INVITE

Our Telephony System Is Built To Endure

HI I'M
METRI CHAT

MetriCRM's Messaging Management Module

MetriChat is an intelligent business messaging management system to manage, handle and engage customers with multiple messaging platforms such as SMS, WhatsApp, Facebook Messenger, Web Live-Chat and Telegram in a single user interface.
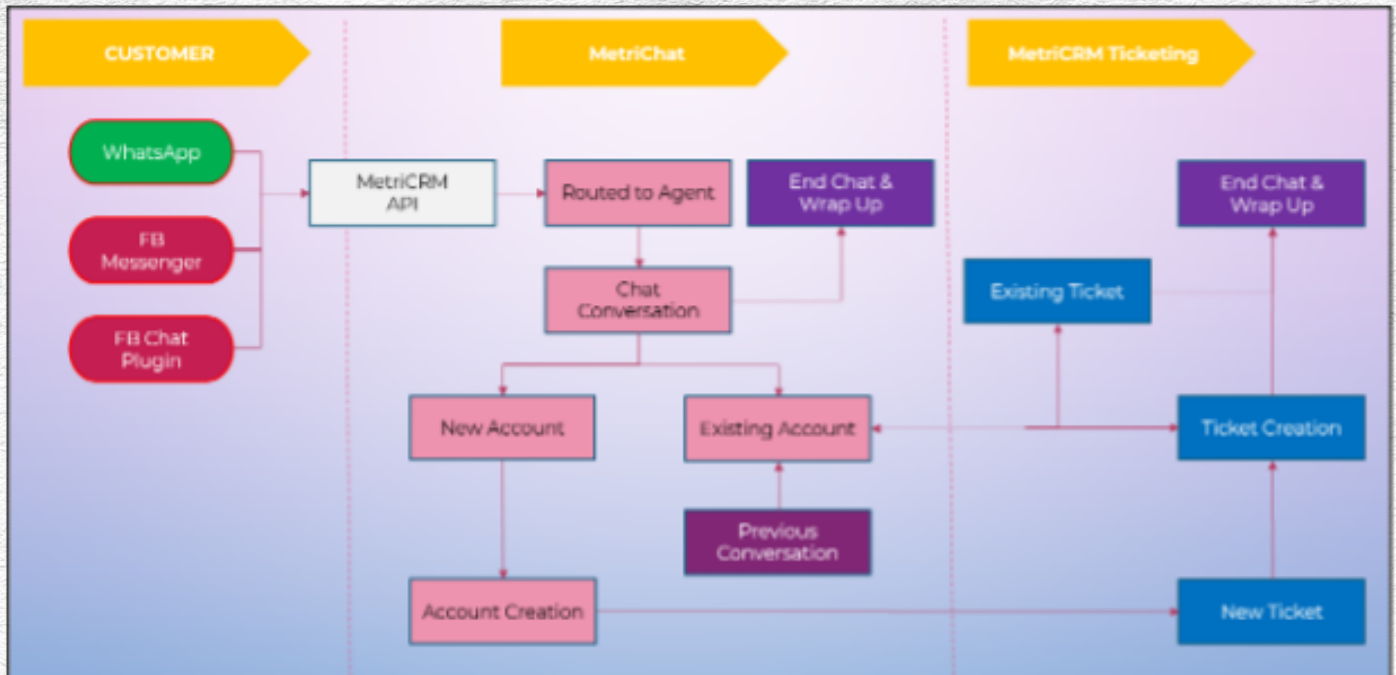
MetriChat is a new channel and solution allowing businesses to have multiple engagements with their customers simultaneously via their preferred Messaging channels.

MORE METRI MODULES FROM US

- *MetriAccount*
- *MetriCare*
- *MetriSales*
- *MetriMail*
- *MetriVoice*

THE MECHANISMS OF METRIMAIL

WHY
METRICHAT

- **TWO-WAY INTEGRATION**
MetriChat supported the two-way communications handling the incoming chat messaging from sender and agent reply.

- **RICH MEDIA MESSAGES CONTENT**
MetriChat can handle various rich media message content across the messaging channels such as plain text, images, voice recording, video, and file attachments.

- **SMART ROUTING CAPABILITIES**
MetriChat route chat sessions to users with appropriate skill-sets by limit or no-limited campaigns or channels at single point of time.

- **MANY-TO-MANY CHAT SESSIONS**
MetriChat enables multiple users to support or handle numerous campaigns or channels concurrently, using just a single app account or number.

- **DEEP DATA ANALYSIS & DOWNLOADABLE DATA REPORTS**
Comprehensive statistics in real-time analytics, as well as historical data in Excel, reports to measure, analyze and improve your messaging communications as well as the user performances.

- **RECORDED HISTORY FOR CASE MANAGEMENT**
MetriChat is able to provide the past chat history and allow users to generate or review the new or existing ticket via a single click. This would allow users to handle both Chat and Ticket at the same time.

- **TEMPLATE MESSAGES**
MetriChat is allowed to customize messages that provide an immediate acknowledgment upon receipt of chat or chat session status update from and to customer.