



DELIVER EFFORTLESS CUSTOMER SERVICE AND IT SUPPORT

IgniteTech's Kayako is a cloud-based help desk that comes with powerful out-of-the-box functionality. With Kayako, customer service teams can easily manage requests and conversations over any channel, including live chat, email, Facebook, and Twitter, to support their customers, boost loyalty, and deliver a differentiated experience.

CUSTOMER SERVICE MADE PERSONAL AND SIMPLE

High-growth companies can easily become overwhelmed with customer service and internal IT support tickets— creating a frustrating, high-effort experience for everyone involved.

Kayako's scalable help desk solution delivers effortless customer service and IT support experiences. How? We eliminate the sources of friction that lead to frustration: poor self-help content, inefficient contact routing and missing context.

FRICTION-FREE CONTENT, CONTACT AND CONTEXT

Kayako eliminates the root causes of friction for customers and agents in three critical areas: Content, Contact and Context.

Friction-Free Content

Kayako removes content friction with intuitive knowledge bases for both customers and agents. Kayako's customer-facing self-service help center is easy to create and manage. Complex topics can be thoroughly explained with videos, tables, images, etc. Your customers will find their own solutions with minimal time and effort, leading to higher customer satisfaction and increased loyalty.

- **Shared Inbox for Customer Conversations**
Boost productivity with a shared inbox. Kayako's help desk software makes supporting customers easy with the shared inbox tool.
- **Customer Self-Help Knowledge Base**
Let customers find help 24/7 with a robust self-help knowledge base.
- **Built for Modern Businesses**
Give your team superpowers by enabling them to see real-time customer activity. Bring customer activity from all your apps into Kayako for true context and faster, more helpful support.
- **Proven Across Industries**
Customers like GE, Peugeot, SEGA, FedEx and more trust Kayako to power their customer support teams.

Kayako's internal knowledge base creates an agents-only space with quick answers to known issues, standardized responses, official customer services policies and more. Your agents will be able to handle more tickets and provide accurate, helpful answers every time.

Friction-Free Contact

When a customer reaches out, whether it's via chat, email, Facebook or Twitter, Kayako's Smart Routing automatically routes their inquiry to the agent best equipped to handle the ticket. This ensures that no customers need to be rerouted mid-conversation and no inquiries ever slip through the cracks. From there, agents can easily collaborate with any internal or external expert to resolve complex customer service challenges.

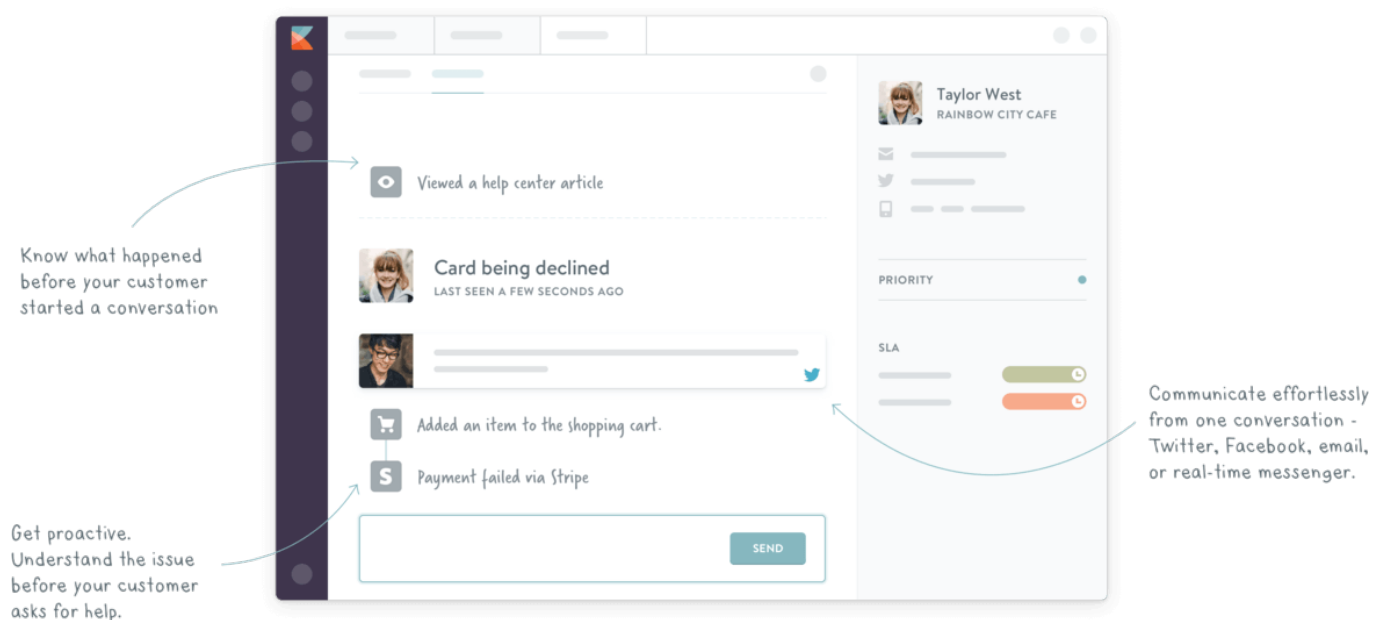
Friction-Free Context

Kayako puts context at your agents' fingertips by integrating with hundreds of apps — such as Salesforce, Shopify and Stripe — to display site visits, purchases, shipping history, previous customer service inquiries, self-help searches, marketing emails they've received and more. Your team will spend less time looking up information and switching between apps.

IT ALL COMES TOGETHER IN ONE SINGLEVIEW™

Kayako's SingleView dashboard combines insights from all three of the friction-eliminating areas into one centralized, easy-to-use view. With all customer information, activities and conversations in one place, SingleView eliminates the major sources of customer disappointment:

- ☐ SingleView displays each customer's self-help searches and the articles they viewed so agents solution without any repetitive questions or suggestions.
- ☐ SingleView brings all customer conversations from across email, Facebook, Twitter and live chat into one centralized, easy-to-use view. Customers can reach out via their preferred communication channel and agents can respond in real time right from within the SingleView dashboard.
- ☐ SingleView provides a complete visual timeline that includes every interaction a customer has had with your business. Agents will never need to ask additional questions and customers will never have to repeat their story.





BOOST LOYALTY AND RETENTION RATES WITH EASE

Kayako helps each agent resolve more issues—faster and with less effort



Streamline Omnichannel Conversations

Interact using customers' preferred channel, be it live chat, email or social media.



Improve Agent Productivity

Lighten agent workload by deflecting requests to a modern self-help knowledge base.



Minimize Response Times

Kayako's end-to-end workflows and pre-written macro responses save time and effort.



Never Miss a Deadline

Set internal SLAs and send automated reminders to keep agents accountable.



Eliminate Duplication of Effort

Smart Routing sends each customer inquiry to the most qualified agent instantly.



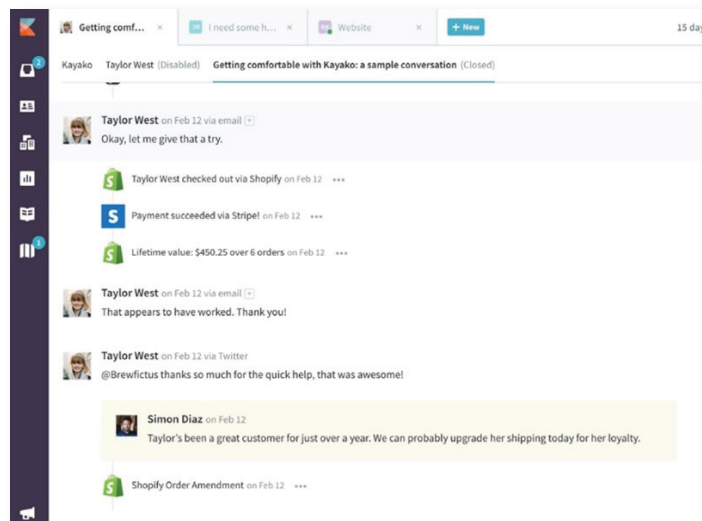
Resolve Complex Issues Quickly

Collaborate with internal and external experts to resolve customer service challenges.

EASY TO SET UP AND USE — AND IT GROWS WITH YOU, TOO

Intuitive and simple, our help desk solution is one of the easiest for companies to set up and for agents to learn to use.

Affordable and scalable, Kayako grows with you. Kayako offers plans for teams and businesses of every stage, shape and size. We'll meet your needs for years to come.



FOR MORE INFORMATION

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