

# commbox

## Commbox Video Chat & Web Call

Allow your customers and representatives to see and hear each other directly from the browser or mobile app.

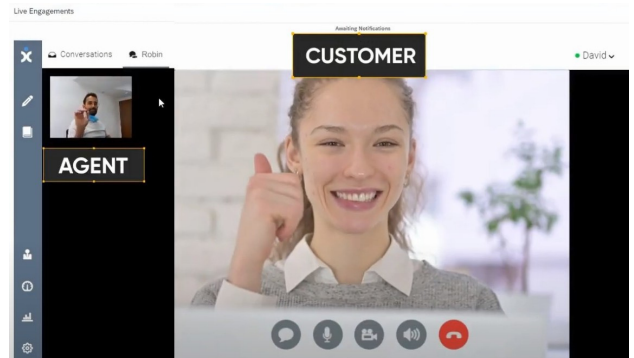
### Video Chat Support System

- Communicate with customers over video on desktop and mobile
- Send automatic messages after a user's first message
- Customize the messages according to your business' specific use case.
- Auto-assign conversations to agents based on your business parameters
- Track customer satisfaction using surveys

### Web Call

- Communicate with customers over voice on web browser and application.
- Call regular phone numbers.
- Track customer service history through a cloud-based platform.
- Manage conversations using an AI-powered call center system.
- Divert phone calls to web calls to reduce loads on call centers.

### Trusted by Brands Worldwide



# 84.2%

of companies plan to  
use video chat support  
for customer service

### Video Chat & Web Call Benefits

- Enabling support agents to communicate with customers face to face
- Reduces load on traditional call centers by routing the requests to digital channels
- Keeping a record of all interactions, demands, and conversation history
- Enhance customer and employee satisfaction over time.