

Top five reasons why your team needs Efecte Chat

Boost productivity and satisfaction for agents and customers

Organizations require quick and effective IT support. Simple tasks account for 30% of the tickets received by busy IT service desks, decreasing the organization's productivity due to support wait times, and limiting IT team's availability to work on value-add IT projects for the organization.

Efecte Chat for Service Management allows organizations to simplify their support processes and serve customers more efficiently. Use chatbots' power to solve issues quickly and provide 24/7 support or directly connect end-users and support agents to solve problems quickly.

1 Affordable TCO

- Rule-based chatbot and live chat integrated to Efecte platform to solve issues faster

2 Unified experience

- Easy to deploy and use
- Optimizes agents time and increases user satisfaction by fast problem resolution
- Same look & feel for end-users and support team

3 Several support options

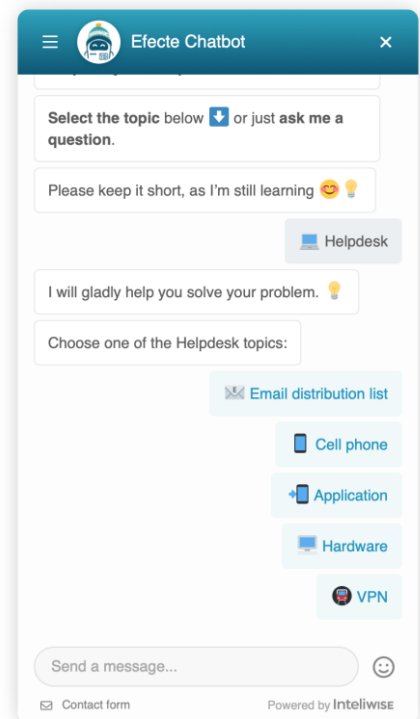
- Embedded live chat within self-service portal
- Agent chat window on workspace UI
- Built-in escalation from chatbot to live chat

4 Always-on visibility

- Automatic ticket creation to keep record of every conversation
- Reporting capability to follow key metrics

5 Flexibility

- Customize your UI
- Create your own reports
- Easy to configure chatbots which help with all relevant types of support scenarios



? Ask me a question

A modern tool to serve the needs of modern organizations

"Agents can easily provide support and enjoy a modern user experience in an embedded chat window, directly in the service management tool."

European IT service provider
December 2022

Simple cases account for

30%

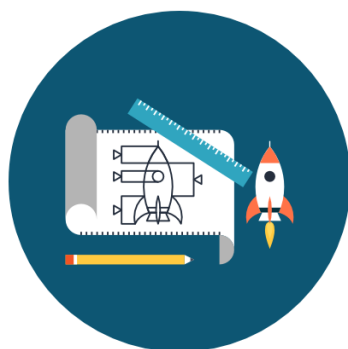
of the tickets received by the IT Service Desk

Average market outcome

One vendor, one vision, and no need for integrations



One contact point for ITSM & chat support



One roadmap with unified development



One system to upgrade

Interested in our Efecte Chat for Service Management?

Efecte Chat will help you take your services to the next level. Find out more or get in touch at [Efecte | Chat for Service Management](#)