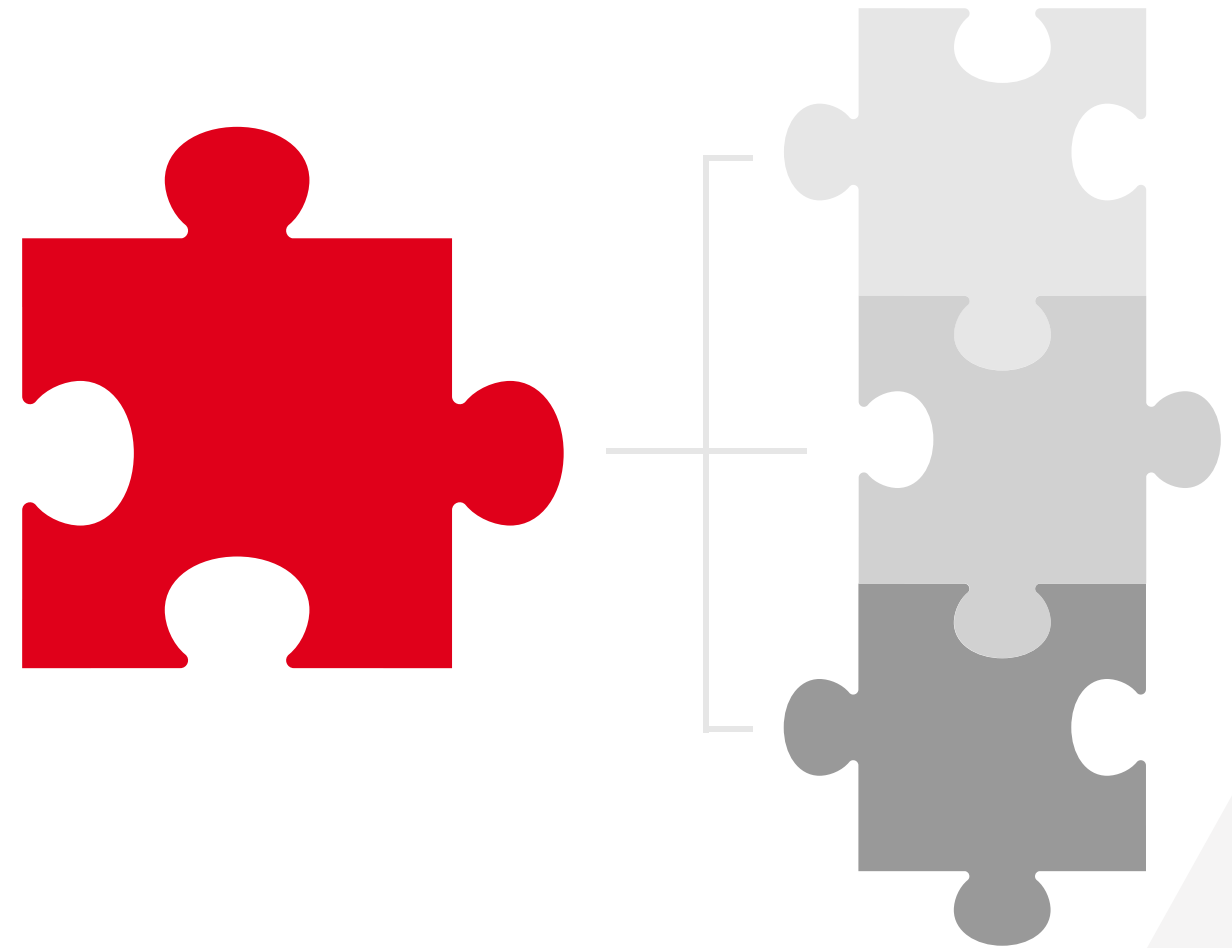
INTEGRATION

Endless possibilities

Compatible with any platform the solution is designed to provide integration into existing and future systems using a variety of methods including web services, SOAP, JSON and REST.

Integration with on-premise or cloud solutions ensures your business processes remain aligned.

- ✓ **Push** – Instigate a chat and push data such as product and customer Id's, ensuring agents have a complete picture of the visitor's profile.
- ✓ **Pull** - Use secure APIs to extract chat information and consolidate customer data into back-office, cloud based or bespoke systems such as CRM/SAP.
- ✓ **Flexible** – For example, integrate Google Analytics to record events and goals for comparison and analysis reporting.



PROFESSIONAL SERVICES

With over a decade of live chat implementations across a range of industries, our UK experts share their experience and knowledge, providing vital services to ensure smooth and successful delivery.

- ✓ **Bespoke Development** – Anything is possible, we love a challenge!
- ✓ **Training** – Onsite or remote training for agents, managers and stakeholders.
- ✓ **Customisation** – Ensuring all visual aspects are in-line with your requirements and brand guidelines.
- ✓ **Consultation** – Allow us to analyse your data, offer recommendations, implement and monitor continued success.

MANAGEMENT & SUPPORT

Your success is our success

Our account managers, support and development teams are based in the UK. When you call us, rest assured you're speaking with your own dedicated account manager with direct access to all available resources.

Having worked on a range of implementations with varying levels of involvement, our team delivers on time within budget, backed with friendly knowledgeable support.

In addition to our UK telephone support, multiple resources are available including tutorials, videos, comprehensive help system and knowledge base.



SECURITY

Trusted & secure UK data storage

Security is our top priority, including monitoring, physical location and corporate governance. Recommended by financial, educational and public sector organisations including the police, NHS and local authorities.

GDPR compliant, data is processed and stored within the UK. Hosted on Click4Assistance's dedicated servers located with Europe's largest data centres, conforming to ISO 9001 and 27001 standards.

- ✓ **Encryption at rest** - Identifiable information including the full chat transcript is encrypted using the latest advanced encryption standards.
- ✓ **Security as standard** – Includes login policies, user privileges and full visibility of actions made by every agent.
- ✓ **Our commitment** – Key staff are DBS checked and conduct security aware development to OWASP standards including continued threat analysis.

OUR CLIENTS

Testimonials

"Our account manager was very supportive and extremely helpful with the use of the software. She has been flexible on her approach to this support in offering training remotely for staff via tele-conference. Many thanks for all your support."

Amy Padley
NHS

"Great product, supportive team. We have found the Click4Assistance solution to be much better than our previous supplier and has given us increased control and flexibility. It offers exceptional value for money."

Service Lead - Customer Experience and Insight
SOUTHAMPTON CITY COUNCIL



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 or arrange a personalised demonstration.

www.click4assistance.co.uk

CONTACT US

0845 123 5871 | +44 (0)1268 524628 | theteam@click4assistance.co.uk

CLICK FOR A LIVE CHAT