

# Live Chat Customer Support Service By

## CORPORATE IT LIMITED

We Provide Live Chat Support Service for your E-Commerce 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 your 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.

### **Our Customer support policy:**

# When a client calls chat support. Our respond time is less then 5 seconds

# If the answer needs guiding the client how to use a feature... we respond with a polite and most warm gratitude, such as “May I have your username and password so that I can login as you to guide you through the process?”

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Go to the page the client is on and the show him step by step what to do.

# If the client is not following our guidance, then we take a screen shot and send the image file to client.

# Data integrity is ensured to all clients

# We maintain Call logging, monitoring and recording

# We maintain customer satisfaction tracking

### **Why should you use our Live Chat Support 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.

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.

### **International strength as a Customer Support Service provider**

# Well trained manpower technical and nontechnical included VnA

# Un-interruptible power supply for full time smooth services

# 24 hours internet facility and backup internet services for redundancy

# Call logging, monitoring and recording

# Customer satisfaction tracking for systems upgrades and support agents update

# Data integrity is assured to all clients

# well decorated office infrastructure.

# 24 hours live service.

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## **Remote Training:**

We also provide remote training for Technical Solutions and Online Sales Management.

Experience:

1: Technical Support partner of

1. ORBUND LLC, Online school and College Management System
2. Perfume Depot Inc, USA, Retail and wholesale Perfume warehouse in United States
3. Cartoon wholesale Inc, USA, Retail and Wholesale Cartoon warehouse in United States.

Please Contact for further Details and for Meeting Arrangement

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