

# Live Chat for agents

View real-time chats from the chatbot or chat live with contacts across the web, WhatsApp, Messenger, or your mobile app - all in one place within the Live Chat interface.

## Main Features

### Live chat

- Unlimited agent seats provided
- Saved replies
- Labels
- Filters
- Service level agreement (SLA)
- Related conversations
- Teammate availability
- Manual reassignment
- Notes
- One-click chat transcripts
- Mobile app (iOS & Android)
- Visitor details
- Set chat limits
- Round robin routing
- Team routing

### Analytics/Reporting

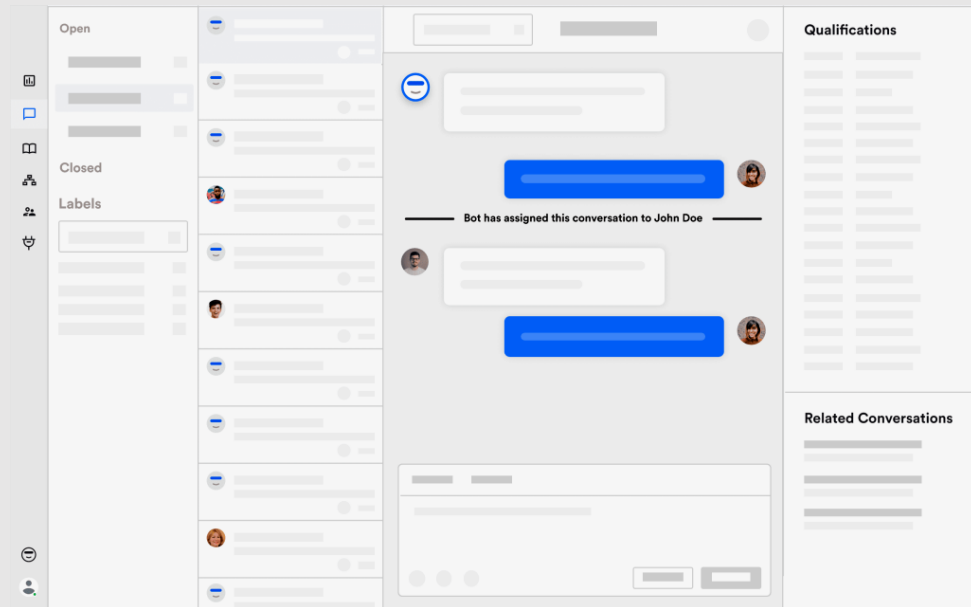
- Agent analytics dashboard
- APIs

### Administration

- Unlimited users
- Team management
- Teammate management

## Omni-channel

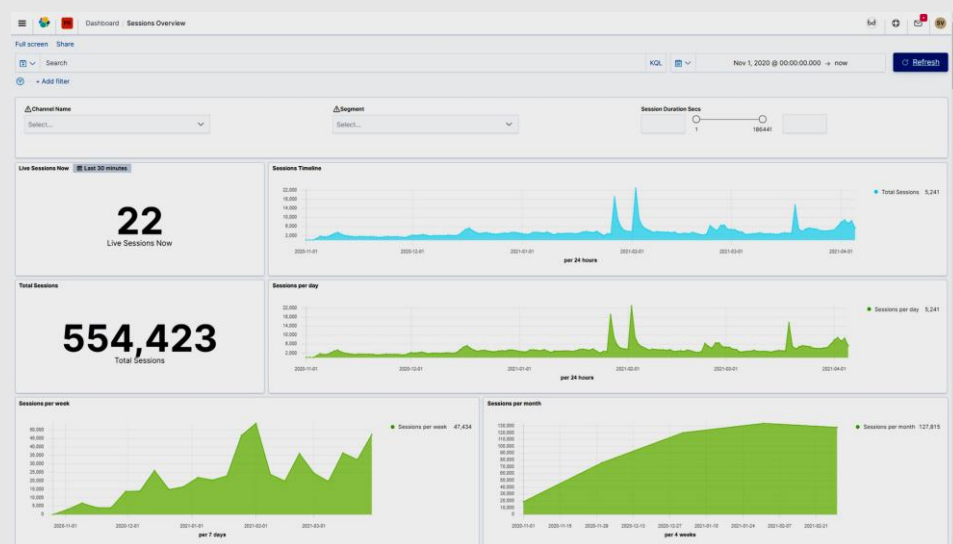
Deploy for chat in Web pages, Mobile Apps, WhatsApp, Viber, Messenger, Telegram, Apple Business Messages, RCS, SMS and more...



## Reporting & Analytics

100+ metrics and analytics are provided out of the box.

Additional reports can easily be created by your team (or our) using the design tools, pre-built templates and integrations of Elastic and Kibana.



## Unrestricted deployment options

Enelai platform can be deployed fully on-premise, on private cloud, on public cloud, in Voiceweb's Cloud, or in a hybrid deployment depending on each organization's operational, security, regulatory, and compliance requirements.