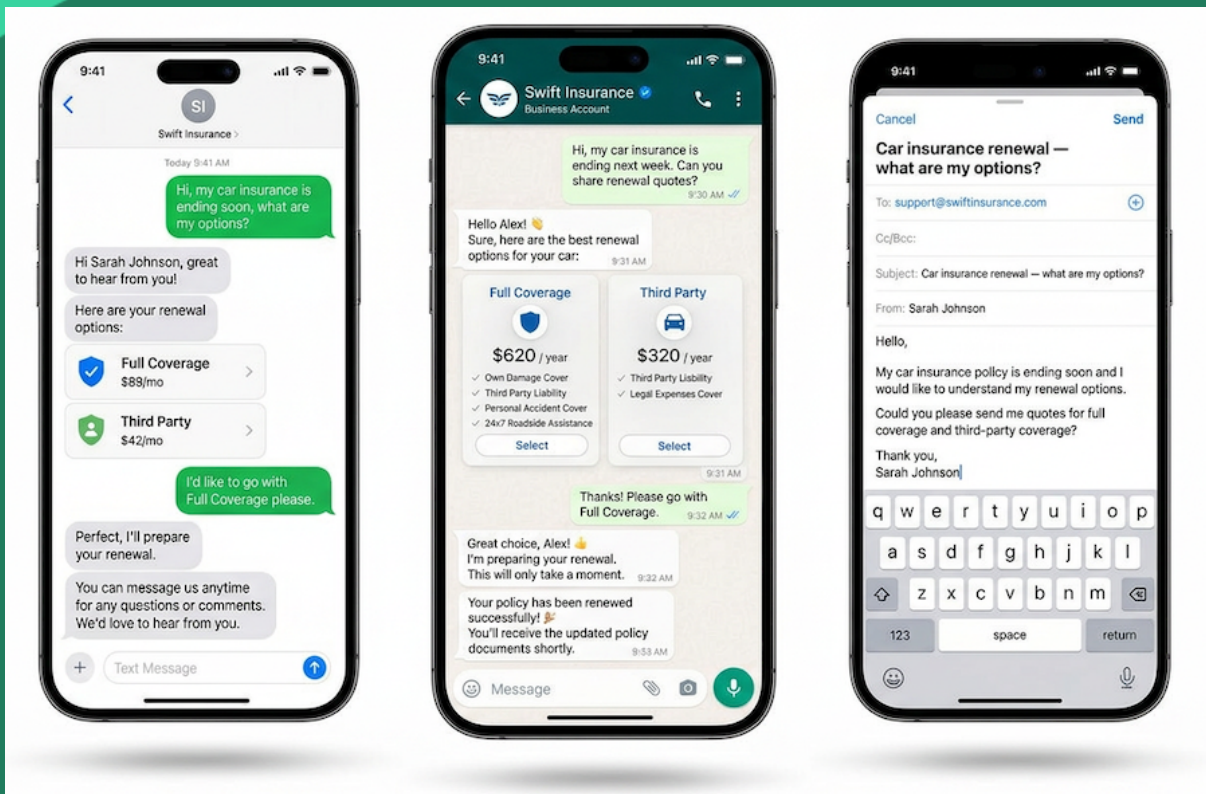


# Third-Party Messaging for Customer Service

## Data Sheet



# SMS Chat, WhatsApp and Email

## Benefits and Features

### Business Benefits of Messaging

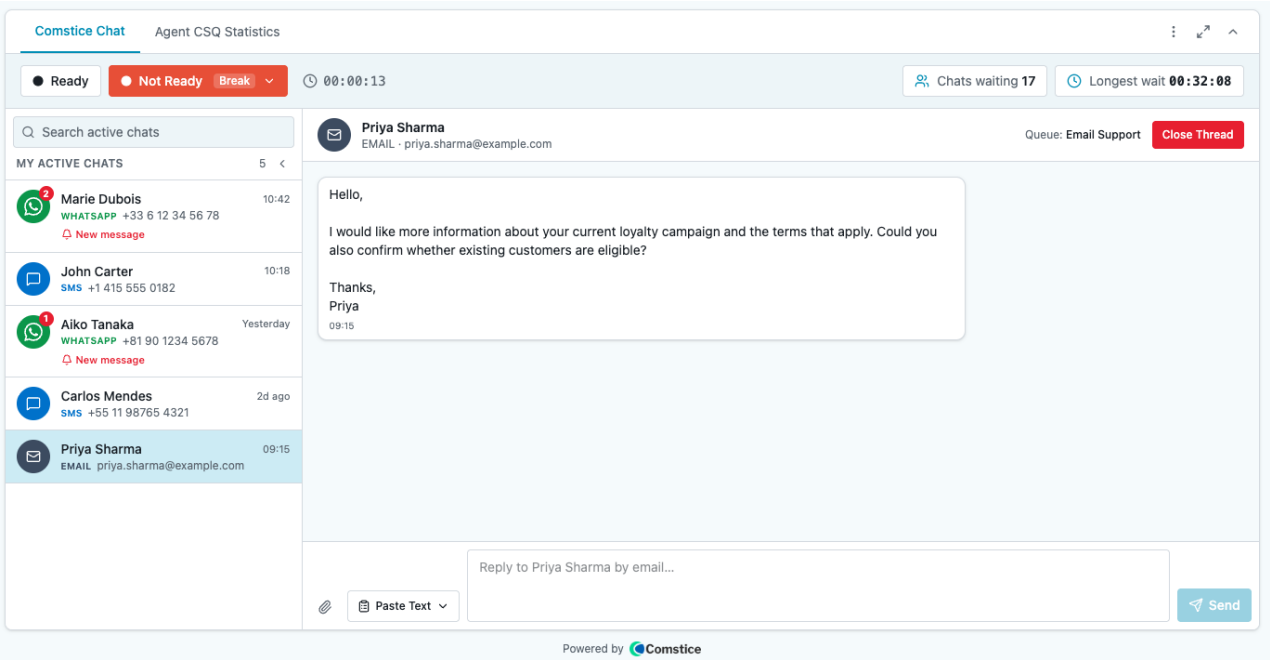
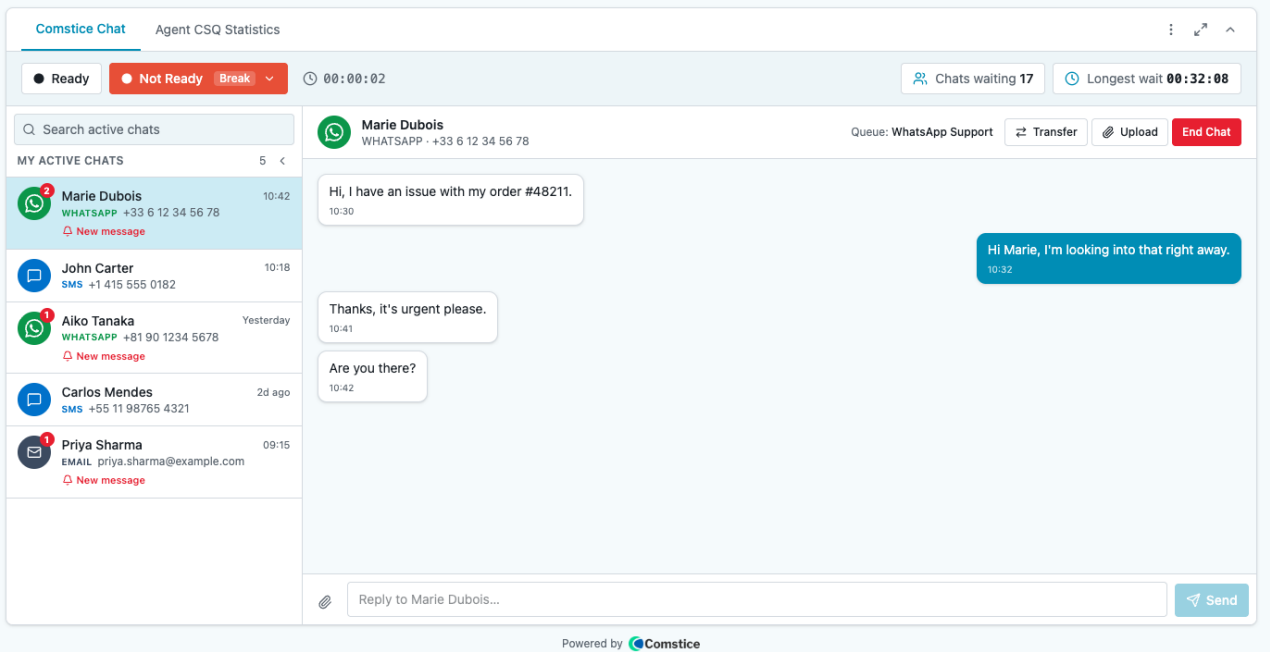
- **Messaging as Primary Channel:** Make persistent and mobile messaging the primary channel of customer service communication
- **Always-On Channel with Customers:** Messaging channels are always open to the customer, who can ask questions before making any calls.
- **Avoid Chat Timeouts:** Unlike live webchat, persistent chats do not need to time out quickly; delays in mobile messaging and emails are tolerated.
- **Higher Agent Occupancy:** When call volumes are expected to be low, agents can handle messaging contacts for higher occupancy.

### Messaging Features

- **Distribute Messages Within Team:** Create multiple skills for messaging and distribute contacts within your team.
- **Integrate with Campaigns:** Use messaging for campaigns, automated reminders, notifications, and renewal offers for your customers and leads.
- **Respond with AI Bots:** Use AI bots for handling basic questions to qualify the customer requirements and offer next steps.
- **Interactive Chats:** Respond with interactive links, menu options and files such as images, user guides, and tickets.
- **Handle with Mobile App:** Comstice Mobile Softphone app users can access to their personal and team chats from mobile devices.

# Agent Console and Gadget

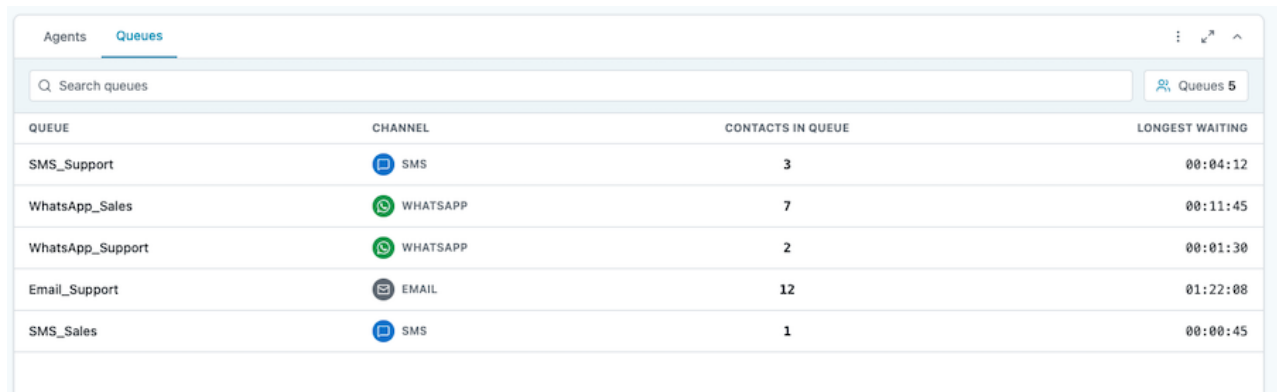
Comstice Messaging agents can login to agent console and handle chats and emails. Agent console can be a standalone page or can be added to Avaya Workspaces and Cisco Finesse as a gadget.



# Supervisor Console and Gadgets

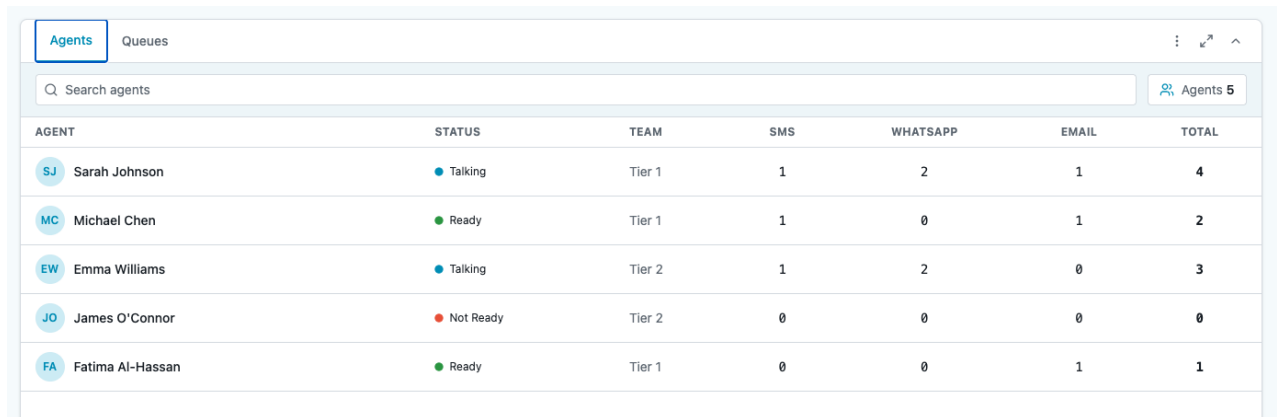
Supervisors can monitor agents and omnichannel queues real-time, drilldown to each agent's active omnichannel contacts, monitor, barge-in and intercept.

Supervisor console can be a standalone page or can be added to Avaya Workspaces and Cisco Finesse as a gadget.



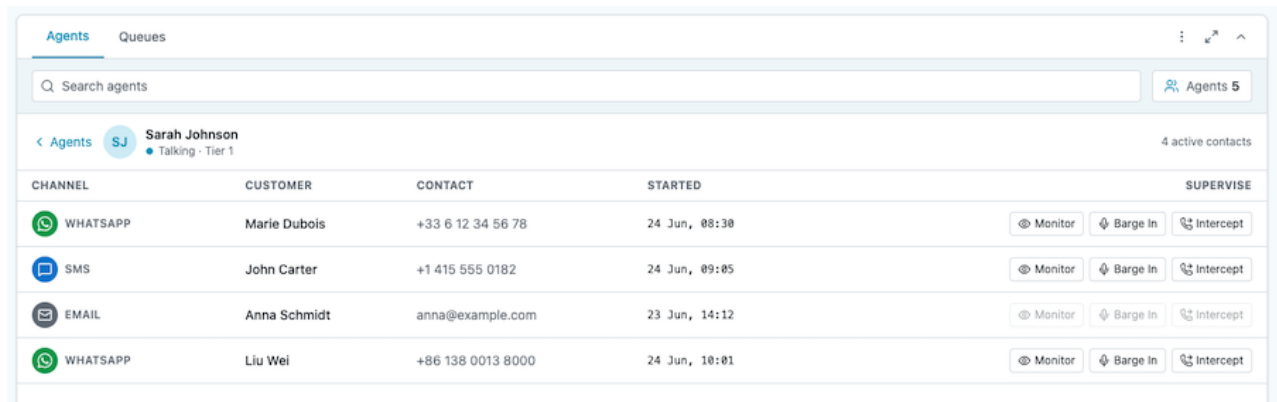
The screenshot shows the 'Queues' view in the Supervisor Console. It features a search bar for queues and a table with the following data:

QUEUE	CHANNEL	CONTACTS IN QUEUE	LONGEST WAITING
SMS_Support	SMS	3	00:04:12
WhatsApp_Sales	WHATSAPP	7	00:11:45
WhatsApp_Support	WHATSAPP	2	00:01:30
Email_Support	EMAIL	12	01:22:08
SMS_Sales	SMS	1	00:00:45



The screenshot shows the 'Agents' view in the Supervisor Console. It features a search bar for agents and a table with the following data:

AGENT	STATUS	TEAM	SMS	WHATSAPP	EMAIL	TOTAL
SJ Sarah Johnson	Talking	Tier 1	1	2	1	4
MC Michael Chen	Ready	Tier 1	1	0	1	2
EW Emma Williams	Talking	Tier 2	1	2	0	3
JO James O'Connor	Not Ready	Tier 2	0	0	0	0
FA Fatima Al-Hassan	Ready	Tier 1	0	0	1	1



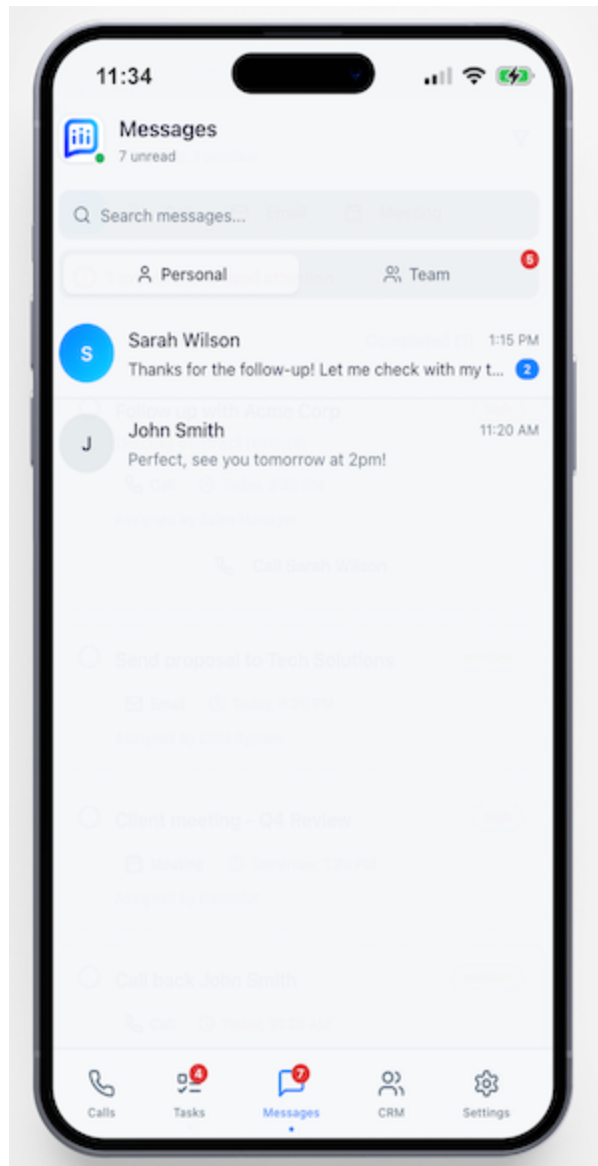
The screenshot shows a detailed view of an agent's active contacts. The agent is Sarah Johnson (SJ), who is 'Talking' and in 'Tier 1'. She has 4 active contacts. The table below lists these contacts:

CHANNEL	CUSTOMER	CONTACT	STARTED	SUPERVISE
WHATSAPP	Marie Dubois	+33 6 12 34 56 78	24 Jun, 08:30	Monitor, Barge In, Intercept
SMS	John Carter	+1 415 555 0182	24 Jun, 09:05	Monitor, Barge In, Intercept
EMAIL	Anna Schmidt	anna@example.com	23 Jun, 14:12	Monitor, Barge In, Intercept
WHATSAPP	Liu Wei	+86 138 0013 8000	24 Jun, 10:01	Monitor, Barge In, Intercept

# Comstice Mobile Softphone

Comstice Mobile Softphone helps your team to handle customer SMS and WhatsApp messages as well as the employee SMS and WhatsApp messages using a mobile app.

Your employees and partners may have personal SMS chat messaging numbers as well as they can access to the message queues based on their skills.



# Update CRM (Salesforce, MS Dynamics, ServiceNow)

Messaging activities can be updated automatically during or at the end of each conversation on your .

The screenshot displays a CRM interface for a contact named Mr. John Smith. At the top, there is a header with the contact name and a toolbar containing buttons for '+ Follow', 'New Case', 'New Note', and 'Submit for Approval'. Below the header, a metadata bar shows fields for Title, Account Name (Comstice Global), Phone (2) (77135551212), Email, and Contact Owner (Jane Brown). The main content area is split into two panels. The left panel, titled 'Related', shows sections for 'Opportunities (0)', 'Cases (0)', 'Campaign History (0)', and 'Notes & Attachments (0)', each with a 'New' or 'Upload Files' button. The right panel, titled 'Activity' and 'Chatter', shows a feed with a 'Post' button, a search bar, and a recent activity entry: 'Call - Jane Brown logged a call. 22 December 2025 at 12:15' with a '1 view' indicator and a 'Write a comment...' input field.

# On-Premises or in the Cloud

Comstice Messaging solution can be hosted on your network for the full data privacy. It is available as a LinuxOS virtual appliance. It can also be hosted on your RedHatOS.

Comstice Cloud can host your solution as well for a faster rollout and fully managed service.



# Thank You

Please contact [sales@comstice.com](mailto:sales@comstice.com)  
for demos and callback.

# Support

Comstice offers a break-fix support for all the solutions. Priority support is included in all the subscriptions as long as the solution is deployed with N+1 redundancy. SLA is one hour response and up to four hours fix, based around all the dependencies of each solution. Support is available 24/7. Tickets can be raised by the client's IT personnel that has already followed the troubleshooting steps provided during the Administrator Training delivered as part of the project. Comstice does not accept tickets directly from the end users.

Tickets can be opened from <https://comstice.com/support>, by sending an email to [support@comstice.com](mailto:support@comstice.com) or by calling +1 713 929 3714 (Option 2)

Reporting questions, configuration and design questions are not part of the SLA and will be handled during regular office hours. Only break-fix support is handled on the SLA with 24/7 coverage.