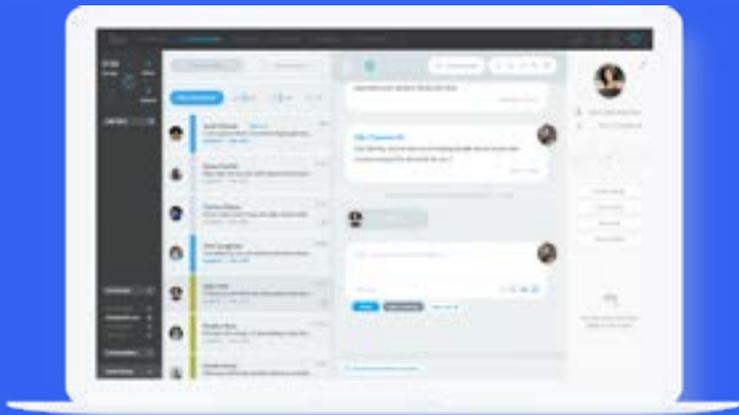




Product Feature: Live Chat



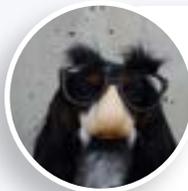
Connect in real-time and be there at the moments that matter

Orlo's Live Chat feature allows you to respond to the needs of your customers in the moment, without interrupting their digital journey. Whether they're providing product support, managing a sales enquiry or dealing with a customer service case, your team is empowered to deliver a personalised experience effortlessly.



Together, together, together everyone

Collaborating in Live Chat is easy-peasy! Chats can be manually assigned or automatically 'pushed' to available agents so no one is kept waiting. With the ability to add notes against chats, you can provide more context to interactions. Our CRM integration enables you to add chat data to your CRM records, so your agents are always in the know. Boom.



Keep schtum, we're undercover

Ensure every bit of your customer service offering is on brand and unique to you with our fully customisable Live Chat widgets! Add a splash of colour using your brand palette and logo, or make a statement by using your tone of voice in the messages customers receive - the world is your oyster!





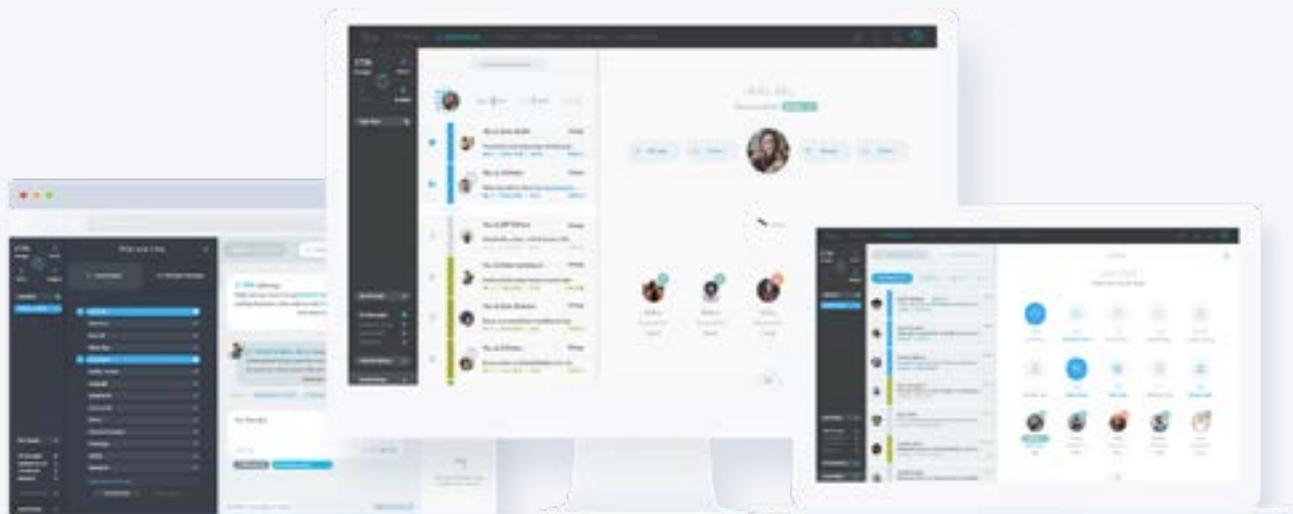
A picture paints a thousand words

Sometimes when you're supporting customers, words just aren't enough. We hear you! That's why we make image and file sharing simple for your customers and your agents. Orlo's Live Chat can receive multiple images and videos from your customers at once and your agents can share files right back - all within the same chat window. Simply attach and send. Job done.



Find the key to success

Orlo's powerful analytics plug right into Live Chat, helping you to see the big picture - from how many chats you're receiving and how quickly they're being resolved, to the peak chat times and how your agents stack up against the Service Level Agreements you've implemented. These insights ensure you can offer the right support to the right areas at the time, so you can be there when your customers need you most.



Contact Us

Think we might be the one that you want?

If you're *hopelessly devoted* to delivering a great customer experience through digital channels too, then we're sure *we'd go together like rama lama lama ka dinga da dinga dong.*

So, what are you waiting for? Get in touch and let us know we're *the one that you want!*



orlo.tech



+44 121 368 1420



hello@orlo.tech



[@HelloOrlo](https://twitter.com>HelloOrlo)



[/HelloOrlo](https://www.linkedin.com/company/HelloOrlo)



[@HelloOrlo](https://www.facebook.com/HelloOrlo)