



News > Product > Introducing our new Messenger widget!

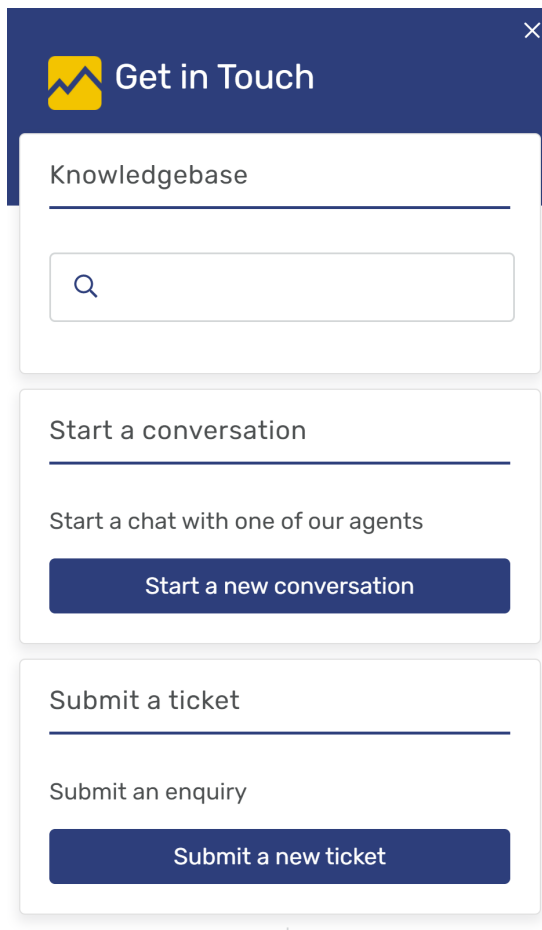
## Introducing our new Messenger widget!

2020-10-14 - James Mact - Comments (0) - Product

We are delighted to announce the release of the new matters+ Messenger widget.

### What is Messenger?

Messenger is a widget enabling even greater client support and interactivity. It is accessed via any web page of the matters+ Help Center in the bottom right-hand corner.



The example above illustrates that Messenger provides a powerful platform whereby matters+ users may, not only launch chats, but also submit tickets.

Users may also search the Knowledgebase for articles, as demonstrated below.



## Knowledgebase

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🔍 how to|



### Custom-built Reports

Question: Are you able to produce custom reports for particular data points? Where are these displayed? ...

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### Feedback tools

Question: What sort of relationship management tools are there? How is the data for external counsel and ...

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### Closing a matter

Question: How do you close a matter within matters+?  
Answer: Click here for a detailed training video ...

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[See more results](#)