![TOPdesk]
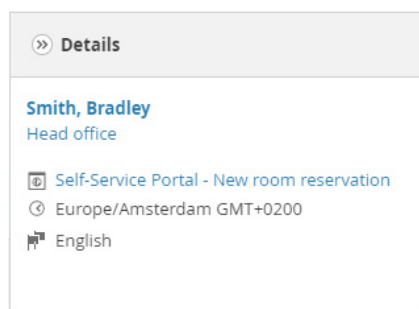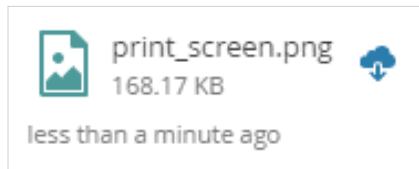
TOPdesk Chat

Looking to improve the efficiency of your service organization, and meet your end users' expectations? Our Chat module can help. Discover how chatting with your customers works, and how it benefits for your service delivery.


Share content easily

With the Chat module, you can easily send files and avoid having to transmit complex codes by phone.

Know who you're talking to

See all the details of the customer you are chatting with, such as language, time-zone, and from which browser page they're chatting.

Get notified of incoming chats

When working in TOPdesk, you'll always receive a visual notification of a new incoming chat - whatever you're working on. Moreover, even if you're not working in TOPdesk, you'll always receive an audio notification of incoming messages.
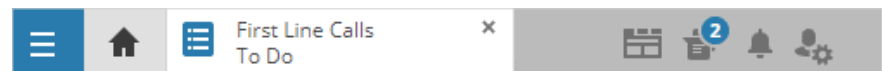
Integrated in TOPdesk

TOPdesk Chat is fully integrated into TOPdesk's operator section, meaning operators don't have to switch tools.

Create incidents from chats

Easily create an incident from a chat conversation if something needs a little more time to figure out.

Implement chat on an external site

Chat's bubble can be placed on any website you like. Easily embed the icon on the pages that your customers visit, including TOPdesk's Self-Service Portal.

Assign chats to the right operator

You can use various operator groups in Chat, such as Facilities and IT, or 1st, 2nd and 3rd line. This makes it easy to assign or transfer chats to the right experts.

![TOPdesk]

More information?

To learn more about TOPdesk's software and services, visit our website www.TOPdesk.com