



Convert visitors into leads and users into happy, engaged customers

Modern messaging software powering
millions of conversations for sales and
customer engagement teams



Level-up from live chat to modern messaging



Engage visitors and customers proactively

Set up proactive campaigns
that drive visitors to convert
and users to upgrade.



Bring your self-service and messenger together

Break free from the silos between chat
and self-service with FAQ categories
right inside the messenger.



Start focussed conversations

Create multiple chat threads that
set expectations and connect
customers with experts.

Powering millions of conversations on

[Website](#) | [Mobile app](#) | [In-product](#) | [FB Messenger](#)

Features our customers love



Modern Messenger

Modern, memorable, and continuous. No more chat sessions, forms, and queues.



Proactive Campaigns

Send personalized messages based on behavior, usage, demographics, and more.



Conversational Bots

Generate and qualify leads 24*7 and auto-upload the data into the CRM.



Contextual Information

Respond with context using the events history and a enriched user profile from Clearbit.



SmartPlugs

Pull and show data from external apps like your CRM or billing software



IntelliAssign

Route conversations to team members based on their skill levels and current chat load.



Notifications

Alert and notify your customers and your team with email and desktop notifications.



Mobile SDK

Take your messenger to your mobile app with inbuilt channels and native FAQs.



Insights

Measure conversation labels, team productivity, CSAT ratings, and more.

They took the leap. It's your turn now

“After switching to Freshchat, our chat-to-conversion rate and reply rate on campaigns have increased by 50%.”

Kyu Renegado,

Head of Customer Happiness and Sales, Poundit



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