



EXCLUSIVE LINKS INCREASES CUSTOMER ENGAGEMENT WITH LIVEADMINS LIVE CHAT

Established in 2005, Exclusive Links has achieved excellence in the industry by keeping customers at the center of their strategy and a professional end-to-end approach. They strongly believe in creating excellent customer experience.

Exclusive Links was looking for a live chat solution to cater to their website visitors. Their primary concern was to provide uninterrupted, 24/7 service to visitors, prospects and existing customers. They wanted a customer support system that proactively communicates with visitors.

The cutting edge, smart features of live chat technology from LiveAdmins provided a perfect solution to their challenges. With 24/7 support, Exclusive Links created uninterrupted service for their visitors and increased their customer engagement. One of the major benefits of LiveAdmins live chat solution was the chat transcripts which were sent back giving Exclusive Links a complete view of the conversation to follow up with clients.

Established in Chicago in 2002, LiveAdmins has enabled Exclusive Links to improve their online visitor experience and customer re-engagement through its flagship live chat technology.

AT A GLANCE

- A leader in the real estate market in Dubai
- A complete property experience created for their customers
- Offering premium, professional and flexible service

ISSUES

- Lack of 24/7 online customer service
- Absence of a team to handle queries after office hours
- Re-engagement of customers on the website
- Creating a personalized customer experience

SOLUTIONS

- 24/7 response to customer queries
- Dedicated chat agents for round the clock service
- Interactive website experience
- Personalized customer journey

"I am very satisfied with LiveAdmins services and have recommended them to other key players in the industry."

Zarah Evans
Managing Partner, Exclusive Links