



Digital Omnichannel Customer Engagement



Less effort, more reward

Comm100 Omnichannel helps you beat customer expectations while reducing operational costs. How? By reducing the effort it takes for your customers to reach you and accelerating your ability to provide the answers they seek. Happier customers *and* improved service efficiencies? Yes, you can have both.

Be there, be ready

Comm100 connects you with your customers anytime and anywhere, on the digital channels they use every day. Engage in conversations on multimodal live chat, email, social media, and SMS, with human agents, powerful chatbots, self-serve knowledge bases, or a carefully orchestrated combination of all of the above. From sales inquiries to service and support, Comm100 enables great digital experiences that build loyalty and deliver impressive ROI.



**Unify your view of the
customer across all channels**



**Decrease issue
time-to-resolution**



**Optimize
capacity**



**Simplify contact center
management**



**Increase customer
satisfaction**

The Comm100 Digital Omnichannel Customer Engagement Platform



Live Chat

Comm100 live chat is the world's most robust and easy to use chat solution. Deep configurability and powerful features like audio/video chat, co-browsing, auto-translation for 100+ languages, and flexible automatic invitations make it a win-win for your clients and agents alike.



Ticketing & Messaging

Manage all your social, SMS and email conversations in one place. Easily create and manage tickets from any channel when follow-up is required. Get needed context from previous interactions, respond on any available channel, and automatically enforce service level agreements (SLA).



AI Chatbots

Powerful Natural Language Processing (NLP) and an easy-to-use bot interface gives you the confidence and control you need to automate customer service where appropriate, without compromising the customer experience. AI Chatbots can be deployed over Live Chat, Facebook, Twitter, WeChat, and WhatsApp for Business, and integrate easily with your core business systems to deliver optimal results.



Knowledge Base

Reliable and accessible information is the backbone of every successful digital client 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, making vital information more accessible to everyone.



Agent Assist

Comm100 Agent Assist is an AI-powered virtual assistant that monitors inbound messages and automatically suggests answers from your existing knowledge sources. It helps your agents understand and respond to customer queries more quickly, more accurately, and more confidently than ever before.

Comm100 Value Generators



Unified view of the customer

Your customers choose how and when they want to reach out to you: a chat today, an email tomorrow, and a Facebook post the day after. We say 'bring it on'. Comm100 Omnichannel reveals each customer's complete history so that they never have to repeat themselves. Data integrations add critical context to personalize the customer experience.



The right answer from the best source

Comm100 leverages hundreds of data points including conversation history, customer segment, real-time web browsing info, and CRM fields to connect customers to the agent or chatbot best suited to handle their question. Our omnichannel routing engine helps you optimize your resources to address the full range of queries from simple, transactional requests to the most complex, sensitive, and high-value interactions.



Decrease time-to-resolution

Maximize efficiency without sacrificing quality. Use canned messages, co-browsing, audio/video chat, and file sharing to make easy work of even the most challenging questions. Take it to the next level with Agent Assist - your agents will spend less time hunting for answers and more time caring for customers.



Simplify quality assurance

Use robust conversation management tools including real-time supervision, takeover, private messaging, and transcript review. Assess team performance and identify opportunities for improvement across all channels with more than 30 real-time reports.



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 better retention and loyalty and higher customer satisfaction rates.



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, unified 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.



What they say about Comm100

●● To date, we have \$6 million in opportunities sourced from chat and have closed about \$4 million of that. Instead of taking 24 to 48 hours to respond to a request for information through our 'Contact Us' form, we can get it to the sales team instantly. When we're more responsive, we're a lot more likely to close the deal, and do it faster too. ●●

- Joanie Gentile,
Sr. Business Operations Manager – Fitbit

●● Comm100 is easy to use, reporting is quick, the UI is sleek and modern, the upgrades are always changing for the better. We love how easy the system is to use and upgrade. The customer support is also really great. ●●

- Mallory Paeper,
Electronic Relations Team Lead – Veridian Credit Union

Trusted by





CloudSeva partnered with **Comm100** in helping companies provide better service to their customers.

About CloudSeva:

CloudSeva offers Customer-Centric Consulting Services and Digital Business Transformation with effectively understand the business processes, to help companies in reducing the operation risk and realize tangible & **accelerated ROI at a minimum cost to companies.**

CloudSeva proactively engages to drive companies success through Internal - External Customer Experience (IECX) cloud offerings which enabled all verticals & size of industries for a reliable, predictable and scalable services.

Key Offerings

- **Cloud Consulting:** Our approach is built around business understanding of end-users and IT by building the relationships based on as-is & to-be process. Our recommendation is targeted to enhance the adoptability, efficiency, functional and technical best practices, utilization of latest features and alignment to the future business goals.

- **People Experience (PX):** Our redefined HCM transformation made easier to recruit top talent, streamline the onboarding process, establish meaningful goals linked to performance, accurately compensate talent, improve development and career planning, and develop comprehensive learning strategies.
- **Customer Experience (CX):** Our Customer digital transformation experience provide a highly engaged customer experience , a personalized customer experience and a seamless multi-channel experience
- **Mobile Experience (MX):** Our expertise in developing mobile environments business-to-business (B2B), business-to-consumer (B2C) and business-to-employee (B2E) applications will help companies to leverage mobile experience on both Android and IOS
- **Application Development:** Our application development services help organization deal with evolving business and technology challenges. CloudSeva develops, maintains and supports applications that are tailored for your business requirements in tune with the latest industry trends.
- **Support Services:** Our dedicated support team develops a close working relationship with organizations to achieve insight about their cloud environment and technical concerns to deliver right assistance