



Apex Visibility Live Chat Platform

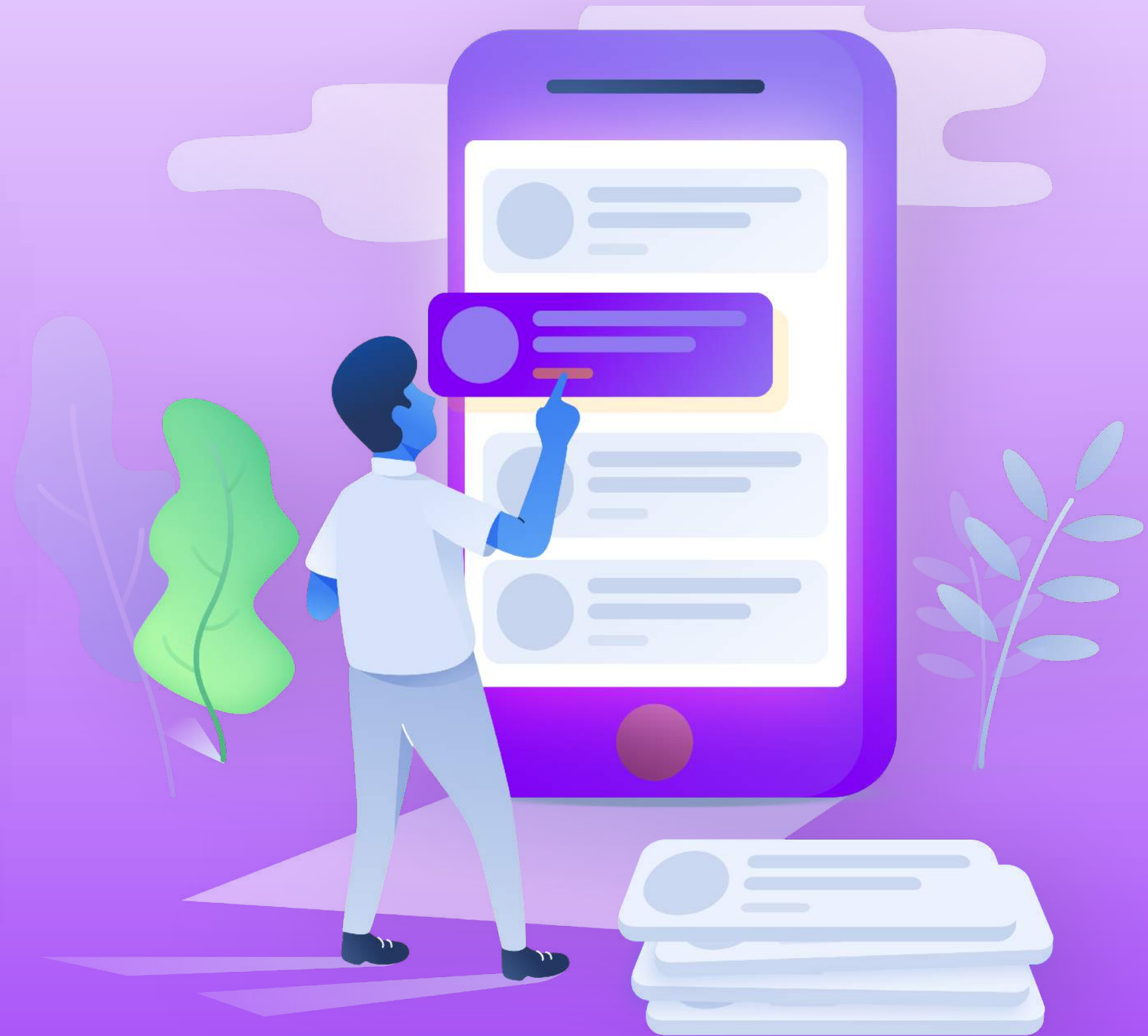
Chat to all your customers in real-time
via the channel of their choice

The Apex Live Chat platform was built with the goal to assist our clients in executing real-time conversational experiences.

The Apex Live Chat platform is a sophisticated and consolidated platform to manage real-time conversations with customers, across multiple channels.

- ④ Improve the efficiency of customer communications
- ④ Satisfy multiple customer chats concurrently (5X that of a telephonic chat)
- ④ Exponentially increase lead conversions and customer resolution rates
- ④ Build long lasting, efficient and meaningful relationships

Apex enables your brand to reach customers on the channel of their choice, in their time and in a real-time manner.



Intuitive User Interface

Chat to the right customers via our easy-to-use chat interface

The screenshot displays a customer support chat interface. On the left is a sidebar with navigation icons and an 'Inbox' section. The 'Inbox' section lists conversations categorized by 'Me', 'All', 'Support', and 'Sales', with counts for each. The main area is divided into two columns: 'Me' and a specific chat window for 'Grace Nkosi'. The 'Me' column shows a list of customer conversations with their names, topics, and status indicators. The chat window for Grace Nkosi shows a conversation history with messages from both the customer and the support agent, including a map of the new address and a timeline of events.

Inbox

CONVERSATIONS

- Me 21
- All 17 145
- Support 13 42
- Sales 4 9

Me

Open (21) ▾ Longest wait ▾

- Marcus George now Service outage ES 2
- Grace Nkosi 17m ago Relocation +1 SP
- Maria Carder 14m ago Installation JP
- Kaiya Carder 14m ago Broadband enquiry +1 1
- Ashlynn Gouse 14m ago Upgrade RN
- Corey Westervelt 14m ago Billing query CF
- Maria Lubin 14m ago Service outage JL
- Kaiya Levin 14m ago Technical support RN
- Martin Geidt 14m ago Broadband enquiry CF
- Mira Siphron 14m ago Broadband enquiry CF
- Maren Geidt 14m ago Technical query CF JP 2

Grace Nkosi #48921

Complete

SP Simon Peterson Support Relocation

I'm moving to a new address and want to get my fibre set up there before I arrive.

Grace Nkosi • 2m ago

Hey Grace

Sure, we can help you with that. What is your new address?

Daniel Waterford • 1m ago

Great, I'm actually here right now.

11 Bay Rd
Green Point, Cape Town, 8005

Grace Nkosi • now

Perfect, thanks for that.

Daniel Waterford • now

Let me check what available time slots we have for engineer appointments. Please give me a moment.

Assign to me Send

DETAILS

- +27 81 288 0545
- grace.nkosi
- g_nkosi
- grace.nkosi@me.com

DATA

| | |
|-------------|------------------------------|
| Account | 10012836 |
| Relocating | Yes |
| New Address | 11 Bay Rd Cape Town, 8005 |

TIMELINE

- Today, 9:52
Moving to new address on 1 March and needs to relocate her fibre connectivity.
- Today, 9:51
Relocation
- 22 Jan, 18:26
Re: Here's your latest bill
Bill Query
- 11 Dec 2020, 18:26
Upgraded
- 22 Jan, 18:26
Tonic Tan





Inbox

CONVERSATIONS

- Me 21
- All 17 145
- Support 13 42
- Sales 4 9

Me

Open (21) ▾ Longest wait ▾

Grace Nkosi #48921 Complete

SP Simon Peterson Support Relocation

I'm moving to a new address and want to get my fibre set up there before I arrive.

Grace Nkosi · 2m ago

Hey Grace

Sure, we can help you with that. What is your new address?

Daniel Waterford · 1m ago

Great, I'm actually here right now.



11 Bay Rd
Green Point, Cape Town, 8005

Grace Nkosi · now

Perfect, thanks for that.

Daniel Waterford · now

Let me check what available time slots we have for engineer appointments. Please give me a moment.

Assign to me Send

Grace Nkosi

DETAILS

- +27 81 288 0545
- grace.nkosi
- g_nkosi
- grace.nkosi@me.com

DATA

TIMELINE

- Today, 9:52
Moving to new address on 1 March and needs to relocate her fibre connectivity.
- Today, 9:51
Relocation
- 22 Jan, 18:26
Re: Here's your latest bill
Bill Query
- 11 Dec 2020, 18:26
Upgraded
- 22 Jan, 18:26
Topic Tag

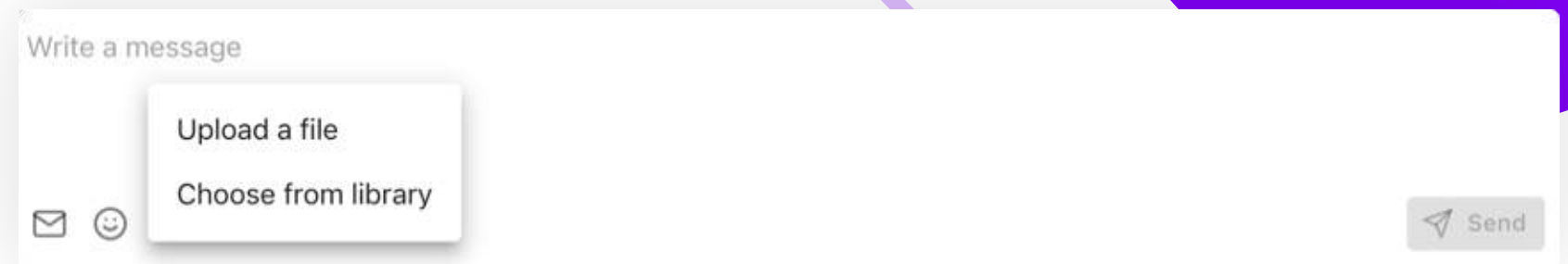
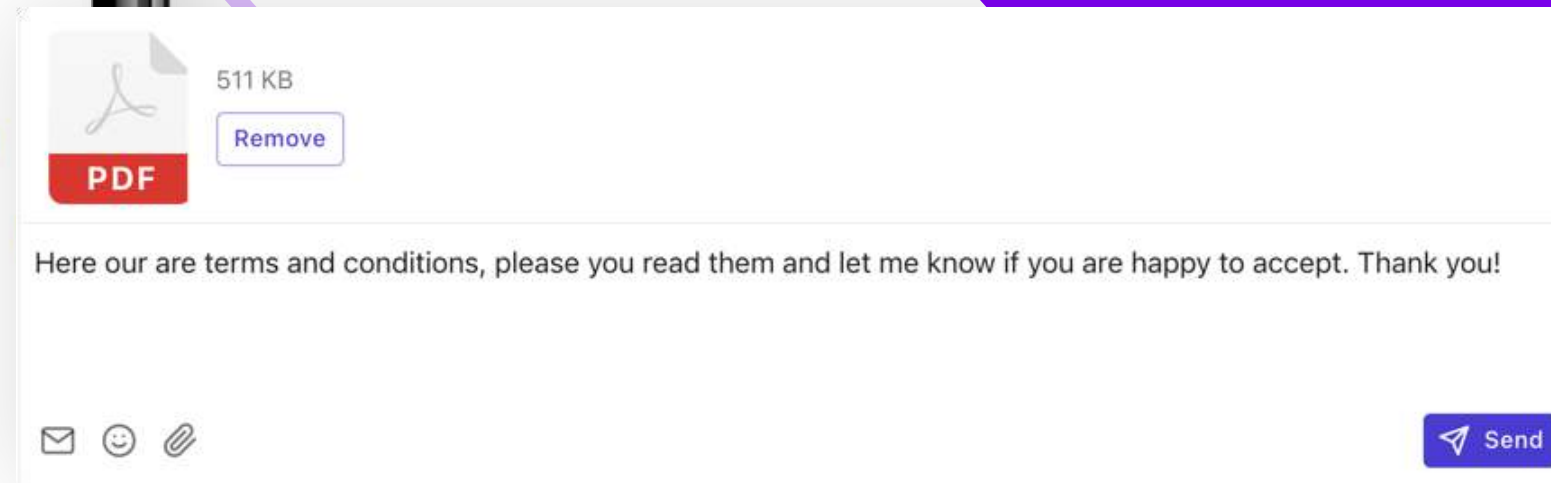
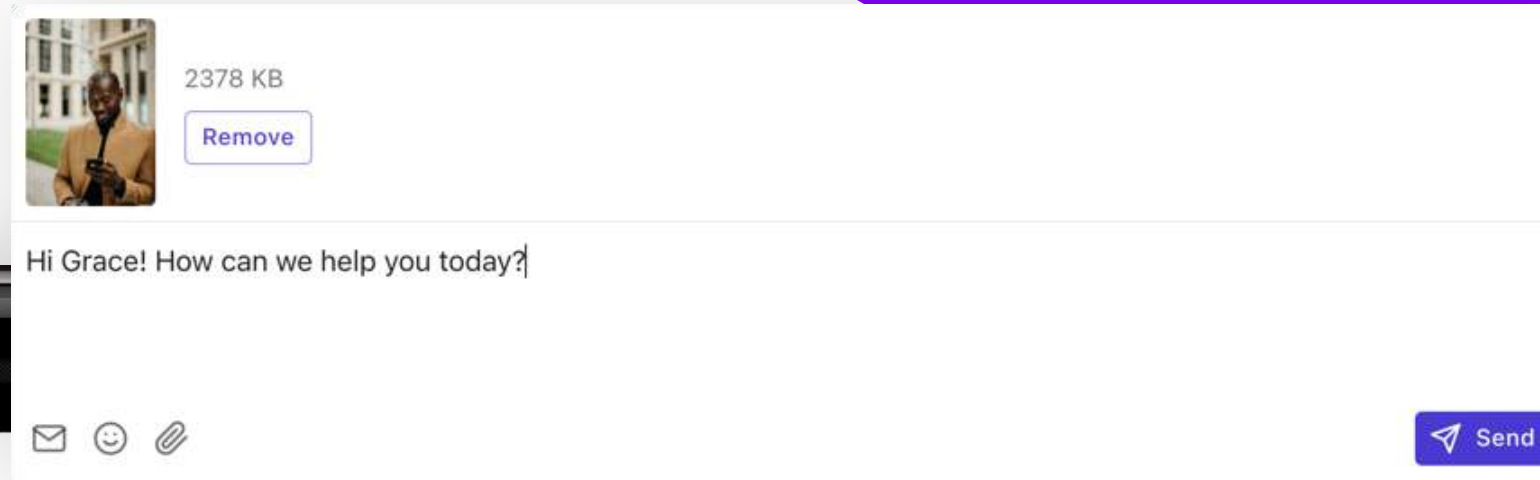
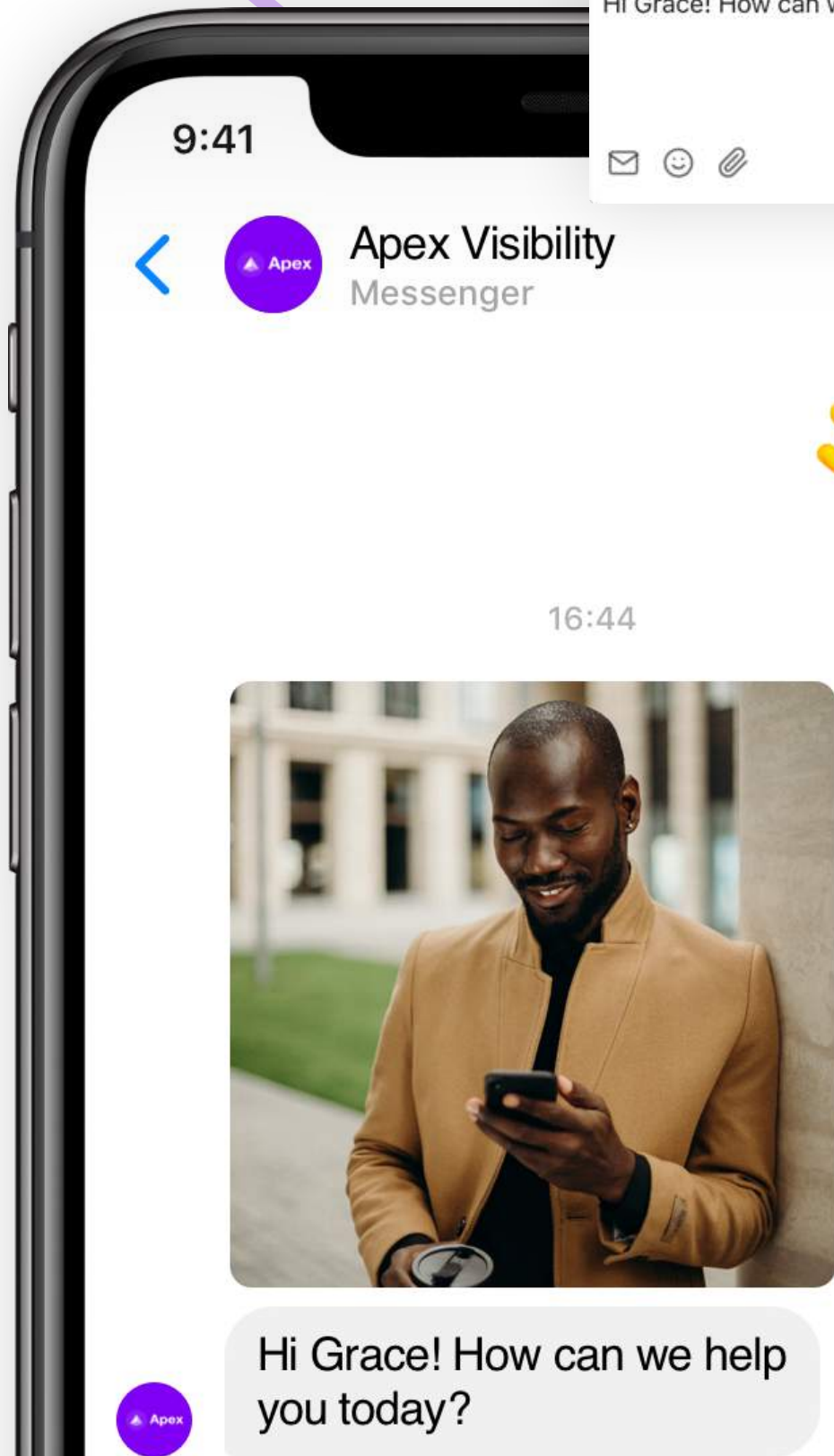


Omni Channel

Chat with your customers in real-time on WhatsApp, Facebook, and Web

Respond with Rich Media

Wow your customers by responding with rich media such as images, videos, location directions, audio clips, and much more!



Add the whole team

Oversee your entire service team, add new agents on the fly, and ensure service accuracy by assigning chats to specific agents.

Edit User

Username

First name

Last name

Password

Confirm password

Notifications

Admin

Super Admin

Save






New Team

Name

Search users

Type to search for a user and add them to this team

Members < Page 1 of 2 >

| | |
|---------------------------------------|---|
| Courage courage@email.co.za |  |
| Byron byron@email.co.za |  |
| evans@email.co.za |  |
| Greg greg@email.co.za |  |
| Richard richie@email.co.za |  |

Create



Inbox

CONVERSATIONS

- Me 21
- All 17 145
- Support 13 42
- Sales 4 9

Me

Open (21) ▾ Longest wait ▾

ES 2

SP **Grace Nkosi** 17m ago
Relocation +1

JP

1

RN

CF

JL

RN

CF

CF

CF JP 2

Grace Nkosi
#48921

✓ Complete

SP Simon Peterson Support Relocation

I'm moving to a new address and want to get my fibre set up there before I arrive.

Grace Nkosi · 2m ago

Hey Grace

Sure, we can help you with that. What is your new address?

Daniel Waterford · 1m ago

Great, I'm actually here right now.

11 Bay Rd
Green Point, Cape Town, 8005

Grace Nkosi · now

Perfect, thanks for that.

Daniel Waterford · now

Let me check what available time slots we have for engineer appointments. Please give me a moment.

✉
😊
📎

✓ Assign to me
Send

Segment & Filter Your Chats

Using tagging, search, notes, segmentation, and chat history

Gain Valuable Insights

Measure & evaluate your team's live chat support performance in real-time. Track channels, conversations assigned and closed, average response time, etc

Insights
Last 30 days
All Channels
All Teams
Export

5
Open tickets

23
Unanswered Tickets

95
Unassigned Tickets

194
Total Tickets

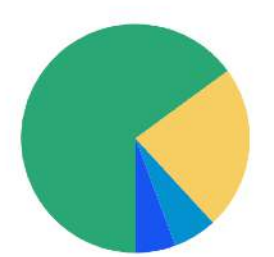
189
Resolved tickets

100
Active Users

16m 55s
Avg. first response

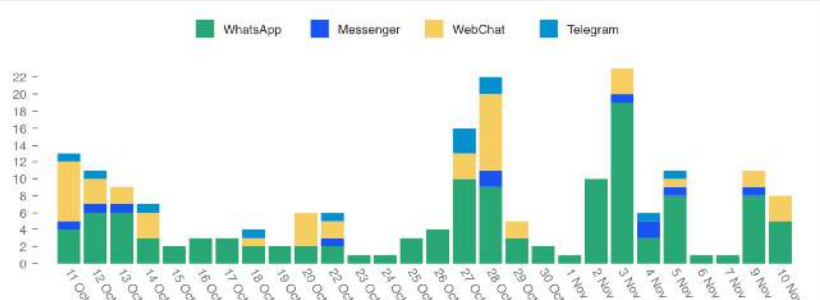
1d 11h
Avg. resolution

Total Tickets

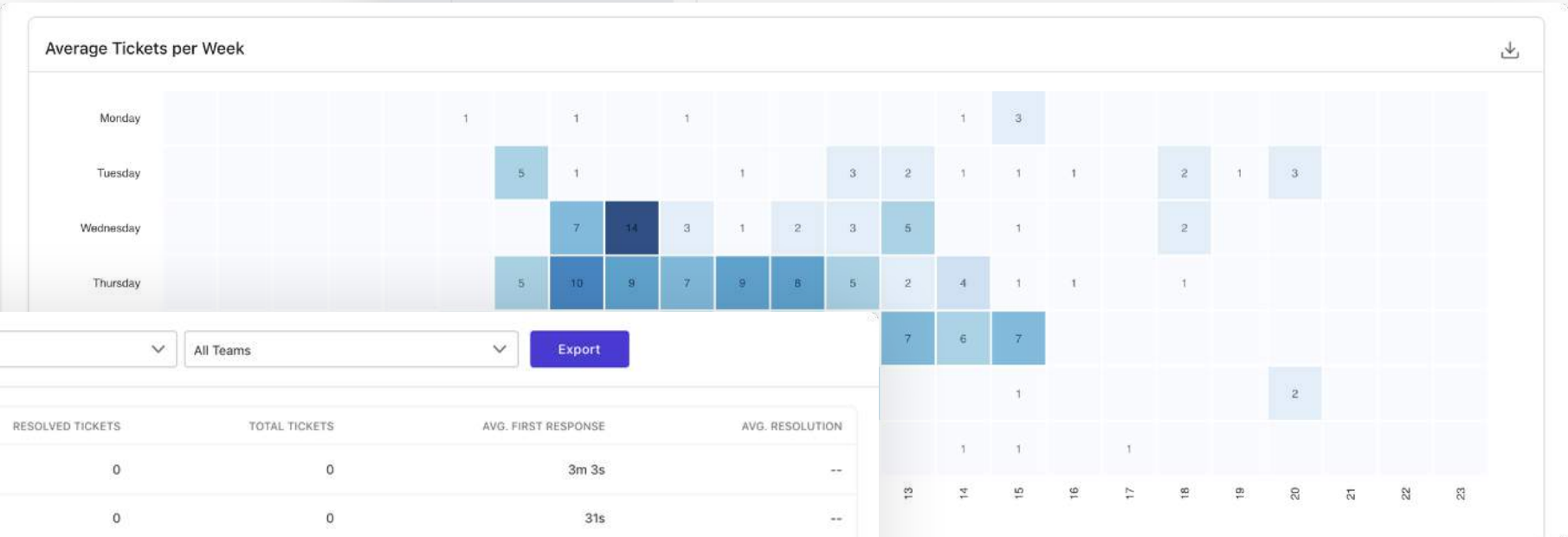


- WhatsApp - 126
- Messenger - 11
- WebChat - 45
- Telegram - 12

Tickets - Daily Breakdown



| AGENT ↑ | OPEN TICKETS | RESOLVED TICKETS | TOTAL TICKETS | AVG. FIRST RESPONSE | AVG. RESOLUTION |
|--------------------|--------------|------------------|---------------|---------------------|-----------------|
| Bianca Christensen | 0 | 3 | 3 | 1m 2s | 4m 29s |
| Byron Sweetman | 0 | 1 | 1 | 12s | 23s |
| | | | | 1 | 53s |
| | | | | 2 | 1s |
| | | | | 3 | 1h 18m |
| | | | | 27 | 29m 7s |
| | | | | 11 | 44s |
| | | | | | 26m 53s |



Today
All Channels
All Teams
Export

| TAG ↑ | OPEN TICKETS | RESOLVED TICKETS | TOTAL TICKETS | AVG. FIRST RESPONSE | AVG. RESOLUTION |
|--------------|--------------|------------------|---------------|---------------------|-----------------|
| Auto_Routing | 1 | 0 | 0 | 3m 3s | -- |
| FB Messenger | 1 | 0 | 0 | 31s | -- |
| Telegram | 1 | 0 | 0 | 48s | -- |
| Untagged | 0 | 7 | 7 | 10s | 5m 14s |
| WABA | 1 | 0 | 0 | 3m 3s | -- |
| Web | 1 | 0 | 0 | 12s | -- |

1-6 of 6





Apex

Custom mobile solutions that drive real business value

hello@apexcrm.co.za | +27 21 201 1266 | apexcrm.co.za