

# LIVE CHAT.

Customer service.  
Lead generation.  
All in one simple tool.

A chat application that enables organizations to stay connected in real-time to their customers and users for both lead generation and customer support.



## **Live Chat**

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- Instant connect
- Enhanced interactions
- Easy deployment



## FEATURES

- Channelize queries to the right teams
- Access Live Chat on the go, even from your mobile device
- Record every customer interaction
- Send chat transcript to offline helpdesk



## BUSINESS ADVANTAGE

Improve customer service and loyalty

Engage customers in a cost-effective way

Provide customer convenience



## WHY OUR LIVE CHAT SOLUTION?

- Simple to configure solution
- Support existing clients and partners, engage with prospective customers
- Optimize customer service with additional chat statistics
- Simple pay per use model
- World-class product offering, with technology powered by TCS iON



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