



Kundo Chat

A channel for closer contact with customers

What is Kundo Chat?

Kundo Chat lets you chat with your customers directly on your website. You can answer queries more quickly and be just as personal as in a telephone call.

Shorter waiting times, faster solutions

You can manage several chats at the same time and answer more quickly than on the telephone without losing the personal dialogue. You will also solve queries more quickly than by email because you can ask follow-up questions straight away.

Efficient and customer-oriented

Create separate chat channels for different target groups and see which page on your website the customer is looking at in order to be able to adapt the answer to the situation.

Statistics

Insights into the number of chats, popular topics and answering times in fast reports and detailed graphs.

Reach new target groups

The younger generation uses instant messaging as their primary communication tool, preferred over both telephone and email. You will reach these target groups and fulfil their expectations regarding availability and fast responses.

We use Kundo Chat

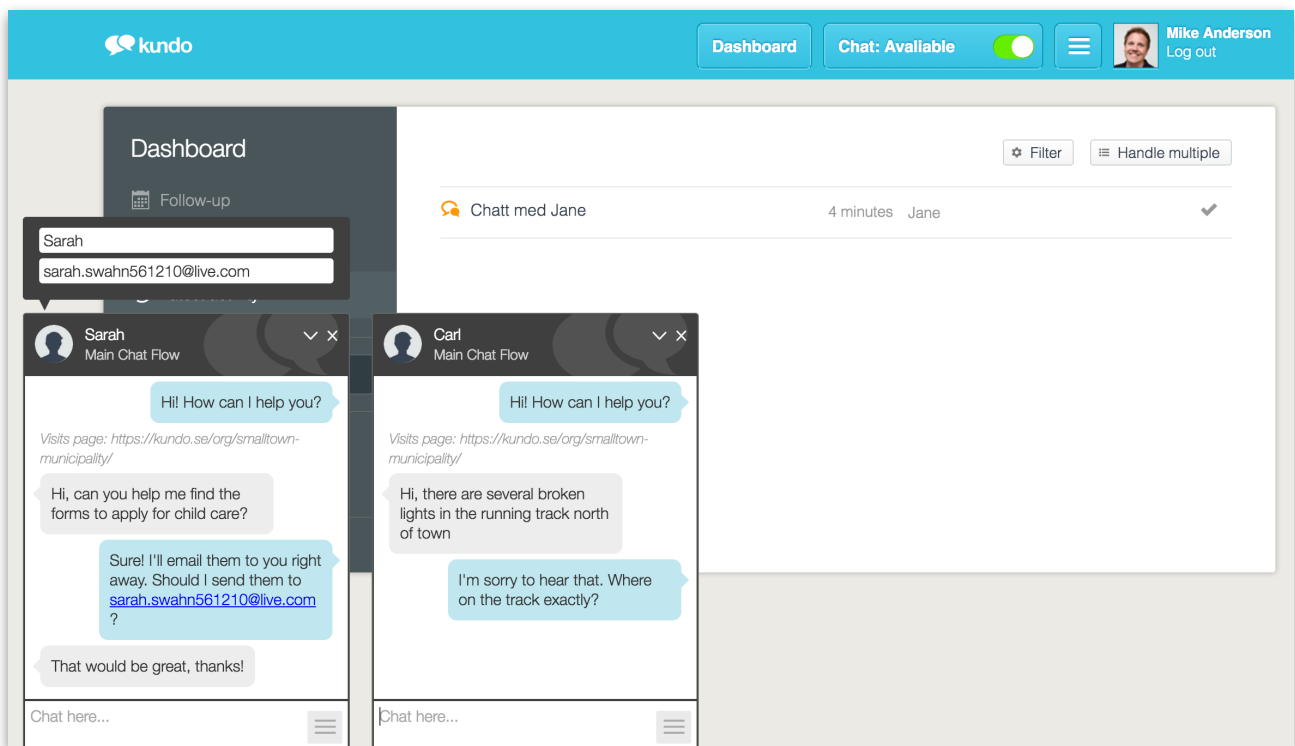


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Manage several chats at the same time

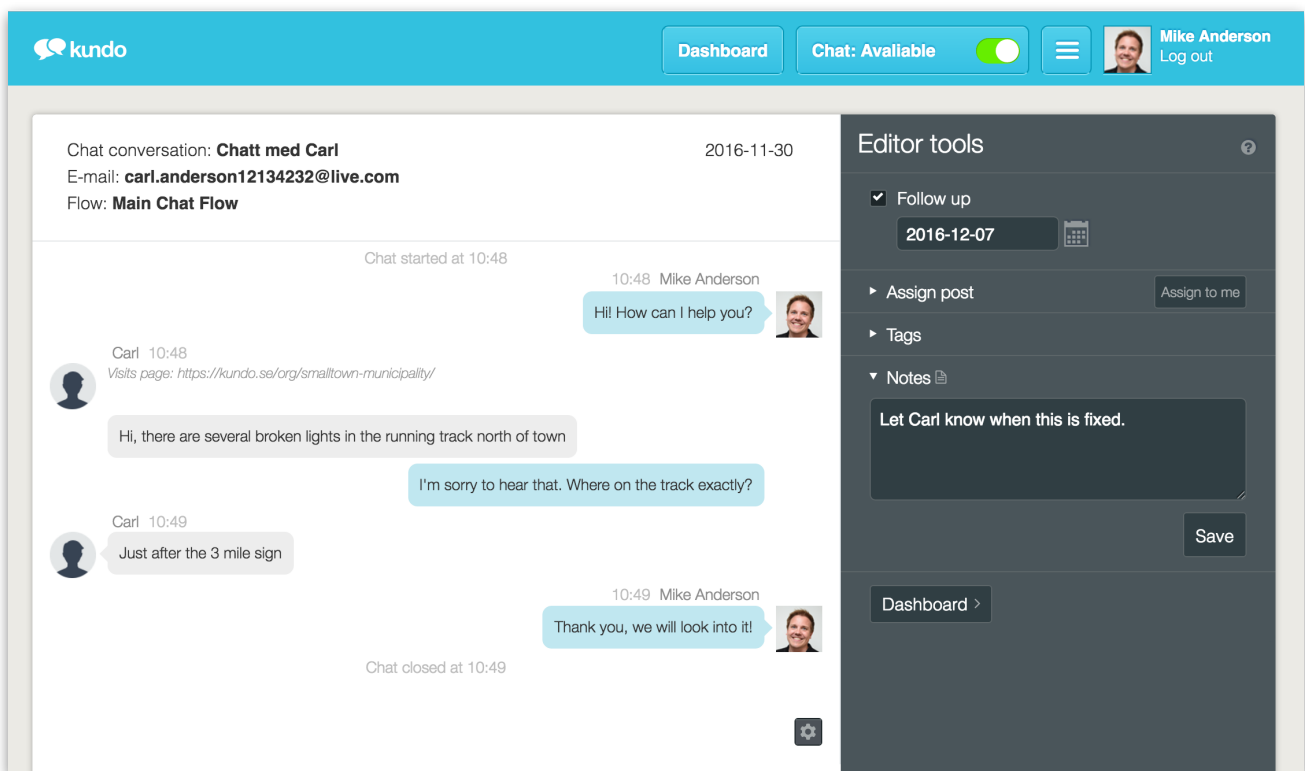
Manage several chats at the same time, see which page of your website that visitors are currently looking at and contact the person by email where necessary.



You can chat with several customers at the same time in Kundo Chat, which results in shorter waiting times.

Find and follow up chats that have ended

All chats can be looked up in retrospect and followed up on, categorised, allocated and much more. You can also choose to automatically close the chats after a certain period of time.



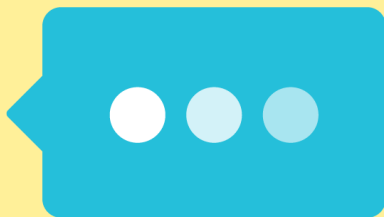
The screenshot displays the Kundo chat management interface. At the top, there is a navigation bar with the Kundo logo, a 'Dashboard' button, a 'Chat: Available' toggle switch, a menu icon, and a user profile for 'Mike Anderson' with a 'Log out' link. The main area shows a chat conversation titled 'Chatt med Carl' from 2016-11-30. The chat details include the email 'carl.anderson12134232@live.com' and the flow 'Main Chat Flow'. The chat history shows a message from Carl at 10:48 about broken lights, a response from Mike Anderson at 10:48 asking for more details, and a follow-up from Carl at 10:49. The chat is marked as closed at 10:49. On the right side, the 'Editor tools' panel is visible, featuring a 'Follow up' checkbox, a date selector set to '2016-12-07', an 'Assign post' button with an 'Assign to me' dropdown, a 'Tags' section, a 'Notes' section with a text input containing 'Let Carl know when this is fixed.' and a 'Save' button, and a 'Dashboard' link.

A finished chat can be read and managed afterwards

The Chat assistant – an easier alternative to a chat bot

Kundo's chat assistant allows you to benefit from the best of two worlds and gets you up and running quicker than with a chat bot. Your chat is easily accessible on your webpage where it simultaneously search for answers in your existing material without compromising the customer's experience.

Hello, what can I help you with?



Statistics and analysis of customer dialogues

You can get statistics directly in Kundo and via monthly reports. Get an overview of the number of incoming questions, response times and the workload. With the help of tags, you can also get statistics relating to what kind of questions you have been getting.





Want to know more?

Contact us for a demo



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kundo.se