Introducing the New Messenger Widget and Chatflows for Deskpro! 🎉

2024-08-21 - Lara Proud - [Commenti (0)](#) - [Product (Admin)](#)

We are thrilled to announce the beta launch of our brand-new Messenger widget and Chatflow feature, designed to revolutionize how your team engages with customers. These exciting updates are packed with powerful tools that allow you to deliver exceptional customer experiences across all platforms.
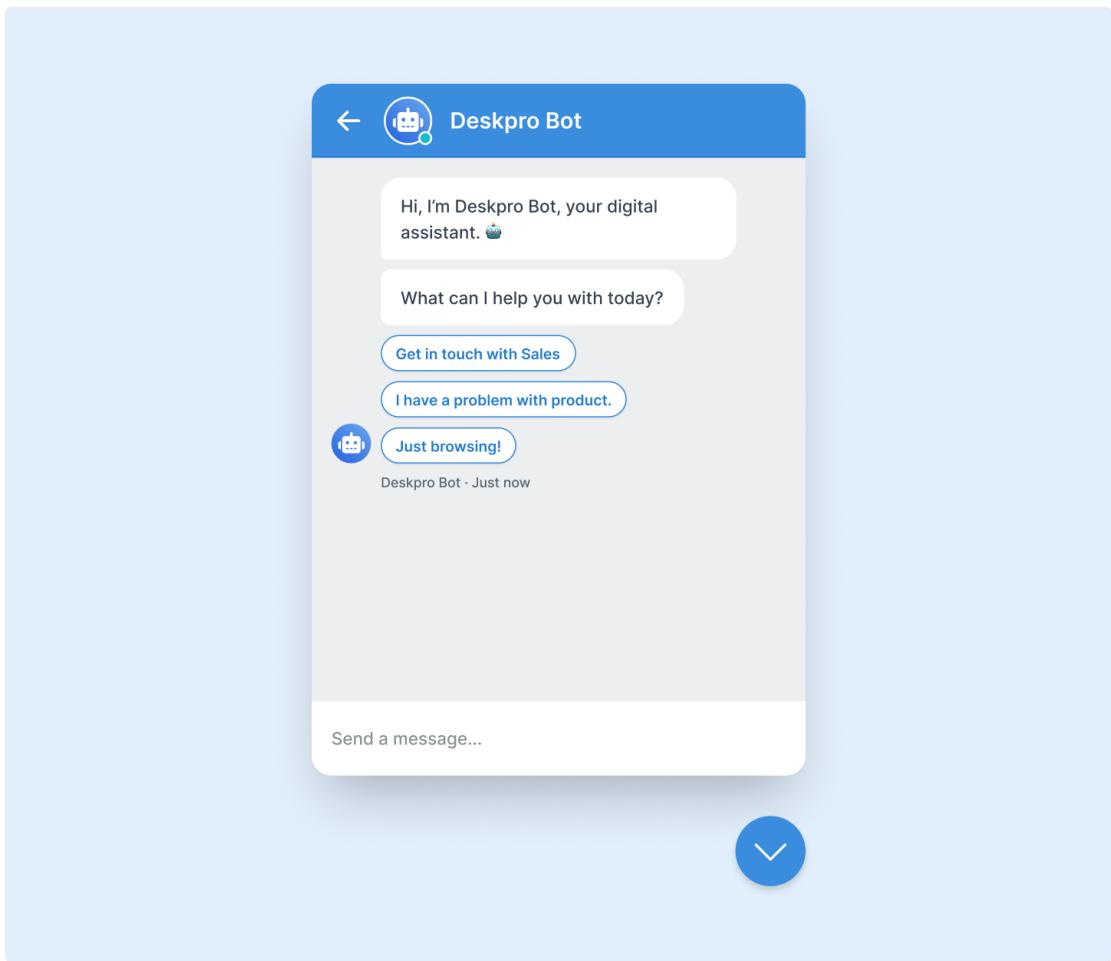
🎯 Messenger Widget: Seamless, Asynchronous Conversations

Our new Messenger widget offers a host of exciting features that make it easier than ever to connect with your customers:

1. **Asynchronous Conversations**: Empower your customers to communicate on their terms. Conversations can continue smoothly with asynchronous messaging, even if users leave and return later.

2. **Brand Customization**: Make the Messenger widget your own. Customize it to perfectly match your brand's styling, ensuring a seamless experience that reflects your unique identity.

3. **Lightweight Bundle**: Enjoy fast performance with our lightweight bundle package, designed to

integrate seamlessly without compromising your website's speed.

4. **Cross-Platform Compatibility**: Whether your customers are on the web, iOS, or Android applications, the Messenger widget supports them.

5. **Widget Cards**: Add a variety of content to your Messenger widget with our new "Cards" feature. You can ensure your customers get the right information at the right time, whether it's Help Content, News, Messages, or Message History.

🤖 Chatflows: Build Custom Chatbots with Ease

We're also excited to introduce Chatflows—a powerful tool that allows admins to create custom chatbots tailored to your specific needs:

1. **Versatile Chatbot Configurations**: Set up your chatbot to not only send messages and provide help content but also to collect essential CRM data by asking users to fill in basic fields. With smart routing, you can direct conversations to agents or even trigger other chat flows to ensure every customer gets the attention they need.

2. **Continuous Improvement**: Our Chatflow feature is continually evolving. Keep an eye out for our weekly releases, where we'll be adding even more inputs and capabilities to your chatbot!
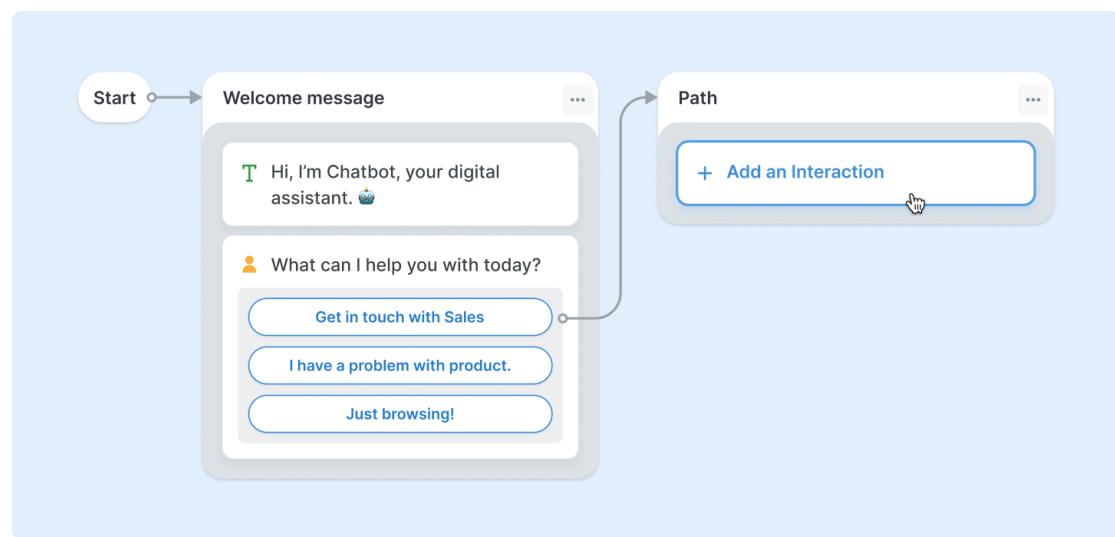
Available on All Plans

We're committed to bringing these powerful new features to as many of our customers as possible. That's why the Messenger widget and Chatflows are available to everyone on Team, Professional, or Enterprise.

Get Started Today!

Ready to elevate your customer support experience? Start using the new Messenger widget and Chatflow feature in Deskpro today, to get started with Messenger, go to our [Admin Guide](). Or if you're switching from Legacy Chat you can follow our [setup guide to recreate your legacy chat settings in new Messenger](). If you need any assistance setting up, our team is here to help every step of the way.

We can't wait to see how you'll use the enhanced Messenger capabilities with your customers like never before!