



# Strike up a conversation

Live chat software that provides a fast and responsive way to connect with customers in the moment

## Make yourself available

Chat creates a personal connection between businesses and their customers. Reach out in the moment, anticipate customer questions, and offer help when—and where—they need it most.

- **Reach out in real time**

Welcome customers before they ask for help. Proactive engagement with automated triggers reduces cart abandonment and encourages conversions.

- **Your chats are numbered**

Analytics shed light on customer satisfaction and agent performance. With better numbers and quality reports, organizations can measure success, identify issues, and stay on track.

- **One place to start conversations**

The web dashboard lets agents serve customers wherever they are—on laptops, on mobile, or even in your app.

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**"Live chat is the easiest and fastest way for the customer to contact foodpanda whenever there is a problem. Agents can handle multiple chats at once, so the wait time is reduced and customer's have a better experience."**

Jorge Vernetta, Global Operations Manager at foodpanda

