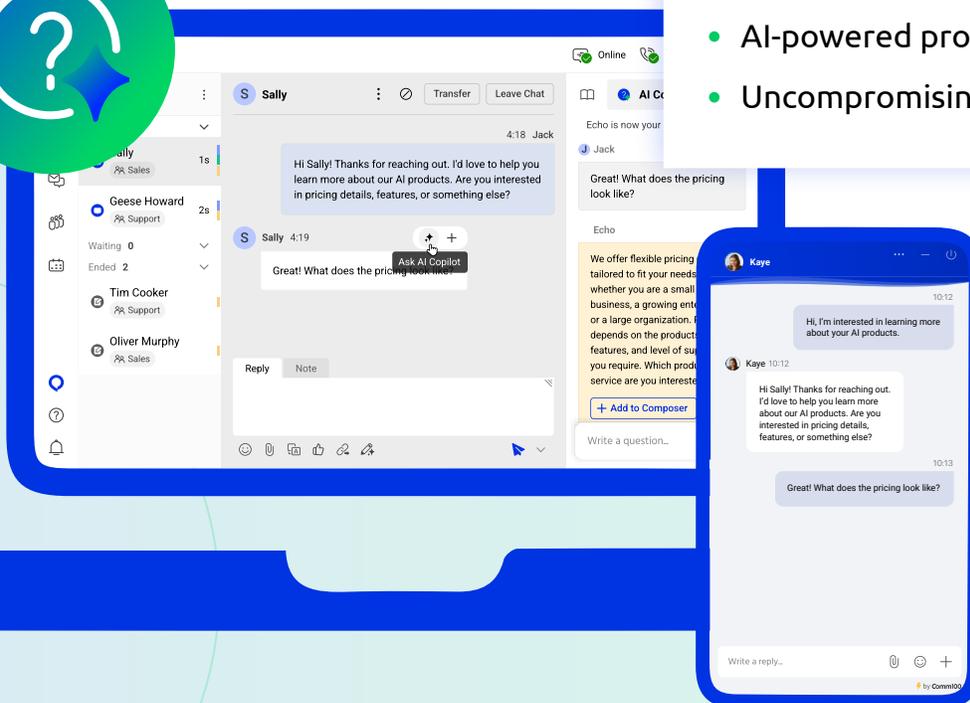# Live Chat with AI Copilot

Human-led customer support for websites & apps

Everything you'll ever need to deliver the live support experience your customers demand, and your agents will love.
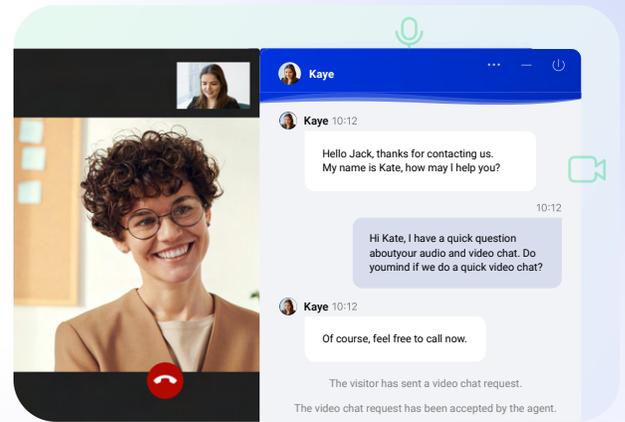

- Unrivalled flexibility
- AI-powered productivity
- Uncompromising security

For your customers

- Online chat and offline message modes
- Proactive invitations
- Text, audio, or video chat
- Screen and file sharing
- Chat in 100+ languages

IMAGINiT
TECHNOLOGIES

"Comm100 delivered an ROI of 1,683% in our last fiscal year, and an ROI of 327% in just the first two months of this year."

— **Jana Gauvey**, Marketing Operations Program Manager for Rand Worldwide, the parent company of IMAGINiT.

For your agents

- Chat from web, desktop, or app
- Auto-translation for 100+ languages
- Pre-defined responses for routine support
- AI Copilot finds resources, suggests replies, refines, manual answers, and helps with wrap-up
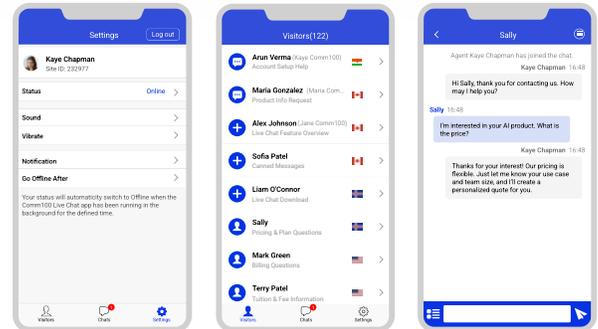
For you

- Fully customizable chat window
- Powerful chat allocation and routing control
- Insightful monitoring and reporting for optimal performance
- Deploy on public or private cloud, or on-premises
- Wide range of integrations, including CRM, e-commerce, Google, Zapier, and more
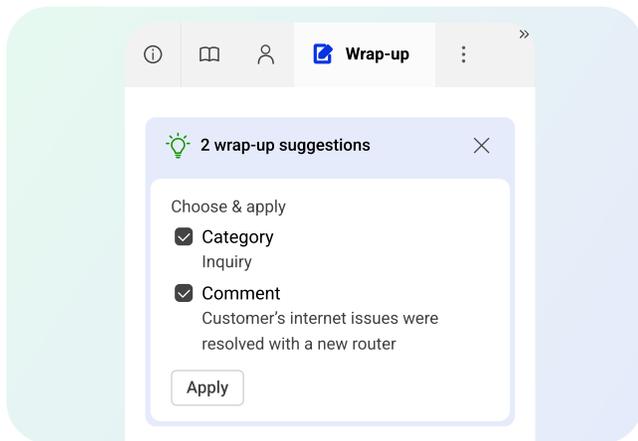- Security, privacy, & compliance: AICPA SOC PCI DSS COMPLIANT GDPR COMPLIANT HIPAA COMPLIANT CCPA COMPLIANT TX-RAMP CPSI
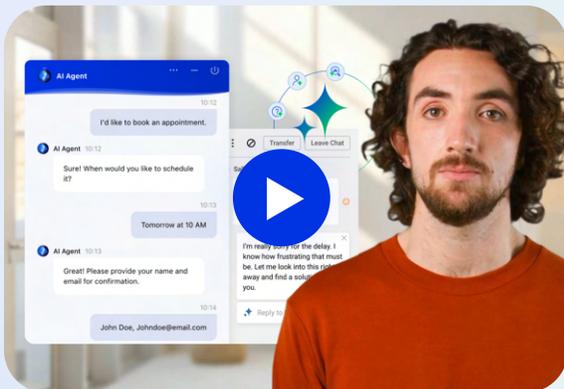
Meet Comm100 AI Copilot

Your 24/7 agent assistant for supercharged productivity

AI Copilot is always on, always watching, always working to help your agents resolve customer inquiries faster and more confidently.

- Searches connected knowledge resources* to find relevant content
- Generates responses from connected knowledge resources*
- Enhances language, grammar, spelling, and tone in agent-written responses
- Flags unrecognized questions for response creation
- One-click chat wrap-up and summary

Web pages, network or cloud files (DOCX, HTML, MD, PDF, TXT), knowledge base articles (Comm100 KB, Confluence), chatbot topic & intent workflows, snippets.

See Comm100 AI Copilot in action

For more information visit

https://www.comm100.com/platform/ai-automation/ai-copilot/

Watch agent productivity and resolutions soar with Comm100 AI Copilot. You'll wonder how they ever managed without it!

Comm100 is an easy choice

223m
annual conversations

4.2/5
average CSAT

1 day
deployment period

23 sec
average wait time

Comm100

Comm100 is an omnichannel customer engagement platform designed to streamline the way businesses interact with their clients. With AI-powered solutions encompassing live chat, email, ticketing & messaging, and AI Agent, Comm100 empowers support teams to deliver personalized, real-time assistance across multiple channels.

The Comm100 product suite simplifies workflows, boosts agent productivity, and provides actionable insights through powerful analytics. This commitment drives us to help startups increase sales, SMBs to boost product adoption, and enterprises to optimize operations.

Comm100 Network Corporation
558 – 1771 Robson Street
Vancouver, British Columbia
V6G 1C9 Canada
www.comm100.com

sales@comm100.com
1-877-305-0464