

CONTACT ONE

If you're not using Live Chat today you might want to consider starting here's why;

Increase conversion rates: visitors who chat are three times more likely to buy, and their average order sizes are 35% higher than non-chatters

Improve customer satisfaction: chatters are twice as likely to return to the same website within a day, and exit surveys reveal that 85-90% of chatters rate their service experiences as "good" or "excellent"

Lower service costs and improve productivity: Shifting service requests from phone to chat can reduce the average cost per interaction by 80%.

More than 5,000 Small & Midsize Business (SMB) customers are using our award-winning live chat to improve online sales, deliver live help and manage interactions across all channels: chat, voice, email, and self-service/knowledgebase.

Key Features

Live Chat

Provide visitors with immediate assistance to eliminate shopping cart abandonment. Explain product options, and answer support-related questions while customers are still on your site.

Monitor Who's On Your Site in Real-Time

See in real time who's on your site and what pages they're clicking through. Get city, state, chat history, connection type, IP address, history of visits to your site and much more.

Proactive Invitations

Proactively offer assistance to visitors. Send invitations to chat manually by selecting visitors in the Operator Console. Invite visitors to chat automatically if they meet business criteria that you establish.

Push Page

Help visitors find the products or information they need – Push web pages directly to their browsers.

LiveKeyword

Track the search terms and search engines that bring visitors to your site and determine which ones go on to become qualified leads or sales. Modify your keyword and pay-per-click strategy based on what you see.

