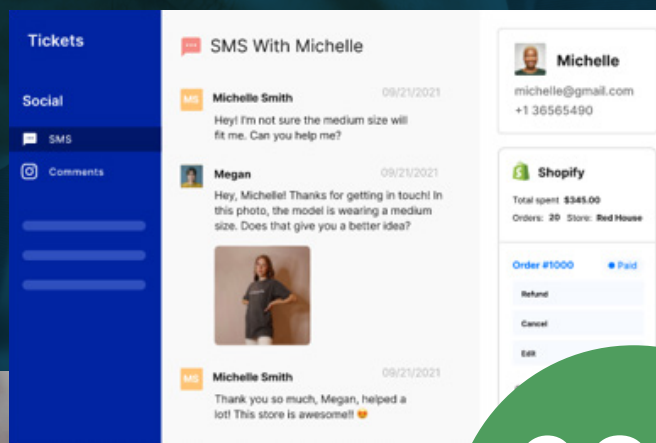# Listrak + Gorgias:

Two-way customer service conversations resulting in higher efficiency and client satisfaction

90%
of text messages are opened within 3 minutes of delivery!

What is Gorgias?

Gorgias is helpdesk software that enables Ecomm businesses to deliver an exceptional customer support experience. Customer Support teams communicate directly to shoppers' questions and issues with two-way conversations.

CREATE
a direct connection with Listrak's API

This integration automates the ability of two-way SMS with Gorgias, eliminating manual steps and valuable IT resources, resulting in less work for you.

ROUTE
messages with trained intelligence

Listrak uses Natural Language Processing (NLP) services to determine which messages should automatically be sent to your customer service reps and those that need additional information.

CLEAR
the traffic noise and prioritize

AI functionality gives your customer service reps the ability to focus on the most important tickets by breaking down responses into high priority buckets.

RESOLVE
in real time and exceed expectations

Two-way text messaging with Listrak and Gorgias addresses questions immediately and resolves issues on the spot, keeping customers engaged and increasing loyalty to your brand.