

**VIRTUZONE**

## LIVEADMINS PERSONALIZED CHAT SERVICES HELP VIRTUZONE IMPROVE CONVERSION RATES

Virtuzone was founded in 2009 to help setup a company in the United Arab Emirates. Be it a startup, a small business or an individual who wants to acquire a trade license, Virtuzone helps with that.

Virtuzone was looking for a live chat partner to engage their online visitors. One of the issues they were facing was to provide specific answers to queries by prospective clients. In addition to this, customers were reluctant to share their contact information.

Virtuzone values LiveAdmins for being efficient and simple. They further add that it is nice and easy for their customers to instantly access. Through chat transcripts, VZ is able to view the entire conversation from start to finish. The ability to view how the live chat team interacts with their customers and how customers respond accordingly is one feature admired by Virtuzone.

LiveAdmins, established in Chicago in 2002, provided Virtuzone with their flagship live chat software and services. LiveAdmins proactively engaged visitors on VZ website. The chat agents added the human touch to Virtuzone website which made customers comfortable in sharing their contact details.

### AT A GLANCE

- Virtuzone is one of the leading company setup specialists in UAE with clients consisting of thousands of entrepreneurs
- It boasts a trade license renewal rate of 90% every year

### ISSUES

- Absence of a live chat team to engage and inform online visitors
- Difficulty in acquiring consumer credentials
- Getting information regarding specific needs of clients

### RESULTS

- Online visitors proactively engaged by LiveAdmins
- Chat agents instantly informing customers on Virtuzone updates
- Consumers at ease to reveal credentials to live chat representative
- Chat sessions providing insight into client's specific needs

*"LiveAdmins is very adaptable with our client needs. Whenever we want to release a new promotion or change our information that we release to our clients, that is always very quickly updated within LiveAdmins and our clients are regularly informed. It has made it a lot faster and efficient in regards to our client interactions. We would recommend LiveAdmins to any business wanting to start up."*

Gemma Kennedy, Company Formation Specialist, Virtuzone

**Find out more**

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