

LINKLIVE

Secure Chat for Superior Customer Service

LinkLive's intelligent chat feature seamlessly integrates into their all-in-one platform, allowing organizations to connect with customers instantly and securely. This solution enhances service delivery and customer satisfaction with unparalleled security, AI integration, and robust analytics.

Intelligent Chat Built for Support Excellence

Secure and Compliant Chat

Ensure every conversation is secure and compliant with industry standards like HIPAA and GDPR, using robust encryption protocols to protect sensitive information.

AI-Enabled Customer Engagement

AI-integrated chat that assists agents in real-time, automating routine tasks and enabling more personalized customer interactions.

Advanced Analytics and Insights

Get insights into chat interactions with advanced analytics to optimize support teams, improve agent performance, and identify trends for better service quality.

Seamless System Integrations

Integrate effortlessly with CRM, Core, and EHR systems, ensuring a cohesive communication experience and streamlined workflows.

NORTH
MEMORIAL HEALTH

“

We are 100% work-from-home, and LinkLive's reporting and recording technologies have made that possible.



”

Scott Dorow

Director of Call Center
Operations @ North
Memorial Health

Why Choose Us



End-to-End Security

Maintain secure, encrypted conversations and file sharing, compliant with HIPAA, HITRUST, and GDPR.



Real-Time Assistance

Get instant, AI-enabled support, automating routine inquiries for efficient service.



In-Depth Analytics

Use detailed analytics and reporting to monitor chats and optimize team performance.



Effortless Integrations

Integrate chat seamlessly with CRM, Core, and EHR systems for smooth workflows.



Multi-Device Support

Provide customers with consistent chat experiences across any device.

LINKLIVE

LinkLive is the leading all-in-one, AI-enabled communication platform built for and trusted by the financial industry.

See LinkLive in action!
Request a demo today.

📞 1.952.392.1834

✉️ team@linklive.ai

🌐 www.linklive.ai

Boost Service Quality and Engagement



River Run MHC improved their contact center efficiency and service quality with LinkLive, equipping agents with tools and workflows to deliver more personalized care.

Key Achievements:

- Streamlined member interaction processes.
- Enhanced service personalization for customers.



**GET THE FULL
CASE STUDY**

"LinkLive has created quite a bit of efficiency, taking some of those questions away from the service center."

KERI SULLIVAN, SR VP DIRECTOR OPERATIONS & CUSTOMER SERVICE @ RIVER RUN MHC

Chat Built for Every Industry

See how LinkLive's intelligent, AI-enabled chat assistant can improve customer communication in your industry.

	Application	Key Benefit
Healthcare	<ul style="list-style-type: none">• Secure patient communication• Appointment scheduling• Real-time consultations	<ul style="list-style-type: none">• Enhanced patient trust• Better care coordination
Finance	<ul style="list-style-type: none">• Account inquiries• Transaction assistance• Personalized financial advice	<ul style="list-style-type: none">• Improved customer satisfaction• Faster issue resolution
Retail	<ul style="list-style-type: none">• Product inquiries• Order tracking• Personalized recommendations	<ul style="list-style-type: none">• Increased sales• Higher customer loyalty
Public Assistance	<ul style="list-style-type: none">• Social services support• Public inquiries• Community resource connections	<ul style="list-style-type: none">• Better community engagement• Improved access to services