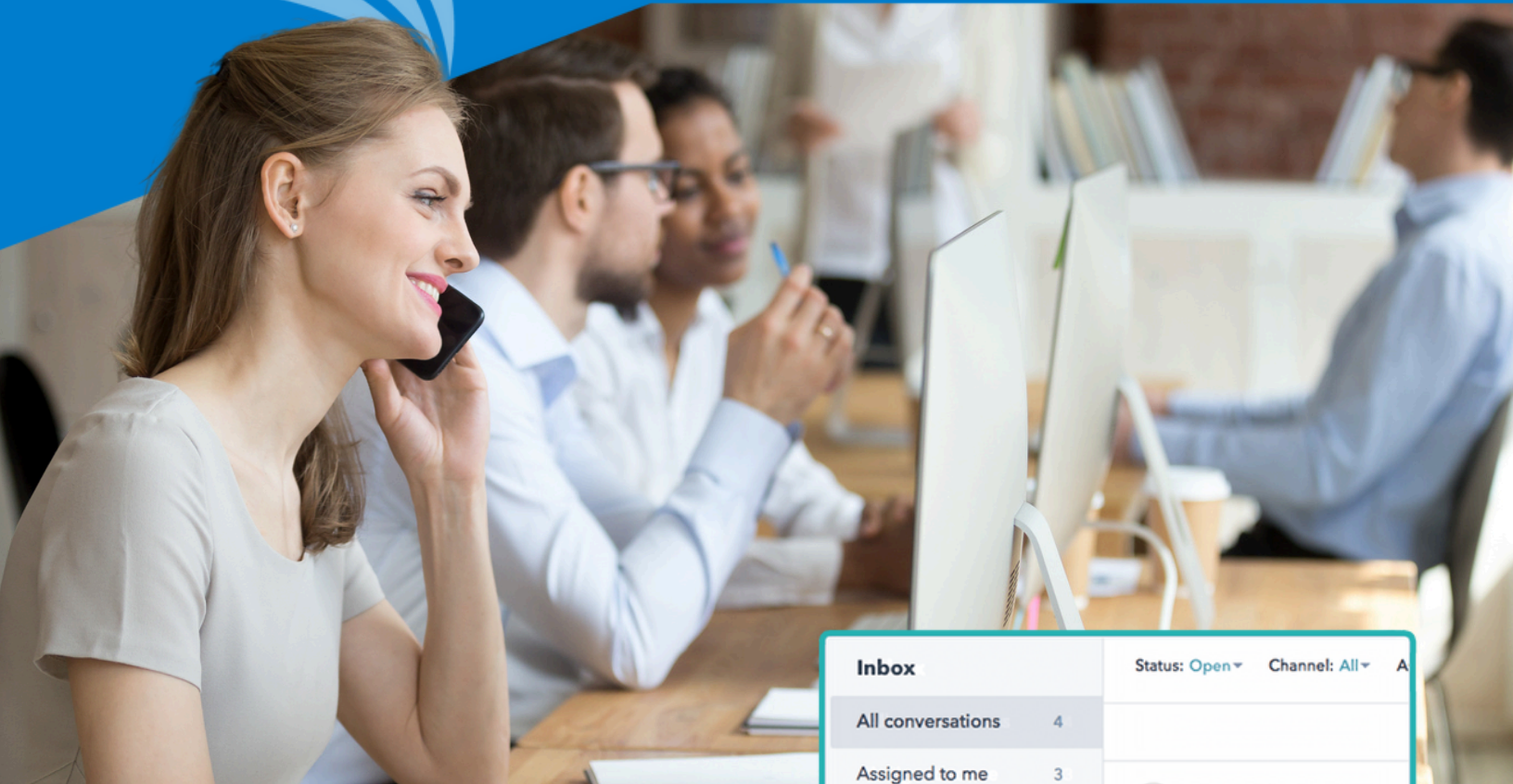# Professional **CRM** for Customer Service Teams

Simple tools that organize communication and keep your whole team focused on the customer. All included in the free Professional CRM.

Inbox

		Status: Open▾	Channel: All▾
All conversations	4		
Assigned to me	3		
Unassigned	0	**David Debrule**	
		Sure thing, David! How can I help?	
Email	2	CHAT	
Chat	2	**Tom Sullivan**	
		Hey Tom! What can I help you with?	
Filtered	0		

Manage all your customer communications from one universal inbox.

Connect with and support your customers using free tools for ticketing, live chat, and shared team email.

Professional CRM's universal inbox gives your whole team one place to view, manage, assign, and reply to every customer conversation — regardless of the messaging channel it came from.

Inbound 281
MARKET YOUR WAY UP

HubSpot
Gold
SOLUTIONS PARTNER PROGRAM

Each customer contact record is easily accessible right inside the inbox, so you have a crystal clear view of every interaction and the context you need to craft the most helpful response.
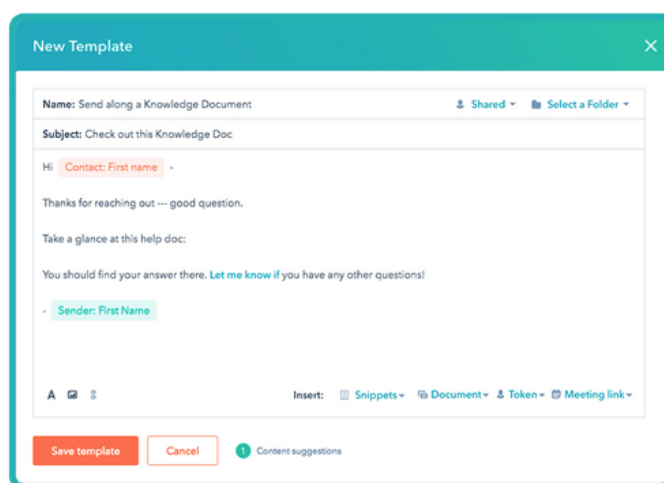
FREE FEATURES YOU'LL LOVE

✅ Ticketing   ✅ Conversations   ✅ inbox   ✅ Live chat & chatbots   ✅ Team email

Help customers faster with tickets, productivity tools, and reports.

Your customers want answers and solutions quickly. Improve your response time with time-saving productivity tools.

With tickets, organize and track all your customers' issues in one dashboard. Then create templates and canned responses for your most common support questions so you never draft the same email or live chat response twice.

And with in-depth reports that show ticket volume, category, response time, and customer wait time, you'll have all the data you need to improve your customer service.

FREE FEATURES YOU'LL LOVE

✅ Ticketing

✅ Email templates

✅ Tickets closed reports

✅ Time-to-close reports