



LIVE CHAT BENCHMARK REPORT

We analyzed 220+ million live chat interactions to uncover the metrics that matter most to you.

2025

Table of Contents

| | |
|-----------|---|
| 01 | Foreword |
| 03 | Key Metrics at a Glance |
| 04 | Agent Efficiency |
| 05 | • Agent Workload |
| 08 | • Chat Duration |
| 14 | • Customer Success Story: UNLwise |
| 15 | Customer Experience |
| 16 | • Wait Time |
| 20 | • Response Time |
| 22 | • Customer Satisfaction (CSAT) |
| 28 | • Customer Success Story: McMaster University |
| 29 | Operational Efficiency |
| 30 | • Chats Handled by Chatbot |
| 33 | • Chats Resolved by Chatbot |
| 36 | • Chats on Mobile |
| 39 | • Customer Success Story: Global Affairs Canada |
| 40 | Full Table |
| 41 | Supercharge Your Customer Support with Comm100 |

Foreword

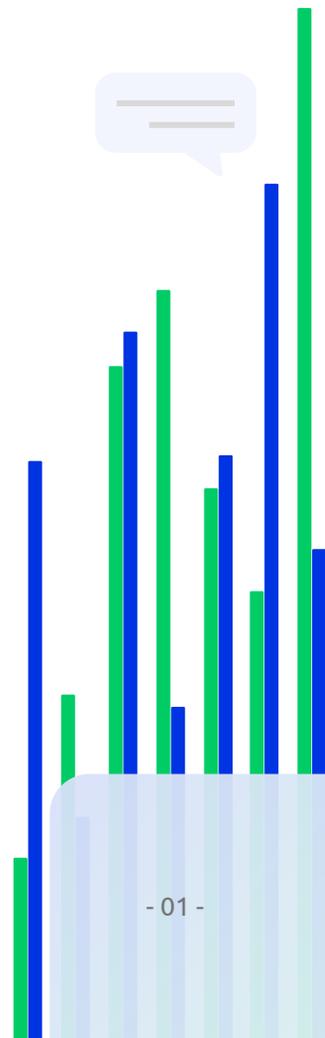
In customer support, speed and connection define success. When people need help, they don't want to wait; they expect answers instantly. That's why live chat has become the backbone of modern customer engagement. It's direct, it's efficient, and it delivers the highest satisfaction scores across all support channels.

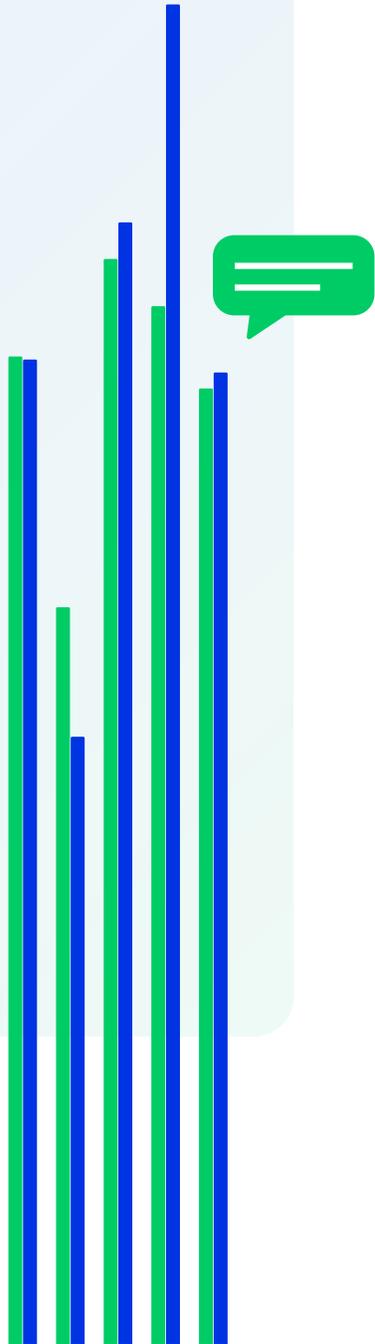
But here's the challenge: How do you measure success?

Our **2025 Live Chat Benchmark Report** dives deep into three main pillars of success:

- Agent efficiency
- Customer experience
- Operational efficiency

We've analyzed **220+ million** live chat interactions across industries to uncover the metrics that matter — not generic averages, but real benchmarks tailored to your industry.





If you already use live chat, think of this report as your performance mirror. If you're considering it, this is your roadmap to success. Either way, you'll see how live chat can elevate your customer experience and give your business a competitive edge.

Live chat isn't just about quick resolutions; it's about building relationships, fostering loyalty, and creating a seamless customer experience that drives real business growth.

Whether you're already using live chat or just considering it, we hope that this report gives you a data-driven roadmap to better engagement and stronger results.

Take a deep dive into the numbers, uncover new opportunities, and see what it takes to lead in 2025.



Kevin Gao
CEO, Comm100



Key Metrics at a Glance

| | 2023 | 2024 |
|--|--------------|--------------|
| Agent Workload (chats/agent/month) | 1,254 | 1,275 |
| Chat Duration (m:s) | 9:36 | 8:50 |
| Wait Time (seconds) | 22.5 | 23.6 |
| Response Time (seconds) | 46.2 | 44.8 |
| CSAT | 80.8% | 79.9% |
| Chats Handled by Chatbot | 62.7% | 73.8% |
| Chats Resolved by Chatbot | 46.0% | 45.8% |
| Chats on Mobile | 73.9% | 77.9% |

Agent Efficiency

Measuring live chat agent efficiency isn't just about counting chats or tracking response times. A fast resolution might seem great, but if the issue isn't fully solved, customers will be back with the same problem. Likewise, handling a high volume of chats doesn't always guarantee quality interactions.

To truly assess agent performance, businesses need to take a **more holistic approach**: comparing metrics like response times, chat duration, and overall customer satisfaction. The goal isn't just to close chats quickly but to ensure every interaction is effective, resourceful, and leaves a lasting positive impact.

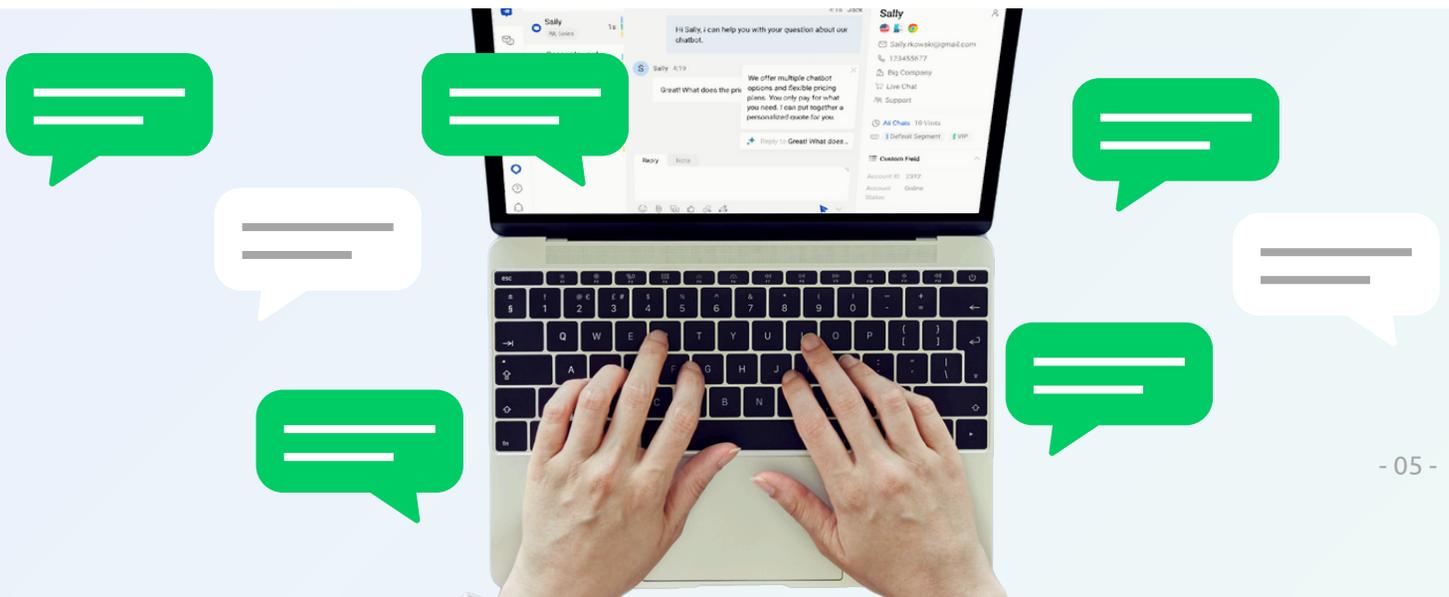
| Year | Chats /Agent /Month | Chat Duration | Response Time | CSAT |
|------|---------------------|---------------|---------------|---------------|
| 2023 | 1,254 | 9m 36s | 46.2s | 80.8% |
| 2024 | 1,275 (+21) | 8m 50s (-46) | 44.8s (-1.4) | 79.9% (-0.9%) |

Agent Workload

Our research shows that an agent's capacity isn't just about numbers—it depends on the complexity of inquiries, experience level, and ability to multitask. While industry benchmarks suggest that most agents can handle two chats at once, experienced professionals can manage three to four, and in some cases, even up to six.

On the other hand, newer agents may struggle to manage more than one or two conversations effectively.

Optimizing agent workloads is critical. Simply increasing concurrency without considering experience and complexity can lead to rushed interactions and lower customer satisfaction.



Agent Workload: By Team Size

Chats/Agent/Month

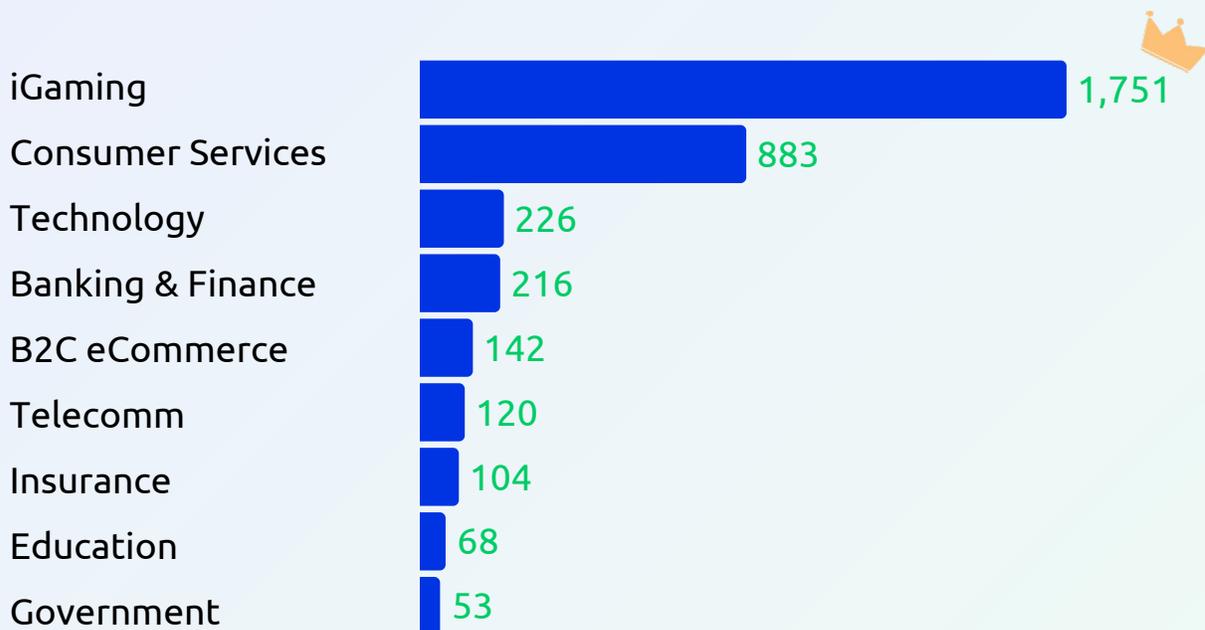


In 2024, we observed a marginal 1.67% increase in the average monthly chat volume handled by each agent, increasing from 1,254 to 1,275 across different sectors. This coincides with a rise in agents' ability to juggle conversations simultaneously. This trend likely reflects a growing reliance on AI assistant tools like Agent Assist, along with utilizing canned messages.

Large teams (26+ agents) showed the biggest surge, rising by **29.07%**. Meanwhile, we noticed a **17.58%** dip in agent workloads in smaller teams (6-10 agents), possibly due to tightened resources or shifts in support strategies.

Agent Workload: By Industry

Chats/Agent/Month



iGaming leads in chat volume, averaging 29,584 chats per month and 1,751 chats per agent; indicative of both high demand and strong operational capacity (full table at the end).

Lower counts in industries like **Government** and **Education** suggest a more specialized or seasonal chat demand, reinforcing that agent efficiency strategies must adapt to each sector's unique volume patterns.

Chat Duration

Shorter chat durations often signal more efficient support, allowing agents to resolve customer inquiries quickly, an essential factor in fast-paced industries like iGaming, where even small efficiency gains can have a major impact on productivity.

Gaining real-time insights into agent performance, from tools like the Comm100 dashboard, could go a long way in helping reduce the average chat duration. Our research indicates that managers who regularly review metrics can fine-tune workloads much more efficiently, allocate resources more effectively, and identify areas for process improvement.

The screenshot displays a dashboard with three tabs: 'Website', 'Agent', and 'Queue'. The 'Agent' tab is active. Under the heading 'Right Now', there are eight metrics arranged in a 2x4 grid:

- Agents in Chat: 2
- Ongoing Chats: 2
- Ongoing Chats with Agents: 2
- Ongoing Chats with Bot: 0
- Current Queue Length: 0
- Visitors on Site: 89
- Logged-In Agents: 4
- Chat Utilization: 50.00%

Below the metrics is a table with the following data:

| Agent | Ongoing Chats | Today's Chats | Today's Linear Chat Time |
|---------|---------------|---------------|--------------------------|
| 1 Lucas | 1 | 28 | 04:27:39 |
| 2 Maria | 1 | 15 | 01:46:42 |
| 3 Walid | 0 | 36 | 04:25:13 |
| 4 Jed | 0 | 31 | 03:36:59 |

A 'Details' link is located at the bottom right of the table.

Chat Duration: by Team Size

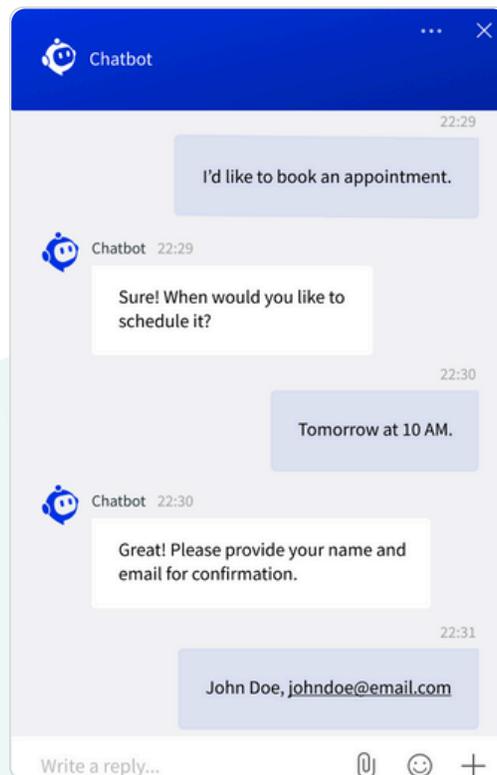


In 2024, we noticed an 8% decrease in overall chat duration compared to 2023, **reaching its lowest point since 2017**. This reduction was most pronounced among mid-sized teams (11-25 agents) at 13.86%. Smaller teams (6-10 agents) also saw a reduction of 10.64%.

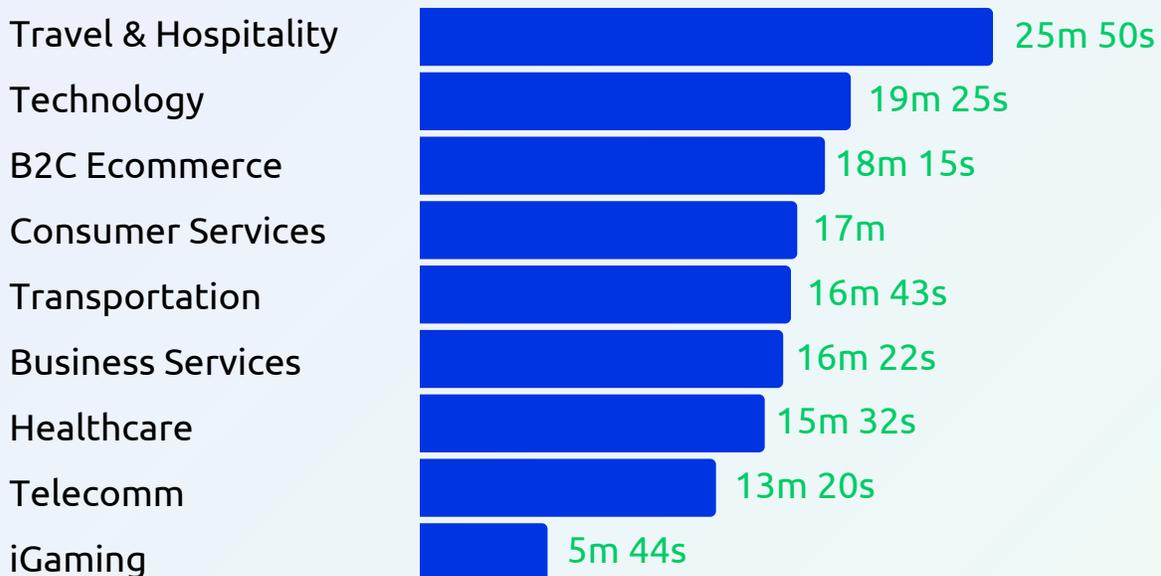
As we've said before, while shorter interactions can boost productivity, speed should never come at the expense of quality. Our data shows an increase in wait times and a dip in customer satisfaction scores, reinforcing the need for personalized support, even in streamlined interactions.

As AI-powered tools like the Comm100 AI Chatbot continue to evolve, we anticipate further refinements in chat duration and efficiency. However, the goal isn't just faster responses; it's ensuring every interaction is meaningful, effective, and leaves customers feeling valued.

Efficiency matters, but high-quality customer experiences must always come first.



Chat Duration: By Industry



iGaming stood out with the shortest chat duration at just 5m 44s, while **Travel & Hospitality** businesses recorded the longest chats at 25m 50s. **Technology** remains consistent.

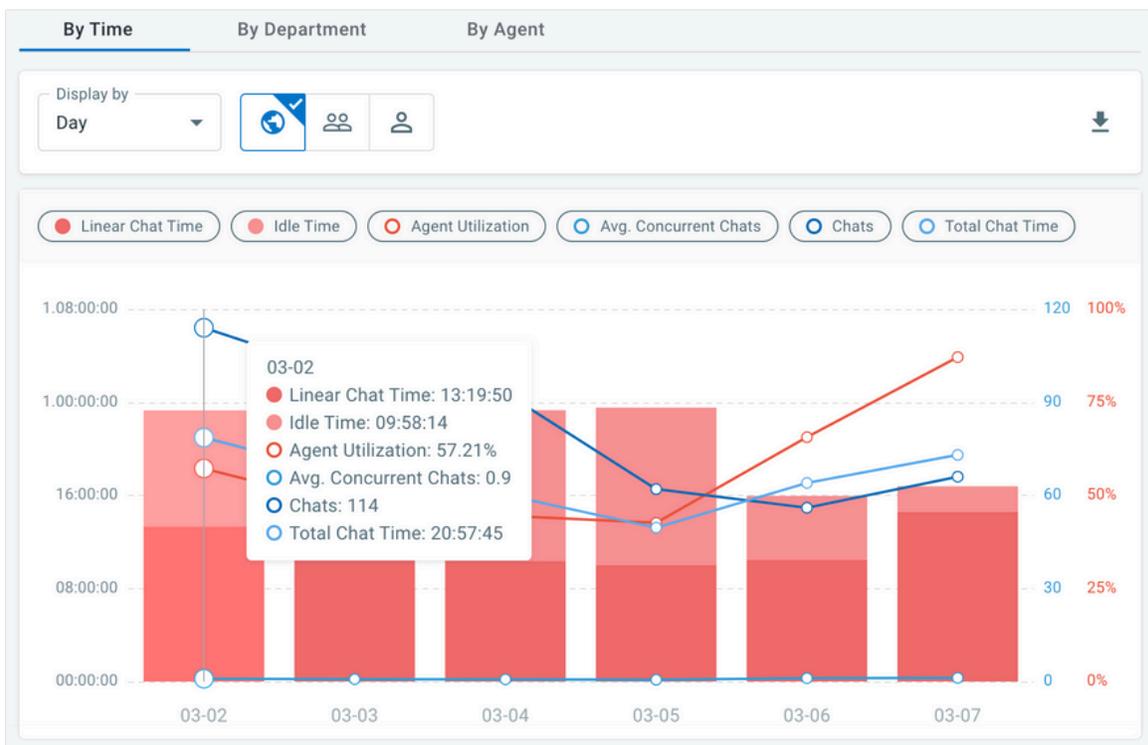
B2C eCommerce and **Consumer Services** also have higher durations, averaging 18m 15s and 17m, respectively, as these industries often handle detailed or transactional inquiries.

While shorter durations work well for high-volume, low-complexity sectors like **iGaming**, industries requiring detailed guidance, such as **Healthcare**, demonstrate the importance of investing time to ensure thorough, personalized support.

Exploring The Link Between Chat Duration and Agent Efficiency

Chat duration is a critical metric for evaluating agent efficiency and understanding average workload. A shorter chat duration often reflects well-optimized workflows, enabling agents to resolve customer queries more quickly and handle higher volumes without increasing staffing.

This is especially important in industries with high inquiry rates, such as iGaming, where speed is a top priority, and even small-time savings per chat can lead to significant productivity gains across the team.



Managers can gain more insights into agent utilization and efficiency within the Comm100 dashboard.

For agents, shorter chat durations mean fewer prolonged conversations, which can help mitigate fatigue and burnout. However, it's essential to recognize that the ideal chat duration is highly contextual and depends on the industry and type of inquiry.

In sectors like Healthcare or Travel & Hospitality, shorter chats may not always equate to better service, as resolving complex or sensitive issues often requires more time and attention.

In these cases, balancing efficiency with the need for thorough, personalized support becomes key to ensuring customer satisfaction without overloading agents.



Customer Success Story: UNIwise

UNIwise is a leading provider of digital exam solutions for universities, educational institutions, and awarding bodies. They required a robust communication tool to support students with real-time assistance during the exam season.

Due to fluctuating demand and high chat volatility, they needed a reliable solution that would reduce missed chats and ensure prompt student support. With Comm100 Live Chat, they were able to handle 19,009 chats in 2024, with an acceptance rate of 98.49%.



“What stood out with Comm100 was that you could guarantee us to support exams on a large scale both in terms of performance but also in an exam of 7,000 or 700 participants, allowing us to search between all the participants, something we couldn’t do with previous tools...”

Amir Ebrahimi

Chief Customer Officer, UNIwise



Customer Experience

Wait and response times are critical metrics that directly impact customer experience and the overall perception of a company's service quality.

These metrics set the tone for the customer experience from the moment a query is initiated to the resolution of an issue.

The general importance of wait and response times lies in their ability to build trust, retain customers, and enhance brand loyalty.

Fast response times demonstrate efficiency and attentiveness, while reduced wait times minimize frustration, particularly for high-stakes or emotionally charged queries.



Wait Time

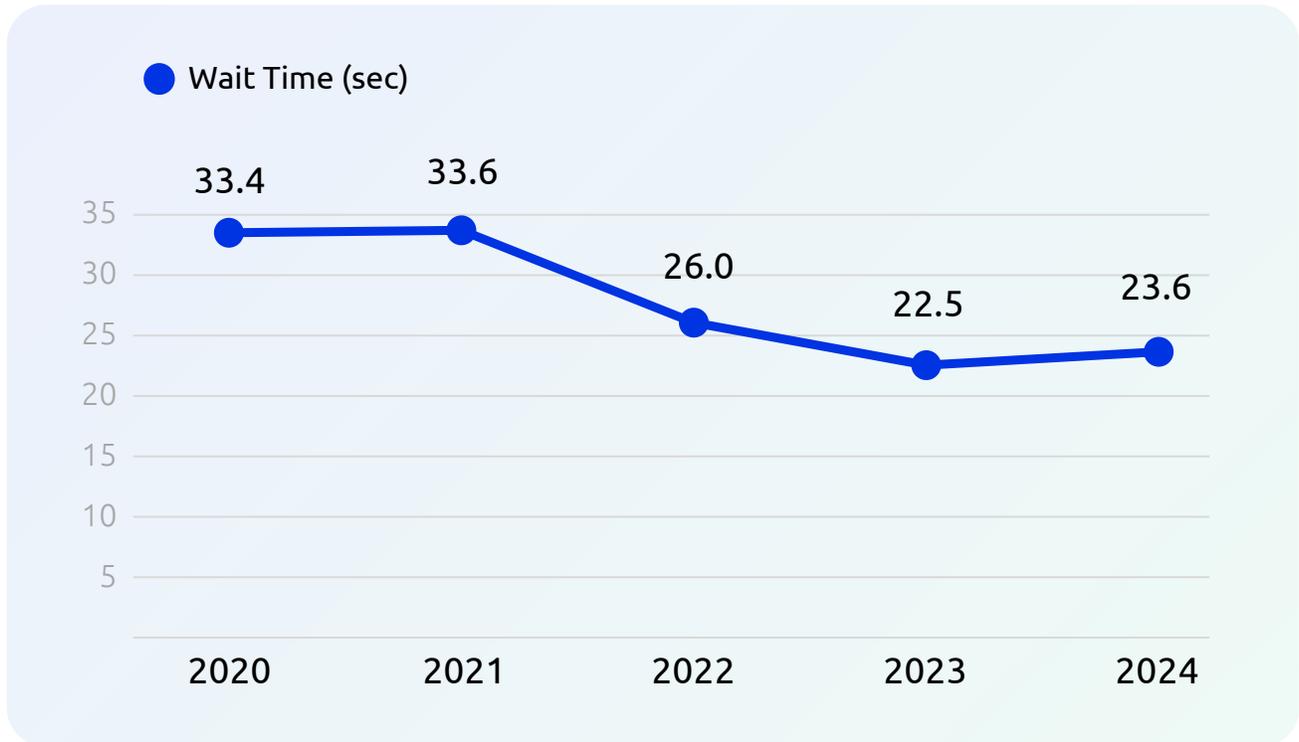
The time a customer spends waiting before their initial interaction with a support agent begins.



Response Time

The average amount of time a customer has to wait until they receive a response to each message they send.

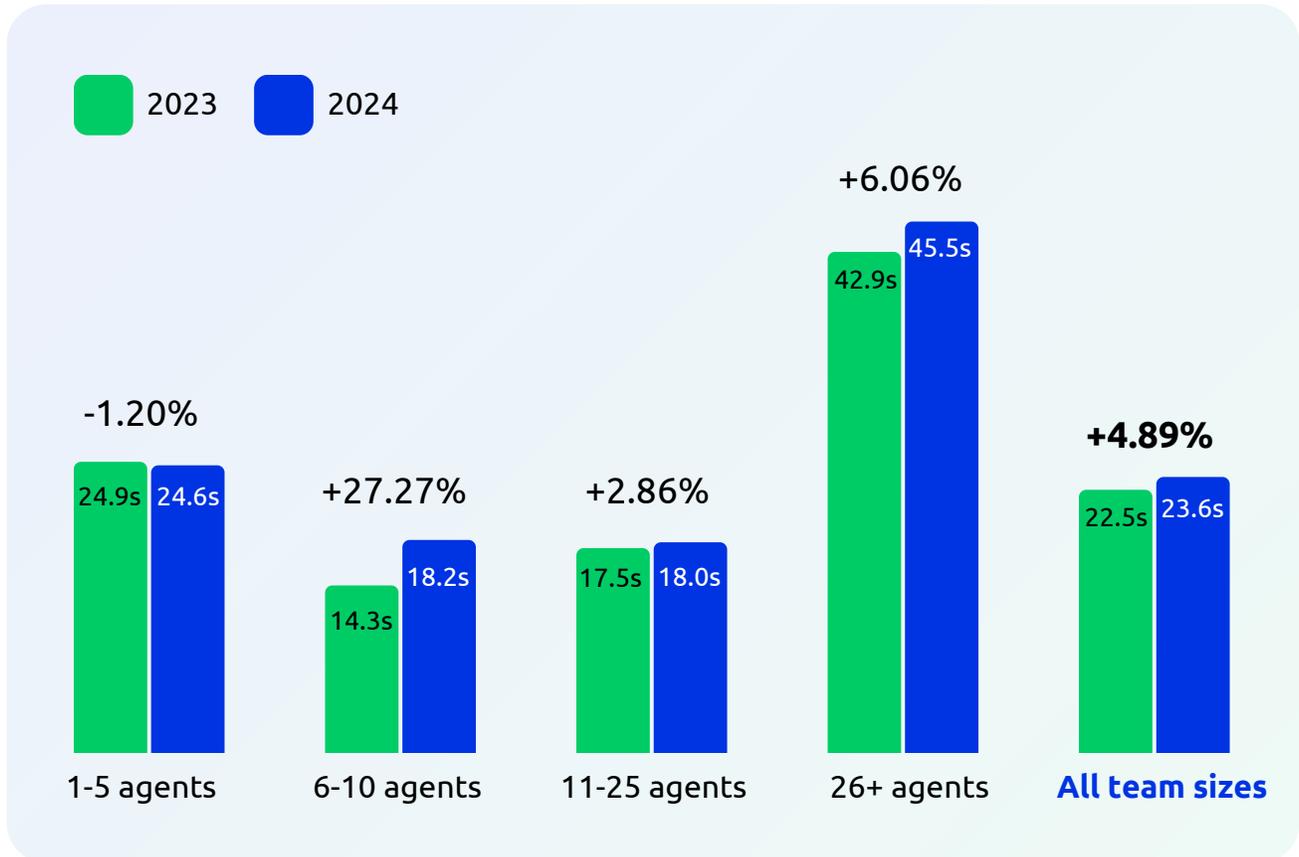
Wait Time



In 2024, the average wait time in live chat rose by 4.89% to 23.6 seconds (higher wait times are a negative). Customers are generally waiting slightly longer before their first interaction begins, despite an improvement in other efficiency indicators.

This is a slight increase from the 22.5s we reported in last year's report, which was the lowest since 2017.

Wait Time: By Team Size



Interestingly, the longest wait times were seen in the largest teams (26+ agents), increasing by 6.06%. Smaller teams (1-5 agents), however, managed to maintain consistent wait times, demonstrating the efficiency of personalized support and streamlined workflows often found in smaller operations.

Wait Time: By Industry



Telecommunications stands out with the longest wait time (nearly 113 seconds), implying the need for companies to adopt more stringent measures.

Technology (43.1s), **Government** (37.7s), and **Education** (34.7s) also fall into the higher-than-average bracket, suggesting more substantial pre-chat wait periods.

On the lower end, **Transportation** (13.6s) and **iGaming** (20.5s) indicate that certain industries manage to keep customers waiting less than half a minute before initiating support.

Wait Time Averages Depend on Industry

In time-sensitive industries like iGaming, customers demand near-instant responses as delays can interrupt gameplay or financial transactions, leading to frustration and potential churn.

Similarly, industries like Travel & Hospitality often deal with urgent queries related to reservations or cancellations, where faster responses are crucial to meeting customer needs.

On the other hand, industries like Education, Government, or Healthcare may have customers who are more tolerant of slightly longer wait times, as the complexity of the inquiry often justifies the delay.



Response Time

Despite the slight increase in wait times, response times improved, decreasing by 3.03% overall to 44.8 seconds (lower is better), suggesting that while customers might wait a tad longer to initially connect, agents are then responding more efficiently, demonstrating the positive impact of the implemented optimizations.

Teams employing AI-driven tools such as the Comm100 AI Chatbot and Agent Assist are likely to perform significantly better, achieving faster responses.

Response Time: By Team Size



Response Time: By Industry



Travel & Hospitality has the highest average response time (90.8 seconds), while **iGaming** shows the fastest at just 39.8 seconds.

Telecommunications (50.7s), **Consumer Services** (41.2s), and **Education** (40.9s) maintain relatively quick agent responses, staying under one minute.

Sectors like **Technology** (70.8s) and **Transportation** (77.6s) fall into a mid-to-upper range, indicating room for faster in-chat engagement.

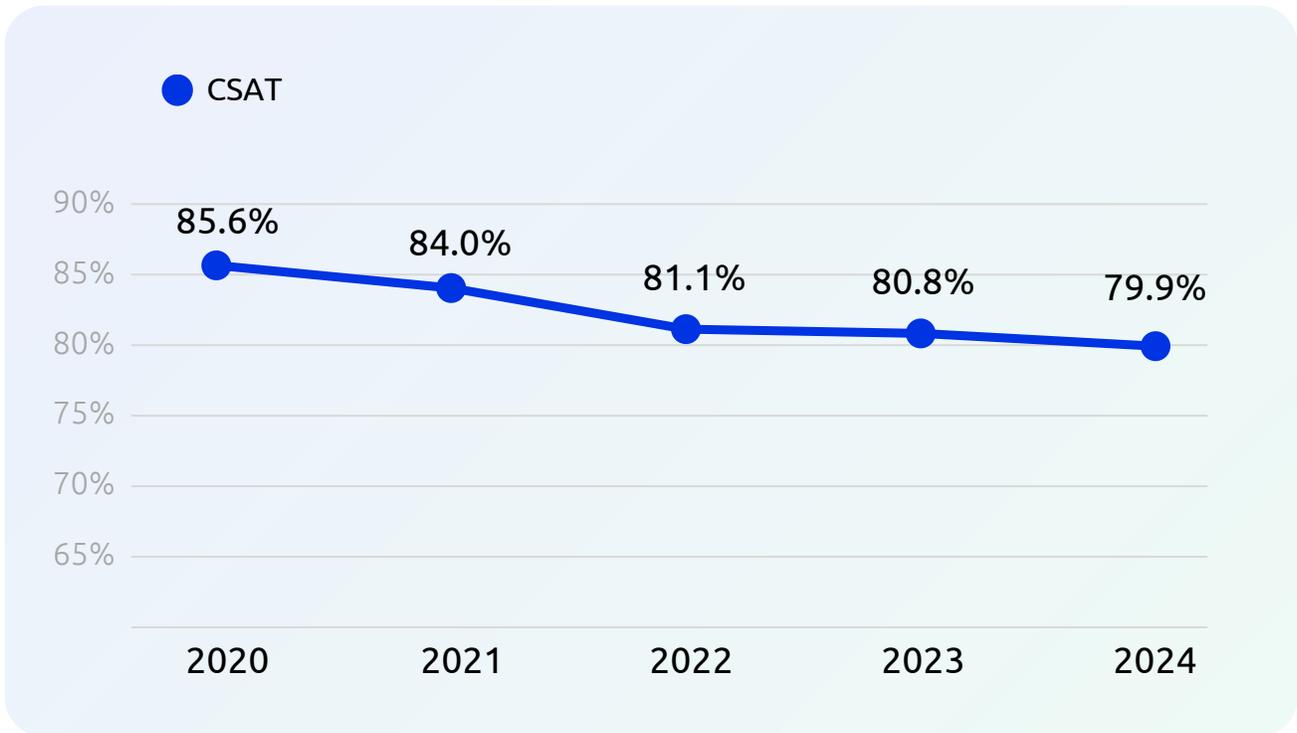
Customer Satisfaction (CSAT)

Customer Satisfaction (CSAT) is one of the most critical metrics for evaluating the effectiveness of live chat support. Representing the percentage of customers who report being satisfied with their experience, CSAT offers a direct measure of how well businesses are meeting customer needs.

A high CSAT score indicates that customers feel their inquiries were resolved efficiently and that their overall interaction was positive. Conversely, a declining CSAT can signal issues with speed, personalization, or the quality of responses.



CSAT: 2020 - 2024



In 2024, the average live chat customer satisfaction (CSAT) rate remained largely steady at 79.9%, registering a minor 1.11% decline.

The majority of our customers (81.37%) maintain a wait time of under 30 seconds, achieving a CSAT of 79.6%, slightly below the overall average.

Only 3.42% of sites experience **wait times over 2 minutes**, but they achieve the **highest CSAT at 82.5%**, likely due to more personalized or thorough service compensating for the delay.

A nearly unchanged CSAT figure suggests that while efficiency metrics, like chat duration and response times, have improved, businesses are also succeeding in preserving the quality of interactions; a critical factor in building long-term loyalty.

Maintaining such stability amid dynamic operational challenges highlights the resilience of live chat as a customer service channel.

The CSAT is particularly important because it reflects not just operational performance but also customer loyalty and brand perception. Satisfied customers are more likely to return, recommend the service, and trust the business, while dissatisfaction can lead to churn or negative reviews.

We track CSAT trends as it allows our customers to balance efficiency improvements with the personalized care needed to keep customers engaged and satisfied.



CSAT: By Team Size



This year, smaller teams (6-10 agents) experienced the steepest decline in customer satisfaction (-2.31%). This could be due to challenges with agent training or a lack of support standards, which ultimately prevents teams from maintaining the same level of personalized interaction for all visitors.



Companies can see average scores for each agent, as well as the number of times they've been rated.

This trend aligns with broader industry challenges. Recent workforce reductions and shifting business priorities, as noted by McKinsey, have put pressure on customer care operations. Companies are trying to do more with less, and that can impact service quality.

CSAT: By Industry



Industries like **Insurance** (91.8%), **Business Services** (90.8%), **Consumer Services** (90%), and **Technology** (86.8%) maintain steady, above-average scores, showcasing solid performance.

iGaming (79%) and **Banking & Finance** (76.9%) remain firmly around the 79% average, signaling areas for potential improvement in these sectors.

At 67%, **Telecommunications** had the lowest positive CSAT rate, which is in line with its longest wait times of 1m 53s, indicating that wait times may be affecting satisfaction levels.

Customer Success Story: McMaster University

McMaster University's University Technology Services (UTS) significantly enhanced their IT support by implementing the Comm100 AI Chatbot and Comm100 Live Chat across their website. This integration provided stakeholders with instant, accessible assistance, reducing wait times and improving the overall user experience.

As a result, UTS achieved an impressive customer satisfaction score (CSAT) of 4.82 out of 5, reflecting the effectiveness of their support strategy.



“The combination of Comm100 Live Chat and AI Chatbot has really transformed our service offering to our diverse stakeholder base. While live chat lets our agents deliver fast and convenient support, the integrated chatbot automates all our common and simple queries. The benefits are threefold – it increases our overall support capacity, lets our agents focus on more complex queries, and allows us to provide much-needed 24/7 help.”

Sue McKinlay

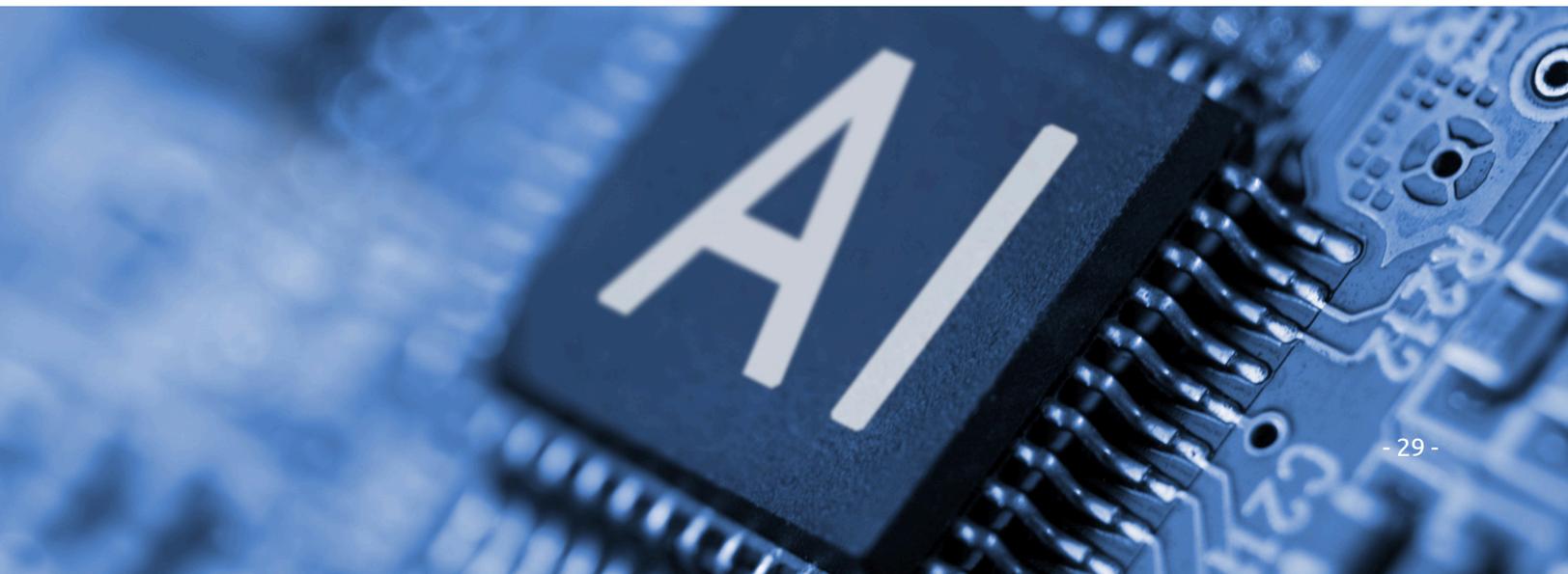
Senior Manager, Client Services, McMaster University



Operational Efficiency

Efficiency in live chat isn't just about handling more conversations; it's about handling them smarter. Our research shows that as customer expectations rise and support teams face increasing pressure to do more with less, they are increasingly adopting new technologies such as AI chatbots and smart automation.

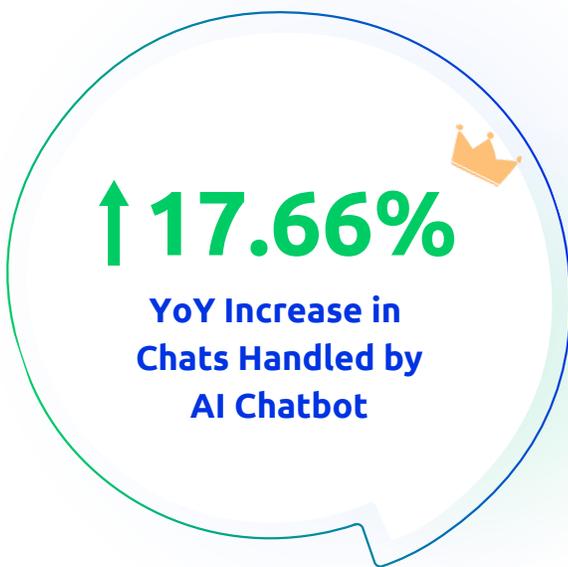
It goes without saying that making your website more accessible on other platforms, especially mobile, is now more critical than ever. It plays a vital role in helping your organization craft a seamless support experience that balances automation with human expertise.



Chats Handled by Chatbot

The percentage of chats handled by chatbots is a key metric for evaluating the efficiency and effectiveness of AI in customer service.

It covers all the chats taken by the AI Chatbot. It also signals an increasing shift towards AI-powered solutions, which directly impacts response times, agent workloads, and operational scalability.



This year, we noticed a sharp increase in the percentage of chats handled by the Comm100 AI Chatbot, reaching an average of 73.8%, up from 62.7%, indicating strong adoption.

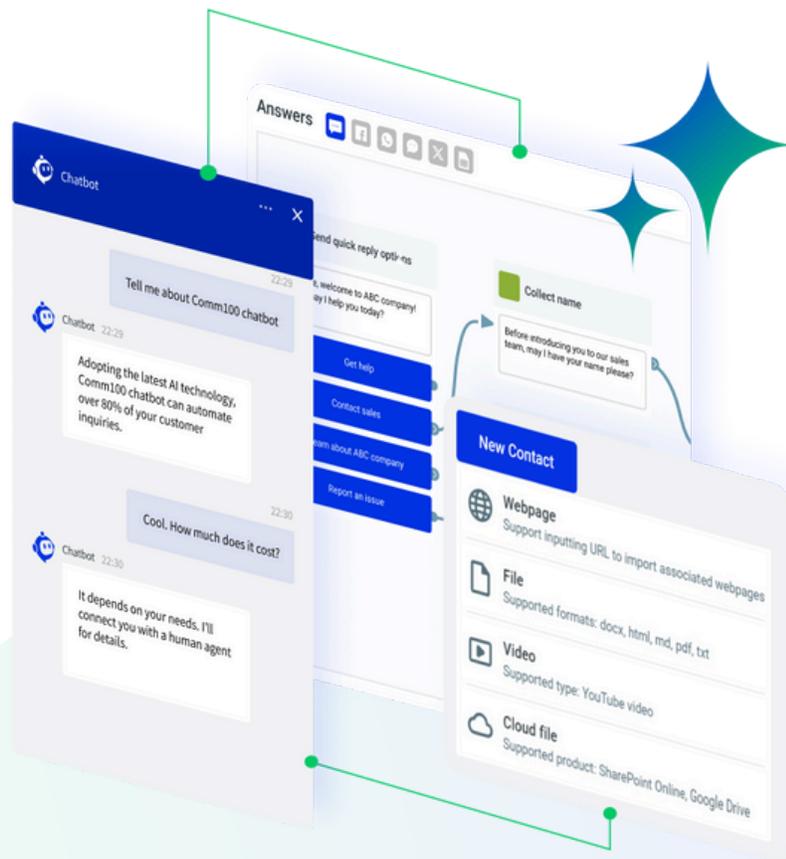
Note: This only includes accounts that have adopted AI chatbots to augment their customer support.

A higher percentage indicates that chatbots are successfully managing routine or repetitive queries, freeing up human agents to focus on more complex issues.

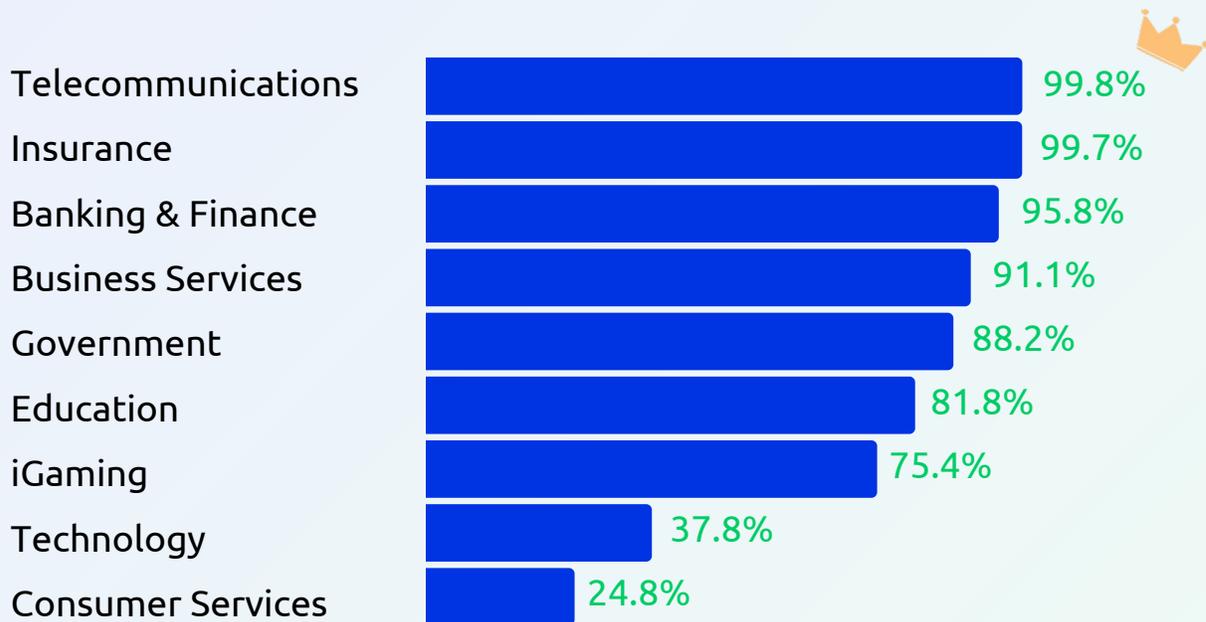
A Growing Focus on AI

This metric also reflects advancements in AI capabilities, including improved intent recognition and contextual understanding, which make chatbots a valuable tool for enhancing customer support efficiency.

The rise in chatbot-handled chats reflects both advancements in AI capabilities and a growing recognition of the efficiency and scalability that automation brings to customer service.



Chats Handled by Chatbot: By Industry



Telecommunications (99.8%) and **Insurance** (99.7%) lead in the percentage of chats handled by chatbots, showcasing high reliance on automation for managing customer interactions.

Government (88.2%) and **Education** (81.8%) demonstrate significant adoption of chatbots, with room for further integration into their workflows.

Interestingly, **Consumer Services** (24.8%) and **Technology** (37.8%) rely less on chatbot automation, suggesting a greater emphasis on human-agent interactions in these industries.

Chats Resolved by Chatbot

| 2023 | 2024 |
|-------|-------|
| 46.0% | 45.8% |

Chats resolved by the chatbot is a critical metric that assesses how effectively chatbots can handle and close customer inquiries without human intervention. It reflects the chatbot's ability to understand customer needs, provide accurate resolutions, and ensure satisfaction autonomously.

This year, the figure remains largely unchanged, with chatbots being able to resolve around **46%** of all incoming chats. However, as chatbot adoption continues to grow, we expect a significant uptick in automated resolutions in 2025.

This metric is particularly significant for industries aiming to scale their customer support operations while maintaining quality and consistency in service delivery.

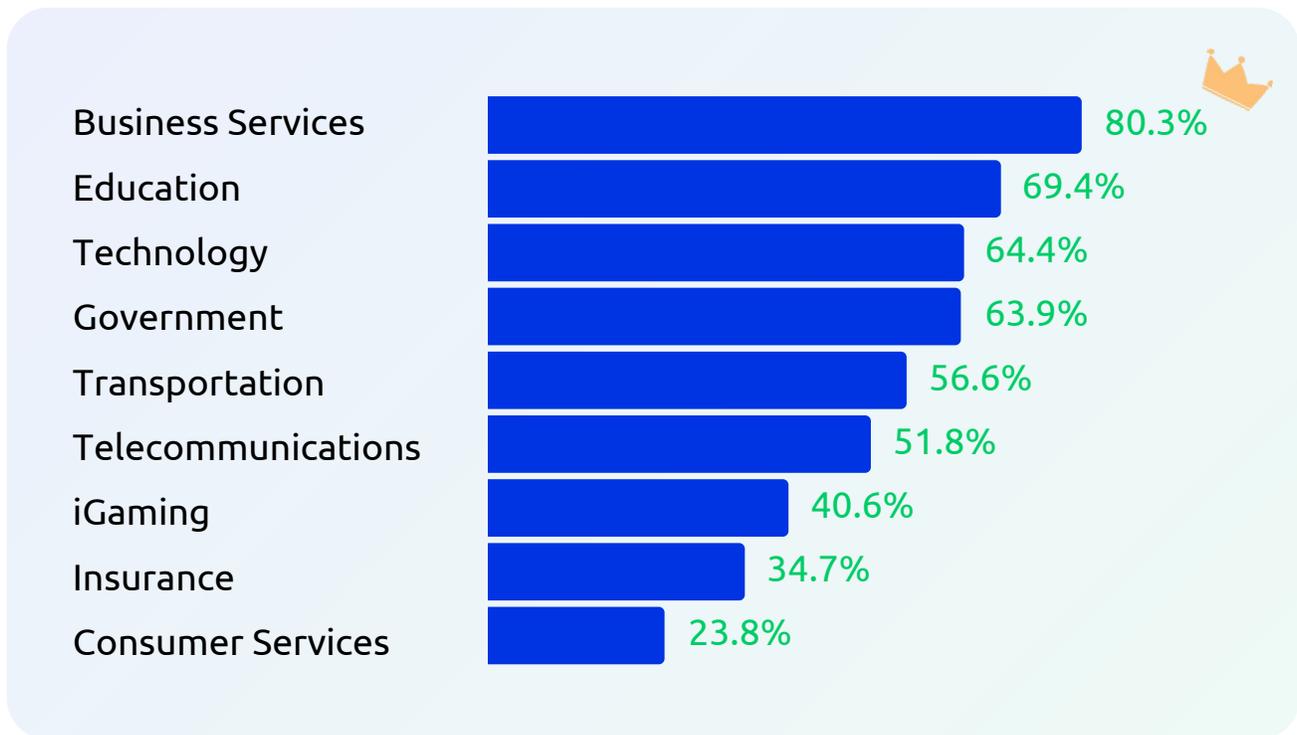
Chats Resolved by Chatbot: By Team Size



This year, we noticed that smaller teams (1-5 agents) continue to have the highest proportion of automated resolutions, although that proportion did dip slightly from 94.3% to 89.1% year-over-year.

Conversely, mid-sized teams (11-25 agents) saw a **5.76%** increase in chatbot resolutions, further supporting the idea that they are successfully using chatbots to handle a greater share of interactions independently.

Chats Resolved by Chatbot: By Industry



Business Services achieves the highest bot-only resolution rate at 80.3%, demonstrating strong chatbot capabilities in independently handling inquiries.

Education (69.4%) and **Government** (63.9%) exhibit above-average bot-only resolution rates, reflecting balanced integration of chatbots into support workflows.

Consumer Services (23.8%) and **iGaming** (40.6%) report lower bot-only resolution percentages, suggesting a stronger reliance on human agents for resolving queries.

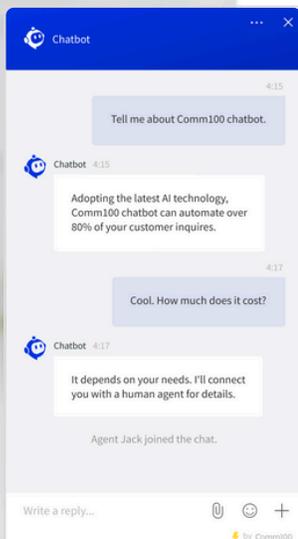
Chats on Mobile

With the growing prevalence of smartphones, mobile chat has become a vital channel for customer service, allowing businesses to connect with customers anytime, anywhere.

This metric tracks the proportion of customer interactions conducted on mobile devices, offering insights into customer preferences and accessibility needs.

A high percentage of mobile chats reflects the demand for seamless, on-the-go support and highlights the importance of mobile-optimized experiences.

By analyzing this metric, organizations can ensure their live chat platforms are responsive, intuitive, and capable of delivering excellent customer service across devices, meeting the expectations of today's mobile-first customers.



Chats on Mobile: By Team Size

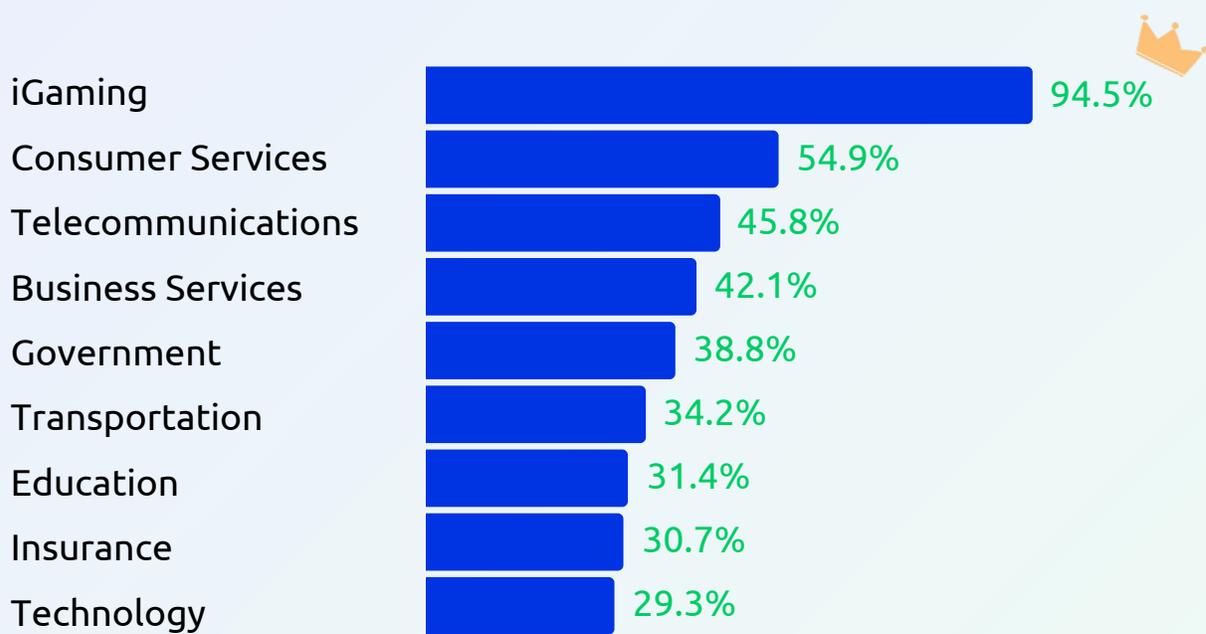


This year, mobile chats reached 77.9% of all chats, rising by **5.41%** from 2023, continuing the upwards trend from previous years.

The growth was especially pronounced for larger teams (26+ agents), which saw a **14.88%** increase in mobile chats. This trend underscores the importance of mobile-optimized live chat solutions that offer fast loading times, user-friendly interfaces, and responsive designs.

With customers seeking convenience and multitasking capabilities, ensuring a seamless mobile chat experience remains vital to meet evolving expectations and maintain satisfaction.

Chats on Mobile: By Industry



iGaming leads mobile engagement with **94.5%** of chats on mobile, paired with the highest agent activity at 29,584 chats per month, reflecting its mobile-first strategy and efficiency.

Industries like **Telecommunications** (45.8%) and **Consumer Services** (54.9%) also show strong mobile adoption, handling substantial chat volumes of 8,592 and 6,497 chats per month, respectively.

In contrast, **Education** (31.4%) and **Technology** (29.3%) rely more on desktop-based support despite moderate to high monthly chat volumes, suggesting varying strategies for customer engagement.

Customer Success Story: Global Affairs Canada

Global Affairs Canada (GAC) transformed its support system with Comm100, ensuring fast, efficient, and multilingual support for stakeholders and citizens worldwide.

By leveraging Comm100's Live Chat and AI automation solutions, GAC brought down live chat wait times to only **57s**, while also deploying dedicated chatbots to answer queries in both French and English.

Almost **78%** of all incoming chats are handled by the chatbots, routing inquires to the appropriate government departments and further improving operational efficiency.



Global Affairs
Canada

“One of the key points so far that we've appreciated is how, I could say, resilient the platform is in a way that it is very easy for people to understand how it works. It is very malleable; we're really able to change a lot of things and some of them on a very, you know, on a quick turnaround if we need it.”

Operations Officer, Global Affairs Canada



Full Table

| Industry | Chats /Month | Chats /Agent /Month | Chat Duration (m:s) | Wait Time (s) | Response Time (s) | CSAT | Chats Handled by Chatbot | Chats Resolved by Chatbot | Mobile Chats |
|-----------------------------------|--------------|---------------------|---------------------|---------------|-------------------|-------|--------------------------|---------------------------|--------------|
| B2C eCommerce | 1,355 | 142 | 18:15 | 18.7 | 57.2 | 87.3% | 95.1% | 33.6% | 46.3% |
| Banking & Finance | 3,028 | 216 | 14:17 | 22.9 | 51.1 | 76.9% | 95.8% | 73.2% | 52.0% |
| Business Services | 2,323 | 483 | 16:22 | 35.2 | 59.3 | 90.8% | 91.1% | 80.3% | 42.1% |
| Consumer Services | 6,497 | 883 | 17:00 | 16.8 | 41.2 | 90.0% | 24.8% | 23.8% | 54.9% |
| Education | 1,118 | 68 | 12:22 | 34.7 | 40.9 | 73.3% | 81.8% | 69.4% | 31.4% |
| Government | 4,537 | 53 | 14:17 | 37.7 | 54 | 86.0% | 88.2% | 63.9% | 38.8% |
| Health, Pharma & Biotech | 1,857 | 142 | 15:32 | 27.1 | 56 | 87.8% | 63.7% | 51.1% | 52.1% |
| iGaming | 29,584 | 1,751 | 5:44 | 20.5 | 39.8 | 79.0% | 75.5% | 40.6% | 94.5% |
| Insurance | 6,236 | 104 | 12:22 | 25.8 | 47.6 | 91.8% | 99.7% | 34.7% | 30.7% |
| Manufacturing | 850 | 65 | 14:21 | 30.7 | 65.5 | 81.7% | 53.3% | 79.0% | 31.9% |
| Media, Entertainment & Recreation | 976 | 319 | 10:05 | 2 | 41.5 | 78.0% | - | - | 57.2% |
| Non-Profit | 278 | 162 | 14:53 | 16.4 | 54 | 88.8% | - | - | 63.1% |
| Real Estate | 807 | 90 | 11:58 | 6.8 | 54 | 96.9% | - | - | 5.7% |
| Technology | 4,154 | 226 | 19:25 | 43.1 | 70.8 | 86.8% | 37.8% | 64.4% | 29.3% |
| Telecommunications | 8,592 | 120 | 13:20 | 112.9 | 50.7 | 67.0% | 99.8% | 51.8% | 45.8% |
| Transportation | 3,850 | 179 | 16:43 | 13.6 | 77.6 | 86.0% | 52.8% | 56.6% | 34.2% |
| Travel & Hospitality | 265 | 57 | 25:50 | 20.2 | 90.8 | 72.0% | - | - | 63.6% |

Supercharge Your Customer Support with Comm100

If your team isn't hitting the industry benchmarks, or you're still exploring live chat solutions, Comm100 is ready to help you surpass your goals and stay ahead of the competition.

Book your Comm100 Live Chat demo now and see how you can exceed every benchmark—without guesswork or complexity.

[Contact Sales](#)

Why Comm100

- ✔ Comm100 is at the forefront of the AI revolution in the customer support sector, introducing the latest technologies to help users scale support.
- ✔ Highly flexible setup and deployment and can be customized to suit unique workflows.
- ✔ Maximum value for money; access a full suite of CS support tools at the most competitive prices in the industry.
- ✔ We offer bespoke support to our customers, including regular sessions to help you get the best out of Comm100.