- **Never miss another customer. Ever**

- **Everyone told us it couldn't be done. So we went ahead and did it.**

PROVEN RESULTS

Hundreds of companies are using CI Web Group Chat and the results are great. Our customers call CI Web Group Chat a "game changer". We have multiple case studies from companies who have seen significant increases in their online leads and have generated hundreds of thousands of dollars per month.

10X ROI

27X Customer Engagement

25% Increased Revenue

WHY WE EXIST

We believe customer expectations are higher than ever and customers want to communicate with businesses in the way THEY want to. We provide omni channel solutions across chat, SMS, voice and social messaging applications to solve the communication issue between customers and businesses.

80-85%

CHAT COMPLETION RATES

Chat completion rates on CI Web Group Chat are 80%-85%. This is compared to live chat completion rates around 30%-40%. The reason live chat numbers are significantly lower are due to long wait times, human error, and a live agent who is unfamiliar with the industry. Companies who have compared this metric when making the switch from Live Chat to CI Web Group Chat have seen "night and day" results and are very happy with the numbers.

3 SECONDS

INSTANT RESPONSES

CI Web Group Chat analyzes the query written by a customer and automatically responds within 3 seconds. Customers still feel like they are chatting with a person because of the graphics we have put in place during that 3 second wait. They are fully engaged with the chat (as seen with the high completion rates) and complete the entire chat process in less than a minute. We live in a society where people want instant gratification. CI Web Group Chat ensures this to happen.

NOT JUST ONLINE CHAT...

SMS AND SOCIAL MEDIA INTEGRATIONS!

We have taken our conversation technology to the next level and can now text enable phone numbers that were never able to have text conversations. Our proprietary technology can now automatically respond to customers who are trying to text your landline or VOIP number.

We also went through the process to get approved by Facebook for companies who want to take the automated conversations to their social media accounts. It's important that we bring the full omni channel experience to our clients because their customers want to contact them in multiple ways.

CUSTOMIZABLE RESPONSES

We have built a template that we have seen convert best for companies, but we also have the capability to customize chat. We generally see this happen for things that revolve around branding/language or if certain services aren't offered. The vast majority of companies like the template that is built, but a few companies see this as a huge benefit!

ALWAYS GETTING SMARTER

Without getting too technical, CI Web Group Chat is always getting smarter. We are constantly analyzing conversations and building new variables and responses for certain questions. This is done through a process called supervised machine learning where our team is training CI Web Group Chat to be the smartest chatbot on the market.