



WhatsApp for Customer Service

Manage your WhatsApp Business channel with DigiDesk. Featuring intelligent distribution, real-time KPIs, advanced sentiment & textual analysis, and many more advanced features.

Analysis & Insight

Choose from a range of real-time widgets to track the volume of WhatsApp messages, agent assignment and response times. Track sentiment scores, text analytics and key topics, across your WhatsApp channel.

Intelligent Distribution

Different WhatsApp accounts (sales, support etc) can be routed to specific teams and agents, with the highest skill setting. Agents can manage multiple WhatsApp accounts and assign messages to different teams or agents.

Advanced Features

A range of auto responses and pre-prepared templates can be set up, with advanced options to send intelligent auto replies. Agents can easily select auto replies for increased consistency and speed of response.

Real Time KPIs

Monitor a range of Key Performance Indicators (KPIs), to include total WhatsApp messages, total assigned, total completed and performance against a defined SLA... all broken down by individual agent.

Engagement Console

Our cloud contact centre solution enables agents to review WhatsApp message history, customer records, wider conversation history and any attributed notes. WhatsApp messages can be tagged and marked as completed.

Audit Trail & Reports

A full audit trail of all customer messages and agent responses is available, with a full set of agent and performance reports. All reports can be viewed online, as PDF, as CSV and can be set up as scheduled reports.

"We display Live wallboards within the contact centre and at the clients' offices, tracking agent performance and displaying verbatim feedback from customers. I would highly recommend working with Digidesk's innovative and dynamic team!"

DAN WEST // COMDATA