



NCR Voyix Digital Messaging

Your full suite of premium messaging, digital-first apps & contact center solutions



Customer Service Chat with Multimedia

Secure chat for connecting customers and agents + ability to add voice, video, file attachments, and desktop share.



Secure Mail

Secure mail for connecting customers to your business.



Skills-based Routing

Send customer conversations to the most appropriately skilled agent, shortening handle time and improving customer experiences.



Engagement-level Reporting

Advanced reporting on chat sessions, displayed via charts, graphs, tiles and surveys with activity reporting.



Conversation History

Contextual client support with 360 historical view to all LinkLive interactions across chat, voice, and secure mail.



Workforce Management for Chat

Automatically generate schedules and accurate forecasts for inbound chat while managing requests for sick time and unplanned time off.



AI Engine for Chat

Automated chatbot for FAQ responses and two-way contextual flow.



Conversational AI (Add-on from Kasisto)

AI Engine for Chat, FAQs, Intelligent Agent Routing, Natural Language Processing, and Conversational Banking AI.