**Tidio - Live Chat & Chatbots**

**ByTidio LLC**

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idio is an all-in-one customer service platform designed to help your business grow by managing all messages in one convenient online tool and communicate with your customers efficiently. It helps you to answer client questions, solve problems, and engage at the right moment with your clients to increase your sales. With Live Chat, you can help your customers in real time. Check live Visitors List and proactively start conversations to generate transformations. You can utilize the ready-to-use chatbots or build your own to show order status, offer discount codes and do much more.

Tidio helps you know who your customers are and what they need by seeing who is visiting your website on the Live Visitors list where you can start a conversation at the right moment to boost your sales.

Automated chatbots are always available 24/7, this way you get to support your customers when they need help especially when you have a lot of clients visiting your website. The automated chatbots also help to answer the most frequently asked questions on the spot.You do not need to have IT skills to use Tidio, it is easy to setup and integrate without a hustle.

Some of the good features about Tidio include: Support for multiple languages, enabling you to interact with clients on a global scale. It has free mobile app for iOS and Android devices, Intuitive drag-and-drop chatbot editor with dozens of automations and variety of templates, User-friendly widget with various color schemes and customization options, the option to see what your customers are writing in real time, fantastic support available 24 hours a day, 5 days a week, support for 20+ integrations for all industry-leading websites and platforms. It also offers a free plan with many features available as part of the free plan. You get to use Live Typing to see what your customers are typing before they even hit the enter key. You can see your visitors in real-time and track what pages they have visited, and what page they are currently on.

With all the good services it offers, Tidio also has some cons. An example is it’s integration with the WIX platform. The chatbot is working probably on the desktop view, however for the mobile view where most of the site visitors come, it is not quite pleasing. Moreover, most of the chatbot features, triggers, conditions, and actions are very limited for Wix compared to the other platforms. Sadly, due to some WIX platform limitations, not all of Tidio features are available.

With the language support, it has some missing tutorials in Spanish and some other languages. Backend management is only English and end admin user may not know English.