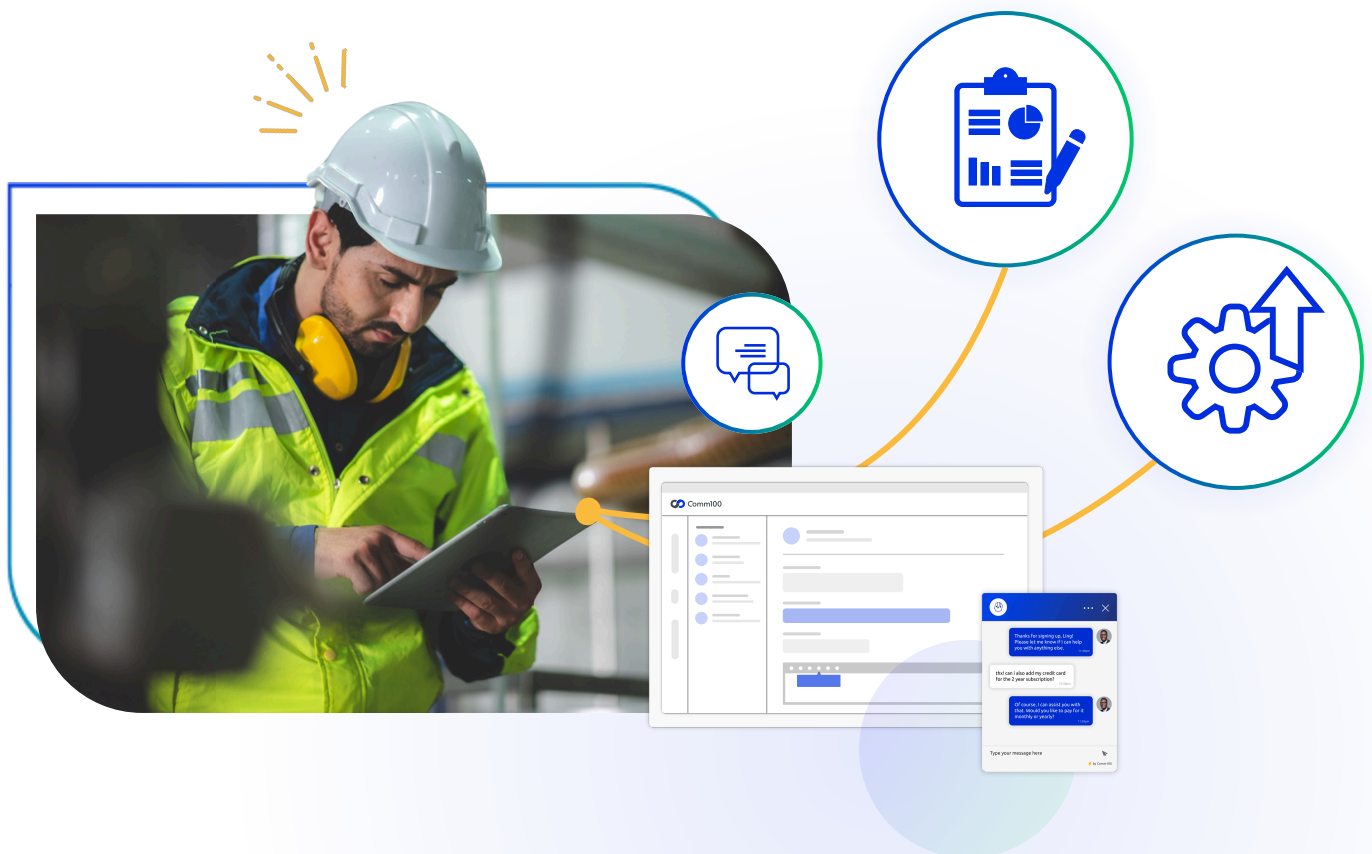




HSS Training Upgrades to Comm100 Live Chat for Superior Reporting, Ease of Use & Support

Industry	Professional Training & Coaching
Headquarters	Manchester, UK
Solution	Comm100 Live Chat
Customer	Since 2023



The Numbers

4.76 / 5 – average CSAT rating

7 seconds – average wait time

96.72% – average chat acceptance rate

The Organization

HSS Training is the specialist training division of the tool and equipment hire company, HSS ProService. In conjunction with HSS ProService, they deliver a one-stop-shop service for tool hire and training needs. HSS Training specifically offers over 300 industry-recognized training courses that are professionally delivered to individuals and organizations throughout the UK & Ireland, by more than 80 qualified and experienced trainers.

The Background

In 2022, HSS Training adopted a live chat solution that would help them to more efficiently field frontline queries from website visitors. While they improved support productivity and quality, this solution had its drawbacks.

Reporting was one of the major issues of this live chat solution. The team were unable to access the data they needed to understand individual, team, and solution performance, including even basic but essential metrics. To gather this data, the chat vendor could build the reports for them at a cost, but they were unable to do so themselves within the platform.

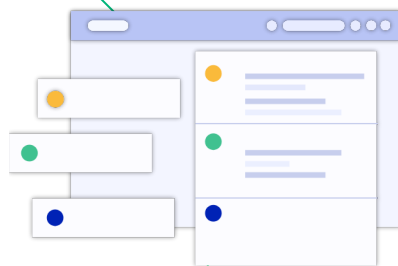
The Solution

Recognizing the crucial drawbacks of this live chat solution, HSS Training researched alternative chat vendors and came across Comm100 Live Chat. Its sister company, HSS Hire, was already using Comm100 Live Chat and highly recommended the solution and company to them.

Crucially, Comm100 proved during product demos that its reporting capabilities were far superior to their previous chat solution. Within Comm100's live chat platform they can now track, analyze and export all the major data points they need, through both pre-built reports and custom reports that they can easily build themselves within the console.

“Switching to Comm100 Live Chat was a no-brainer for us. Accessing data from chat is critical to us, and we quickly realized that Comm100 Live Chat’s reporting capabilities were so much better. The price of Comm100 is much more agreeable too. We are so glad we made the upgrade to Comm100.”

— **Shane Perkins**, Commerce Manager,
HSS Training



Comm100 Live Chat was launched on HSS Training's website in July 2023. According to Shane Perkins, Commerce Manager at HSS Training, the system was "super-fast to set up and stress-free". The training sessions were held in-person online and included a forum structure so agents could, and were encouraged to, ask questions. As a result, the response from agents to Comm100 Live Chat has been "very, very positive", as explained by their Customer Service Manager, Ricky Anstey:



"Our agents really, really enjoy using Comm100 Live Chat. It's so easy for them to use, and for managers too – the UI is very clear and it's great being able to customize our whole setup by ourselves in just a few clicks."

— **Ricky Anstey**, Customer Service Manager, HSS Training

Here are just some of the key features and tools that the HSS Training team said stood out to them:

- **Offline messaging:** Visitors can leave messages during non-working hours that agents can follow-up on when back online. This allows them to obtain visitor names and email addresses, as well as improve service availability.
- **Real-time monitoring:** Agents can view what customers are typing in real-time, allowing for quicker and more relevant responses.
- **Agent wrap-up:** After each chat, agents can note key details about the visitor and conversation. This is critical to understanding their customer needs and product interests.
- **Chat concurrency:** Agents can handle multiple chats simultaneously, significantly boosting efficiency.

"Any questions or issues we've ever had have been addressed by the Comm100 team immediately and the query is resolved. The support has been phenomenal!"

— **Jessica Reilly**, Client Services Manager, HSS Training





Let's Chat!

Comm100 is a global provider of omnichannel communication software for education, government and commercial organizations of all sizes. With Comm100, organizations provide the optimal balance of human-bot engagement through configurable live chat, AI-powered bots and automation, and secure messaging – all from within one integrated platform.

Let us show you how.

[Learn More](#)

www.comm100.com