DAMOVO

Customer authentication during social media chat conversation

With Damovo's authentication process, you can easily and quickly identify your customers during social media chat interactions without having to switch media channels.

1. The middleware built by Damovo allows you to insert an authentication link into the chat with the customer, which transfers him to your company website/portal.

2. If your customer already has a personal account, they can log in with their account data, whereas the social media platform cannot track them and does not save them accordingly.

3. After successful authentication, the registration form of your company portal closes again.

4. At the same time, a CRM query is sent to the agent. All of the necessary data can be transmitted via the chat window and the processing of the inquiry can be continued without changing media.

Advantages for you

• Provide your customers with a secure, personal and relevant contact experience

• No need to switch media channels during a social media chat conversation

• Fast authentication of your customers

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