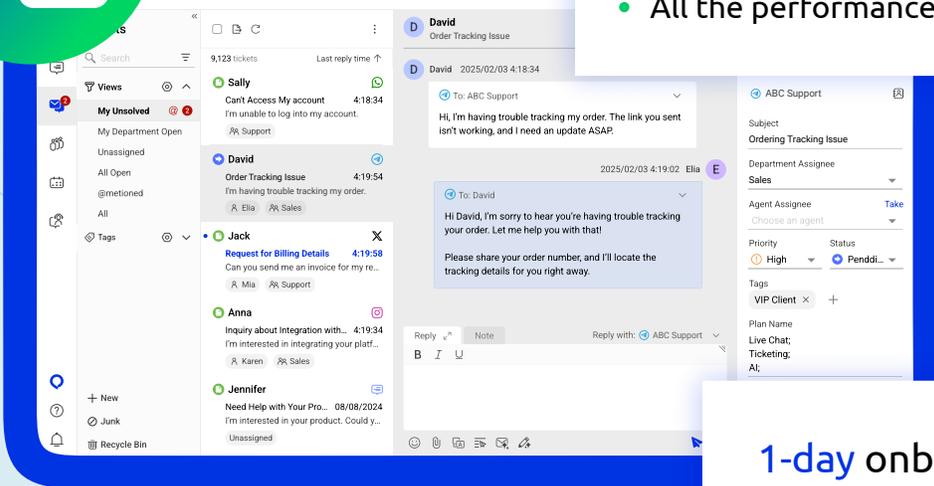Comm100

Ticketing & Messaging

The All-in-One AI-Powered Ticketing and Messaging Solution

Deliver world-class support and timely outbound communications through email, SMS, messaging, and social media, from a unified app powered by AI.

- All the channels your customers want
- All the power your agents need
- All the performance you expect

1-day onboarding
4 weeks to positive ROI

Trusted across industries and around the world

LMCU · UBC · Stanford University · rackspace technology · Google Fitbit · Government of Canada · Canadian Blood Services

Comm100 Ticketing & Messaging

For your customers

- Reach you when they want, where they want:
  - Email
  - SMS & Messaging
 - Social
- Supports 100+ languages

ITSM
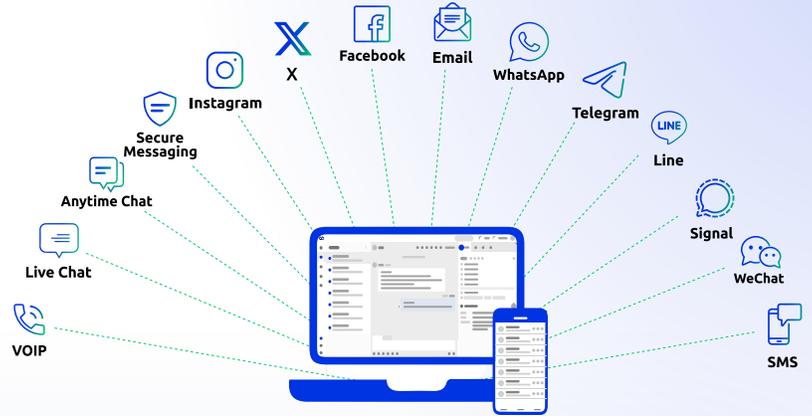
"We chose Comm100 after a lot of research and could not be happier. Their hands-on approach, passion about their software, and swift replies to any question are exactly what we were looking for. Our needs and our feedback are taken very seriously, as demonstrated through our influence on the product roadmap over the years."

– **Tom Seelbach**, Technical & Admin Manager, ITSM

For your agents

- Manage conversations from mobile app, browser, or desktop
- A single dashboard for all channels and a 360-degree customer view
- Use agentic AI to find answers faster, draft better replies, and more
- Automate confirmations, follow-ups, and escalations for overdue tasks
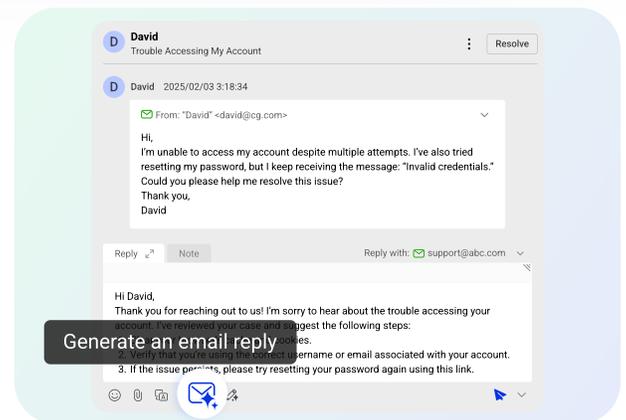
For you

- Intuitively designed for easy setup and training
- Automatically assign, route, and split tickets based on channel, contact identity, ticket subject, agent availability & expertise, and more
- Integrate with critical systems including CRM, e-commerce, Google, Zapier, and more
- Optimize team productivity with powerful workforce management tools
- Enforce SLAs and measure agent performance with confidence
- Proactively engage your audience with segmented & tailored outbound messages

Learn more at
https://www.comm100.com/platform/ticketing-messaging/

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