The world’s only ticketing software that works within Gmail

With Hiver, you get:
- Omni-channel Support
- Advanced Reporting and Analytics
- UI that you’re already familiar with
- SLA monitoring and CSAT surveys

START FREE TRIAL

Here’s why leading brands choose Hiver and stick to it

Zero learning curve
Hiver works inside Gmail, so no learning curve for new users.

Always there for you
We are here to help you 24x7 and typically respond within 2 minutes

Humans over tickets
Humanize all customer conversations rather than treating them as tickets.

Omni-channel support
Be present where your customers are!

With easy email management, live chat, and a knowledge base, serve your customers at every touchpoint.

Collaboration
Collaborate with context
Use notes, email templates, and shared drafts to collaborate with your teammates – all from Gmail.
Reporting and Analytics
Stay on top of your team’s performance
Measure the data points that matter, never miss an SLA and stay on top of customer sentiments with CSAT surveys. But deadlines for issue resolutions and track SLA violations with ease.

More features you will love!

- Organise emails better
  - Categorize customer issues with email tags and filter emails for faster access

- Understand customers better
  - Get rich customer contact and insights to craft personalized responses

- Automate repetitive tasks
  - Say goodbye to manual work and boost your team’s productivity

- Productivity on-the-go
  - Enable field agents to solve customer issues on-the-go with Hiver’s mobile apps

- Automate email assignments
  - Automate and cheat assignments to your agents in a round-robin manner

- Connect your favorite apps
  - With Slack, Asana, Jira, and Salesforce integrations, connect your favorite apps to your inbox

Why our customers love us

“Hiver required minimal training or workflow changes, as it integrated nicely with Gmail. Other solutions we tried required yet another system to log into, plus a complete mindset shift in the way the team approached and used email.”

Virginia Tweedie, Asian Manager, Heel

“Cracking our workflow was a breeze with Hiver. Mailroom is structured and gets things done on time. Slack without Hiver makes going through your inbox a frustrating affair, even if other people have handled a good chunk of it.”

Tao Bocch, Support Manager, AllComm

“Hiver is still considered a Type A personality – someone who’s very organized and structured and gets things done on time. It makes going through your inbox frustrating, even if other people have handled a good chunk of it.”

Luke Thompson, Co-owner, Waiting Angels

Pricing that makes you go wow!
Frequently Asked Questions

Who is Hiver suited for?

What does a Gmail-based ticketing software mean?

What does the 7-day free trial include?

Unlock your customer service potential with Hiver

7-day free trial | No credit card required*

Get Started with Hiver

Name*

Full name*

Phone Number*

India (91)

+31

Business Email *

john@companyname.com

Get Hiver Free

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