Essential

For Sales, Service & Support

The essential services for engaging with your customers in a digital-first experience with your sales, service, and support teams.

Chat, SMS, Voice, & Video

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 with easy integration to corporate messaging.

Conversation History

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

Workforce Management (WFM)

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

AI Chatbot

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

Enterprise Message Routing

Integrate Secure Mail and file attachments within your Microsoft Outlook client via POP3 or IMAP.

Agent Connect

Improve a phone call and assist complex conversations. Direct a caller to securely share their desktop with no downloads or applications.

CSI CRM Integration

Integrate your CSI CRM data into LinkLive to provide real-time customer insights to agents and optimize the agent experience.