

Ditch long hold times – give customers the choice to move to Messenger

Remove endless on-hold music from your customers' day by offering them the choice to move to Messenger.

Intercom Switch allows your customers to embrace the future of support as they seamlessly transition from phone to messaging, upgrading their experience, saving their time, and giving your team the tools they need to handle higher support volumes. And Switch works with any phone provider!

Why switch to Switch?



Upgrade your customers' experience

Customers expect modern support, and that includes messaging. Offer your customers a faster, more convenient route to the answers they need.



Increase your team's efficiency

Use automation to lighten your team's load, and enable them to help more than one customer at a time.



Make your business more cost-effective

Lower your cost-per-contact, increase your CSAT, and scale your offering more effectively when you move calls to messaging.

Getting started is easy

Switch works with any phone provider, and doesn't require any code to set up. Follow these four simple steps to start switching calls to Messenger today:

1

Sign up with Intercom

2

Follow the installation guide to add Switch

3

Within your phone system, add the option to switch calls to Messenger to your phone menu

4

Record a new phone menu option to let your customers know they have the option to switch from the call to Messenger

And that's it!

You're ready to start switching calls to Messenger.