



Mobile Service Cloud.

Deliver a superior mobile-first service experience. Engage your customers through every mobile channel in person, or even automate conversations.

Get more info online

Contact us



Basic

€35 per user per month

Omnichannel Inbox

All customer service queries from all channels will be shown into one inbox creating a unified experience for agents.

Scripted Chatbot

Deploy your chatbot in messaging channels to support specific service journeys and automate simple repetitive questions.

Advanced

€65 per user per month

Live Chat

Web widget to chat live with your customers. Customers can use the chat anonymously, with their name, or log in to chat live, or fill out an email form.

10 Communication Streams

Features can be customized per communication stream. One email address is one communication stream. Two WhatsApp numbers, for instance, is two. And so on.

Integrations

Create one or multiple data system integrations to fuel the 360° profile. Enrich reporting, unleash sales features, and supercharge search functionality.

360° Customer Profile

360° customer profile can show up-to-date, and customizable, customer-, order-, billing-, & shipping data as well as conversation history across channels.

Multibrand & Multilingual Capabilities

Customize features per language and per brand. E.g. easily deploy different live chat widgets and/or create multiple data integrations per language, brand, etc.

SLA Management

Set, monitor and manage different SLAs for a sub-set of your customer service operation such as brand, language, channel, team, and more.

Inbox Management

Based on the 'Inbox Zero' principle, the Mobile Service Cloud keeps your inbox clean using Snooze functionality and more.

Predefined Responses

Predefined Responses allow agents to quickly select, edit and send frequently given answers.

Internal Collaboration

Internal live chat allows your team to collaborate in real-time on customer service conversations to improve issue resolution time.

External Collaboration

External (e-mail) collaboration allows agents to involve external parties (such as couriers or suppliers) in a support case. Their replies land right back into the right customer conversation.

Search

Free-format search functionality for customer names, phone numbers, e-mail addresses, ZIP codes, order numbers, and more.

Basic statistics & reporting

In-app reporting features show you e.g. contact volumes and SLA performance per agent, team, tag or channel - with direct click through to conversations.

Skills-based Routing

Route incoming conversations to the right service agents using advanced, skills-based routing techniques.

Classic Tagging

Tag conversations to easily analyze the contents of your customer service conversations.

VoIP integration

Integrate an external VoIP system. This triggers an automatic pop-up of the customer profile as well as logging of phone calls.

Mobile App (iOS only)

Run Mobile Service Cloud straight from your mobile phone via an app (iOS only).

Pro

€119 per user per month

50 Communication Streams

Features can be customized per communication stream. One email address is one communication stream. Two WhatsApp numbers, for instance, is two. And so on.

Multiple Integrations

Create multiple data system integrations to fuel the 360° profile, enrich reporting, unleash sales features, and supercharge search functionality. Integrate any eCommerce, CRM, ERP & CDP system.

Advanced, Automated Tagging

Create a hierarchical tag taxonomy to automatically add tags to conversations.

Advanced Statistics & Reporting

Custom-built Tableau data views showing more insights into your team's workload, service, and sales performance.

Sales Tracking (across channels)

Attribute a sale to the right agent when customers buy after a service conversation. Includes a 'win message' and works for all channels.

Cobrowsing

Invite the customer for a co-browsing session during a live chat conversation on your website to help them navigate.

Channel API (custom channels)

Access to the channel API allows you to add custom channels to Mobile Service Cloud (e.g. review sites, forums, external bots, etc).

DigitalCX Integration (Add-on)

Option to integrate with DigitalCX product suite. Include an AI-powered chatbot, knowledge base or self-service page.

Web widget design (Add-on)

Customize the Live Chat web widget to your branding needs. Change colors, photos, or format.

Wallboards (Add-on)

Monitor essential service metrics in real-time with TV wallboards in your office.

+ includes all advanced features

Service

Basic

Email support to get all your questions answered by our Experts. Always happy to help.

Advanced

Support from our Experts via phone, email, Live Chat & WhatsApp for your customer service team.

Pro

Support from our Experts via phone, email, Live Chat & WhatsApp for your customer service team. (24/7)

+ includes all basic features