




INDITION CHAT

# Product Overview

Live chat, visitor intelligence, and team operations built right into the Indition platform.

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# Indition Chat

Turn website visitors into conversations — and conversations into customers.

Indition Chat is live chat, visitor intelligence, and team operations built right into the Indition platform. One module puts a beautiful chat widget on every site you run, gives your team a real-time console to answer fast, and ties every conversation back to the customer record — no bolt-on tools, no separate logins, no data silos.

## Why teams choose Indition Chat

- **Answer in seconds, not hours.** Real-time delivery, an incoming-chat work bar, sound and desktop alerts, and one-click claim mean waiting visitors get a human fast.
- **Know who you're talking to.** Live visitor monitoring, geolocation, browsing history, and identity reconciliation give agents context before they type a word.
- **Never lose a lead after hours.** When no one's online, chat gracefully becomes an email follow-up — captured, queued, and answerable from the same inbox.
- **One platform, not five tabs.** Chat lives inside the Indition platform, so visitors, contacts, conversations, and reports are the same records your team already uses.

## Built for everyone on the team

Role	What they get
<b>Agents</b>	A focused console: claim, reply, drop in a canned response, attach a file, and move on.
<b>Managers</b>	Live coverage, take-over and reassignment, and team/site/queue reporting.
<b>Admins</b>	Unlimited sites, full widget customization, granular access, and one-snippet install.
<b>Visitors</b>	A fast, on-brand chat box — or a tidy offline form — on every page.

# What makes it different

## It's part of your platform, not next to it

Most chat tools are islands. Indition Chat shares the same site, visitor, conversation, and contact records that power the rest of the Indition platform. When a visitor chats, that history is already on the customer's record — no export, no integration to maintain, no reconciliation.

## One widget, every site, fully yours

- Run unlimited **sites**, each with its own branding, domains, business hours, team, and email routing.
- Customize the launcher, colours, copy for every conversation state, and the pre-chat form — with a live desktop/mobile preview.
- Install with a single async `<script>` snippet, then click **Verify Install** to confirm it's live.
- Prefer a link to an embed? Ship a **hosted chat page** with its own hero and headline.
- Hide the branding entirely with a per-site toggle.

## Context that closes

Every conversation opens with the customer beside it: name, email, phone, current page, a location map, their browsing journey, and their past chats. Agents stop asking "how can I help?" blind — and start answering the real question.

## It keeps working when you're offline

Outside business hours or when the team is full, the widget switches to an offline form. Submissions land in the **Email Follow-ups** queue and can be answered through a shared mailbox — inbound replies sync right back into the conversation. No lead falls through the cracks.

# Feature highlights

## REAL-TIME AGENT CONSOLE

Live queues, tabbed conversations, an incoming-chat bar with wait timers, claim-conflict protection, internal notes, message editing, and rich-text replies with attachments.

## VISITOR INTELLIGENCE

A live *Active Visitors* board, visitors-by-site trend charts, geolocation, full browsing history, and smart identity reconciliation that merges anonymous and returning visitors into one clean record.

## PRODUCTIVITY BUILT IN

Canned responses (global or per-site), one-click transcript export (PDF/Text/HTML), inline image attachments, and edit-with-audit-trail on your own messages.

## TEAM & AVAILABILITY

Two-factor availability, a manager's coverage board, per-site assignment, and automatic auto-close of idle chats so your metrics stay honest.

## REPORTING THAT DRIVES ACTION

Overview, team, site, and queue reports — chats handled, response time, duration, missed chats, and satisfaction — all filterable and CSV-exportable.

## ENTERPRISE-READY PLATFORM

Multi-tenant and multi-site, four-role access control, banned-IP moderation, real-time delivery over a scalable gateway with automatic polling fallback, and shared-mailbox email integration.

**The bottom line:** Indition Chat helps your team respond faster, understand visitors better, and capture every opportunity — live or offline — without leaving the platform where your customer data already lives.

## Ready to see it?

Talk to your Indition administrator to enable Chat on your account, create your first site, and go live in minutes. Already enabled? Open Chat, set yourself *Available*, and start the conversation.