

Why choose us?

Click4Assistance is your UK based trusted partner for live chat, chatbots, AI agents and customer engagement omni-channel solutions.

Hello, welcome to...

Hi, how can I help you?

Sure, I can help with that.

Thank you for your enquiry

Live Chat, Chatbot & AI Agent experts

For over 20 years, Click4Assistance has been at the forefront of customer engagement technology in the UK. As a trusted provider of live chat software and communication tools, we help organisations across sectors – public and private – connect with their audiences more effectively.

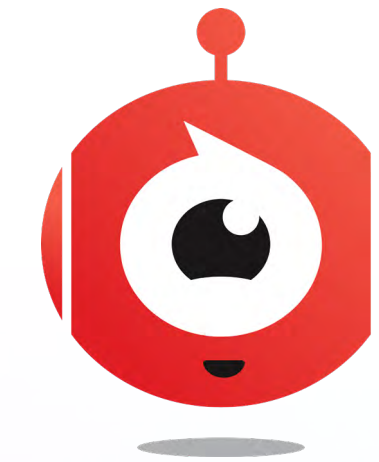
UK Based – providing communication solutions to UK industries for over 20 years

Flexible and customisable – to suit the needs of SME and enterprise organisations

Security & compliance – ISO27001 accredited, GDPR compliant, your data will never leave the UK



Live/web chat



Chatbots



AI Agents
(ChatGPT)



WhatsApp
for business



Facebook
Messenger



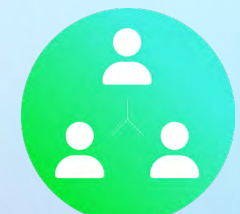
Click2Call



SMS
messaging



Video chat



Meeting
rooms

Testimonial

After testing several providers, Coleg Gwent chose Click4Assistance as its live chat platform. The interface was intuitive, the dashboard could be fully customised, and the setup was quick and easy. The student advisor team found it straightforward to use, and the system's flexibility made it stand out from the rest.

NHS

LINK

One Call
INSURANCE

UK Power Networks

BARNARD'S

Changing childhoods.
Changing lives.

citizens advice

HILLARYS

POLICE & CRIME COMMISSIONER
THAMES VALLEY

Click4Assistance

Why organisations choose Click4Assistance

Our platform is trusted by NHS trusts, local authorities, universities, insurance providers, and global brands. Clients stay with us because our solutions work, our service is personal, and our platform continues to evolve with their needs.

Sales

A proven tool for boosting sales

- Research shows that 67% of website visitors prefer live chat before making a purchase.
- Customers who use live chat are four times more likely to buy.
- One of our clients, a major UK fashion retailer, saw a 55% increase in conversions within the first week of using live chat.

Support

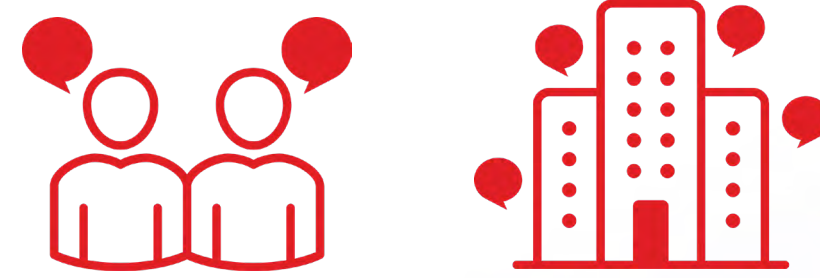
Deliver fast, efficient support

- Provide quick answers using predefined replies for FAQs.
- Transfer files, share links, and allow visitors to print or email chat transcripts for clarity and convenience.
- Reduce costs and improve customer satisfaction as live chat enables support advisers to handle chats simultaneously.

Advice

A safe, secure and private environment

- Redirect visitors' browsers to the right information quickly and easily.
- Perfect for visitors who can't call, or fear being overheard.
- Used by organisations like Citizens Advice, Action for Hearing Loss, and The Children's Society to deliver instant support.



Built to support every organisation, no matter the size or sector

- Discover how other organisations have used the power of live chat to achieve their goals. We can share real-world case studies and examples that are specifically tailored to your industry.
- With over 20 years of experience across diverse markets, we offer personalised demos for stakeholders, providing insights on best practices, implementation strategies, and potential pitfalls to avoid.
- Scalable and flexible – Add communication tools easily as your business requires them.
- Getting up and running is quick and easy! Simply add a small script (or tag) to your website, just like adding Google Analytics. Our solution is compatible with Google Tag Manager and popular platforms like WordPress, Joomla, Magento, and OpenCart.
- As a GDPR-compliant, ISO27001:2022 accredited data processor, we prioritise data security. Our team are equipped to meet your compliance and security requirements, ensuring a robust and secure live chat experience that ticks all the boxes.



SME's



Corporate
Sector



Public
Sector



Contact
Centres



Retail &
Ecommerce



Click4Assistance has collaborated with a wide range of sectors and industries over the past 20 years, here are just a few...



Automotive



Education



Logistics



Central & Local Government



Finance



Retail



Charities



Healthcare



SME



Contact Centres



Housing Associations



Travel



Corporate Sector



Insurance



Universities

www.click4assistance.co.uk/web-chat/ai-chatbots/uk-provider



Live Chat

Human to Human



Live Chat (Human to Human)

Customisable and brandable like no other chat window

The Click4Assistance software offers complete customisation, branding, and configurability, giving your business full control over how chat buttons and windows are displayed to visitors and customers on your website - no matter your industry. Whether your organisation needs to handle enquiries, support customers, or drive sales, live chat helps you respond instantly, resolve queries and build relationships.

Collect Key Information

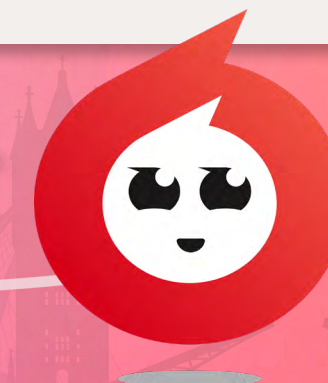
Collect key information before, during and after the conversation, use surveys to collect KPIs and customer feedback.



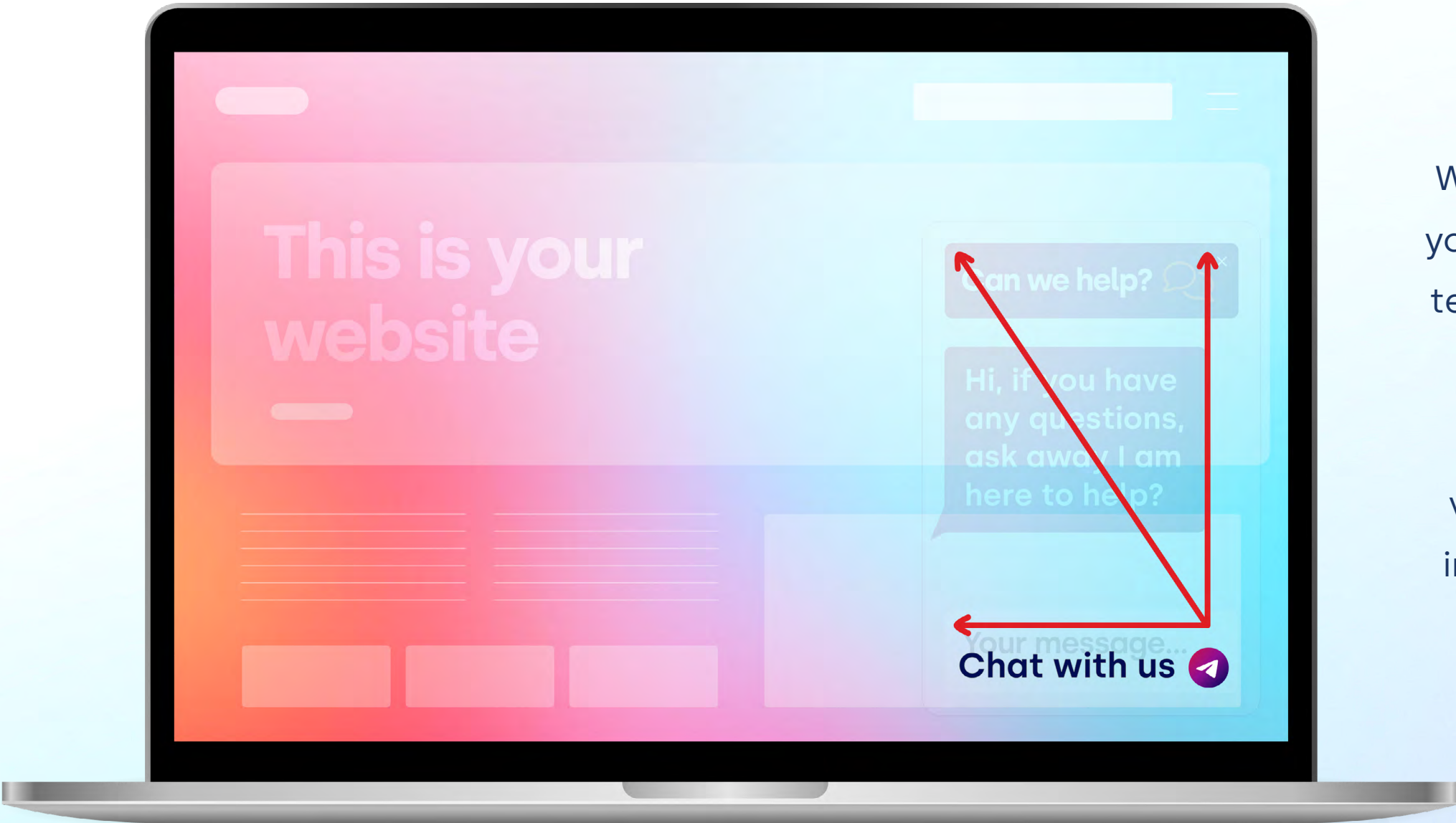
Some key benefits:

- > Transfer files
- > Email a copy of the chat transcript
- > Navigate the visitor around your website
- > Screen Share

"It might be just a chat window, but it's part of your website and should reflect your brand - IMO"

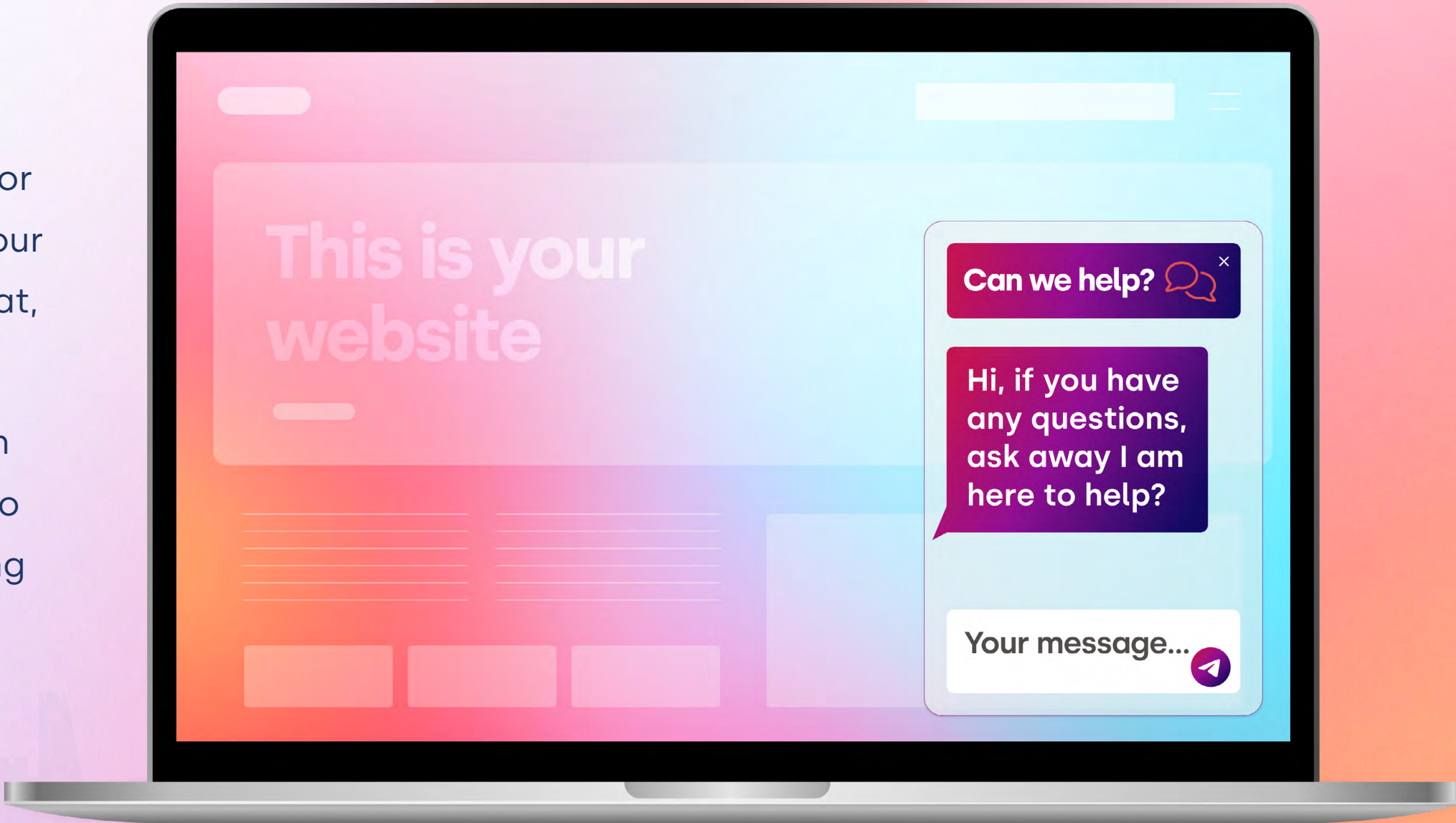


Proactively encourage website visitors to connect



Whether your agents are available or you're using a chatbot or AI agent, our technology can invite visitors to chat, call, or complete a form.

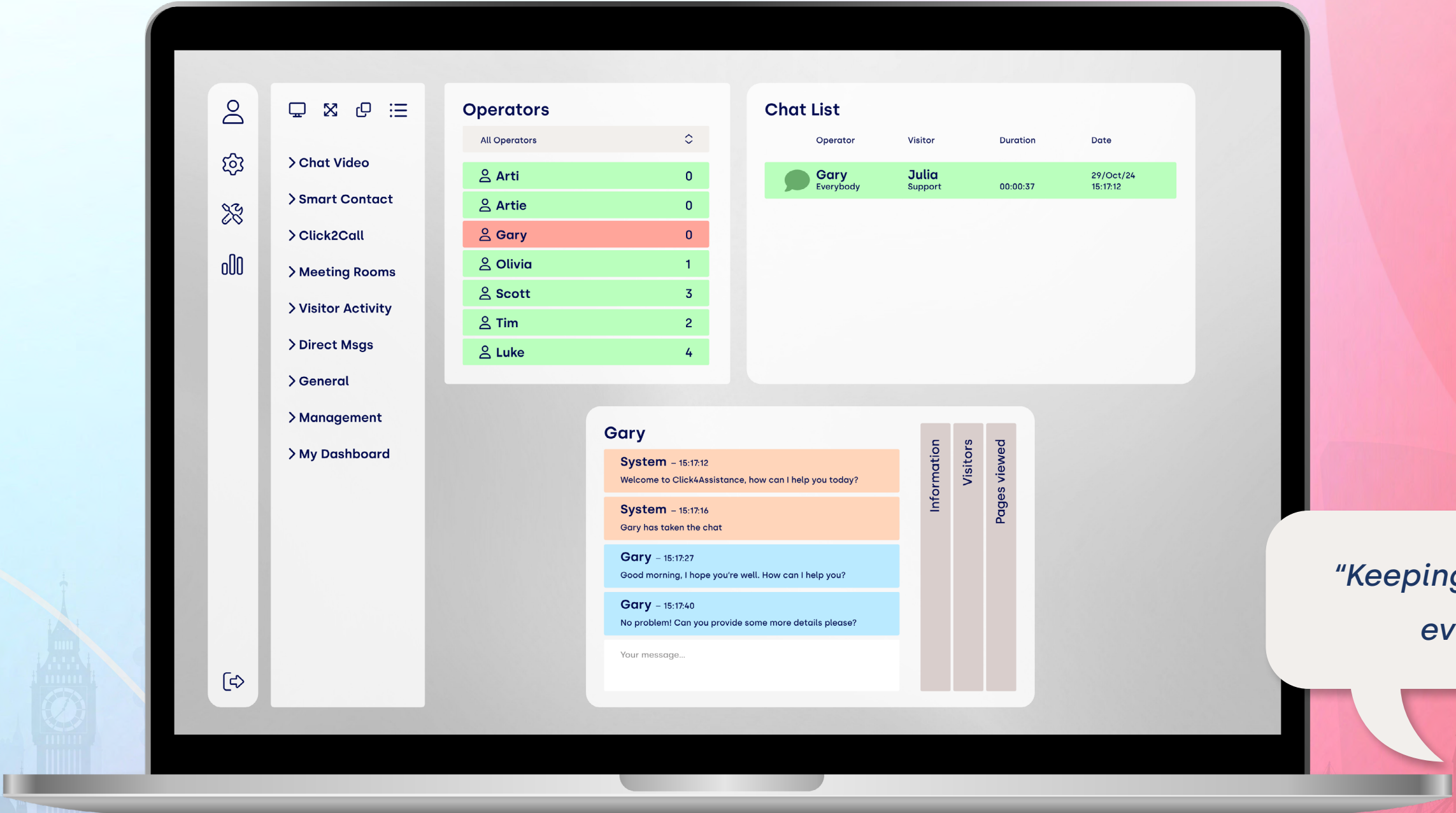
Use rules-based triggers based on visitor behaviour or allow agents to initiate contact manually – ensuring timely engagement.



Your agent's dashboard

Equip your team with a unique, fully customisable dashboard. This central communication module allows agents to manage chats seamlessly, while supervisors and managers can arrange and resize essential features to overview operations in real-time.

With support for omnichannel communications (WhatsApp, Facebook Messenger, SMS and more), this dashboard adapts to the needs of every team member, ensuring a smooth and efficient experience.



"Keeping everything in one place, keeps everything so much simpler"



Designed with 20+ years of agent feedback

Just some of the useful features available to your agents

 **Predefined replies**

 **Auto navigate**

 **Transfer files**

 **Invite other agents**

 **Store chats**



Visitor information

Agency number

London

Contact ref.

92317167

Contact name

Reflex Elite Ltd

Organisation

Nova Insurance

User office

Romford

User situation

User first name

Fraser

User surname

Rankin

Delete

Store

Screen Share 

Store in your CRM 

Location & device 

Visitor information 

And much more! 

Management Information & Advanced Features

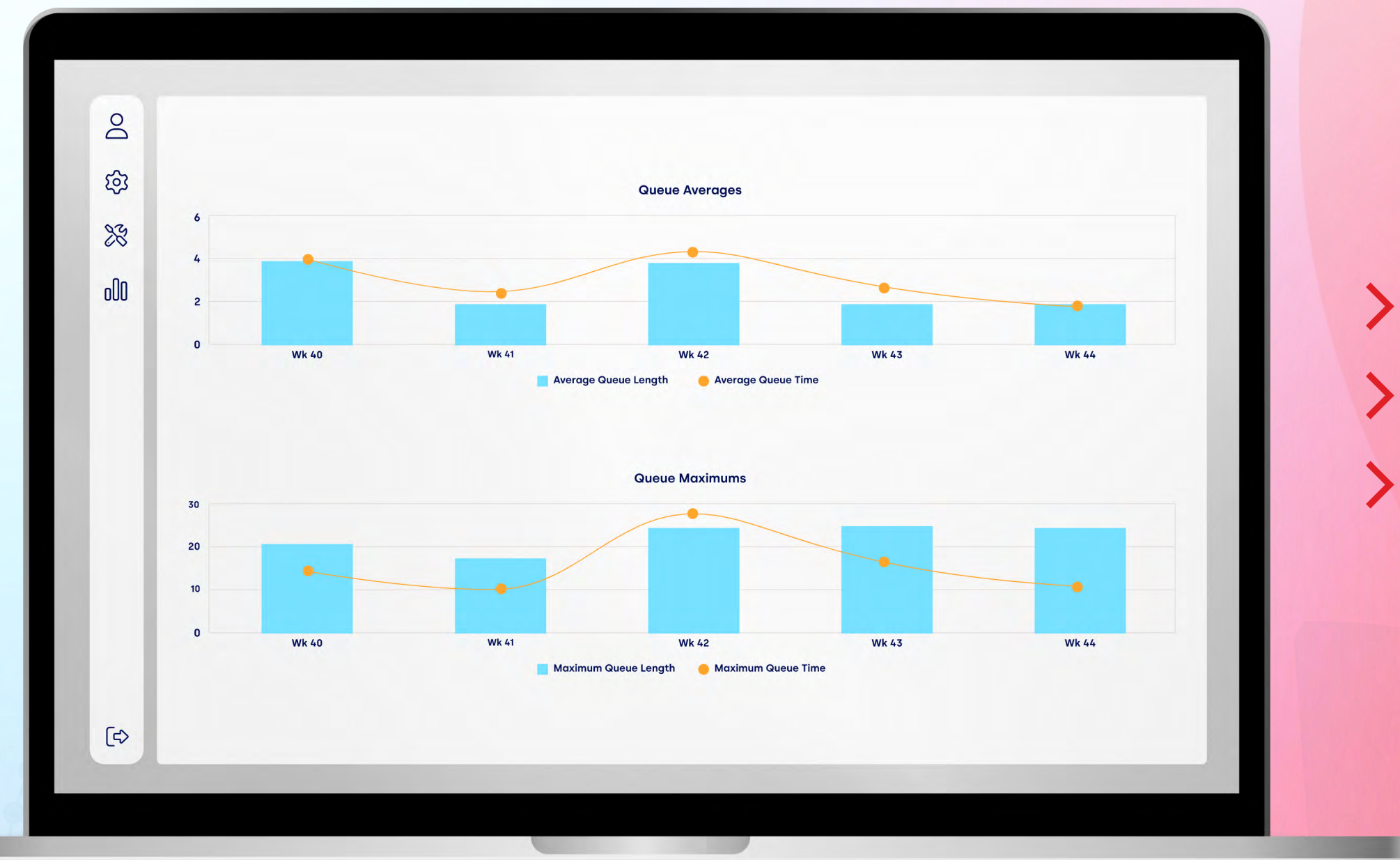


Reporting

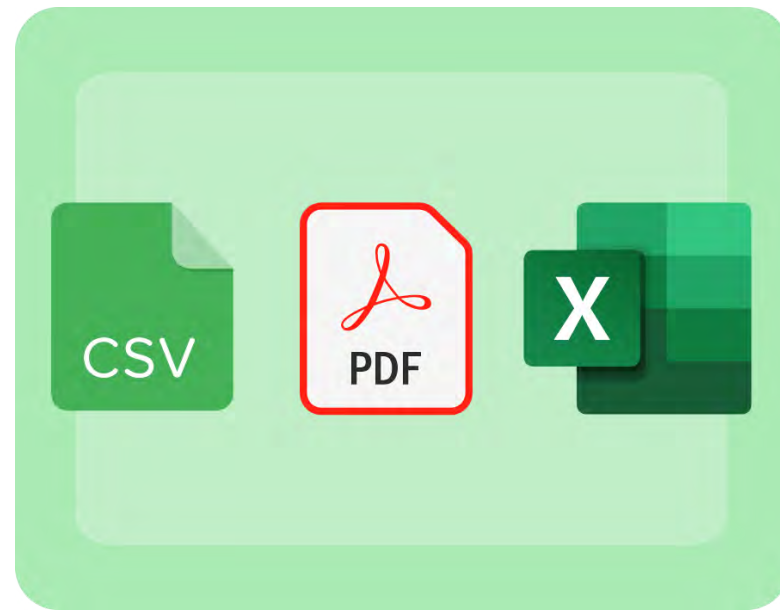
With over 60 customisable reports delivered directly to your inbox, you can easily monitor and optimise your live chat performance.

Optimise every aspect of your live chat with in-depth reporting and insights.

- > Uptake
- > Contact resolution
- > Visitor sentiment



- > Team performance
- > Queue analysis
- > Agent availability and workload



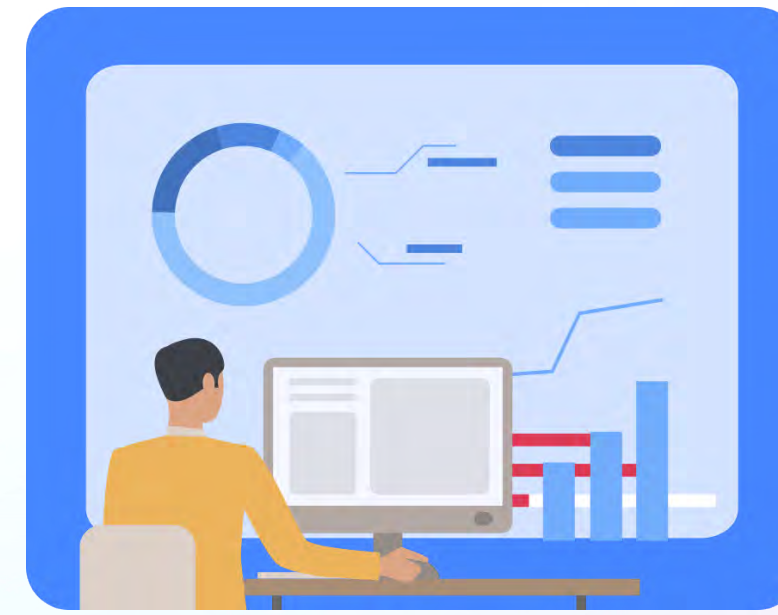
Flexible

Instantly view, save, and download reports. Customise scheduled reports by adding additional recipients and applying filters. Access data insights by the hour, day, week, or month to meet your needs.



Scheduled

Streamline your workflow by scheduling essential reports to be delivered directly to your inbox. Set daily, weekly, or monthly intervals, with automatic distribution to key stakeholders.



Interactive

Explore interactive reports to uncover insights that can optimise visitor experience and enhance agent performance.



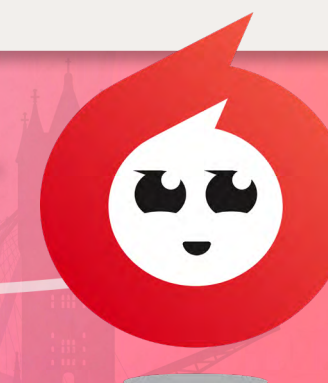
Bespoke

We can provide customised bespoke reports that seamlessly integrates your data into a format tailored to your business. This creates a single source of truth, delivering clear, actionable insights.



API Data Extraction

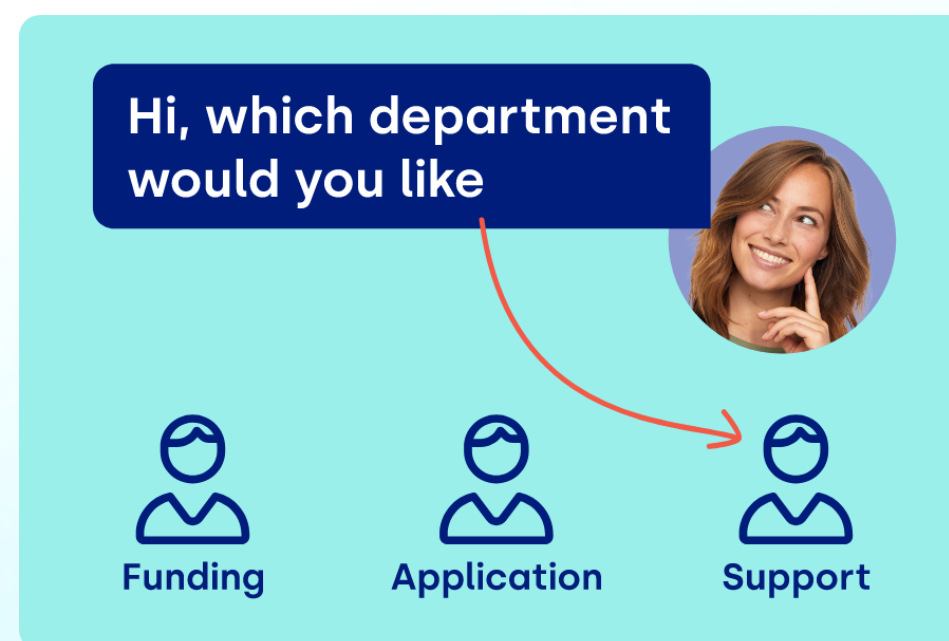
Integrate your chat data with any system. Our API provides a secure mechanism for complete data extraction and flexibility.



Advanced implementations & integrations

Over the past 20 years we have worked alongside the big insurers, central and local governments and big logo ecommerce names.

These all have many agents in different departments who deal with high levels of chat volumes. Click4Assistance has evolved to cater for all these requirements, ensuring a service that delivers not only to the audience but also to the agents and management teams.



Smart visitor routing

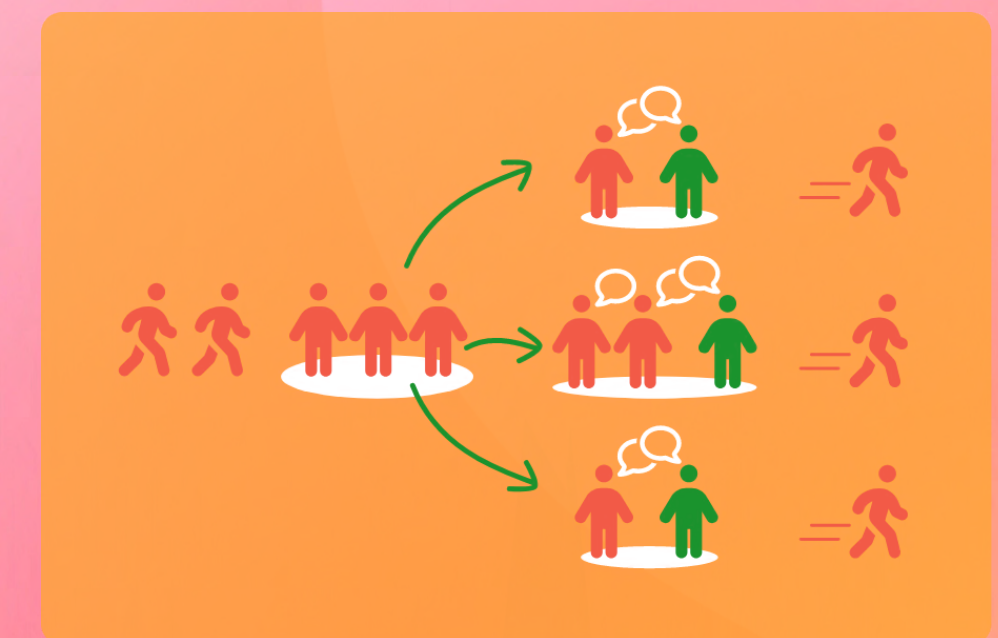
Easily direct enquiries with our intelligent routing system. Automatically distribute chats using round-robin for balanced allocation or allow visitors to select their preferred department via a pre-chat form. Our advanced Chat Distribution System (CDS) lets you customise how agents are alerted and assigned to incoming chats.

Smart queuing

Efficiently manage high volumes of enquiries with our intelligent queuing system.

Monitor queue length in real-time and set automated messages with queue position updates.

Cap queue sizes, and define maximum chat limits to prevent agent overload.



Also set department availability by time or day, with overflow options for after-hours coverage.

We recognise that larger organisations typically operate a range of back-office systems and third-party solutions requiring integration with their chat services. To support this, we provide both out-of-the-box and bespoke integration services, aligned with your specific requirements and strategic objectives.



Dynamics 365



Salesforce



Microsoft Azure



Flexible, scalable, and future-proof

Our platform grows with your organisation. Whether you simply need live chat or a standalone chatbot or a fully integrated communication solution, we'll tailor our platform to your requirements, adding features, users, automation capabilities or licences as your needs evolve.

www.click4assistance.co.uk/software/live-chat

Click4Assistance 

*"We are a communications development company,
between you and me, developers love a challenge!"*



Coni the Chatbot



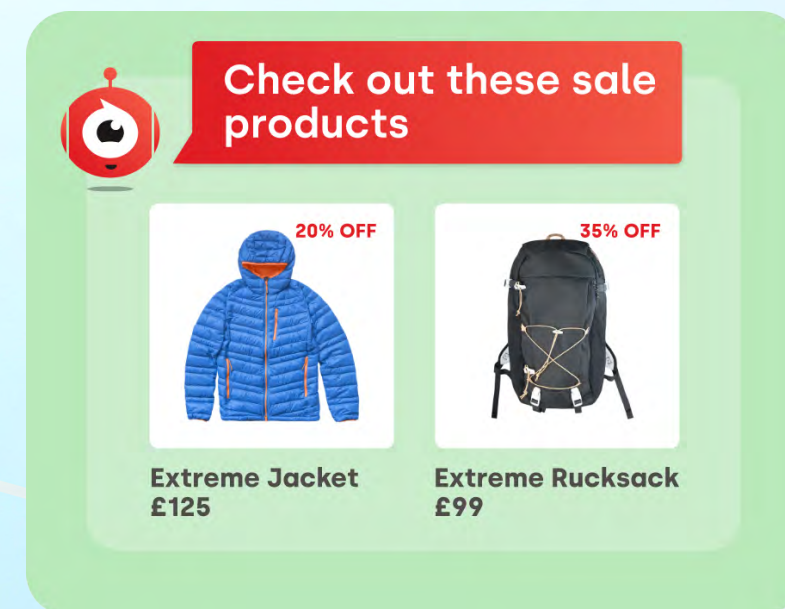
Meet Coni the Chatbot

Your intelligent digital assistants for smarter customer engagement

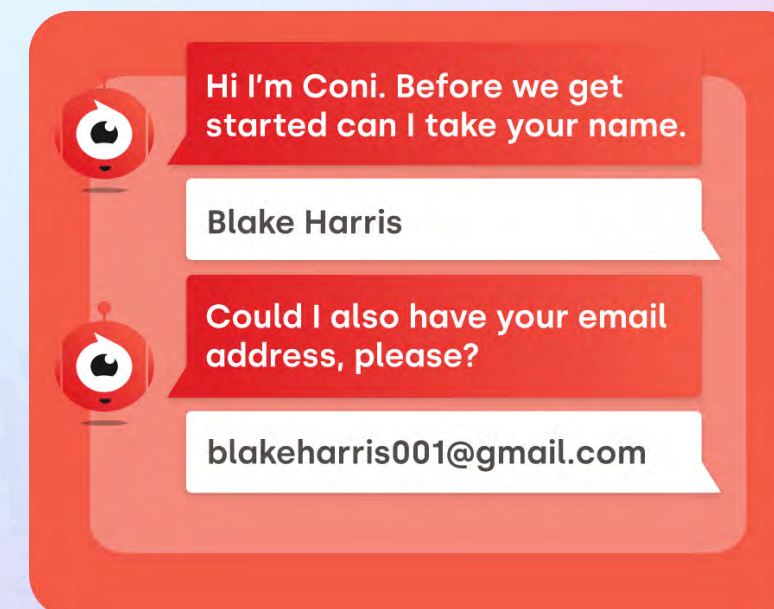
Coni is our fully automated, 24/7 conversational chatbot designed for your website, platforms, and portals. She handles routine visitor questions, escalates your audience to live agents when needed, and triages frequently asked questions – freeing up your contact centre team to focus on more complex enquiries.

The result? A lighter workload and improved visitor satisfaction. Powered by pre-set questions and answers, Coni can be fully customised and branded using our intuitive drag-and-drop interface – no coding or technical expertise required.

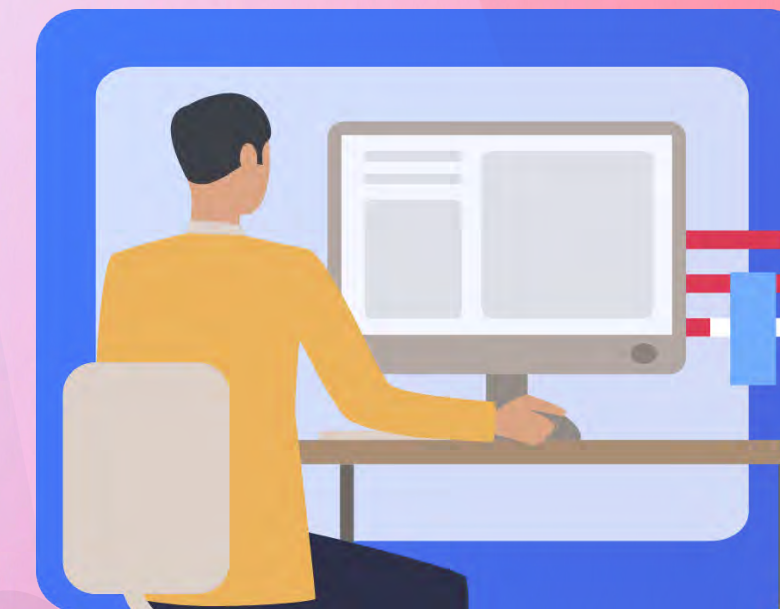
Upsell & cross-sell with engaging content



Generate leads effortlessly



Seamless agent handoff & escalation

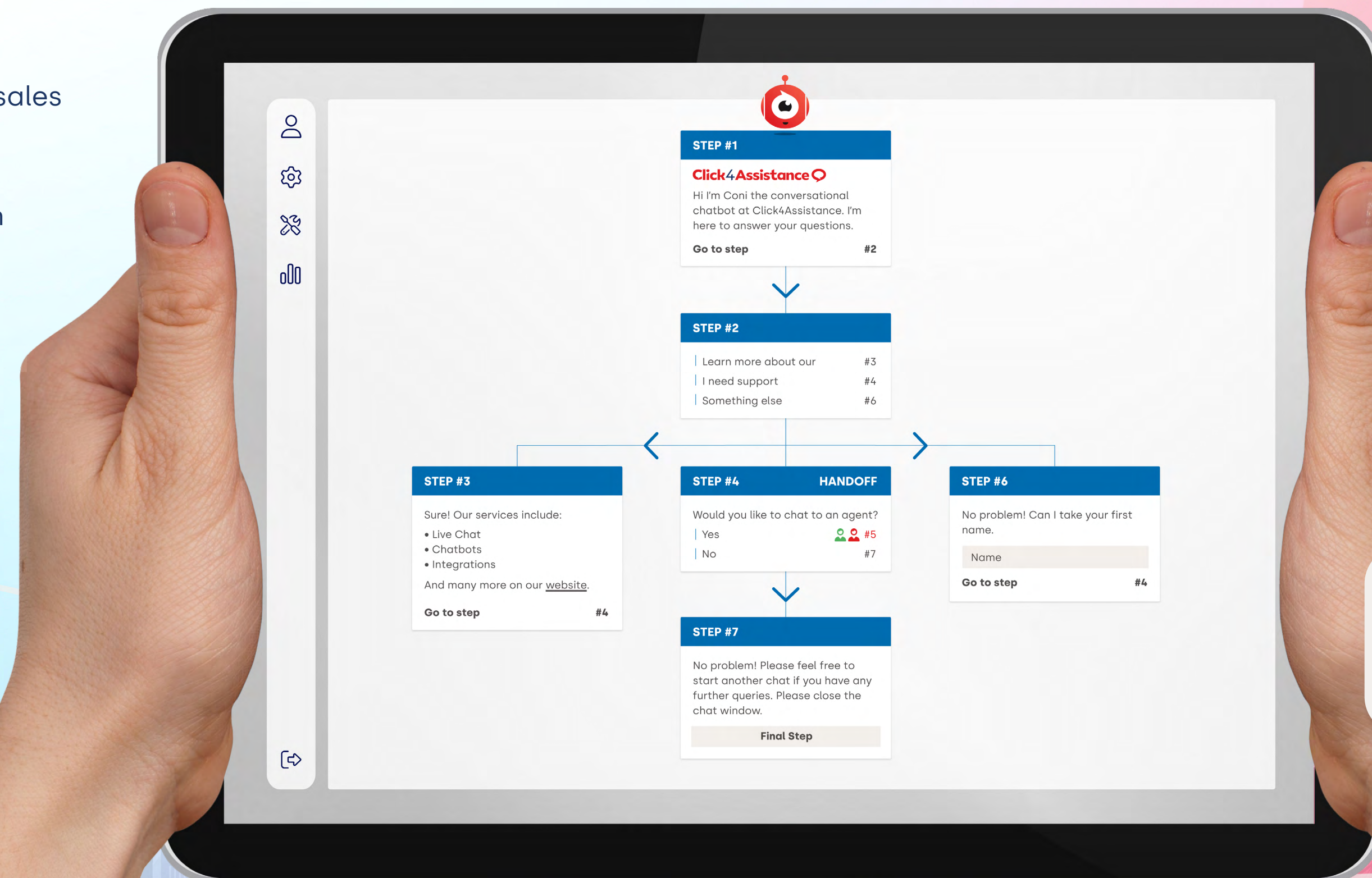


Easily create, implement and adjust any number of chatbots using our easy-to-use drag-and-drop chatbot builder.

www.click4assistance.co.uk/chatbot-ai

- **24/7 availability:** Coni provides round-the-clock support, even when agents are offline
- **Lead generation:** Collect information effortlessly for your sales pipeline
- **Upsell and cross-sell:** Coni can display rich text, images, links and even videos to promote your products and services

- **Seamless escalation:** Transfer chats to human agents when necessary for complex queries
- **Unlimited steps & paths:** Coni adapts to visitor queries and provides relevant responses
- **No-code builder:** Easily create and customise chat flows without any programming knowledge

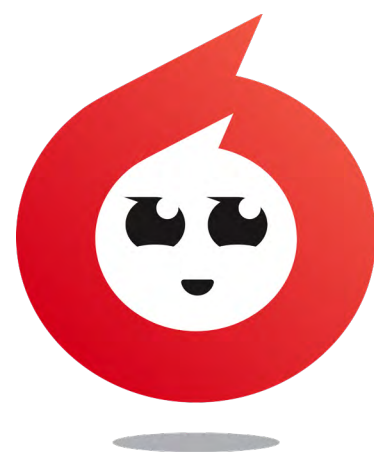


"Chatbots may not know everything, but with this one your audience can easily chat with a human"



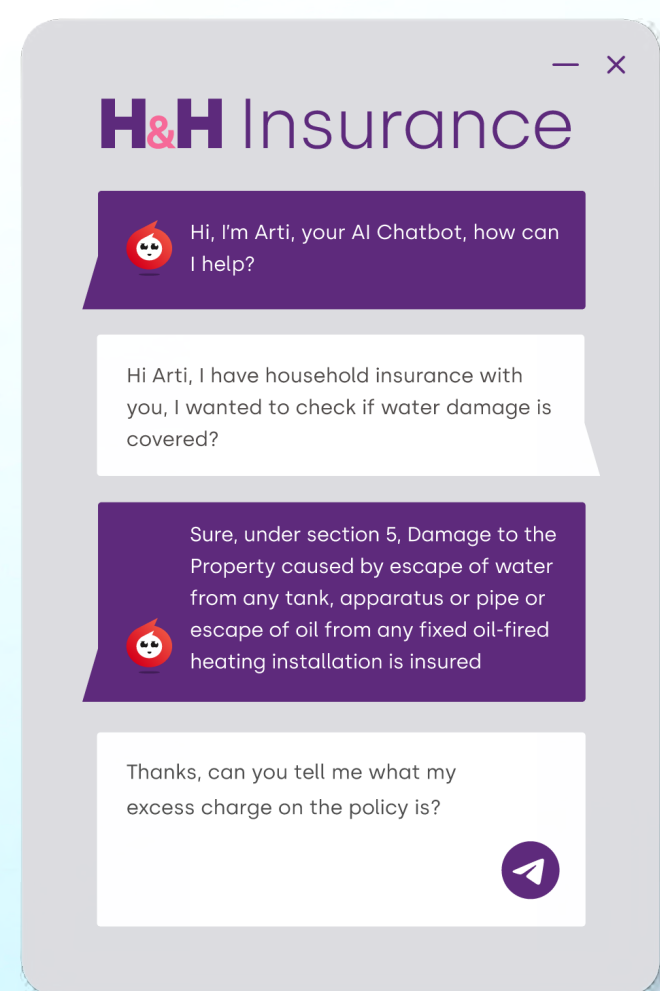
Arti your AI Agent Chatbot



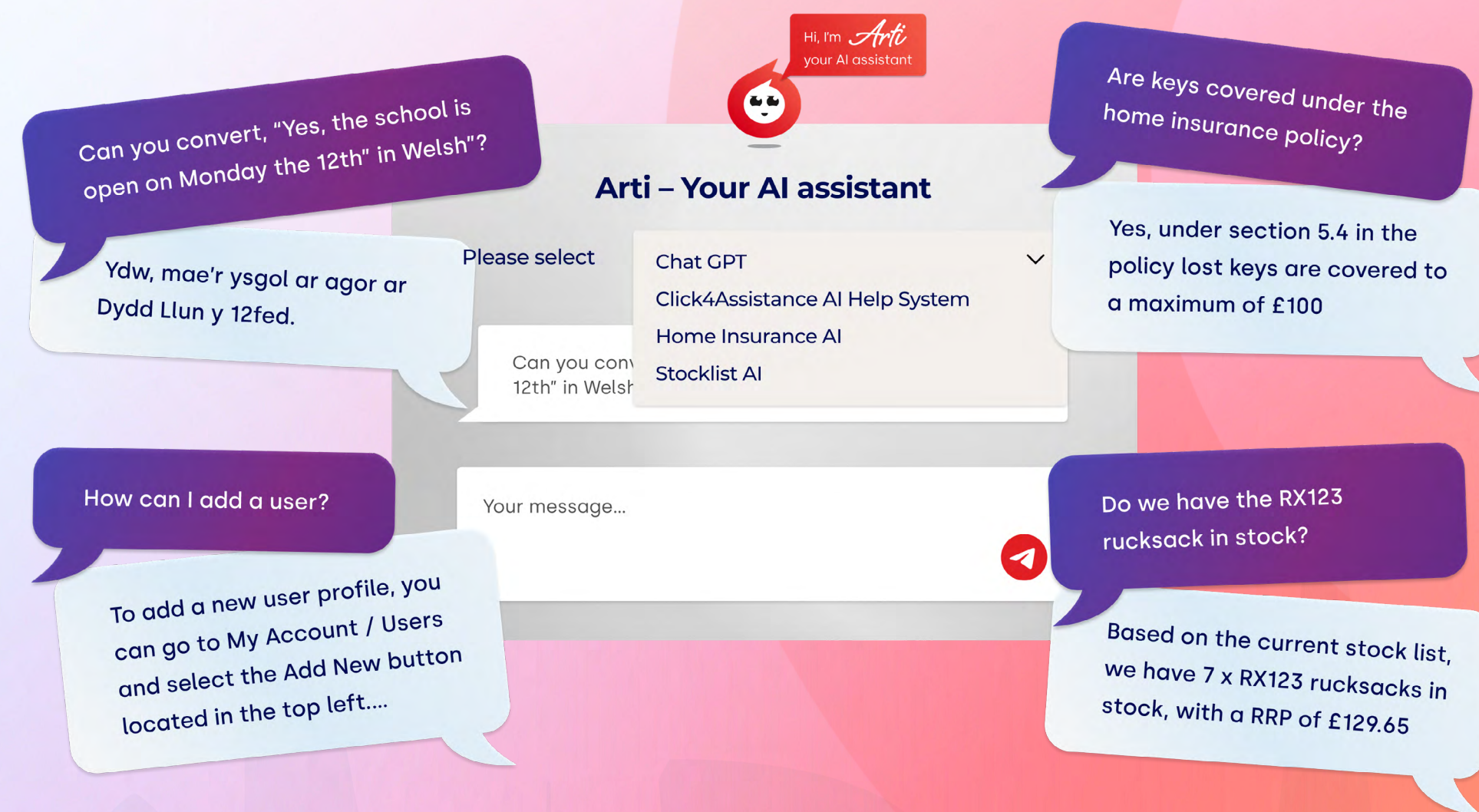


Meet Arti your AI Agent Chatbot

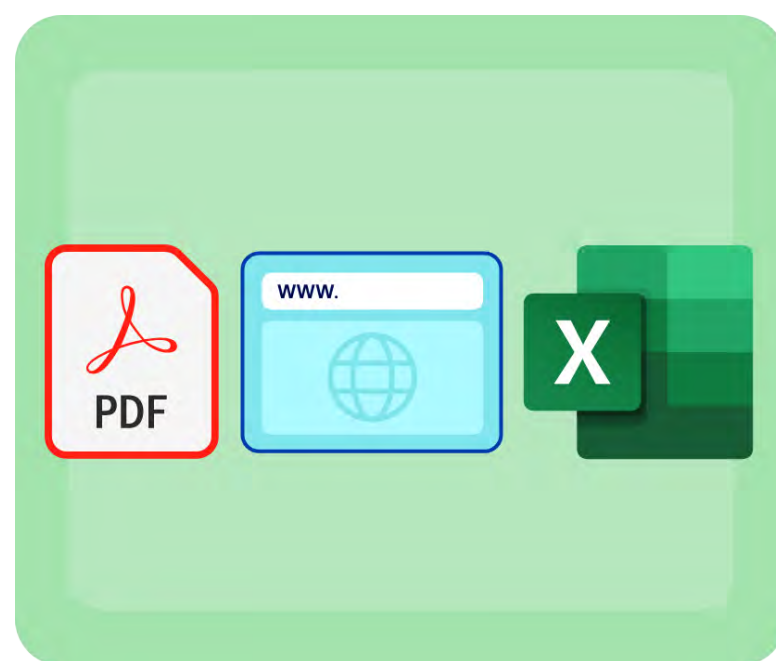
Arti – powered by ChatGPT – is our latest AI chatbot revolutionising the way your business engages with visitors and customers on your website, whilst also empowering your agents using their own AI Assistant, providing them with a wealth of knowledge.



With instant answers, thoughtful suggestions, and intuitive responses, Arti becomes a powerful extension of your team, delivering the same level of warmth and professionalism as a human – but with the added benefit of speed and efficiency.



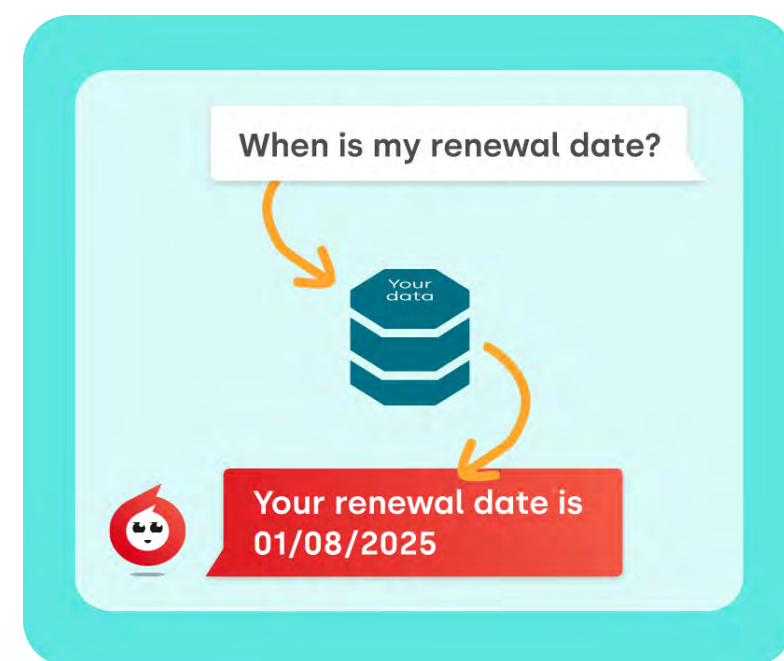
Empower your team by providing instant, on-demand access to your organisation's extensive knowledge base, enabling them to respond more swiftly and accurately, and enhance overall productivity.



Training couldn't be easier

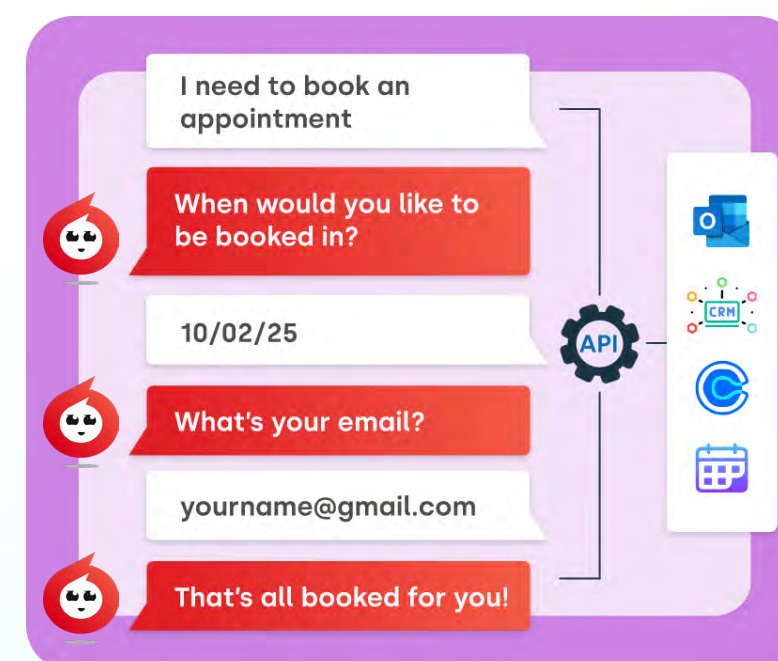
By design, Arti will **only ever use** information that you have trained him with.

Simply upload your documents or web pages – Arti handles the rest.



Query your real-time datasets

Stay accurate and up to date. Any changes within your existing systems are instantly reflected, ensuring Arti always provides relevant, real-time information.



Automate routine tasks with ease

Arti takes efficiency to the next level by automating everyday tasks, streamlining operations, booking appointments, and boosting productivity with no human intervention.

> **Instant engagement:**
Use Arti to respond to customer queries immediately, keeping their attention and building valuable trust.

> **Data-driven insights:**
Each interaction between Arti and visitors helps you understand customer needs, pain points, and interests better than ever.

> **Always-on service:**
Arti doesn't sleep. He's there 24 hours a day, seven days a week to assist visitors, even outside of business hours.

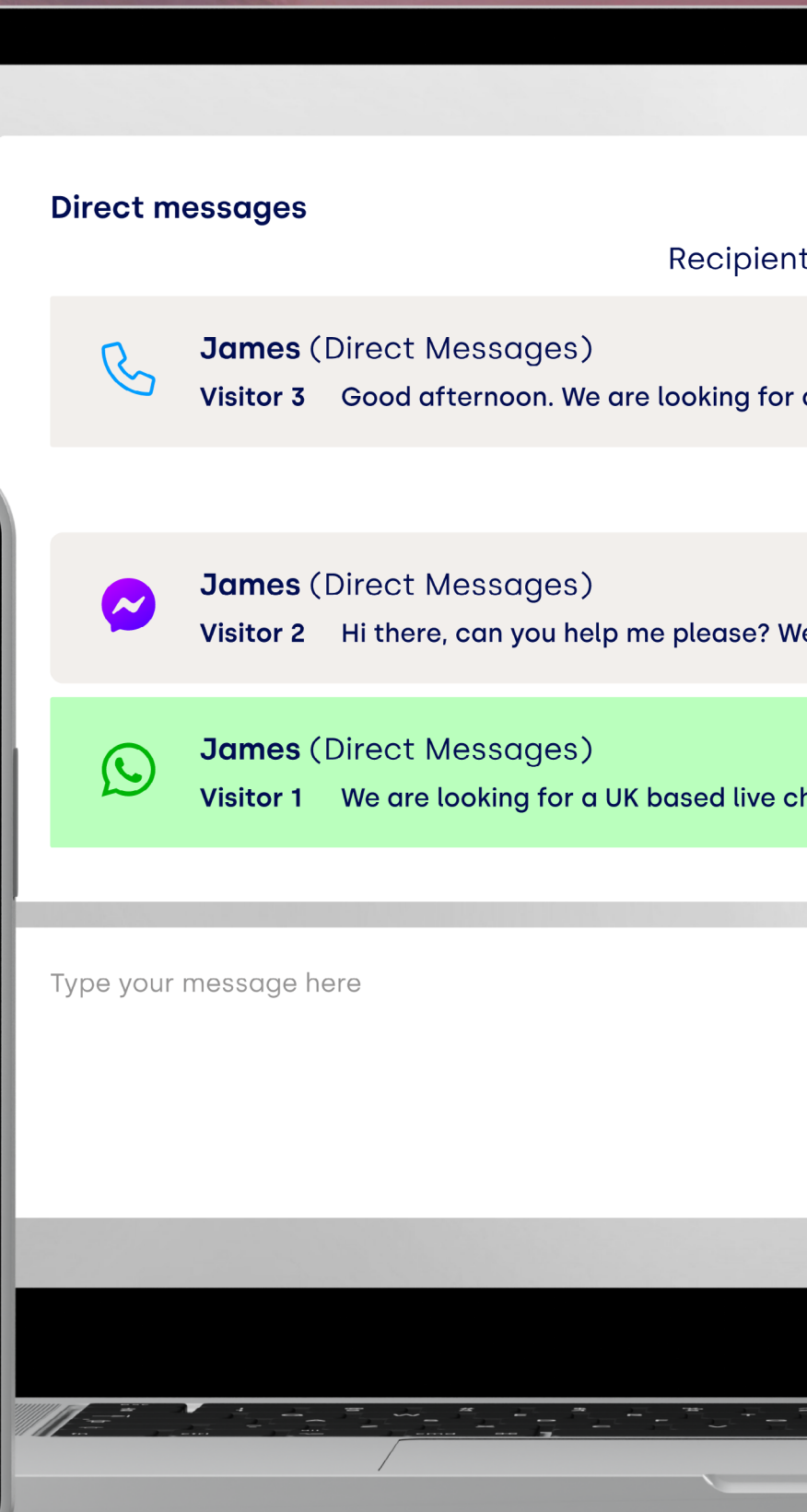
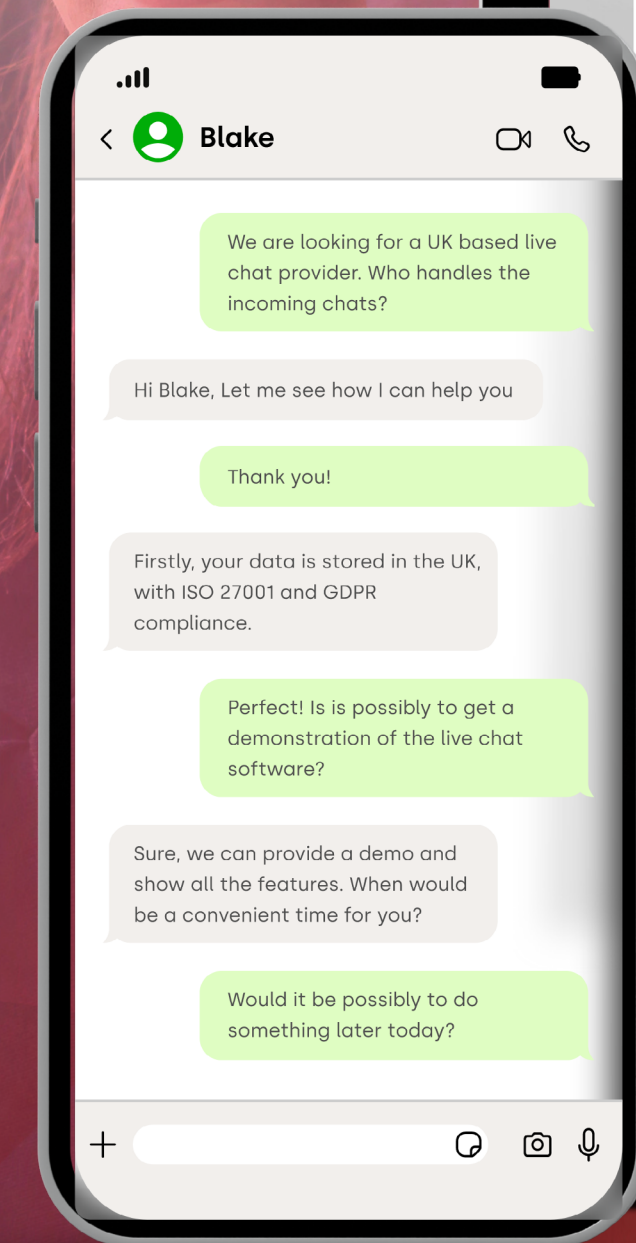
> **Customised for you:**
You decide Arti's persona, whether professional, technical, or fun and quirky. Arti will speak with a voice that reflects your brand.

> **Advanced AI capabilities:**
Arti handles complex queries and provides detailed information.

www.click4assistance.co.uk/ai-agent-chatbot



Omni-Channel



Omni-Channel Communications

Unify your customer communications across all channels in one powerful platform

In today's digital landscape, audiences across all demographics and industries communicate through various channels for support, advice, and sales enquiries.

Whether it's WhatsApp for Business, Facebook Messenger, or SMS, Click4Assistance integrates all these channels into a single, user-friendly solution empowering agents to respond quickly to your audience, no matter the platform.

WhatsApp for Business



API Integration



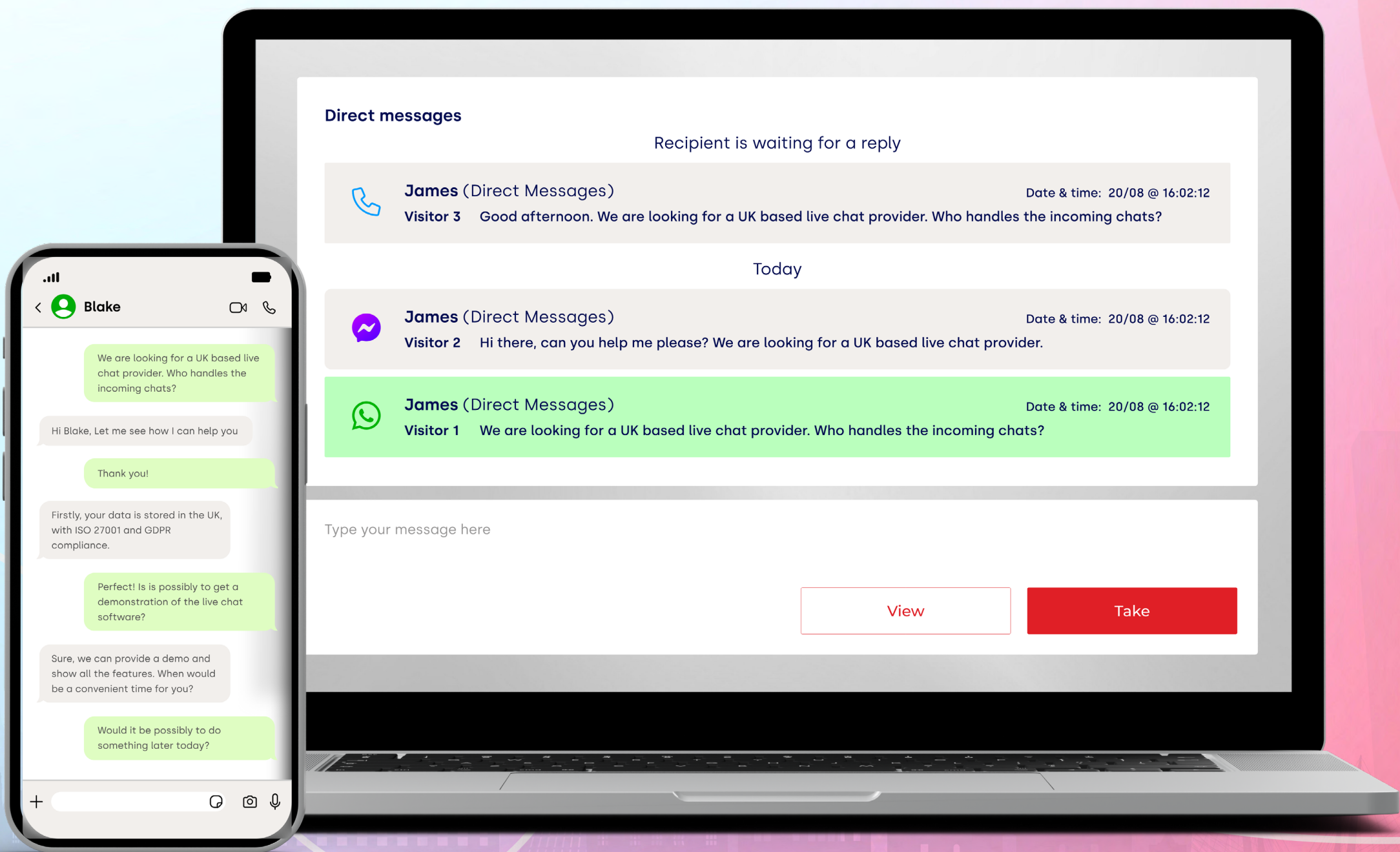
Facebook



Click2Call



Click4Assistance



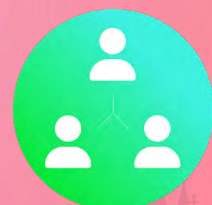
Facebook Messenger



Video Chat

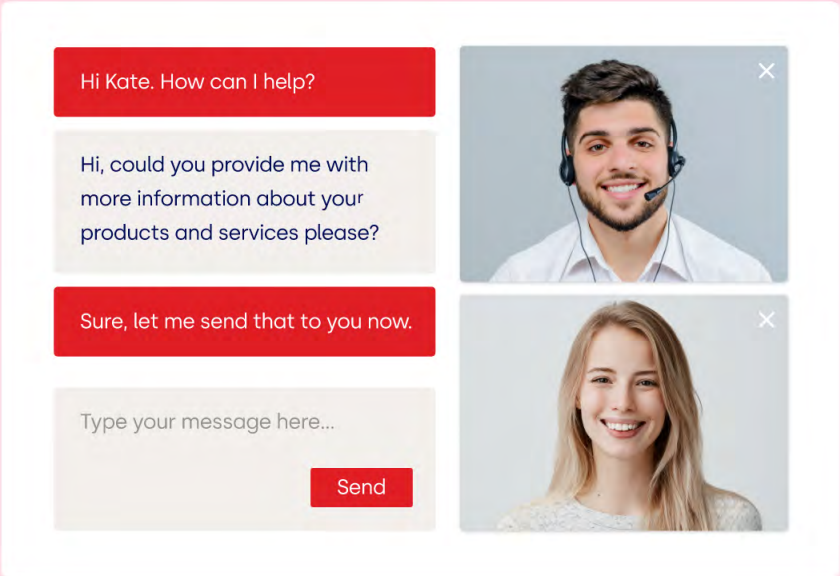


SMS text message



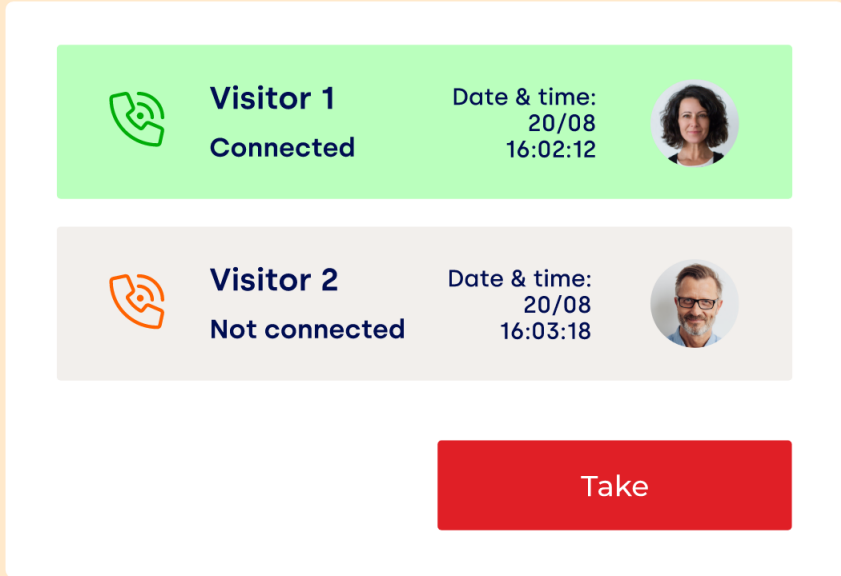
Meeting Rooms

Even if you're not ready to engage across all channels yet, you can be confident that Click4Assistance will be there to discuss, advise and support your integration whenever you are.



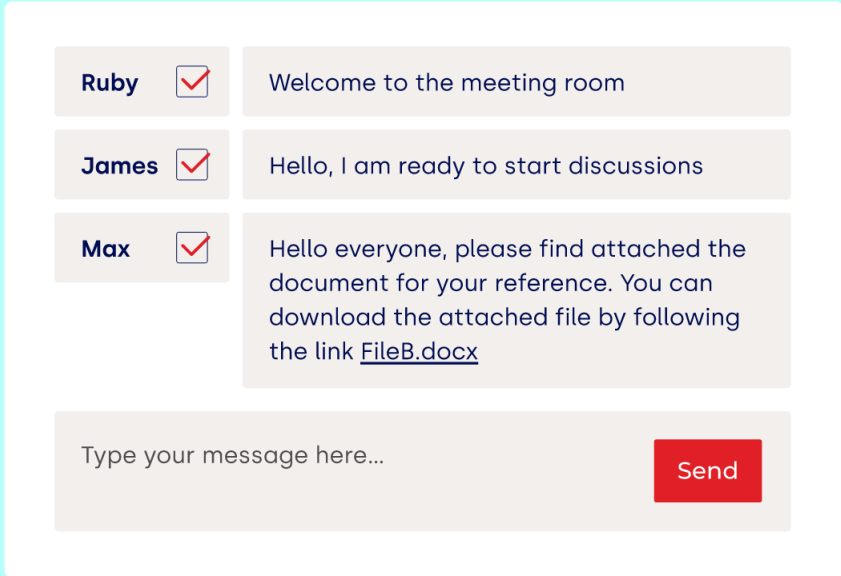
 Video chat

Provide live video streaming for real-time, face-to-face conversations. Video Chat adds a personal touch to customer support, whether one-on-one or group interactions.



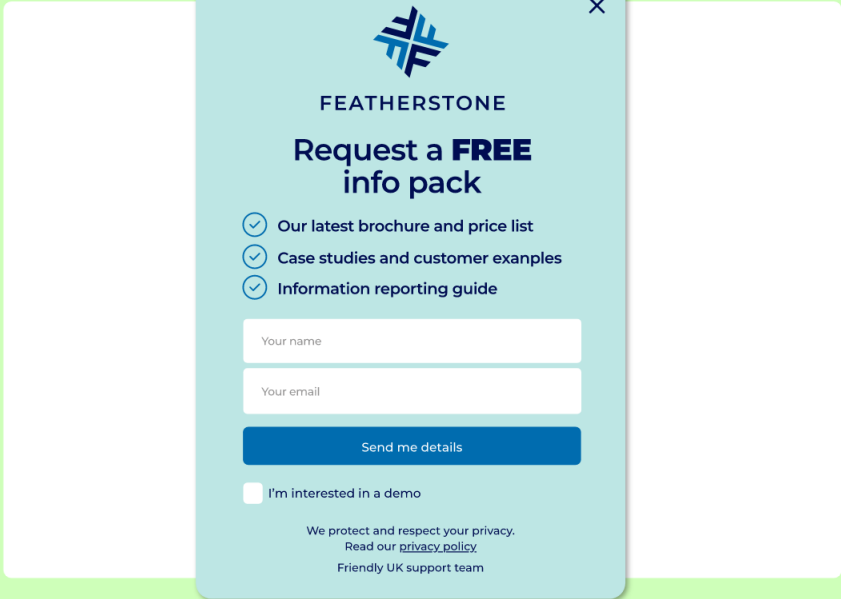
 Click to call

Offer Click2Call, allowing visitors to request an instant, free call with your team, connecting over the regular phone network for convenience and ease.



 Meeting Rooms

Whether on your website, social media, within documents or emails, allow your audience to easily participate in a group session with a click on of a button or link.



 Smart Contact

Gather visitor details using customisable contact forms for callback requests, demo sign-ups, or event registrations – making customer follow-up easy and effective

www.click4assistance.co.uk/software/messaging

"These days, Inbound communications can originate from anywhere, but they should always end-up in a single place"



UK-based, UK-focused

We're proud to be 100% UK-owned and operated, our team of developers, support staff and account managers are all based in the UK.

Systems and data reside in one of the largest UK data centres, meaning your data will never leave the UK. Being ISO27001 accredited by BSI, security is at the forefront of everything we do. We understand your compliance requirements and your customers' expectations – and we deliver on both.

Friendly, UK-based support

Product support and customer service set us apart from other providers. Our developers and support team are based right here in the UK, alongside dedicated account managers which means you can talk to us when you need to. We speak your language, work in your time zone and understand your needs.

Personalised onboarding and ongoing success

We don't just provide the software and walk away. From setup and training to regular reviews and optimisation, we work with you every step of the way to ensure our solution delivers the results you need.

Unrivalled security and compliance

We take data protection seriously. Our software is fully GDPR-compliant, and we are the only UK provider with live chat and chatbot solutions hosted entirely on UK soil. We're also experienced in supporting clients in highly regulated industries, including healthcare, finance and government.



"Give us a call, or start a chat, you'll be speaking with the right person in less than a minute.... That's why we are Click4Assistance"



Experience the power of Click4Assistance

Ready to enhance your digital engagement?

See the software in action and discuss your requirements with our experienced industry experts to transform the way you connect with your audience using live chat, chatbots, AI agents and much more!

0845 123 5871

theteam@click4assistance.co.uk

www.click4assistance.co.uk

Start your Free Trial Today

Book a Demonstration

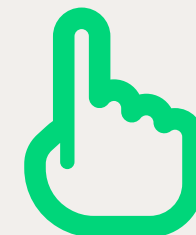
Brilliant service!

"Been dealing with Jill for years who's been brilliant. Always on hand to answer my insane queries and always happy to hear our latest ideas for improvements. Scott, who has taken over from Jill, is very much cut from the same cloth and incredibly knowledgeable and helpful! Thanks to all as always."

Vela Levy

Trusted by you on
Trustpilot

See our reviews



Great software and helpful staff

"Click4Assistance's friendly team have been really helpful from the initial demo through to implementation and beyond. The chat software is very user friendly and now our teams wouldn't be without it. A big thanks to Jill and Fraser who's knowledge and prompt support have made the whole process so easy."

Daryl

Click4Assistance 