

Providing you with both the software and the staff
to actively engage your website visitors



- ▶ PRO-ACTIVE CHAT
- ▶ MOBILE FRIENDLY

- ▶ APPOINTMENT BOOKING
- ▶ EASY TO INSTALL

- ▶ CHECKOUT ASSISTANCE
- ▶ UK OFFICE BASED

Why is WEB CHAT becoming so popular?

These days consumers have a wide array of communication channels to choose from and one of the newest and fastest growing ways for customers and organisations to communicate is via a web chat service.

A web chat service gives your business the ability to communicate instantly with visitors on your website; vastly improving the chances of them becoming a customer and providing them with a superb customer experience.



"an average of only 15% of your website visitors looking to purchase will actually convert into paying customers, while the other 85% just leave because of a lack of immediate assistance, advice or direction"

People like it because they have immediate access to someone without having to pick up the phone and you will like it because it improves overall customer satisfaction, and that leads to more sales and better business!

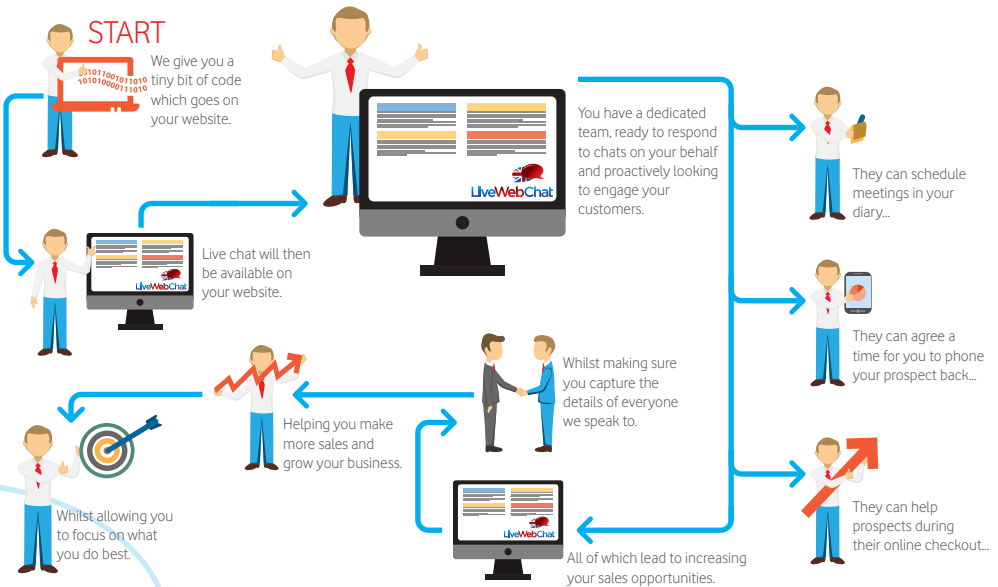
Why use our LIVE WEB CHAT?

Simple... you'll convert more of the visitors to your site into paying customers and reduce the number of lost opportunities, all without any extra work on your part.

Imagine the impact of your website having web chat and with trained staff manning your company's web chat service, answering questions, providing navigation and capturing all prospect information. Then you being instantly emailed this information so you know who has visited your site and what they were after.

Combine all this with web chat software that's branded to your business and you really will have a winning combination to increase your business' sales and service.

How our LIVE WEB CHAT works in short...



If I want to go ahead with LIVE WEB CHAT, what needs to happen?

There are 5 things that need to happen for your service to go live:

- 1 SIGN UP.** Contact us on **01273 741113** or **0333 200 0504** to sign up for the 'LiveWebChat' service.
- 2 INFORMATION GATHERING.** Complete a short questionnaire about your business over the phone or via email.
- 3 TRAINING.** One of our trainers will thoroughly review the information you provide and then undertake further research about your company, ensuring we have all the information we need to best assist your customers.
- 4 PREVIEW & TESTING.** We will email you a simple JavaScript snippet with simple instructions which you add to your website. Once there, you never need to touch it again. We can update colours, logos and fields from our end.
- 5 ENJOY THE RESULTS.** Now spend your valuable time focusing on the other aspects of your business knowing that your website is now being more engaging and proactive with visitors.

I'm not sure how busy it will be. Is it worth answering the enquiries myself?

Manning your own web chat can be incredibly challenging. It's a real problem for most businesses because someone has to be at their desk at all times and ready to answer enquiries without knowing when they will be needed or by how many people at the same time!



- ▶ You can never be away from your desk.
- ▶ You're unable to just get on with the tasks which only you can do.
- ▶ Leave your desk when someone needs you and your prospects are left waiting for a reply, giving a terrible first impression and ultimately losing you business.



Do I get to choose the level of service I receive?

Yes you do, there are three levels of service to choose from depending on what you are looking for.

With our 'Advanced & Pro' **LiveWebChat** packages, amongst other things, your team will actually be able to see who's on your site, what pages they're looking at and even if they're a returning customer, meaning that your team can start the chat with them if they think they need help or if they meet certain criteria, such as having been on your site for a certain amount of time.

See which of our web chat plans is right for you...

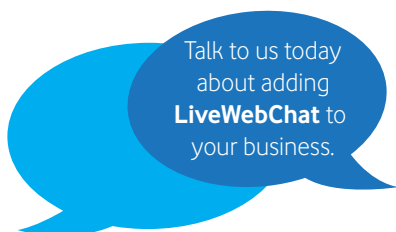
| | STANDARD | ADVANCED | PRO |
|-----------------------------|---|--|--|
| | Fully staffed web chat facility and data capture service able to respond to standard customer questions and arrange call backs where necessary. | Fully staffed web chat facility able to respond to standard customer questions and pro-actively offer assistance to key visitors on your website whilst providing full data capture. | Fully staffed pro-active web chat facility providing full data capture, advanced chat response, diary management, order assistance, shipment tracking and outbound customer updates. |
| White label | ✗ | ✓ | ✓ |
| Proactive Chat | ✗ | ✓ | ✓ |
| Daily Summary | ✓ | ✓ | ✓ |
| Weekly Traffic stats report | ✗ | ✗ | ✓ |
| Data capture | ✓ | ✓ | ✓ |
| Standard Q&A | ✓ | ✓ | ✓ |
| Advanced Q&A | ✗ | ✗ | ✓ |
| Diary management | ✗ | ✗ | ✓ |
| Order assistance | ✗ | ✗ | ✓ |
| Shipment/order tracking | ✗ | ✗ | ✓ |
| Number of domains | 1 | 1 | 1 |
| Included free web chats | 20 | 50 | 100 |
| Available chats per month | Unlimited | Unlimited | Unlimited |
| | STANDARD | ADVANCED | PRO |

How much does the service cost?

| | STANDARD | ADVANCED | PRO |
|-------------------------------|----------|----------|-------|
| Monthly subscription | £65 | £115 | £195 |
| Included free web chats | 20 | 50 | 100 |
| Price per additional web chat | £2.25 | £2.15 | £2.05 |
| Initial set up fee | £90 | £90 | £90 |

• All prices are subject to VAT.

How do I get started?



 **01273 741113**
or
 **info@livewebchat.co.uk**



No matter how great your website looks, it can sometimes feel like a lonely place for your customers. LiveWebChat connects your business to your customers in real time, so that your customers can ask for help when they need it... it makes a big difference.

And that's what **LiveWebChat** is all about... bringing your company and your customers closer together and ultimately generating you more revenue.

Our team are available to manage your business web chats between :
Monday to Friday 9am - 9pm and Saturday 9am - 1pm.

Further frequently asked questions



Q. Can you supply just the software?

A. No. We provide you with both the software and the staff, completely removing the logistical nightmare of managing your own web chat.

Q. Is the software included in your costs?

A. Yes. Our costs are all inclusive so there are no additional software costs.

Q. Is there any software that I need to install or maintain?

A. No. There is no software that you need to install or maintain. There are a couple of lines of code you need to paste on your website, that's it.

Q. Can I answer some of my own 'Live Web Chat' enquiries along with your team?

A. No. We take responsibility for all of your 'Live Web Chat' enquiries, leaving you free to concentrate on doing the things that will contribute most to the growth of your business.

Q. How can you be certain that 'Live Web Chat' will increase your sales?

A. If you already have a viable business and online visitors then it makes sense that you'd see an increase in sales. If you are there for your customers when they need you (via our 'Live Web Chat' service) and their questions are answered promptly; then common sense dictates that they are more likely to buy from you.

Q. How does 'Live Web Chat' give me an edge over the competition?

A. If your competitors aren't helping their website visitors to make a purchase unless the visitor calls them, they are missing out on sales. By using 'Live Web Chat' potential customers have someone who can walk them through any problems or queries without them having the barrier of needing to pick up the phone. If they become confused or have a question that may make or break a sale, your team of 'Live Web Chat' agents are there to clarify matters. This helps eliminate 'bounce' away from websites and therefore reduces lost income.

Q. Where is LiveWebChat based?

A. We're a UK company based in Brighton & Hove, East Sussex and all of our staff are from the local area.

Q. Am I tied in to a long term contract?

A. No. The notice period is just two months from the end of the month that notice is given.

Q. How do you notify me of chats you've had on my behalf?

A. The moment the chat has ended we email you the details to let you know. We will also email you a daily summary at the end of every day with details of every chat we have had on your account that day.

Q. Can I white label the chat window and button?

A. Yes, on our Advanced and Pro plans it will be configured to your requirements from the start.

Q. How do I get started?

A. Simply call us on 01273 741113



LiveWebChat

Bridging the gap between you
and your customers