

A sales & support messaging platform that grows with you

Unlike Gorgias, Heyday is built to scale effortlessly while maintaining the same exceptional CX and service level. Close to 50% of shoppers' in-chat questions are related to sales [according to studies](#), and, on top of that, they expect quick, visual, product recommendations, which are provided by our AI chatbot. Gorgias does offer chat, but it's limited to live support and ticketing with little automation in between.



Gorgias versus Heyday comparison

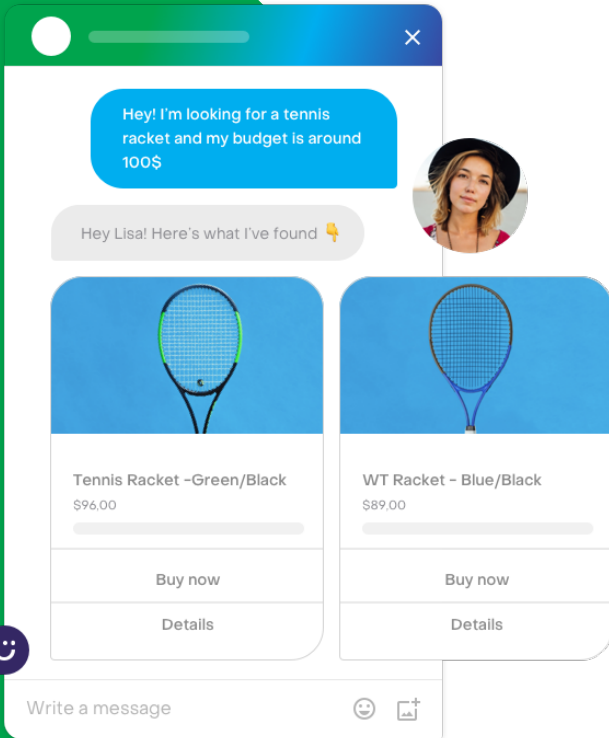
- Unlike Gorgias, Heyday blends AI-powered automation for sales and support, with live chat and video consultation, so that your customers get served faster on their channel of choice
- Heyday integrates with your product catalog to convert more sales
- Heyday has the highest security standards in addition to being GDPR-compliant and ISO 27001-certified
- Robust analytics and reports are included with each package, without any additional fees
- Gorgias only supports Facebook Messenger and Instagram DM, while Heyday also does WhatsApp and Google Business Messages, two of the most popular channels shoppers use to engage with brands

Put eCommerce sales on autopilot

Heyday connects shoppers with products faster. Unlike Gorgias, Heyday has an AI chatbot that syncs with your E-commerce platform's product catalog and automatically suggests items to shoppers that match their search intent.

Gorgias versus Heyday comparison

- Unlike Gorgias, Heyday works with your CRM, offering back-in-stock notifications and newsletter subscriptions, while also integrating advertising campaigns
- Before routing conversations to store associates for assistance,
- Heyday's AI chatbot can triage customers, even going so far as to suggest products for sales opportunities
- A picture is worth 1,000 words, Heyday shows customers images, GIFs, and emojis to showcase your products, without a third-party extension, everything included out of the box
- Heyday embraces virtual shopping with video call & appointment booking, each of which is not offered by Gorgias
- Easily track sales made via chat for ROI analysis



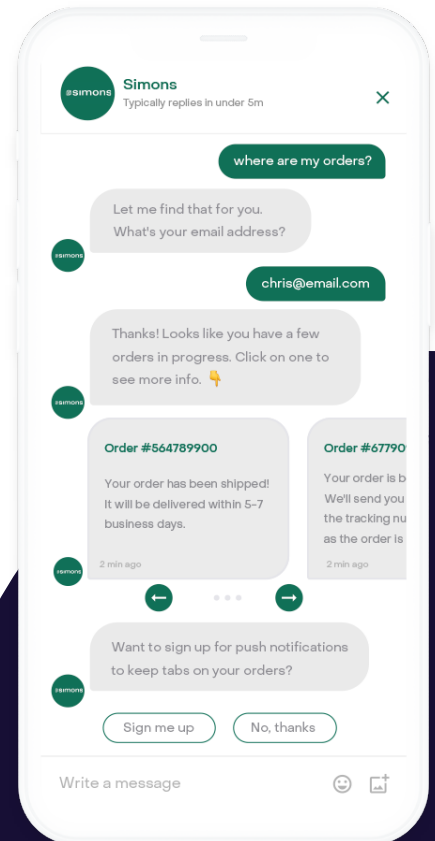
Customer-support automation

Automate over 80% of customer queries

Gorgias simply fails to offer the same level of automation. Meanwhile, Heyday's AI-powered chatbot understands and resolves most customer-support requests related to order tracking, your return policy, opening hours, store locations, etc.— instantly, without intervention from your staff.

Gorgias versus Heyday comparison

- Unlike Gorgias, Heyday tackles both online sales and customer support
- Our AI chat instantly detects support-related questions like "Where's my order?" and resolves them on the spot
- Heyday also automates complex questions, like "Do you speak French?" or "Can I talk to an agent?"
- Heyday's seamless customer experience translates to higher customer satisfaction scores to the tune of 90%



Give online shoppers white-glove service

Some things admittedly call for more of a human touch. So, Heyday helps shoppers talk to your team in real time via live chat or video - no delayed responses or tickets required.

Gorgias versus Heyday comparison

- Heyday's AI acts as your first line of customer service, which drastically limits your team's request backlog, improving customer satisfaction
- That layer of automation assures that your live chat is scalable without needing to hire more workers to support incoming requests



Hey Sarah!
I'm transferring you to my human bestfriend!
Thank you



Hey Sarah!
I saw that you're shopping for a glitter hand sanitizer, how can I help you with that?

“Heyday was definitely a cost saver for us. It helped us save at least 50% on customer service resources, which we were able to reinvest into sales.”

Philippe-Antoine Defoy | General Manager, Popeye's Supplements