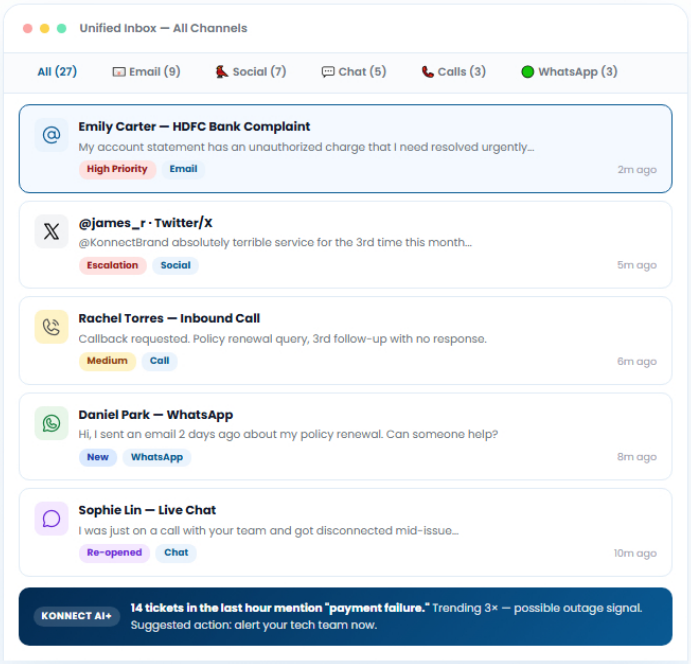
Omni-Channel Ticketing CX Platform

One inbox. Every channel. Full context.

Konnect Insights unifies email, calls, WhatsApp, live chat, social, and reviews into one powerful ticketing platform so your team responds faster, and your customers never repeat themselves.

Get a Free Demo → Watch Platform Overview

30+ Channels unified
360° Customer view
60% Faster resolution



Trusted by brands in: BFSI · Airlines · Retail · Hospitality · Insurance · Real Estate · Telecom · Automobiles · Healthcare

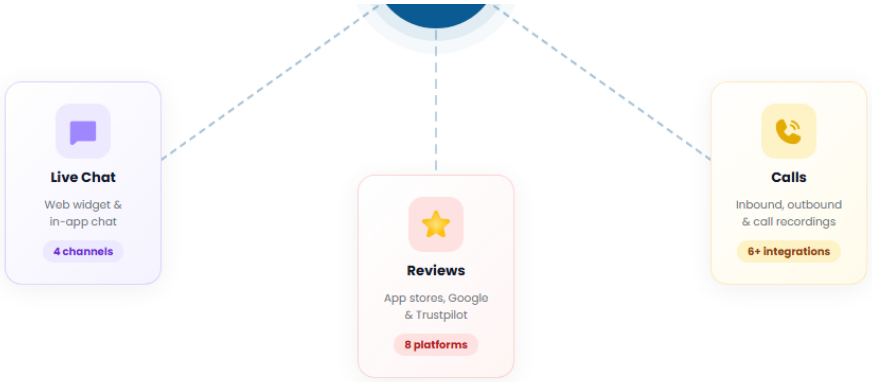
CHANNEL COVERAGE

Every channel your customers use. One platform.

Whether they email, call, WhatsApp, chat live, post on social, or leave a review it all lands in one unified inbox with full customer context.

9	3	6+	4	10+	8
Email Sources	WhatsApp Types	Call Integrations	Chat Channels	Social Channels	Review Platforms





Email Ticketing

Auto-routed & prioritized

Every email becomes a tracked ticket. SLAs, routing rules, and AI triage work automatically from the moment it arrives.

- Multiple mailboxes in one view
- Auto-assign by keyword, sender, or topic
- AI-drafted reply suggestions
- Thread history linked to customer profile

WhatsApp

Business API ready

Handle customer conversations on WhatsApp with the same routing, context, and SLAs as every other channel.

- WhatsApp Business API integration
- Template messages & broadcasts
- Media & document support
- Cross-channel history visible in ticket

Call Integration

Logged & transcribed

Inbound and outbound calls create tickets automatically. Call notes, recordings, and summaries stay linked to the customer.

- 6+ telephony integrations (Twilio, Exotel, etc.)
- Auto-generated call summaries via AI
- IVR-to-ticket flow for inbound calls
- Agent can see all past channels before picking up

Live Chat

Real-time + async

Web widget, in-app chat, and Telegram — all feeding into unified tickets with full conversation history.

- Custom branded web widget
- AI chatbot → human handoff
- Proactive chat triggers on behavior
- Chat transcript stays in customer CRM

Social Media

10+ platforms

Mentions, DMs, comments, and tags across Twitter/X, Facebook, Instagram, LinkedIn, and YouTube — all become serviceable tickets.

- Public posts & DMs unified
- Sentiment detection & escalation
- Reply from platform inside ticket view
- Social crisis alerts via AI

Reviews & Ratings

Close the loop

App Store, Play Store, Google Business, Trustpilot, and more — every review gets a response workflow, not a spreadsheet.

- Auto-ticket on negative reviews
- Reply directly from the platform
- Rating trend analysis in dashboards
- SLA-driven response urgency

BEST-IN-CLASS COVERAGE

Don't let any conversation go unheard.

30+ channels. One unified platform. The most comprehensive coverage in the market.

Email Tickets · Calls · Live Chats · Twitter / X · Facebook · Instagram · LinkedIn · YouTube · App Store · Play Store · Google Business · WhatsApp · Web Results · News · Forums · Reviews · Surveys

BEST-IN-CLASS COVERAGE

Don't let any conversation go unheard.

30+ channels. One unified platform. The most comprehensive

coverage in the market.

Email Tickets | Calls | Live Chats | Twitter / X | Facebook | Instagram | LinkedIn | YouTube | App Store
Play Store | Google Business | WhatsApp | Web Results | News | Forums | Reviews | Surveys

- Social crisis alerts via AI
- SLA-driven response urgency

BEST-IN-CLASS COVERAGE

Don't let any conversation go unheard.

30+ channels. One unified platform. The most comprehensive coverage in the market.

Email Tickets | Calls | Live Chats | Twitter / X | Facebook | Instagram | LinkedIn | YouTube | App Store
Play Store | Google Business | WhatsApp | Web Results | News | Forums | Reviews | Surveys

One system. More control.

Manage every ticket with more speed, more context, and more clarity across your omnichannel workflow.

Unified Inbox

Email, social, chat, WhatsApp, calls, and reviews in one queue. No tab-switching. No missed messages. One place, all channels.

Smart Routing

Auto-assign tickets by channel, issue type, priority, or custom rules. WhatsApp about billing → finance. Call about delivery → logistics.

AI-Powered Support

Ticket summaries, urgency detection, response suggestions, and trending issue alerts powered by Konnect AI+. Before problems escalate.

SLA Tracking

Set deadlines by priority, channel, or customer tier. Get alerts before breaches happen not after the customer is already frustrated.

Team Collaboration

Internal notes, cross-team handoffs, follow-up assignments all inside the ticket. When a call agent escalates to social, the full history travels with it.

Live Reporting

Volume, response time, backlog, agent load, resolution speed filtered by channel. Compare your phone queue vs. chat queue in seconds.

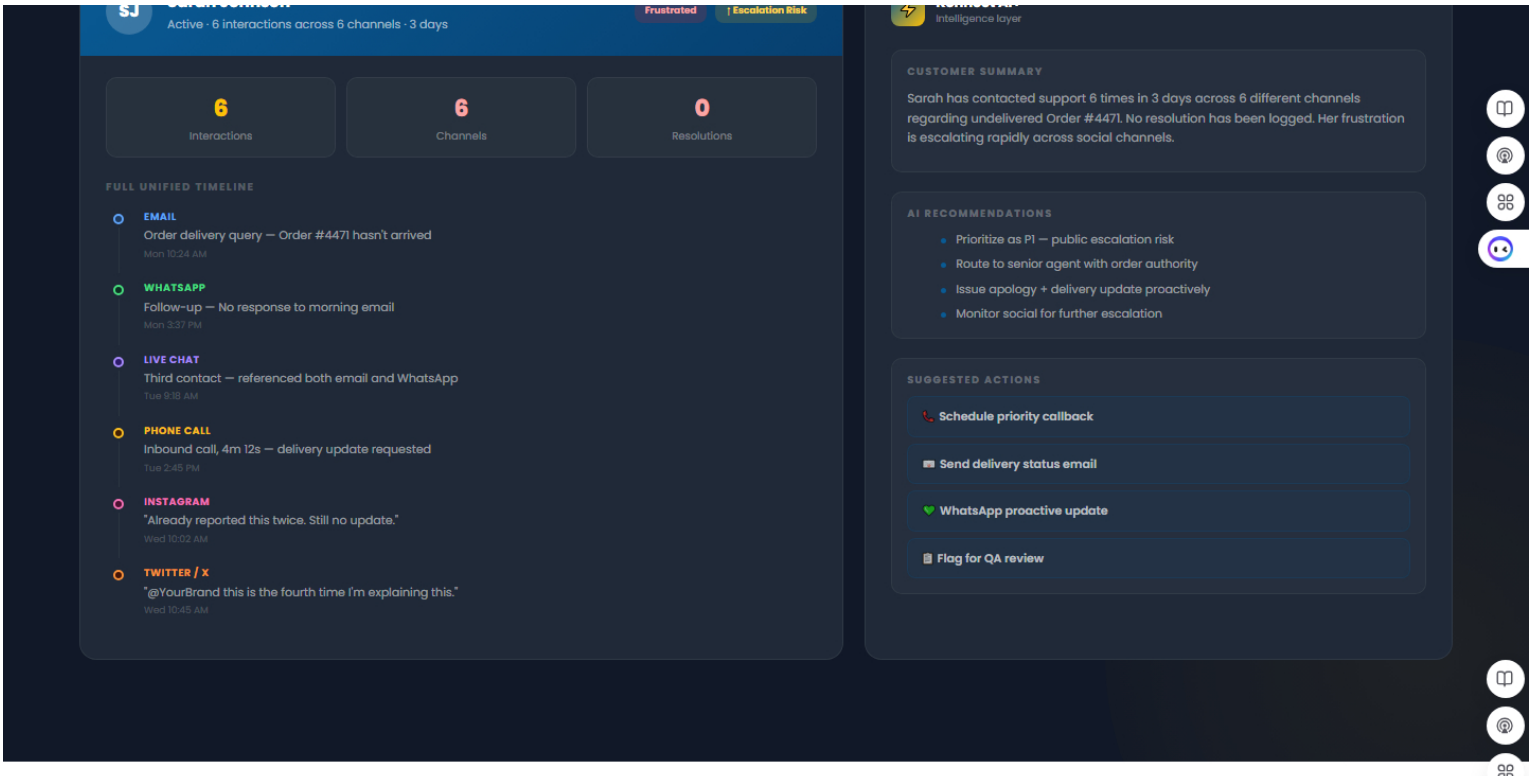
UNIFIED CUSTOMER CONTEXT

One customer. Six channels. Your agent sees the full story.

Konnect Insights links every conversation email, call, WhatsApp, chat, social back to one customer identity. Agents never start from zero.

Sarah Johnson

Konnect AI+



HOW WE COMPARE

Why brands choose Konnect Insights over Freshdesk and Zendesk

We built omni-channel CX from the ground up not as an afterthought bolted onto a ticketing system.

Capability	✦ Konnect Insights	Freshdesk	Zendesk
Social media ticketing (native)	✓ Built-in, 10+ platforms	~ Limited	~ Via add-on
WhatsApp Business API	✓ Native, all 3 types	~ Add-on cost	~ Partner required
Call integration & auto-ticketing	✓ 6+ telephony integrations	~ Available	~ Available
Review platform ticketing	✓ 8 platforms native	✗	✗
Social listening + ticketing unified	✓ One platform	✗ Separate tools	✗ Separate tools
AI-powered customer 360 context	✓ Konnect AI+ native	~ Freddy AI	~ Zendesk Copilot
Unified BI & social analytics	✓ Built-in	✗	~ Basic
C-suite intelligence (KRC)	✓ Unique to KI	✗	✗
Pricing for enterprise value	✓ Transparent, no surprises	Scales steeply	Complex, expensive

POWERED BY KONNECT AI+

AI that works inside every ticket.

AI Agents

Handle common queries 24/7, reduce volume, and hand off to human agents with the full conversation context intact. No cold starts.

Quality Analysis

Automatically review agent conversations for quality gaps, compliance risks, and coaching opportunities — without manual QA on every ticket.

Ticketing Automation

Auto-classify, auto-assign, auto-escalate. Managers get workload visibility. Agents get fewer distractions and more time to resolve.

REAL-TIME VISIBILITY

CX leadership gets a live view.

Track response time, resolution speed, backlog, and agent performance filtered by channel. Compare how your phone queue performs vs. chat vs. email. in real time.

1.8m
Avg. first response
↓ 23% vs last month

94.2%
Resolution rate
↑ 4.1% vs last month

127
Open backlog

4.6
CSAT score

AI Agents

Handle common queries 24/7, reduce volume, and hand off to human agents with the full conversation context intact. No cold starts.

Quality Analysis

Automatically review agent conversations for quality gaps, compliance risks, and coaching opportunities — without manual QA on every ticket.

Ticketing Automation

Auto-classify, auto-assign, auto-escalate. Managers get workload visibility. Agents get fewer distractions and more time to resolve.

REAL-TIME VISIBILITY

CX leadership gets a live view.

Track response time, resolution speed, backlog, and agent performance filtered by channel. Compare how your phone queue performs vs. chat vs. email. in real time.

1.8m
Avg. first response
↓ 23% vs last month

94.2%
Resolution rate
↑ 4.1% vs last month

127
Open backlog

4.6
CSAT score

AI Agents

Handle common queries 24/7, reduce volume, and hand off to human agents with the full conversation context intact. No cold starts.

Quality Analysis

Automatically review agent conversations for quality gaps, compliance risks, and coaching opportunities — without manual QA on every ticket.

Ticketing Automation

Auto-classify, auto-assign, auto-escalate. Managers get workload visibility. Agents get fewer distractions and more time to resolve.

REAL-TIME VISIBILITY

CX leadership gets a live view.

Track response time, resolution speed, backlog, and agent performance filtered by channel. Compare how your phone queue performs vs. chat vs. email. in real time.

1.8m
Avg. first response
↓ 23% vs last month

94.2%
Resolution rate
↑ 4.1% vs last month

127
Open backlog

4.6
CSAT score

every insight, all in one platform built for CX-serious brands.

KONNECT INSIGHTS

AI-powered omni-channel CX. Built for brands that treat every customer conversation as a business signal.

GDPR SOC 2 ISO 27001:2022 CCPA HIPAA DPDPA NDPA

PLATFORM

- Omni-Channel Ticketing
- Social Listening
- Social Analytics
- Social CRM
- Social Publishing
- BI & Dashboards
- Command Centre
- Konnect AI+

INTELLIGENCE

- KRC — Konnect Research Cloud
- Industry Benchmarks
- CX Toolkit
- Agent Empower
- App Marketplace
- Integrations
- API & Developers

COMPANY

- FAQs
- Use Cases
- Partner With Us
- Careers
- Announcements
- Contact Us
- Case Studies

LEARN

- KI Academy
- Blogs
- Whitepapers
- vs Sprinklr
- vs Zendesk
- vs Sprout Social
- Release Notes

We value your privacy

We use cookies on this site to improve your browsing experience, analyse individualised usage and website traffic,tailor content to your preferences, and make your interactions with our website more meaningful. To learn more about the cookies we use, please read our Cookie Policy.

Customise Reject All Accept All