



# WHY LIVE CHAT IS ESSENTIAL FOR CUSTOMER SUPPORT IN HOTELS

## Hotel Industry

LiveAdmins brings the most sophisticated way of human interaction on your website. Our premium quality 24/7 multilingual live chat service helps hotels connect with online visitors from all over the world.

We offer your online customers the best guidance at each step of booking and provide up-to-date information regarding any special offers. This unique solution helps enhance online customer experience and generate more leads.

## 5 IRREFUTABLE BENEFITS OF LIVE CHAT

1

### MULTILINGUAL CHAT

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

2

### 24/7 SUPPORT

We can answer queries for your hotel around the clock, 365 days a year so you never miss a new business opportunity.

3

### REAL TIME ASSISTANCE

With our proactive chats, we are able to meaningfully engage with travel customers and help them with their bookings and reservations right there and then.

4

### CRM INTEGRATION

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

5

### BI REPORTS

Our technology can track visitor behavior\* and helps in getting business intelligence\* through chats.

## INDUSTRY OUTLOOK: ON THE RISE

It is predicted that the global hotel industry revenue will rise upto \$550 billion in the coming years as compared to \$457 billion US dollars in 2011.

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

\* In order to meet GDPR requirements, data subjects coming from European Union will not be able to enjoy services driven by LiveAdmins Visitor Behaviour Tracking and Business Intelligence.

# 5 CLIENT FAVORITE FEATURES



## INVOLVE

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



## LIVEADMINS FOR MOBILE

LiveAdmins works seamlessly on your smartphone so you never miss an important alert.



## VISITOR LOCATION TRACKING

You'll be able to track visitors' location, giving you a better insight into their needs and preferences.



## SMART LEAD ALERTS

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



## PROMOTIONAL BANNERS

LiveAdmins helps you promote special offers with an easy-to-set-up banner so every visitor gets to see it.

## 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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