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## 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 screenshot shows a dark blue header with a yellow mountain icon and the text 'Get in Touch' with a close button (X). Below the header are three white panels. The first panel is titled 'Knowledgebase' and contains a search bar with a magnifying glass icon. The second panel is titled 'Start a conversation' and contains the text 'Start a chat with one of our agents' and a dark blue button labeled 'Start a new conversation'. The third panel is titled 'Submit a ticket' and contains the text 'Submit an enquiry' and a dark blue button labeled 'Submit a new ticket'.

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.



Get in Touch



## Knowledgebase

🔍 how to



### Custom-built Reports

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

### Feedback tools

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

### Closing a matter

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

[See more results](#)