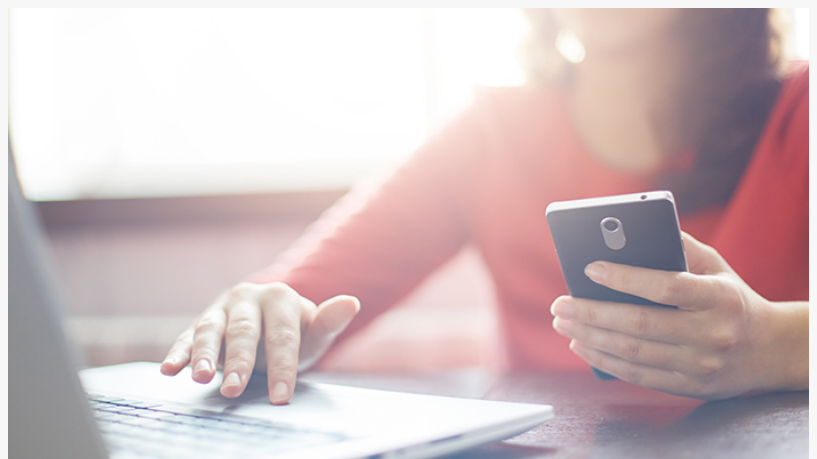


Kapture CRM Takes-over Real-time Contextual Interactions with Kapture Chat

BANGALORE, KARNATAKA, INDIA, September 10, 2018 / EINPresswire.com/ -- Kapture CRM, the end-to-end business automation platform, has launched its multi-channel chat module –Kapture Chat. The chat module enables more contextually-informed conversations between the agent and customers within a cloud-based platform. Being available as an [inbuilt CRM tool](#), Kapture Chat readily enables businesses to support customers and close deals.

Kapture Chat module can be easily integrated into the various customer interaction channels. Kapture CRM's in-depth customer profiling lets you recognize each customer based on the available information. It allows you to readily follow-through with the task without having to collect customer information. This allows you to have productive and contextual interactions that powers both large and small businesses.

1. Website Chat – Kapture Chat code can be readily integrated into the website code for handling customer interactions.
2. In-app Chat – Kapture CRM provides inbuilt chat SDK for both iOS and Android business apps. By integrating a chat SDK, Kapture [live chat system](#) will become the primary point of customer interaction within your mobile app.
3. Social Chat – With Kapture CRM's in-depth [customer profiling system](#), you can recognize each customer based on their social profile.



By connecting all the channels of interactions, Kapture Chat enables agents and sales reps to have productive and contextually interactions. Within Kapture CRM, the service agents can avail

the necessary information about the customers' past purchases and previous interactions. Meanwhile, the chat tool enables the sales reps to be more prolific at prospect interactions through reaching out to the prospects at the earliest.

About Kapture CRM

Kapture CRM is an end-to-end business automation platform that enables both large and small businesses. Within a single platform, Kapture CRM combines and aligns sales, customer service, and operations. By the introduction of multichannel chat support, the businesses can now collaborate with employees and customers in a much better way.

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