LIVEPERSON | **iSiD**
IT Solution Innovator

Messaging transforms the business-consumer relationship

LiveEngage lets you reach more customers in a personal, meaningful, and cost-effective way across all mobile and digital touchpoints.
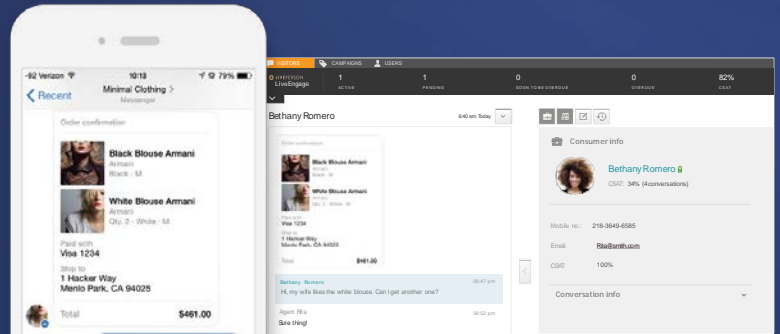

Web and Mobile Chat | SMS | In-app Messaging | Facebook Messenger

LiveEngage:
The enterprise-grade messaging platform

TheLiveEngage messaging platform enables brands to provide a continuous connection with consumers, creating the personalized, convenient level of service people expect today — straight to their mobile phone. Consumers use mobile messaging to connect with friends and family and would opt to message with brands given the choice, rather than being mandated to leverage antiquated voice channels.

Scalable Infrastructure Ready to Support Any Traffic Levels

300M Interactions per year

2B Visits monthly

1M Events per second

Move from voice to messaging

Specifically designed for brand-to-consumer messaging, LiveEngage gives consumers the channel of choice, enables consumers to interact with brands from their preferred channel, including:

- Live chat for desktop, mobile and tablet
- In-App, mobile and web messaging
- Text messaging (SMS)
- 3rd Party messaging integrations, including Facebook Messenger

The cloud-based platform also serves as the central hub of operations for agents, managers, and reporting.

Enjoy the benefits of in-app messaging:

- Build stronger connections to increase lifetime value and reduce customer churn.
- Increase app downloads, engagement, and monthly active users.
- Effectively answer inquiries, prioritize workload, and manage follow-up conversations.
- Handle large volumes of consumer messages and agent profiles.
- Give agents the tools to create ongoing connections with customers.
- Track operations in real time and report on volumes and effectiveness.

The Right Engagement Strategy for the Right Consumer is crucial to delivering an exceptional customer experience