

# TCS iON Live Chat

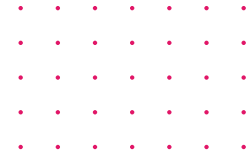
## Improved customer relationships

TCS iON Help Desk is a comprehensive solution to manage customer support activities such as ticket assignments, helpdesk agents, analytics, etc, through an easy-to-use centralised system.



### Features

- Handle multiple chat sessions at a time
- Add agent into ongoing chat sessions
- Access, monitor and review chat logs
- Personalize chat window to match company webpage
- Review overall chat activity in real-time



### Benefits

- No installation needed – just a Web browser with internet access
- Affordable pay-as-you-use model
- Cost effective chat forms compatible with your web pages
- Real time activity can be checked with dashboard

For more information,  
visit us at [www.tcsion.com](http://www.tcsion.com)

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