Overview

Conversation is an interactive communication between two or more people. It is a thread of messages between customers and agents. It is important to track these messages to monitor and streamline the customer relationship journey of your business.

Converse Desk provides you an intuitive, easy-to-use interface. It features a familiar inbox style, making it simple for users to begin messaging with little or no training. The Converse Desk also features intelligence that guides users to effectively manage and respond to any volume of messaging conversations.

Converse Desk can now be accessed from within Zoho CRM using the Converse Desk Web Tab as well as from the SMS-Magic Web Portal.

You can send SMS and WhatsApp messages over Converse Desk. You can identify SMS and WhatsApp Conversations easily via the SMS and WhatsApp icons as seen in the screenshot below.