Vryno Live Chat — Chat With Visitors Anytime, Instantly

Driving growth with live conversations: visitor tracking, AI chatbot automation and lead capture in one unified chat experience.

Overview

Vryno Live Chat is a real-time engagement tool that helps businesses connect with website visitors at the moment they are most interested. It combines live visitor tracking, an AI-powered chatbot and lead capture in one unified chat experience, so teams can chat, track and convert visitors from any device.

Because Live Chat is part of the Vryno platform, every conversation, visitor and lead can be sent into Vryno CRM customer records. One platform, multiple apps: your website conversations and your sales pipeline stay connected.

At a glance: 1,300+ monthly signups • 80+ partners • 120,000+ customers • 99.9% platform uptime

Key Benefits (Detailed)

1. **Faster Responses**
   Reply to visitors in seconds rather than hours. Answering while a visitor is still on the page keeps them engaged and moves them closer to buying.
2. **More Qualified Leads**
   Live Chat captures and scores visitors while they browse, so sales teams can focus on the prospects most likely to convert.
3. **Lower Support Costs**
   The AI chatbot handles routine questions around the clock, freeing agents to spend their time on complex or high-value conversations.
4. **Happier Customers**
   Visitors get quick, personal answers at every stage of their journey — before, during and after a purchase.
5. **Scalable Solution**
   Add websites, chat widgets and agents as your business grows, all managed from one account.
6. **Work Anywhere**
   Manage chats from desktop, tablet or mobile, so your team never misses a conversation.

Features

Here’s a detailed breakdown of the major features:

Real-Time Conversations
Chat with visitors as they browse, while they are ready to buy, from any device.

Live Visitor Tracking
See who is on your website, which pages they are viewing, and whether they are new or returning — so you know exactly when to reach out.

AI Chatbot
An AI chatbot answers common questions 24/7, including outside business hours, and reports how many chats it resolves without an agent.

Visitor Lead Scoring
Visitors are scored on behavior and engagement, helping your team prioritize hot prospects.

Agent Management
Assign chats, monitor agent availability and track response times across the whole team.

Team Collaboration
Assign and transfer chats so the right agent responds to the right visitor.

Custom Chat Widgets
Match the chat widget to your brand styling and run separate widgets for each of your websites. The widget adapts to any screen size.

Detailed Chat Reports
Track response time, resolution time and customer satisfaction (CSAT) to measure and improve service quality.

App Integration
Live Chat fits into Vryno CRM and other business tools, sending chats, visitors and leads into customer records.

Pricing & Plans

Vryno Live Chat is built with flexibility in mind:

- **Free Trial:** Get started free at app.vryno.com/register and explore Live Chat before you commit.
- **Flexible Membership:** Switch plans at any time as your needs change — add agents, websites or widgets when you need to.
- **Per-App Licensing:** Buy exactly the number of Live Chat licences you need, and mix them with licences for other Vryno apps such as CRM or Forms.

Note: Plans run on Vryno's flexible membership model: you can switch plans at any time, and because licences are bought per app, you can mix licence counts across Vryno apps (for example, more Live Chat or Forms seats than CRM seats). For current plans and prices, visit vryno.com or start a free trial.

Agents, Teams & Access

- **Chat Assignment:** Route incoming chats to available agents and transfer them when a specialist is needed.

- **Availability Monitoring:** See which agents are online and how quickly they are responding.
- **Multiple Websites:** Run separate, branded widgets for each website or business unit from one Vryno account.
- **Chatbot + Human Handover:** Let the chatbot handle routine questions and pass complex conversations to an agent.

Visitor & Lead Management

- **Visitor Insights:** Live visitors, page views and returning traffic, updated in real time.
- **Lead Capture:** Capture visitor details during the conversation and save them as leads.
- **Lead Scoring:** Prioritize visitors based on their behavior and engagement on your site.
- **CRM Sync:** Chats, visitors and leads are sent into Vryno CRM customer records, so sales has the full context.

Analytics, Dashboards & Reporting

- **Response Time:** Measure how quickly agents pick up and reply to chats.
- **Resolution Time:** Track how long it takes to resolve each conversation.
- **Customer Satisfaction (CSAT):** See how visitors rate their chat experience.
- **Chatbot Performance:** Report how many chats the AI chatbot resolves without an agent.

Integrations

- **Vryno CRM:** Conversations, visitors and leads flow into customer records automatically.
- **Other Business Tools:** Live Chat fits into the wider Vryno platform and your existing business tools.
- **Mobile & Desktop:** Agents can manage chats on desktop, tablet or mobile.

Use Cases / Industry Applications

- **Real Estate:** Engage property seekers while they browse listings, answer questions instantly and book site visits.
- **Healthcare / Clinics:** Answer common questions about services and timings 24/7 with the chatbot, and help patients request appointments.
- **Education / EdTech:** Respond to admission enquiries in real time and pass interested students to counsellors.
- **Automotive:** Chat with visitors comparing models, capture test-drive requests and route them to the right dealership team.
- **Manufacturing / B2B:** Spot high-intent visitors on product pages and connect them with sales before they leave.
- **Digital Marketing / Agencies:** Run separate branded widgets for client websites and capture leads into one CRM.

Getting Started / Best Practices

Step-by-Step Implementation

1. Define your chat goals (sales, support or both) and the KPIs you will track.
2. Customize the chat widget to match your brand and add it to your website(s).
3. Set up the AI chatbot with answers to your most common questions.
4. Add your agents and configure chat assignment and transfer rules.
5. Connect Live Chat with Vryno CRM so leads and conversations sync automatically.
6. Train your team to monitor live visitors and reach out at the right moment.
7. Review chat reports (response time, resolution time, CSAT) and optimize.

Best Practices

- Respond fast — aim to reply while the visitor is still on the page.
- Let the chatbot handle routine questions and keep agents for complex ones.
- Use live visitor tracking to start conversations on high-intent pages such as pricing.
- Keep the widget on-brand on every website you run.
- Review CSAT and response times regularly and coach agents based on the data.

Frequently Asked Questions

Q: Can I see who is on my website in real time?
A: Yes. Live Chat shows live visitors, the pages they view, and new versus returning traffic.

Q: Does Live Chat include an AI chatbot?
A: Yes. It answers common questions 24/7 and reports how many chats it resolves without an agent.

Q: Does Live Chat work on mobile devices?
A: Yes. Teams can manage chats on desktop, tablet or mobile, and the widget adapts to screen size.

Q: Can Live Chat integrate with other tools?
A: Yes. It connects with Vryno CRM, sending chats, visitors and leads into customer records.

Explore Vryno Live Chat

Start talking to your website visitors in real time. Start a free trial, explore the product page, or book a demo with our team.

- **Start Free Trial:** https://app.vryno.com/register
- **Explore Live Chat:** https://vryno.com/live-chat/
- **Get a Demo:** https://vryno.com/contact-us/