



AI Live Chat

Powered by Synthetix



Escalate selected customers from self-service to real-time live dialogue with your agents, pro-actively supporting customers and increasing your conversion rates.

Reach out in real-time

Live Chat is the fastest way to engage your customers. Chat software not only makes it easy for businesses to provide fast, high-quality customer service, but is also hugely effective as a sales tool. Start building the best customer experience on the channels that your customers love. Take your team's productivity to the next level with knowledge integrated Live Chat from Synthetix.

Key features

Live-key press feed

See what your users are typing before they hit send. Live Chat from Synthetix aggregates live key stroke presses, helping agents to anticipate the nature of a query, before a customer submits a question which dramatically increases response times.

AI-powered predictive suggestions

During the chat process the SentienceAI powered Synthetix knowledge-base automatically suggests knowledge articles to the agent to assist them in dealing with each customer query. This speeds up the chat process significantly, increasing first-time resolution rates and customer satisfaction.

Triggers and escalation

Offered proactively at points where it will make a difference, Live Chat is automatically triggered, to offer an escalation route to customers only when they need it. And with the ability to identify

Key Benefits

79%

Of businesses say offering live chat has had a positive effect on sales, revenue and customer loyalty.
- Kayako

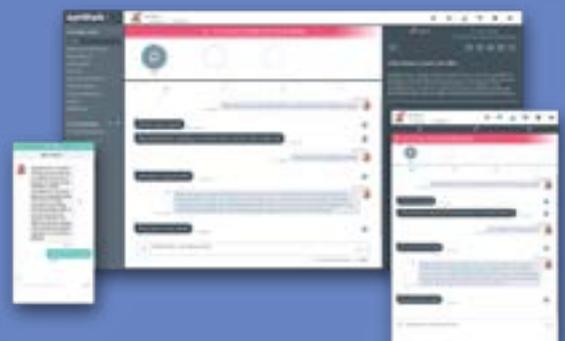
41%

Of customers prefer live chat support to telephone, email or social media.
- Synthetix

73%

Satisfaction level scored by Live Chat, making it the highest scoring customer service channel compared with email or phone.
- E-digital

Please contact us to book a free demonstration.





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a query and direct it to specialist operators or transfer chats between operators for escalation, a customer will always get the support they need, quickly and efficiently.

Detailed reports and analytics

Track agent efficiency, the volume and drivers of customer queries to chat to help determine where chat invitations are having the greatest positive impact on customer behaviour in real-time. Analyse visitor experience and anticipate customer needs to increase satisfaction.