Available Web Chat

A chat that sells, helps, and knows when a person should take over.

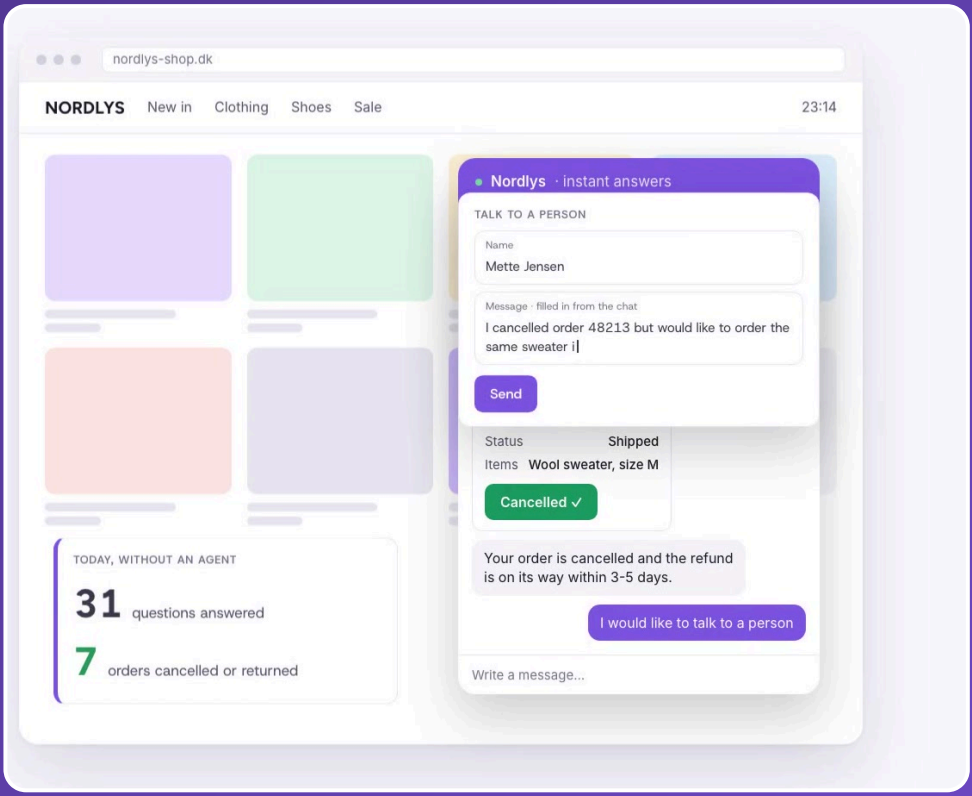
The chat on your web shop uses the same knowledge and systems as AI Assistant in Zendesk, around the clock. It finds products, tracks parcels, creates returns, answers in the customer's language, and hands over to your team with the whole conversation when a person is needed.

Checked against a source

Live chat or email handoff

A shop per country

Part of Assistant



1 The problem

Your website asks customers to wait for answers you already have

Simple questions queue up

Delivery times, return rules and sizes end up as tickets an agent has to answer.

Bots that guess

A chat that invents a policy costs more trust than it saves time.

Handoffs that start over

When the chat gives up, the customer has to explain everything again.

2 What changes with Web Chat

Answers with a source

Facts come from your help centre, website and product pages, checked against a source before they are stated.

Orders without an agent

Order status and tracking after a one-time code, or straight away for signed-in customers.

Handoffs with context

Live chat when an agent is online, an email ticket when not, with a summary the visitor can edit.

In use today

Zizzi: June–November 2026, Black Friday 16–17 November 2026. Platform figure: November 2026.

79%
of 880 Zizzi chats handled by AI alone over Black Friday

71%
of Zizzi's chats handled without an agent since June

6,500+
Zizzi chats handled by AI alone since June

8,600+
chats and tickets handled without an agent, all customers

3 How it works

1 Add the chat to your shop

Your colours, texts and launcher. Texts are auto-translated into the visitor's language.

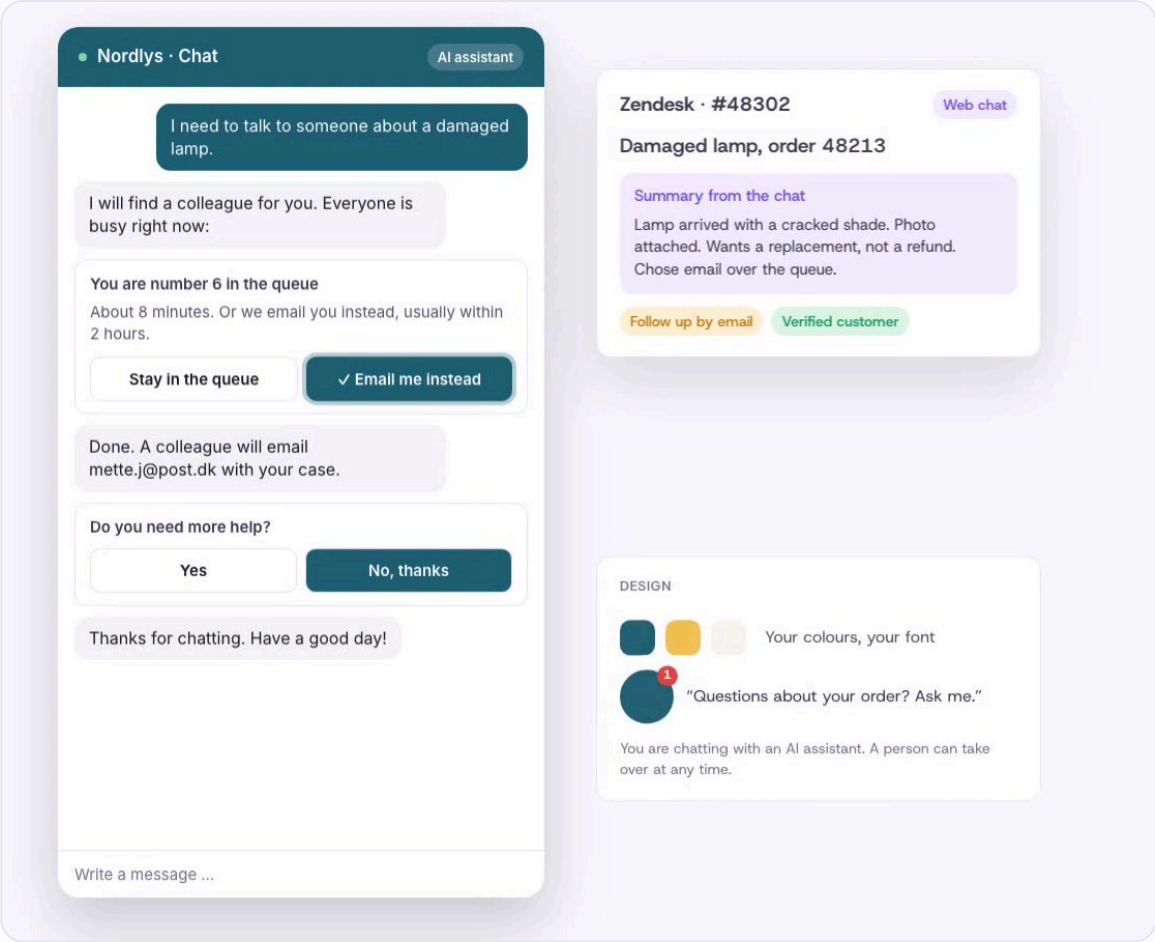
2 Point it at your knowledge

Help centre, website and your shop's own product search, with price and stock.

3 Decide when people take over

Presence in the Zendesk top bar decides live chat or email ticket; waiting chats alert the team.

See it working in the 1-minute film:
available.dk/en/produkter/film-og-datablade



4 What's inside

Product search

Your shop's own search with product cards, price and stock; sold-out items can be hidden.

Built for real shops

A shop per country: fees, rules and links follow the shop the visitor is on.

Photos and files

Visitors can send images; the AI reads them and they travel with the handoff.

Signed-in customers

Your shop signs a short-lived token, so logged-in customers see their own orders without a code.

Review every chat

Every conversation with its outcome, events and files, plus “Show what the AI did”.

Abuse protection

IP blocking, rate limits, a daily AI budget and an access log.

Built to be trusted

Verified before orders

One-time codes to the contact on the order: single-use, 10-minute expiry, rate-limited.

Public chat stays public

Restricted articles and internal facts never reach the web chat.

Files kept private

Chat files sit behind short-lived signed links and are deleted with the conversation.

5 In practice

CUSTOMER STORY

Ahead of Black Friday, the chat greeted visitors after five seconds, so customers noticed there was help at hand.

Zizzi, fashion retailer, customer story

- Customers write in Danish, German, Norwegian, Dutch, Swedish and more
- 79% of 880 chats handled by AI alone over two days
- When the chat can't help, an agent gets the whole conversation

Real figures from Zizzi's use of AI Assistant, June–November 2026.

PRICING

Included in Available Assistant. No seat licences; you pay for AI usage and the add-ons you switch on.

AI usage	**per token, 2× the AI provider's list price**
Action flow run	**2,00 DKK**
Verification SMS	**1,00 DKK per segment**
Shop's own site search	**free**

All prices in DKK excluding VAT. Every feature is opt-in; cost per ticket, chat and call is visible in the portal under Usage.

See Web Chat with your own data

Handoffs land in Zendesk next to the Assistant copilot; end-of-chat ratings flow into Insights.

Book a demo | Watch the film | Data sheet