Live Chat for mobile and tablet apps and websites

With every passing day, businesses, whether startups, small and medium sized businesses or enterprise, are finding that more and more of their traffic is coming from mobile and tablet devices. Customers who could once reliably be found browsing your website while at work, or with a laptop in bed, are now trying to process a return or exchange on your website, from their mobile phone, while at the airport, on the bus home, in the park (or wherever they like really). They're struggling with a site that's not mobile optimized, on a small screen with tiny little keys. *Do you know where your customers are when they're accessing your website or mobile app? Are you ready for them?*

Live Chat built for mobile and tablets from the ground up

The coming world is much more mobile and tablet centric than the world today. Customers will buy products, engage associates, return purchases and more from the devices they carry with them. This is a different world from today, and this world requires different tools. Hipmob is made for this world. With industry leading Live Chat, Customer Relationship Management, and Quality Assurance tools, thousands of businesses use Hipmob to drive fundamental business results.

Main Benefits

Reduce call volumes: Agents can handle 4 times as many chats as voice calls every day. Make your agents more efficient, and reduce costs.

Satisfy customers and increase loyalty: Quickly answer questions from mobile customers, and drive business results. If a customer has a problem in your store, you'd fix it before they leave, so why wait until they leave your app? Solve the problem inside your app, and avoid one-star ratings.

Convert more visitors into customers: Help customers make purchase decisions, and intercept them before they abandon a cart. Empower your sales team to grow your mobile business.

Easily deploy for iOS, Android, and the Mobile Web: Thousands of businesses already use Hipmob to communicate with their customers. Our SDKs have been battle tested for performance in both iOS and Android, and can be deployed within a half hour.

Core Features and Functionality

Dozens of Integrations: Plug Hipmob into your Zendesk, Salesforce, Hubspot, Desk.com, BoldChat, or 24/7 account. Access the full list of supported services at www.hipmob.com/documentation.

Push Messaging: Easily notify customers when they are way, and bring them back into your app.

Intelligent Connection: Configure the connection, reconnection, and idling behavior any way you want.

REST APIs: Empower your developer team to buildowerful REST APIs

Enterprise Grade Chat:

- Canned responses make teams more efficient.
- Customize the UI/UX to your app's design.
- Only show chat when agents are available
- Automatic queuing for peak traffic
- Easy routing to different departments

About Hipmob

Hipmob, developed by Orthogonal Labs, Inc, provides a cloud based service that enables businesses to communicate with mobile customers, and solve their problems. Thousands of businesses use Hipmob to communicate with their customers each and every day. Hipmob also integrates with the best in class helpdesk, CRM, sales, and customer support tools for businesses, including Salesforce, Hubspot, Zendesk, Desk.com and more.

"We have received a 50 fold increase in interaction with our customers, and they always comment on how responsive our support is."

Hachisoft

"Hipmob has nearly eliminated our support call volume by allowing us to provide our users with realtime support in our mobile apps."

Joist

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