

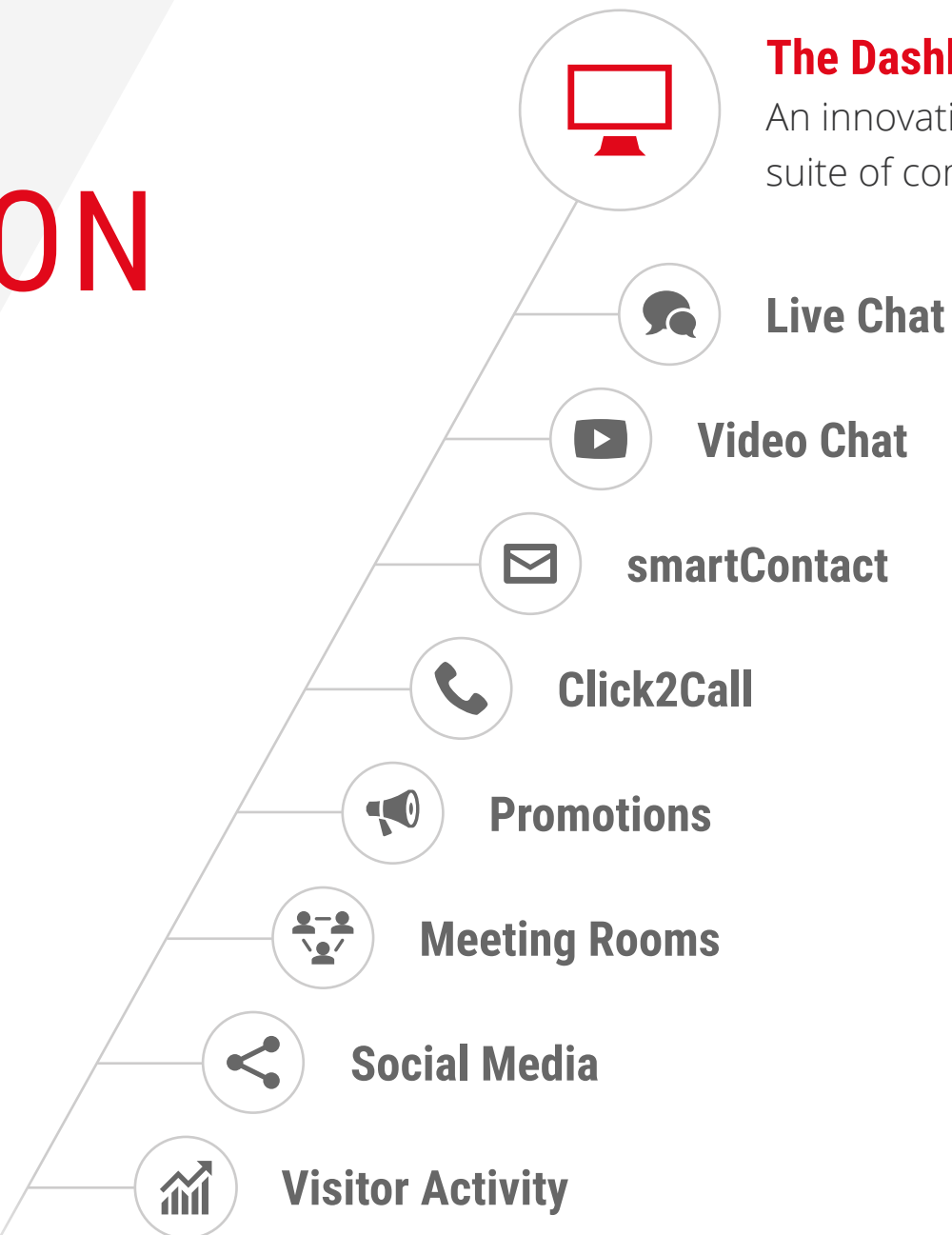
THE TOOLS

A range of communication tools
in one complete solution, delivered
by the leading UK chat provider

COMPLETE COMMUNICATION SOLUTION

Developed, supported and hosted in the UK,
fully GDPR compliant.

Click4Assistance delivers its latest cutting edge
communication solution, used across multiple
industries including SMEs and public sector.



The Dashboard

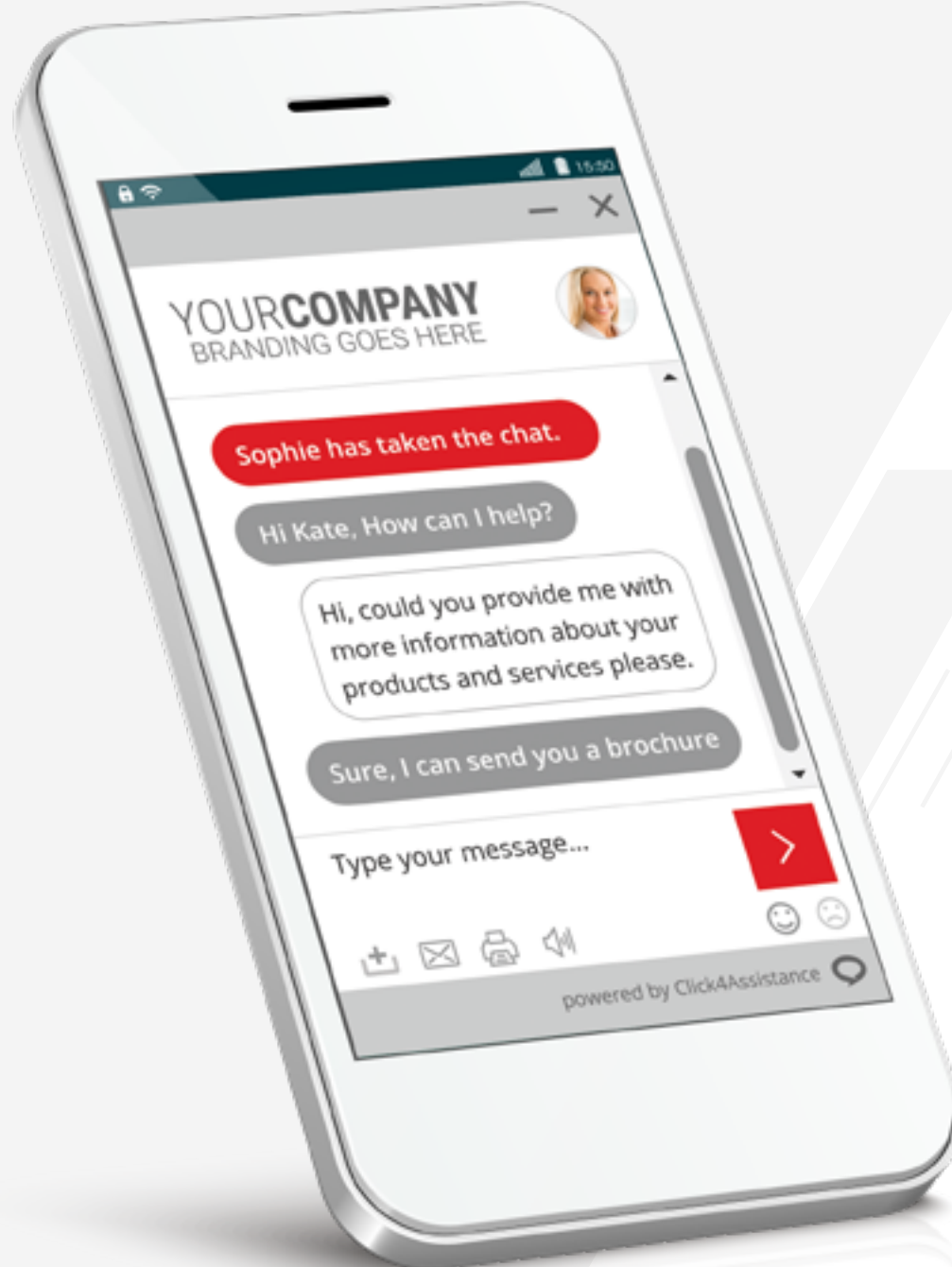
An innovative control centre for a complete
suite of communication tools.



THE CONTROL CENTRE

A unique **dashboard**, just like your windows desktop, putting everything at your fingertips.

- ✓ Personalise your workspace! Resize, rearrange, drag & drop multiple tools and features.
- ✓ Manage unlimited engagements simultaneously. See what's typed before it's sent.
- ✓ Flexible user interface ensures future technologies and platforms can be seamlessly integrated.



LIVE CHAT

Instantly engage with your website visitors.

Live chat is now more popular than phone or email; it's proven to increase customer engagement and satisfaction.

Suitable for any size organisation, the intelligent chat distribution system can automatically route incoming enquiries to your team or our chatbot.

Your team can save time with predefined replies and other great features; improving operator productivity, efficiency and reducing costs.

GET REACTIVE

Add a chat button to your website, emails and marketing materials, allowing your prospects or customers to initiate a chat.

BUTTONS

Attract visitors to reach out and contact you

PRE-CHAT

Collect visitor details and route to the correct department

CHAT

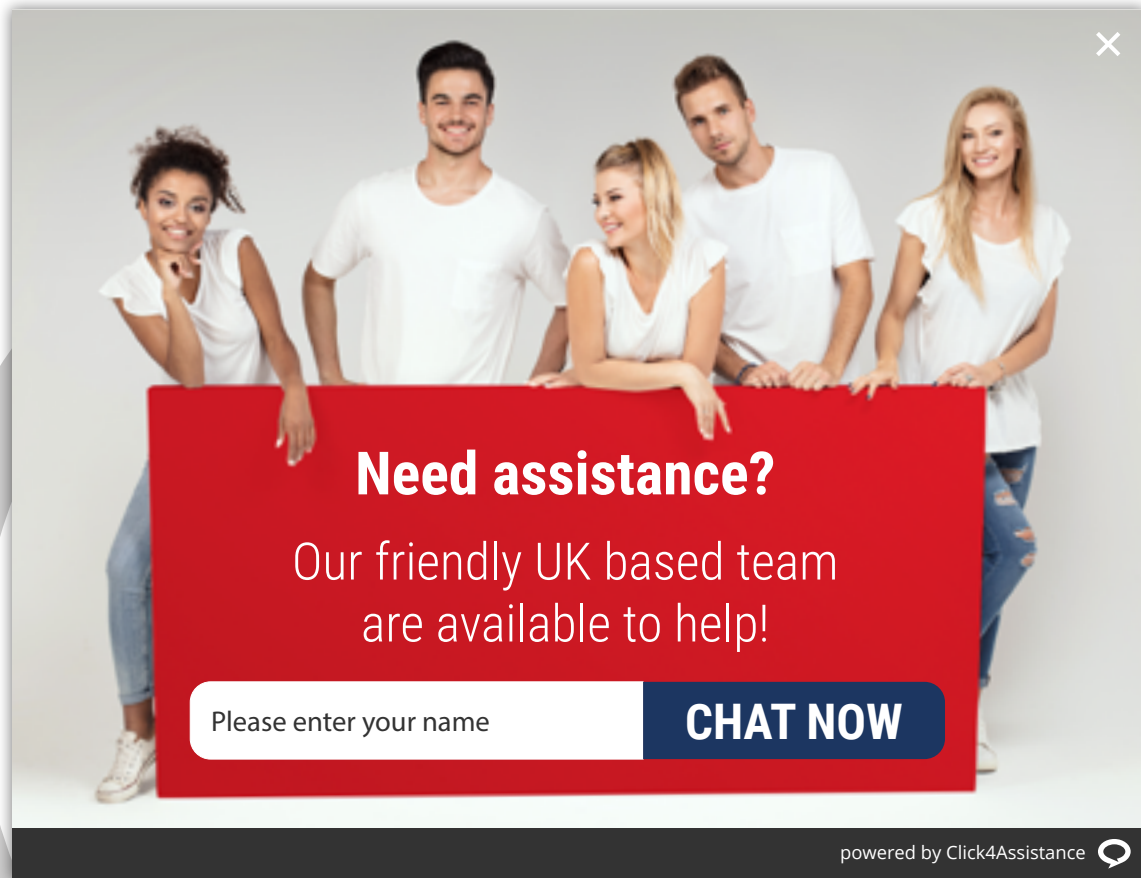
Transfer files, co-browse and much more

SURVEYS

Receive instant feedback and monitor KPI's

OUR REACTIVE TOOLS





BE PROACTIVE

Actively engage, encouraging connections.

Take control and be proactive! Invite visitors to start a chat by displaying a customised invitation on any page, based on your rules.

Encourage visitors to make contact and speak with your representatives

Reduce shopping cart abandonments by offering help when required

Provide additional support on more complex webpages

OUR PROACTIVE TOOLS



VIDEO CHAT

Live video streaming enables 1 or 2 way face-to-face and voice communications between your team and website visitors.

Providing one-to-one interaction enables your team to demonstrate products, or visitors to show their requirements.

Offer a personal touch, allow visitors to see the real people behind your organisation.



SMARTCONTACT

Data capture without the development

Use a button to launch fully configurable forms, or proactively invite your visitors to leave their contact details, without affecting their journey.

- ✓ **Sign-up** - Increase your mailing list by automatically presenting a sign-up form.
- ✓ **Bookings** - Easily book appointments by adding drop down options and calendar controls.
- ✓ **Requests** - Promote your latest products or services and gather information to follow up each opportunity.

residents via their website. Representatives are able to handle more than one enquiry at a time, therefore residents are able to connect to an operator and have their enquiry answered quicker than other methods, such as telephone that can involve being in a queue, or email which can delay receiving a response.

The other benefit to representatives being able to handle multiple enquiries at any one time is that when staff resources are tight, operators can cover the workload whilst being more productive by answering residents simultaneously. Representatives can also ensure they have a high productivity rate by using the functionality available within the Click4Assistance solution.

CATEGORIES

- > Web Chat Software
- > UK Software Provider
- > UK Security
- > User Experience
- > Benefits to business

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landlines. Making a council can be expensive outside of their phone plan, especially if they are left waiting in a queue. The Click2Call tool allows residents to request a free phone call via the website. Representatives are alerted instantly to the call request and when accepted both the visitor's and operator's phone will connect simultaneously, reducing any queues and the costs to residents.

Most local authorities do not run 24/7, therefore when your representatives are not available the Click4Assistance tools can continue supporting your council to help residents.

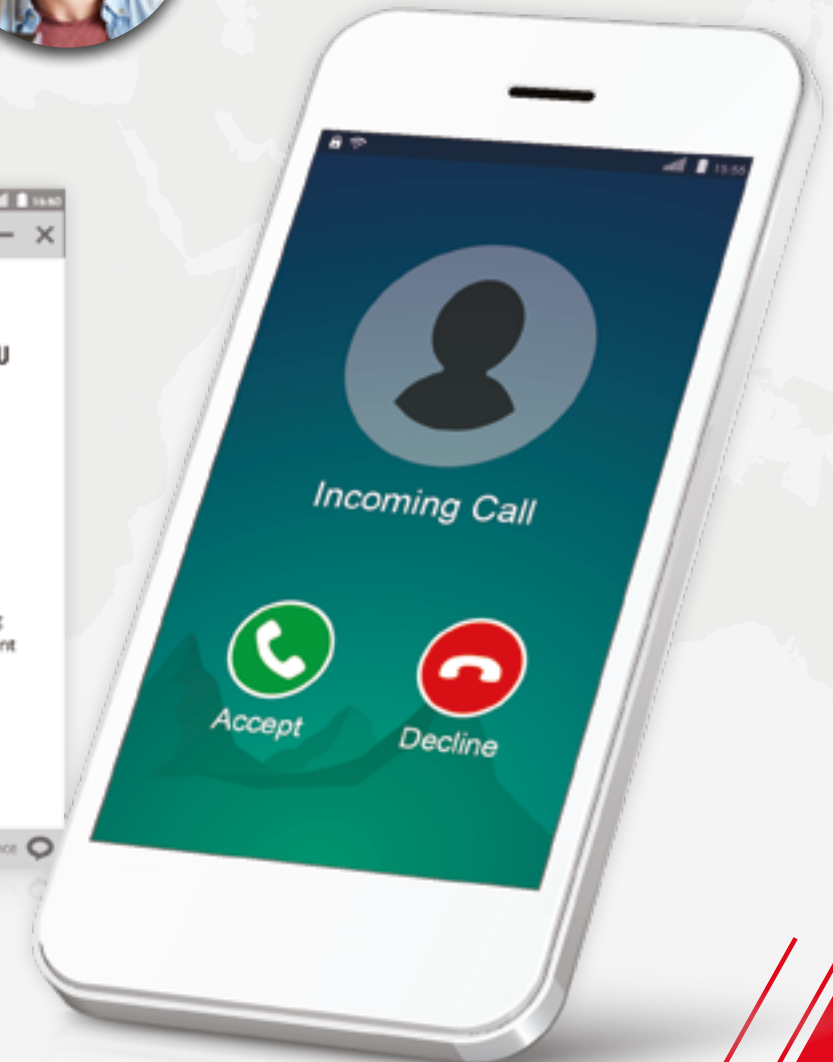
The smartContact forms can be completely customised to collect the information required

CLICK2CALL

Free instant call service

Allow visitors to request a free phone call, **instantly connecting** them to your organisation over the normal phone network from anywhere in the world.

Reactively or proactively present Click2Call on your website and mitigate expensive international mobile charges for visitors, improve customer engagement and drive more telephone enquiries.



PROMOTIONS

Encourage the customer journey

Automatically present an image to your visitors, sharing latest products, special deals or important news, and redirect them to the relevant page.

- ✓ **Stand out** - Instantly grab the visitor's attention with bespoke designs, in line with your targeted marketing campaigns for increased ROI.
- ✓ **Save resources** - No agent involvement! Promotions can be displayed on the website 24/7. Ensure late night and weekend visitors still receive your organisation's important information and offers.

MEETING ROOMS

Collaborate with multiple participants in a single room, arrange virtual open days or host webinars and product launches.

- ✓ Host a public room allowing unrestricted access, or a secure private room with password authentication.
- ✓ Participants can message openly in the room, or privately to each other, your staff have full control.
- ✓ Use a reactive button on your website, or email a link inviting participation.

SOCIAL MEDIA

Receive and respond to direct messages from various social media platforms including Facebook.

A single control centre for your text based communications allows social media interactions alongside chats, contact requests and calls, improving efficiency and customer service.



VISITOR ACTIVITY

Live monitoring of visitor behaviour as they browse your website provides full management insight for a clear picture of the customer journey.

Visitor List						
111.222.111.222						
HISTORY PAGES CO-BROWSE PROSPECT MAP PROACTIVE COLUMNS						
	LOCATION	PROSPECT	ONSITE	PAGES	CURRENT	ACTIVITIES
27/Jan 14:39:19	Woodbridge New Jersey	(Maybe) Luke Aldridge Company 101	00:07:09	4	.../pricing.aspx Title:Live Chat Software For Website Costs and Prices Click4Assistance UK	
27/Jan 14:38:19	London, City of London		00:08:08	8	.../starttrial.aspx Title:Website Live Chat Software Download UK Click4Assistance	
27/Jan 14:35:53		Aaron Fuller Company 202	00:11:35	7	.../thesolution.aspx Title:Live Chat Software Benefits of adding Click4Assistance UK	

Showing 1 to 3 of 3 records

- **Real time tracking** - Observe actual visitors in real time, including their location and activities.
- **Prospects** - Capitalise on potential leads by assigning contact information for easy identification when they return.
- **Hotspots** - Highlight specific, or multiple pages within the visitor journey for easy recognition.
- **Conversions** - Be notified when a website conversion occurs; credit the operator responsible if a chat took place.

Conversion Hit



Purchase made
John Smith
Total: £135.95

MORE INFORMATION?

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

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CLICK FOR A LIVE CHAT