

TOPdesk Chat

Online possibilities have changed the way we communicate. It's probably no news to you anymore that more and more communication is happening online. The next question is: **how will online communication improve your services?**



Why chat with your customers?

You're already getting calls in through the phone, email and perhaps even a self-service portal. Why add another channel into the mix? Well, the numbers don't lie:

Easy to use

53% of customers prefer **live chat** over calling on the phone for support*



Multitasking

51% prefer live chat because it **enables multitasking***



Efficiency

Up to 6 customers can chat with an operator at the same time*



*According to the International Customer Management Institute

Experience the benefits of TOPdesk live chat

Customers can get in touch with your teams quickly and easily without interrupting their work. And your service agents? They can help more customers at the same time and can easily save their conversations for future reference. Plus, live chat allows your agents to quickly get all the

information they need from customers, without sending emails back and forth or wait for a follow-up on a request form. So chat is a great addition to the other channels you use in your quest to provide service excellence.

Want to know more?

Go to page.topdesk.com/chat for more information.

