

# Live Chat Support for E-Commerce Solution

By

**CORPORATE IT LIMITED**

**We Provide Live Chat Support for E-Commerce Solution for Your Website**



As the Internet has matured, online shoppers are expecting more from online merchants. They want instant answers to their questions; they want their online transactions backed by customer support; they want a positive shopping experience.

Having our live chat feature on your website allows customers to fill these needs. Customer support chat enables us to make friendly, personable contact with each and every visitor that comes to our website.

Our Chat Support service can make your website visitors feel as though they are visiting a brick and mortar retail store. They can be greeted when they enter; products that suit their needs can be shown to them. If they need assistance, their questions can be answered in real time. Such real-time interaction provides a high quality shopping experience. Customers will remember their positive experience and keep coming back.

Our Behind-the-scenes tools make Chat support useful for marketing professionals. Our operator can get information about site visitors, such as the referring page. This information can be used to gauge the effectiveness of cost-per-click and search engine advertising campaigns. No more money will be wasted on ineffective keywords and poorly placed advertisements.

## **Why use our Live Chat Service**

Our Live chat service is a sales and customer support tool that will help you turn your website visitors into clients.

## **Advantages of using our Live Chat Support service in E-Commerce**

### **1. Increased Sales**

Real-time website visitor interaction adds a live sales person to our website. Assisting the customers in finding products they are looking for.

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## **2. Cost Effectiveness**

Reliable customer support at the most affordable price. Online support will decrease your phone bill.

## **3. Marketing Tool**

Information from website monitoring helps with the improvement of marketing strategies and telemarketing will you to grow your business.

## **4. Post-sales follow up**

Post-sales follow up to improve product effectiveness and customer's satisfaction.

## **5. Technical support**

Assisting our customers with technical issues related to website, placing orders, tracking orders etc.

## **Our Features**

- Well trained manpower
  - Un-interrupt able power supply
  - 24 hours internet facility
  - Call logging, monitoring and recording
  - Customer satisfaction tracking
  - Data integrity is assured to all clients
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