

Communication on all platforms

Customers expect to be able to communicate with the company via social media

- ✓ Convenient for both companies and customers due to the asynchronous nature of messaging.
- ✓ Ability to share images or documents along with text.
- ✓ Constant accessibility for customers to leave a message outside of business hours.

Companies want to guarantee maximum availability with minimum use of resources

- ✓ Minimize the number of communication tools used



Professional Customer Service Social Messaging



Webchat on your homepage

Offer web chat for quick clarification of concerns directly on your website and in your app.



WhatsApp for your current hotline

Make your existing phone numbers accessible via WhatsApp.



Proactively chat with customers via WhatsApp

Reach your customers directly on mobile devices with optimal opening and response rates.



Communicate asynchronously 24/7

Being available for customers around the clock, even asynchronously, and responding when it suits.

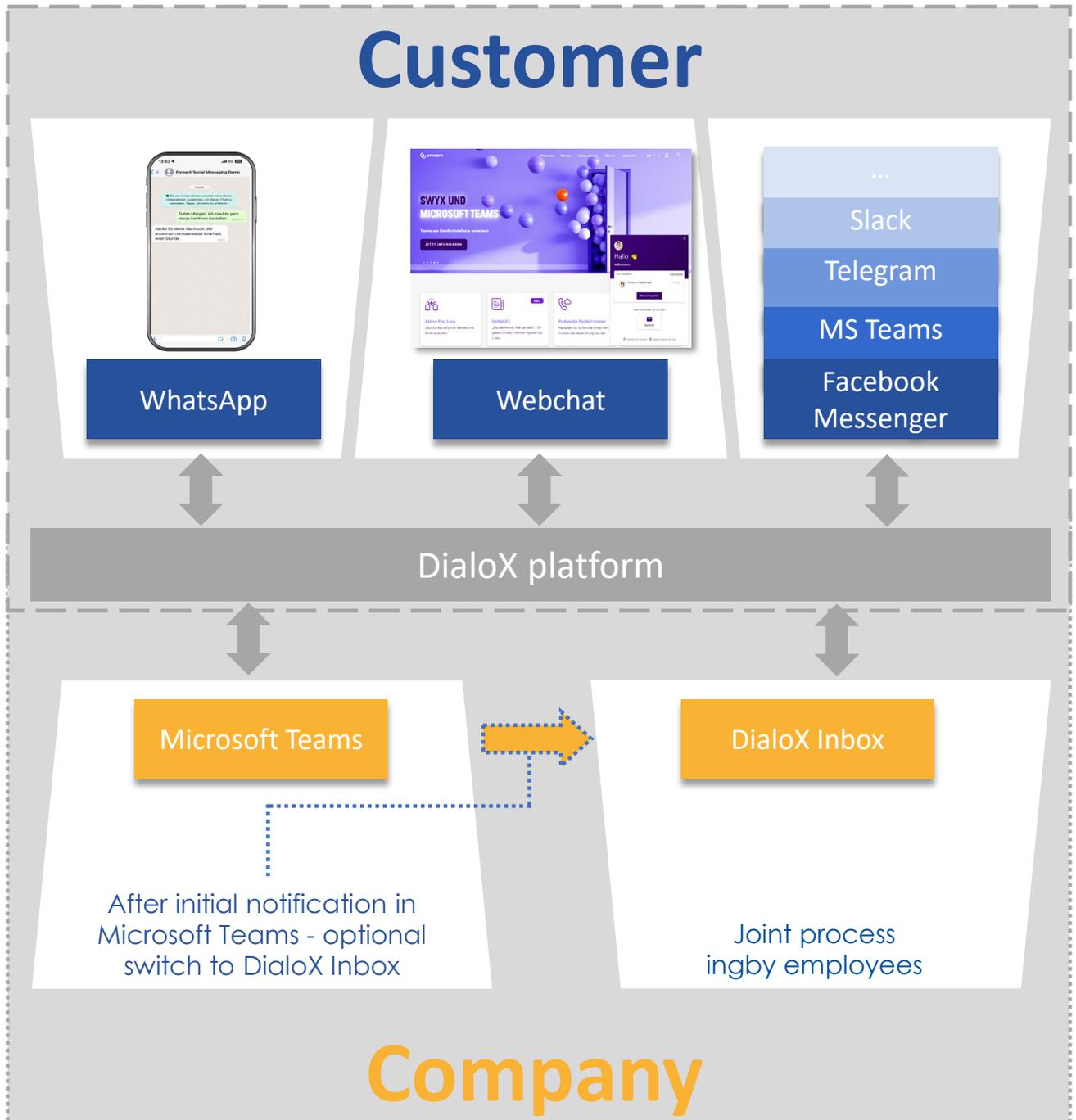


Communicate in more than 100 languages

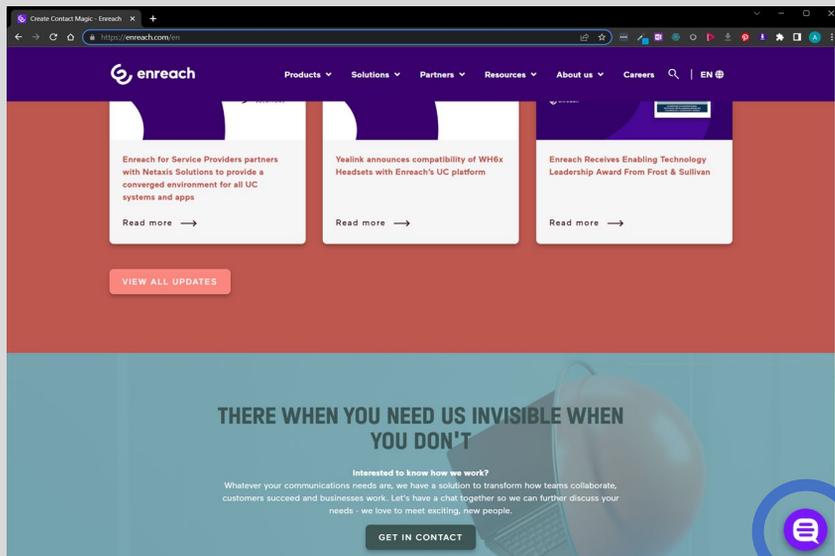
Offer customer service without the language barrier.



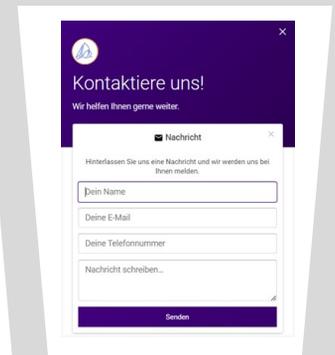
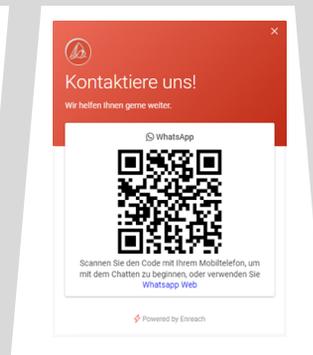
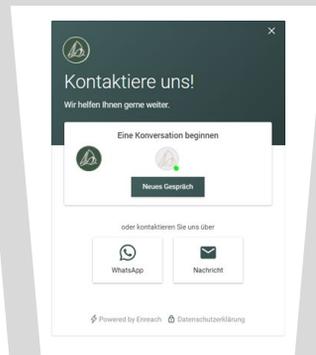
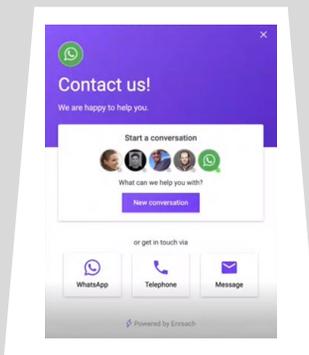
Communication with the preferred tools



Configurable contact widget for your website



Contact options of your choice:
Webchat - WhatsApp - Phone – Message
Design colors and texts freely



Social Messaging Highlights



The Coligo cloud telephony solution is freely scalable, suitable for companies of any size and is always up-to-date and secure thanks to free updates.

- Immediate, automated response after initial contact
- Assignment of chats between colleagues
- Automated status update messages on the progress of the request
- Direct exchange of media such as images, videos, documents
- Communication in context (customer profile, conversation history)
- Social chat messages are published in the shared Microsoft Teams channel so that anyone who has joined the channel can follow the conversation

