

Comm100 AI Insights

Your Always-On Intelligent Live Chat Analyst

Turn live chat data into operational efficiencies faster and improve coaching & training.

The screenshot displays the Comm100 AI Insights interface. On the left, a 'Sentiment Analysis' panel shows four rows of sentiment data with smiley face icons and counts. The main chat window shows a conversation between Sally and Kaye. A 'Transcript' panel on the right provides a detailed view of the chat history, including a 'Churn Risk' alert.

Row	Icons	Counts
1	☹️ 😐 😊 😄	4 4 11 4 3
2	☹️ 😐 😊 😄	0 0 5 2 3
3	☹️ 😐 😊 😄	2 2 11 1 2
4	☹️ 😐 😊 😄	2 2 11 1 2

Chat Transcript:

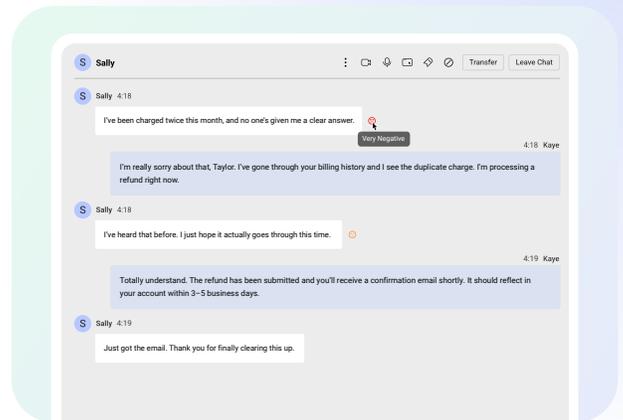
- Agent Kaye has joined the chat.
- [04:18:01] Sally: I've been trying to get help for days, but nothing's been resolved. **Churn Risk**
- [04:18:30] Kaye: I'm really sorry for the frustration, Sally. I've reviewed your past chats and identified the issue. I'm applying a fix right now.
- [04:18:45] Sally: I hope this actually works.
- [04:19:25] Kaye: I've applied the fix, and the changes should take effect shortly. Please check and let me know if everything is working as expected.
- [04:19:40] Sally: Awesome! It's working now. Thanks so much!

Trusted across industries and around the world



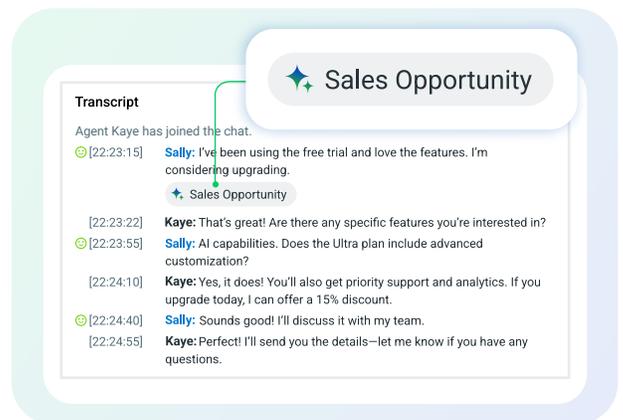
Sentiment Analysis

- Real-time sentiment detection for each message you receive
- Help your agents empathize, de-escalate, and show appreciation
- Works for both human and AI Agent chats
- Easily filter chats by sentiment for audit, coaching, and training



Chat Spotlights

- Instantly tag messages for:
 - Sales opportunity
 - Churn risk
 - Recurring issue
 - Or any custom label you need
- Pinpoint what needs follow-up and why so nothing gets missed



Automated Chat Status

- Automatically assign resolution status (Pending Internal, Pending External, Resolved, Undefined) to closed chats
- Get more closure
- Improve agent efficiency and performance tracking



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.

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