Comm100

Digital Customer Engagement

They Have Questions. You Have Answers.

From customer acquisition to support, the faster and more effectively you can respond to your customers' needs, the longer they'll stick around. That means higher satisfaction for them, and more loyalty and revenue for you.

The Killer App For Customer Engagement

Comm100's digital omnichannel customer engagement platform powers genuine interaction anytime and anywhere your customers want. With Comm100, you can take command of conversations via live chat, email, social media, and messaging, with human agents, virtual assistants, or a finely tuned combination of both, more efficiently than ever before. From front-line marketing and sales to ongoing service and support, Comm100 enables great digital experiences that drive revenue without increasing costs.

Unify your view of the customer across all channels

Decrease issue time-to-resolution

Optimize agent capacity

Simplify contact center management

Increase customer satisfaction

The Comm100 Digital Customer Engagement Platform

Live Chat

Live chat is quickly emerging as the most preferred communication channel thanks to the flexible, real-time, and genuine interactions it enables. Robust configuration options and powerful innovations like co-browsing, auto-translation for 90+ languages, audio/video chat and advanced routing make it a win-win for your customers and agents alike.

Email

Email is the most mature digital channel and still preferred by many customers for a range of use cases. Ensure that your team can manage and respond to emails quickly and efficiently with Comm100's email platform designed specifically for support teams.

Social Media & Messaging

With all the time people spend on their mobile phones and social media services, you need to make sure you're easy to find and ready to help. Manage communications on all your preferred channels including Facebook, Twitter, and SMS in one place, with more channels added every year.

Knowledge Base

Reliable and accessible information is the backbone of every successful digital customer engagement platform. Comm100 Knowledge Base helps you centralize your vital knowledge resources and ensure quick and easy access inside your agent console and from your website and mobile app, so questions get answered when and where they're asked.

Intelligent Assistance

The future of customer engagement is digital, and the future of customer engagement platforms is AI-powered. From advanced, deeply integrated chatbots to smart and subtle agent-facing tools that speed resolution and automate tedious workflows, Comm100 offers a range of solutions to get you there today.

Comm100 Value Generators

Unified view of the customer

Your customers choose how and when they want to reach out to you. That could be a chat today, an email tomorrow, and a Facebook post the day after. We say 'bring it on'. With Comm100 your agents can see each customer's complete history – every conversation, every message, and every email – so they're always fully in the know.

Decrease issue time-to-resolution

Maximize efficiency without sacrificing quality. Use canned messages, co-browsing, audio/video chat, and file sharing to make even complex issue resolution faster and easier.

Optimize agent capacity

Assign chats to the right person at the right time, every time. Automate routing with rules based on IP address, account data, or custom variables. Create branching rules to fit complex team structures and customer scenarios.

Simplify call center management

Use robust conversation management tools including real-time supervision, takeover, private messaging, and transcript review. Improve your team's performance through better transparency and support.

Drive continuous improvement

Double down on the original goal of the contact center: to help your customers find the answers they seek. Go where they go, treat them as individuals, and respond quickly. There's no better way to earning higher retention, loyalty, and customer satisfaction rates.

HIPAA COMPLIANT   GDPR COMPLIANT   ISO 27001   TRUSTe VERIFIED   PCI DSS COMPLIANT

Embrace Digital with Comm100

The Comm100 platform is easy to set up, a breeze to learn and use, and offers quick time to value and adoption. Our enterprise-grade security and scalability will keep you equipped to handle whatever tomorrow brings.

Core Capabilities

› A complete digital solution: Robust communications across every digital channel, wired for whatever the future brings.

› Powerful integrations: Get a complete view of the customer by integrating Comm100 with CRM, shopping cart, and IVR systems. Our API makes it easy.

› Ready for tomorrow: Advanced yet easy to use AI tools to help you automate, accelerate, and embrace the future of customer engagement today.

› Committed to security: Brands in the most heavily regulated industries – banking & finance, healthcare, insurance, government – trust Comm100 with their digital communications because we know how to keep their data safe and secure.

› Unrivaled reliability: Only Comm100 offers MaximumOn™ server-level redundancy and failover to keep your digital engagement up and running 24/7, whether you're in the cloud or on-premise.

⊂⊃ Comm100

What they say about Comm100

❝ Since we rolled out Comm100 Live Chat, sales have increased between 10-20%. The system's speed and reliability ensure that our customers get the answers they need quickly and accurately, and help us earn their confidence and loyalty. ❞

Brian, *Director of Marketing – CheckMark*

❝ The agent experience is amazing! It is an easy to use tool with few clicks and an all-in-one dashboard that allows you to serve your customers more efficiently and effectively, meeting your SLAs. Having taken part in testing various solutions, this one is very easy, very simple, with a great user experience. ❞

Mariuz, *Senior Project Manager – G2A.com, Comm100 partner*

Trusted by

fitbit HEALTH SOLUTIONS   HomeTrust Bank   Health   CNH INDUSTRIAL   Veridian credit union

LogicMonitor   Stanford University   more   METROPOLITAN POLICE   AXA