

EMAIL CONFIGURATION

Ensure your brand is communicated effectively throughout the chat experience by personalising the chat transcripts emails.

- ✓ **Consistent brand identity** – add your logo and colour scheme in all chat related email communication.
- ✓ **Use your email address** – re-route outgoing emails via your own email server providing continuous messaging.
- ✓ **Improved user experience** - chat users are more confident, knowing they are talking to your team throughout their journey.

