

Mobile Service Cloud.

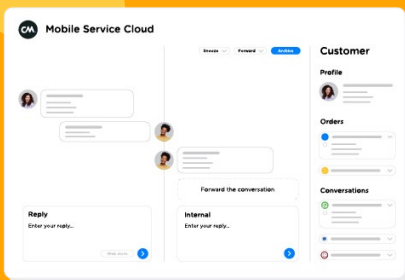
Speed, convenience, expert advice, and friendly service are the most important elements of a positive customer experience. When customer service is effortless, chances are high that your agents will meet today's customer expectations.

Benefits

- Increase Customer Satisfaction
- Boost Efficiency and Productivity
- Maximise Conversions

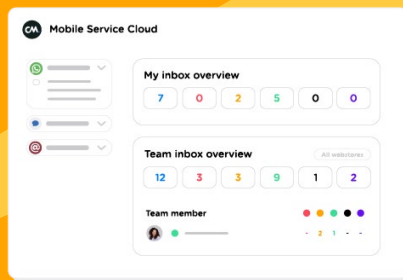
What is Mobile Service Cloud?

An all-in-one customer service solution that enables your team to provide frictionless experiences, anytime, anywhere. Interact with your customers on their preferred channel via Mobile Service Cloud, or automate your conversations with a chatbot.



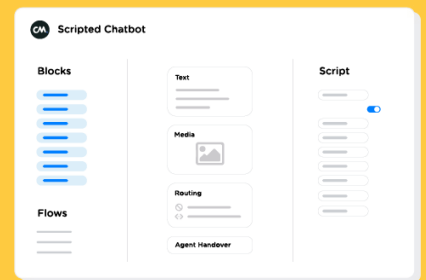
Live Chat

Chat with your customers in real-time and enrich conversations with customer data, offering context your agents need, such as previous conversations from any channel.



Agent Inbox

Manage all customer conversations in a fast, efficient, and personal way in one omnichannel inbox. Interact via your customers' preferred messaging channel, such as:



Scripted Chatbot

Automate your customer conversations and easily build scripted conversations in the drag and drop interface. Launch your own chatbot on any channel.

Empower Your Agents With Powerful Features.

- Team Collaboration
- Skills-based Routing
- Customer Profiles
- Inbox Management
- SLA Management
- Statistics and Reporting

Integrate and Accelerate.

Connect Mobile Service Cloud with the systems of your choice. Integrations help you to deliver faster, more personal service experiences.

Show up-to-date customer data next to the conversation, regardless of the channel. In addition to the following integration options, Mobile Service Cloud can also be integrated with any self-built system.

