

# WHY YOU NEED TO CAPITALIZE ON LIVE CHAT FOR YOUR BUSINESS

## Travel & Hospitality Industry

The Travel & Hospitality industry is gaining momentum for the past many years and has reached over \$1.5 trillion in annual economic output. With ever-increasing demand for accommodation, food services and air travel, it's important that companies leverage technology to effectively cater to new competition and a 24/7 online customer.

LiveAdmins answers your website visitors' travelling and accommodation queries. We provide them with the most accurate information, guiding them towards the best option and special offers. This helps in maximizing your Marketing ROI, generating more revenue and improving the bottom line of your business.

## 6 AWESOME BENEFITS OF LIVE CHAT

1

### ANSWER REAL TIME QUESTIONS

We answer your website visitors' queries in real time so they are delivered the most personal experience in line with your brand strategy.

2

### MULTILINGUAL CHAT

We converse in more than 6 global languages so every visitor is catered to by a native speaker, delivering the most memorable experience.

3

### VISITOR LOCATION TRACKING

Our technology is able to track visitors' location, giving you a better insight into their needs and cultural preferences.

4

### CRM INTEGRATION

LiveAdmins seamlessly integrates with your organization's CRM software so managing new clients and business is not a problem.

5

### BUSINESS INTELLIGENCE REPORTS

Through our intelligent reporting architecture, you are able to track, measure and manage performance of Live Chat for your business easily.

6

### SMART LEAD ALERTS

As soon as there is a new reservation request, our system will automatically send an alert to your smartphone or email.

## INDUSTRY OUTLOOK: ON THE RISE

International travel to the U.S. should grow by 4.3% annually through 2020\*, offering a very positive outlook for Travel and Hospitality businesses in the years to come.

Our Success Managers know it all. Talk to them now. **Call +1 (877) 771 6067**

# 5 RECOMMENDED FEATURES



## PROACTIVE CHAT

Our concierge greeters help every customer on your website and provide them with the information they are looking for in a matter of seconds.



## INVOLVE

With Involve, you can monitor all the chats happening on your website in real time and jump in whenever you feel like.



## INTELLIGENT CHAT ROUTING

Our ICR system distributes chats based on operator availability, language settings and level of training so visitors always get the best experience.



## INSTANT EMAIL

As soon as there is an important chat, we send it straightaway so you don't lose out on potential business and customer queries.



## PROMOTIONAL BANNERS

LiveAdmins helps you promote special offers with an easy-to-set-up banner so every visitor gets to see it as soon as they land on your website.

## WHO ARE WE?

LiveAdmins is a leader in providing multilingual live chat solutions and services that enrich online visitor experience, customer satisfaction and the bottom line of businesses of all sizes. Our solutions are fully customizable, easy to set-up and always online, catering to over 10 industries across 8 time zones.

## WHERE CAN YOU FIND US?

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