Comm100

HIPAA COMPLIANT

Digital Consumer Engagement

Privacy and security at the speed of digital.

Today's consumers expect answers when and where it suits them. The only way to satisfy these expectations is to embrace the digital engagement channels they use every day.

The Killer App For Consumer Engagement

Comm100's digital omnichannel engagement platform powers genuine interaction anytime and anywhere. Take command of conversations via live chat, email, social media, and messaging, with human agents, virtual assistants, or a finely tuned combination of both, more efficiently than ever before. From front-line marketing and sales to ongoing service and support, Comm100 enables great digital experiences that help you achieve your goals without compromising on security or privacy.

Unify your view of the consumer across all channels

Decrease issue time-to-resolution

Optimize agent capacity

Simplify contact center management

Increase consumer satisfaction

The Comm100 Digital Consumer Engagement Platform

Live Chat

Live chat is quickly emerging as the most preferred communication channel thanks to the flexible, real-time, and genuine interactions it enables. Robust configuration options and powerful innovations like co-browsing, auto-translation for 90+ languages, audio/video chat and advanced routing make it a win-win for your customers and agents alike.

Email

Email is the most mature digital channel and still preferred by many for a range of use cases. Ensure that your team can manage and respond to emails quickly and efficiently with Comm100's email platform designed specifically for support teams.

Social Media & Messaging

With all the time people spend on their mobile phones and social media services, you need to make sure you're easy to find and ready to help. Manage communications on all your preferred channels including Facebook, Twitter, and SMS in one place, with more channels added regularly.

Knowledge Base

Reliable and accessible information is the backbone of every successful digital engagement platform. Comm100 Knowledge Base helps you centralize your vital knowledge resources and ensure quick and easy access inside your agent console and from your website and mobile app, so questions get answered when and where they're asked.

Intelligent Assistance

The future of consumer engagement is digital, and the future of digitial engagement platforms is AI-powered. From advanced, deeply integrated chatbots to smart and subtle agent-facing tools that speed resolution and automate tedious workflows, Comm100 offers a range of solutions to get you there today.

Comm100 Value Generators

Unified view of the consumer

Your customers choose how and when they want to reach out to you. That could be a chat today, an email tomorrow, and a Facebook post the day after. We say 'bring it on'. With Comm100 your agents can see the complete history – every conversation, every message, and every email – so they're always fully in the know.

Decrease issue time-to-resolution

Maximize efficiency without sacrificing quality. Use canned messages, co-browsing, audio/video chat, and file sharing to make even complex issue resolution faster and easier.

Optimize agent capacity

Assign chats to the right person at the right time, every time. Automate routing with rules based on IP address, account data, or custom variables. Create branching rules to fit complex team structures and customer requirements.

Simplify call center management

Use robust conversation management tools including real-time supervision, takeover, private messaging, and transcript review. Improve your team's performance through better transparency and support.

Drive continuous improvement

Double down on the original goal of the contact center: to help your customers find the answers they seek. Go where they go, treat them as individuals, and respond quickly. There's no better way to earning higher retention, loyalty, and satisfaction rates.

HIPAA COMPLIANT   GDPR COMPLIANT   ISO 27001   TRUSTe VERIFIED   PCI DSS COMPLIANT

Embrace Digital with Comm100

The Comm100 platform is easy to set up, a breeze to learn and use, and offers quick time to value and adoption. Our HIPAA compliant security and scalability will keep you equipped to handle whatever tomorrow brings.

Core Capabilities

› A complete digital solution: Robust communications across every digital channel, wired for whatever the future brings.

› Powerful integrations: Get a complete view of the customer by integrating Comm100 with your other core systems. Our API makes it easy.

› Ready for tomorrow: Advanced yet easy to use AI tools to help you automate, accelerate, and embrace the future of consumer engagement today.

› Healthcare organizations around the world trust Comm100 with their digital communications because we know how to keep their data safe and secure.

› Unrivaled reliability: Only Comm100 offers MaximumOn™ server-level redundancy and failover to keep your digital engagement up and running 24/7, whether you're in the cloud or on-premise.

Comm100

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What they say about Comm100

Live chat was a condition to start working towards our mission of being a better pharmacy than what customers are accustomed to. Our strategy is to have very personalized communication with our customers, so we set up our chat to enable customers to pick and choose who they want to talk anytime they visit our site. In our industry, context is important to building trust when talking about health related concerns.

– Gianni De Gaspari, *Co-founder of Viata*

Trusted by

Baptist Health South Florida

Canadian Blood Services

Health

CALIFORNIA MEDICAL ASSOCIATION

STAYWELL

NEDA Feeding hope.