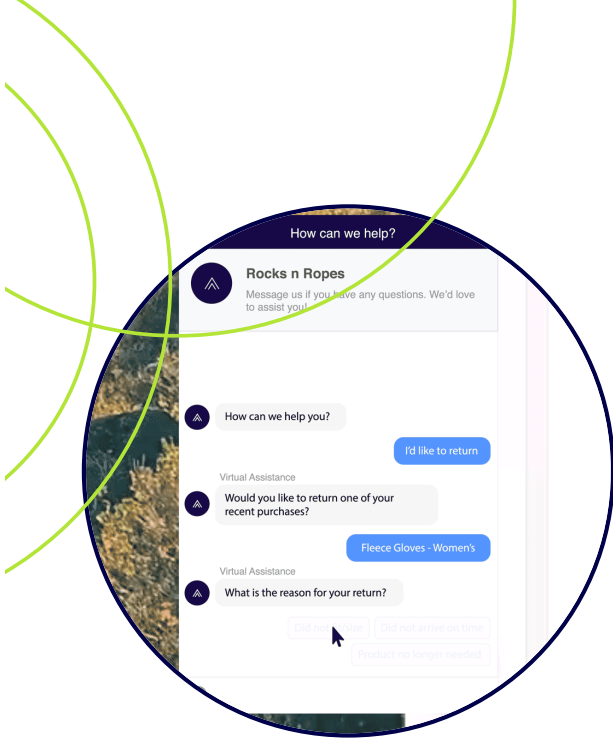


Best practices to help your brand during COVID-19 [Learn More](#)



Khoros Modern Chat

Chat with customers in real-time or anytime on your website.

Get a Demo

Traditional, session-based chat is expensive for brands and inconvenient for consumers. Khoros Modern Chat gives consumers what they want — answers on their own time and in real-time. Conversations are built around resolutions, not sessions. With Modern Chat, brands can resolve inquiries faster and more accurately to dramatically improve customer satisfaction and decrease operational costs.

Modern Chat enables:

Increased agent efficiency



Equipped with powerful, yet simple, agent-facing tools and asynchronous workflows to maximize productivity.

Personalized customer experiences



Customize proactive chat prompts and welcome messages based on easily configurable rules like time-on-page and location.

Chatbots and automation



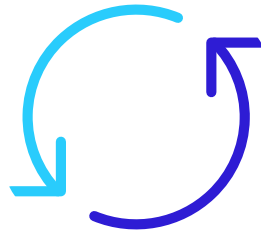
Resolve a high volume of common consumer inquiries, freeing up agents for

higher-value tasks.

Rich engagements to increase CSAT

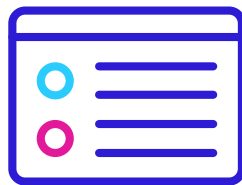
Offer enhanced experiences with video, images, rich links and emojis.

Features



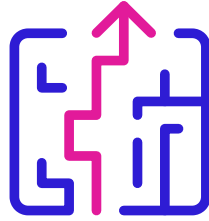
Asynchronous

Increase the number of concurrent conversations agents can handle in real-time or anytime.



Single platform

Handle chats and messages from channels like WhatsApp and Apple Business Chat on a single dashboard.



Advanced workflows

Automatically filter, tag, prioritize, and route to the most appropriate work queue or agent for prompt resolution.



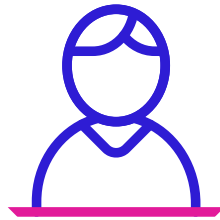
Operational analytics

Plan and forecast better with live workforce utilization, improve agent performance and capture customer experience metrics.



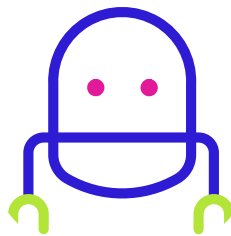
Persistent conversations across devices and time

Never lose context in a customer messaging interaction, and ensure customers can re-engage whenever—and on whatever device—is most convenient.



Holistic customer profile

Respond with more context by using the most complete customer profile that contains information across channels, your CRM system, tags, and internal notes across departments.



Automation

Welcome, triage, and automate top volume drivers for self-service with Khoros Bot. Or bring your own bot to orchestrate automation for your business with our open automation APIs.



Notifications & Alerts

Receive email, desktop, and mobile alerts so you can adjust staffing and priorities on the fly.



The Bot Balancing Act: Business Automation Strategies

[Read now](#)

Khoros software and services help you win, serve, and grow customers across social marketing, digital care, and branded communities.



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