

Easier to work together



78%

Found it easier to collaborate on tickets by chat

It's an industry standard



85%

Use a chat tool to communicate internally

Quickly get expert answers



76%

Found it easier to reach subject matter experts by chat

Why IT teams like chat

We conducted a survey and found that IT teams use chat tools to enhance productivity and stay on top of critical issues.

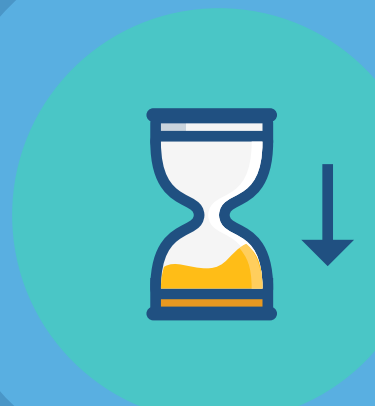
Get it right on the first try



83%

Increased their first contact resolution as a result of chat

Saves us time



75%

Saw a drop in the average response time of tickets as result of chat

Solve issues faster



69%

Saw their average time to resolution decrease as a result of chat

Top 3 pain points for those who do not use chat



Subject matter experts aren't always available



Not being updated when ticket statuses change



Not having visibility into the support queue when mobile

“ Against the speed, complexity, and scope of our modern work, aging technologies such as email are no longer efficient. Chat is the best way to manage incidents and collaborate over what's being done to resolve issues. @JASONHAND

“ Chat is a trifecta for IT - better control over personal and team workflow, a more efficient use of time, and hopefully a better end-user experience. @STEPHENMANN

“ Chat enables us to move faster by making communication seamless and efficient. No more waiting for email responses or trying to track colleagues down in person. @OPSGUYNEXTDOOR