Dynamic forms that work faster & smarter

Reduce the number of mails sent per ticket, increase the number of incoming leads, and provide world-class service. With our intelligent forms, you always get the right information right away and can solve tickets faster — even at first contact!

ImBox
Customer relations made easy

Three easy steps to get started with **ImBox Forms!**

Easily implement our script on your website

Together, we build the form for your different ticket types and customize the flow according to your processes

*Test the form & then go live! So simple 😄

No ordinary form

Always get the right information right away and resolve tickets at first contact. Reduce the number of mails sent per ticket, increase the number of incoming leads, and provide world-class service.

Give the visitor what they want

The right questions give the right answer. Design your form so it is unique and user-friendly, for all different types of tickets, and provide the right service immediately.
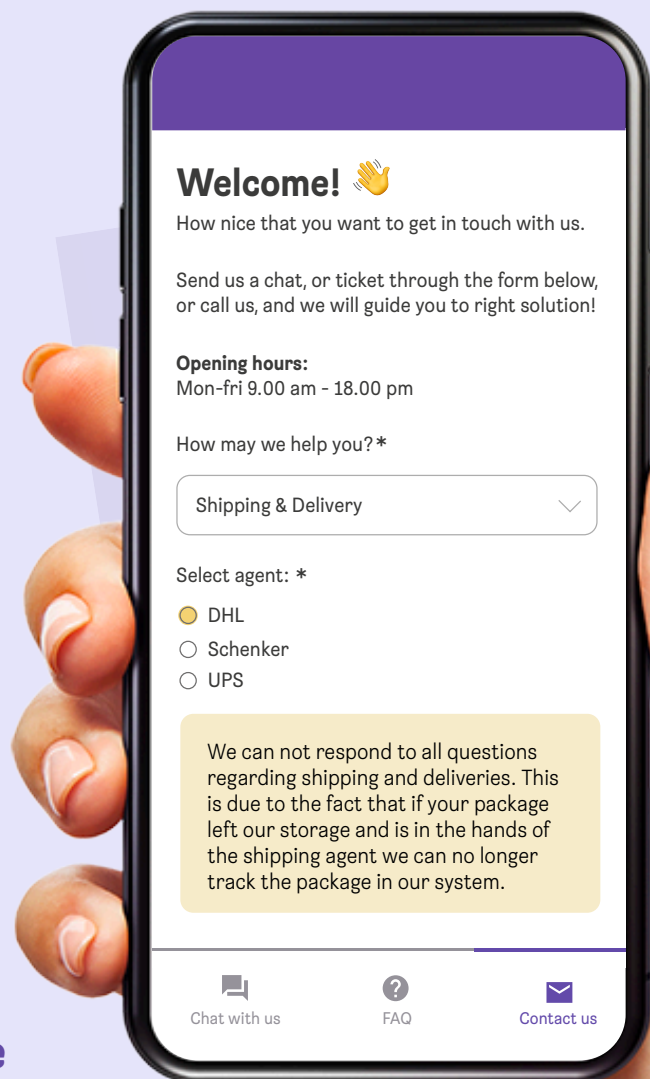
Keep your digital reception open 24/7

With visitors to your site at many different times of day, you capture them up even outside office hours.

Provide faster & smarter service

Get the right information right away so you and your team can work more efficiently. Collect valuable feedback and transform opinion into action.

Welcome! 👋

How nice that you want to get in touch with us.

Send us a chat, or ticket through the form below, or call us, and we will guide you to right solution!

Opening hours:
Mon-fri 9.00 am - 18.00 pm

How may we help you? *

Shipping & Delivery

Select agent: *
- ◉ DHL
- ◯ Schenker
- ◯ UPS

We can not respond to all questions regarding shipping and deliveries. This is due to the fact that if your package left our storage and is in the hands of the shipping agent we can no longer track the package in our system.

💬 Chat with us   ❓ FAQ   ✉ Contact us

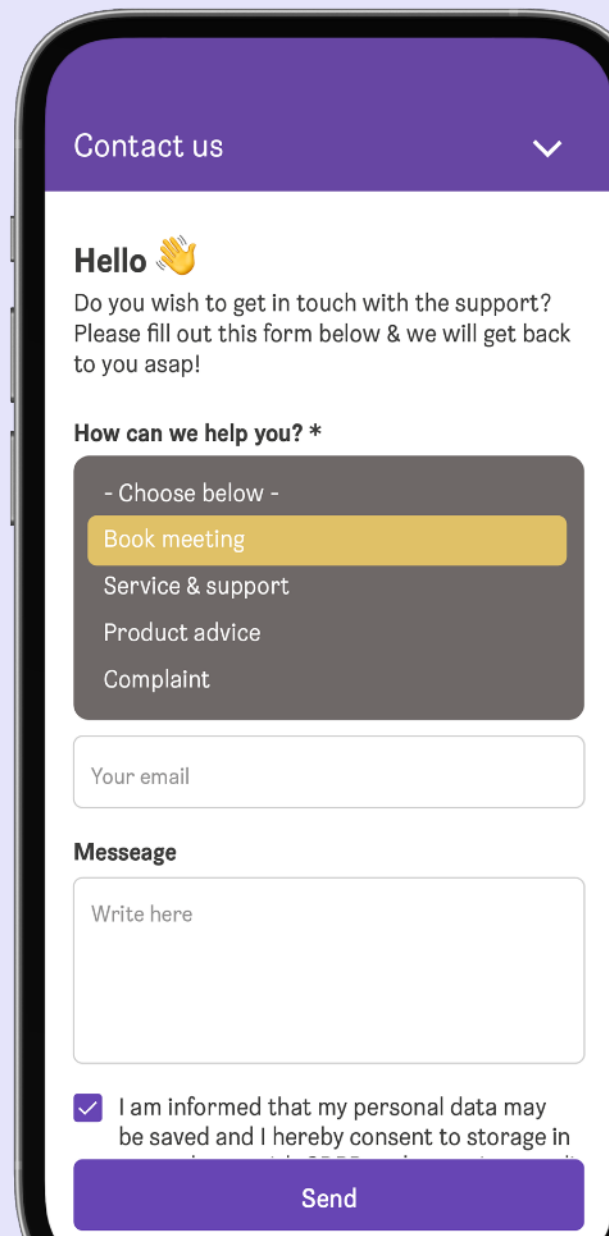# Unique features that are produced in-house, together with our customers.

Customized ✓

A form with your graphic profile. With unique fields, questions and drop-down menu, you guide your visitor to provide you with the right information.

Information all cleaned & structured ✓

All completed forms come in as a structured email with exactly what you need to resolve the ticket.

One contact path, 24/7 ✓

Always give your visitors the opportunity to leave feedback or to contact you, even outside working hours.

Contact us ⌄

Hello 👋
Do you wish to get in touch with the support? Please fill out this form below & we will get back to you asap!

How can we help you? *

- Choose below -
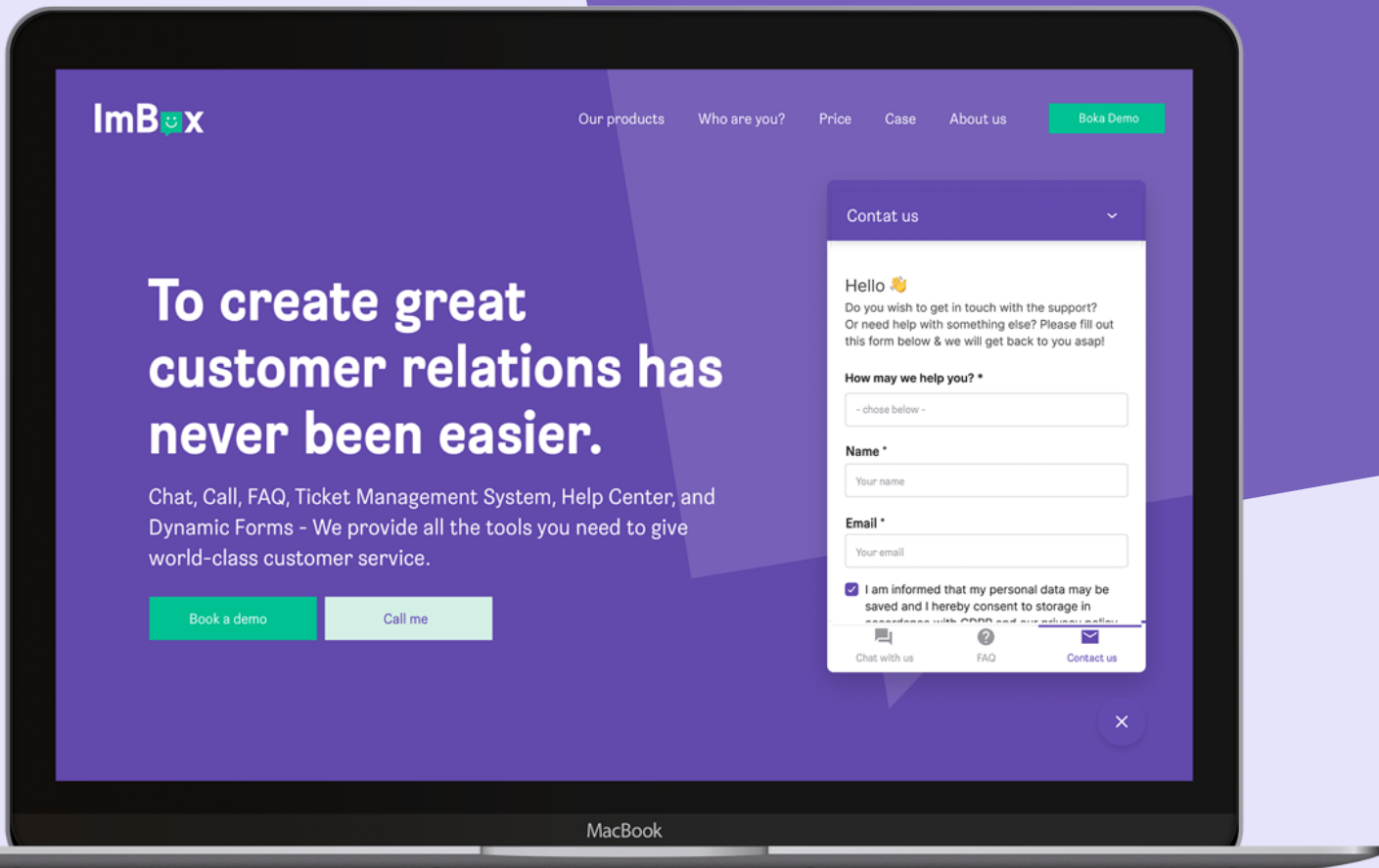Book meeting
Service & support
Product advice
Complaint

Your email

Messeage

Write here

☑ I am informed that my personal data may be saved and I hereby consent to storage in

Send

Label incoming tickets ✓

All completed forms are automatically marked with different labels that give you a clear overview of what your tickets are about.

Visible form ✓

Choose where on the website you want the form to be available and make the contact path visible with your choice of icon and text.

Responsive with UX in focus ✓

Regardless of whether your visitor finds your site via computer or mobile, it should be easy and logical to get in touch.

Information ✓

Use the form to share information to your visitors – without them having to fill out anything themselves.

Unique statistics.
For everything.

Everyone loves pie! Especially when it's served with statistics. With clear pie charts and forecasts for the past and present, your customer service is shown in its best light. Keep an eye on important KPIs for customer service and get daily statistics for everything going on in your customer service channels.
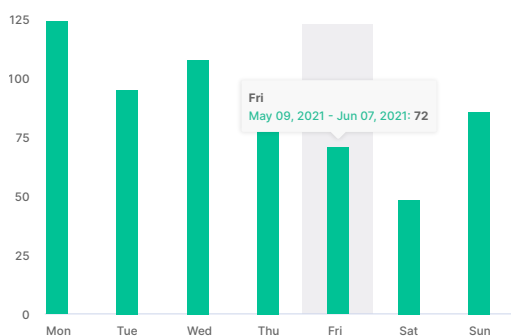
What tickets are coming in?

Review and analyze the distribution across different ticket types. See if the numbers of any ticket type can be reduced. Ensure the correct fields are attached to each ticket type.

Form submits by Category

139 (16%)

139 (16%)

312 (36%)

416 (48%)
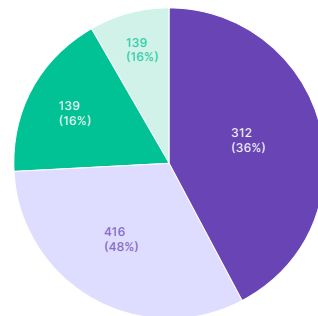
● Product questions   ● Returns   ● Reclamation   ● Delivery

Form submits by Weekday

Fri
May 09, 2021 - Jun 07, 2021: 72

Mon   Tue   Wed   Thu   Fri   Sat   Sun
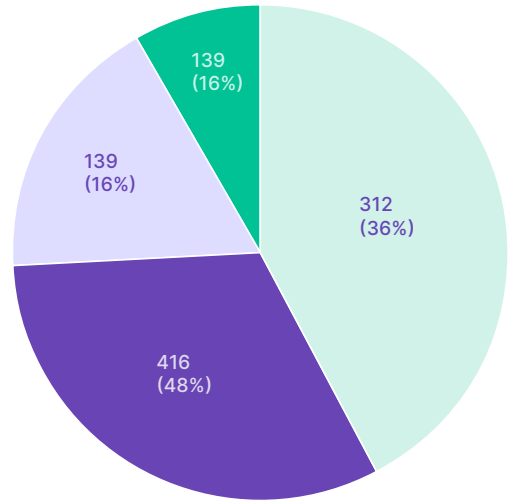
● May 06, 2021 - Jun 04, 2021

When do customers want to get in touch with you?

Identify customer service loads over specified periods and staff according to your customers' needs. Make yourself available to the customer when they need you.
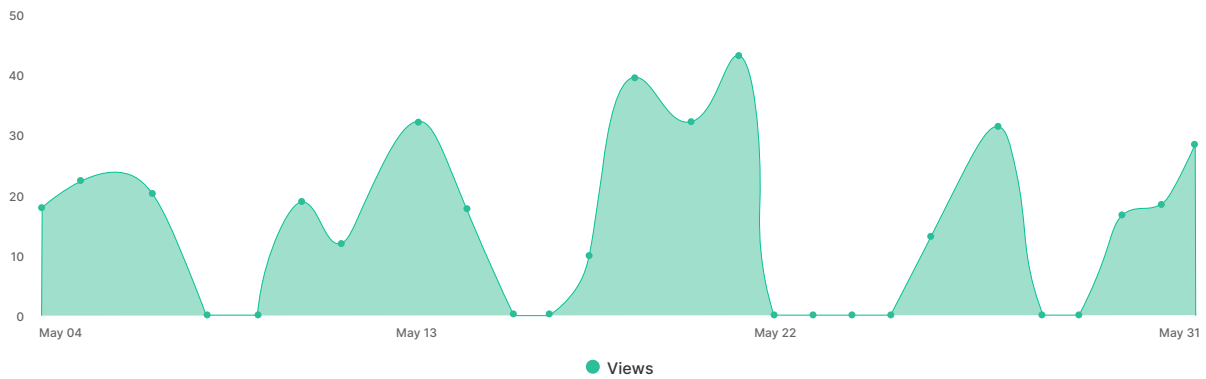
How many completed forms have come in today?

See how many incoming tickets you receive. Sort over a specified time interval and get to know your customer by analyzing the day's activity.

139 (16%)

139 (16%)

312 (36%)

416 (48%)

134
Total Form Submits ⓘ

50					
40					
30					
20					
10					
0	May 04	May 13	May 22	May 31

● Views

What types of tickets are coming in?

Get a clear overview of what submitted forms are about using labels that, in the statistics tool, give you insight into the type of tickets you are receiving. In pie charts, you get a logical overview of the distribution of submitted forms, such as tender requests, complaints or feedback.

ImBox Forms

ImBox is the answer 🎉

Seamless & borderless customer communication, in all channels. We want everything to be simple – both giving your customer world-class service & dealing with ImBox.

Simple but smart services

Nobody uses services that are complicated. So our services are both simple and user-friendly, for both you and your customer!

Full service provider

The only tool you need. Only log into one system to manage all your customer dialogues – for telephony, chat, Messenger, ticket management & forms!

Support on speed dial

With English and Swedish support, onboarding and coaching by our experienced customer care workers throughout the collaboration, you get the most out of your services with us.

Product development in-house

All our services are developed internally by us. As a customer, you can be involved and influence how our services develop, and the decision paths for new functions are never long!
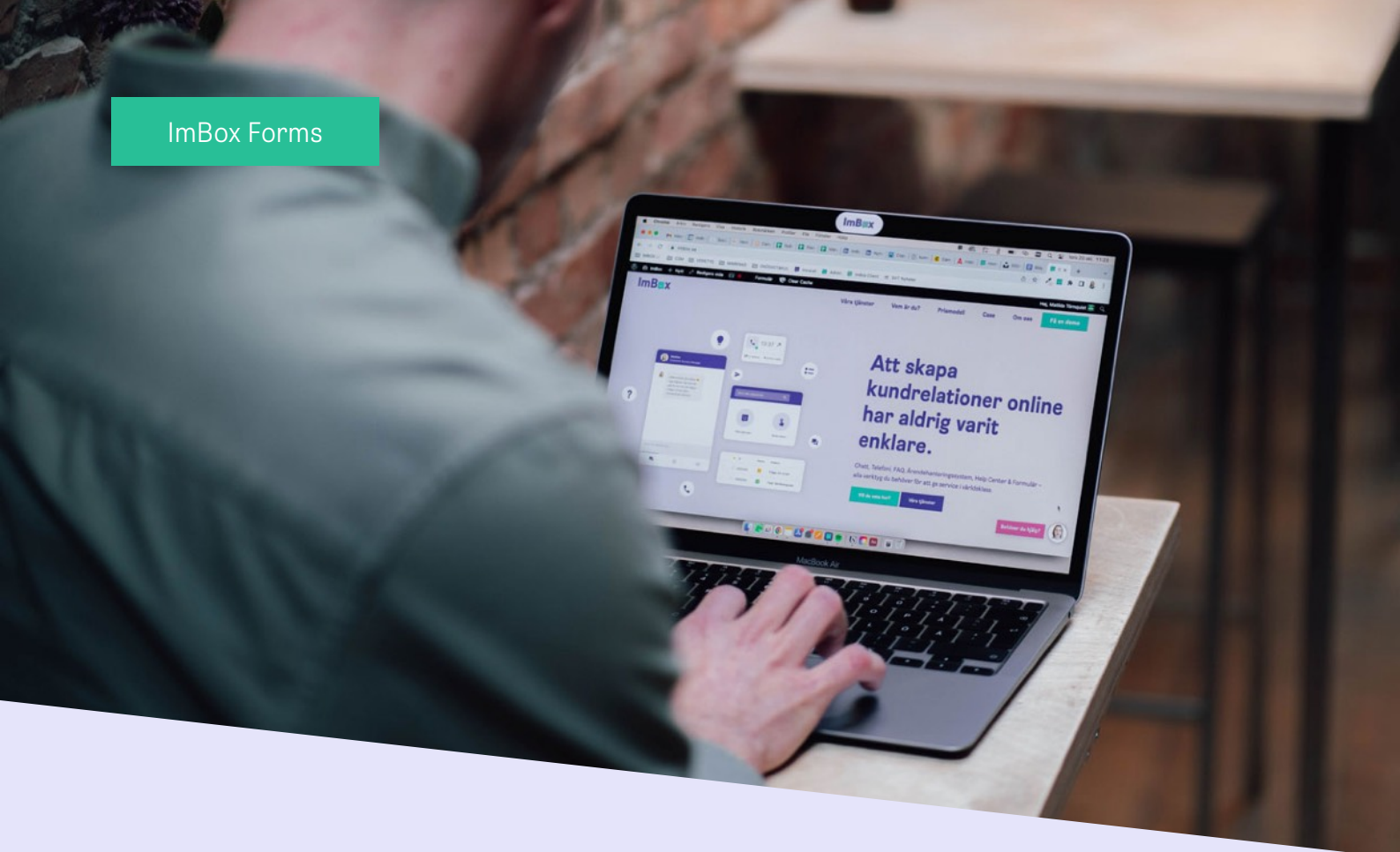
Always included in our services!

It should be just as easy to give good service as to get really good service. Throughout our collaboration, you'll get to share knowledge, experience and insights within digital service.

✓ Onboarding & training by specialists in digital service.

✓ GDPR secure – with data storage in Europe, all our services are GDPR secure.

✓ Free updates – always included in our services.

✓ WCAG – all ImBox services comply with the Accessibility Act.

✓ Support within 10 seconds – available to you via chat, phone, and e-mail.

✓ Dedicated account manager who understands your business and helps you get the most out of our services.

Welcome to the ImBox family🎉

You are now part of the revolution in customer communication.

ImBox
Customer relations made easy