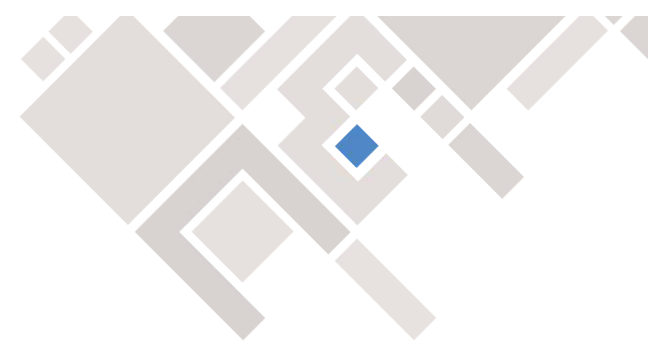




**CUSTOMER  
EXPERIENCE  
IS EVERYTHING**



GREATER CUSTOMER  
EXPERIENCE  
GREATER ROI



# ABOUT US

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.

# CUSTOMER EXPERIENCE IS EVERYTHING

We created LiveAdmins with one vision – help businesses generate more revenue and enhance their online customer experience, while reducing call center costs.

WHO WE ARE &  
WHAT WE DO



# THE LIVE CHAT PEOPLE

Using our chat service, our growing number of clients have been able to connect with their online visitors in unprecedented ways. Online conversion rates have risen by as high as 50%.

Businesses have realized that live chat agents are crucial in retaining visitors on the website during their stay, and help them with their purchase decisions. The following industries have employed our services gaining online visitor retention, lead generation, and greater ROI.



Automobile



Real Estate



Law Firms



Insurance



Education



Tourism & Hospitality

HOW DOES  
IT WORK

# OUR SERVICE MAKES EVERYTHING EASY

Our flagship service, with its powerful and innovative features, helps you focus on better customer experience, satisfaction and retention.

## Features



Re-engagement



Social Media integration



Involve



Multilingual



Textpathy



Handover



24/7 Availability



BI Reports



CRM Integration



Proactive chat



Automatic Chat Routing



Promotional banners

Our system experiences continuous tweaks and innovation making integration simpler!

Involve





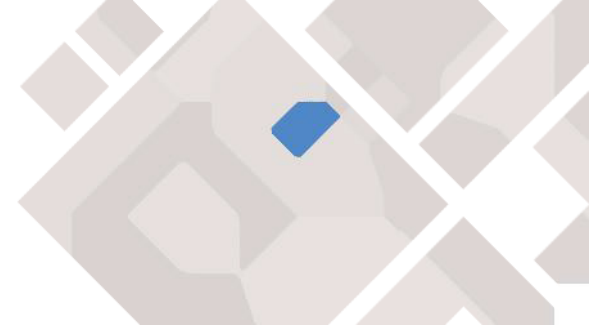
# MONITOR. ADVISE. PARTICIPATE.

Involve brings your sales team and LiveAdmins chat operators together as a virtual sales team. Partner with chat operators and ensure the right information is delivered at the right time to your website visitors.

## HOW DOES INVOLVE WORK?



BUSINESS INTELLIGENCE<sup>\*</sup>  
REPORTS



# MEANINGFUL INSIGHTS

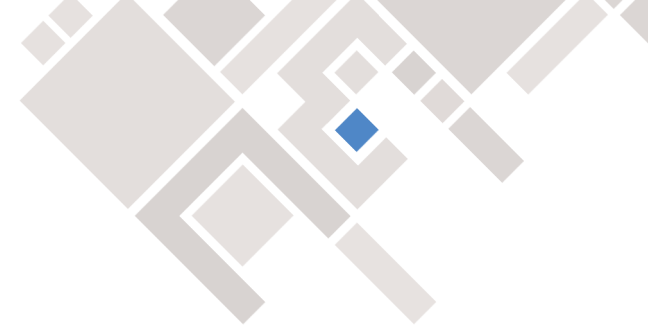
Our smart Business Intelligence\* Reports help you unlock the hidden potential of your business by decoding big data to deliver meaningful insights, enable wise decision making and decipher real Marketing ROI.

## AVAILABLE REPORTS

- Monthly Account Summary
- Chat Count Report
- Billable Chat Transcripts
- Chat Numbers per day of the week
- Monthly Traffic Report
- Hour Wise Chat
- Average Response Time/Website

\* 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.

WHY LIVEADMINS?



13,000+  
Clients



100,000+  
Deployments



10.5 million  
QA Minutes



15 million chats  
87% Thumbs Up



500+  
Worldwide Agents



26 Second  
Average Response Time



6 Global  
Languages



5-10 min  
Software Installation Time



## Geographical Distribution

North America, Middle East, Australia, Europe & Africa

# SUCCESS STORIES



## Jeremy Blackburn

Chief Operating Officer  
CHBO

"Live Chat has far exceeded any expectation we had envisioned when integrating their unique platform to our website. We are now going on our eighth year using their service. It's like they are a part of the company now and they treat our customers the same way. Business would not be the same without them. I highly recommend their service for anyone wanting to greet customers in real time and give them a first class experience on your website."



## Walter Reaves

Criminal Defense Attorney  
The Law Office of Walter M. Reaves Jr.

"A couple of years ago, I decided to add live chat to my website. After evaluating different vendors, I decided to go with the recommendation of another lawyer I knew. I couldn't have made a better choice. The operators have done a fantastic job of providing professional responses. They worked with me to come up with a script, and have been happy to make changes along the way. Whatever questions we have, they answer it. Not only do I recommend adding live chat to your website, I also recommend going with LiveAdmins."



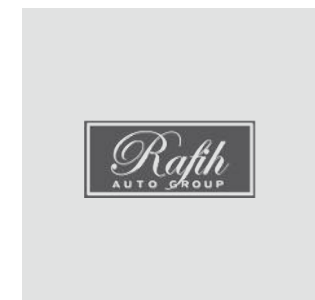
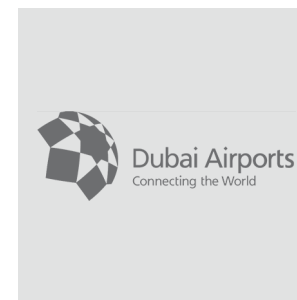
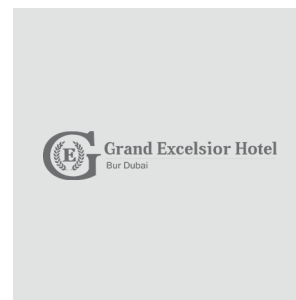
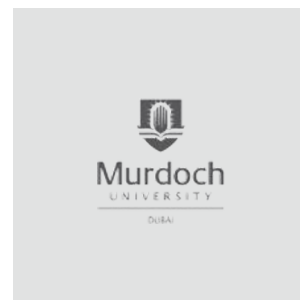
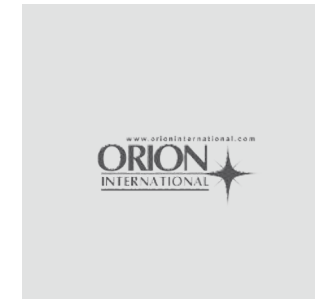
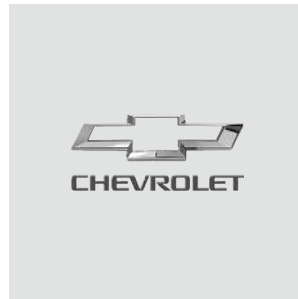
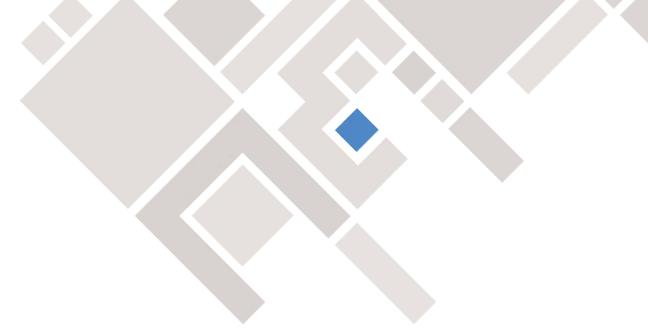
## Maria Hular

Client Services Manager  
SPF Realty

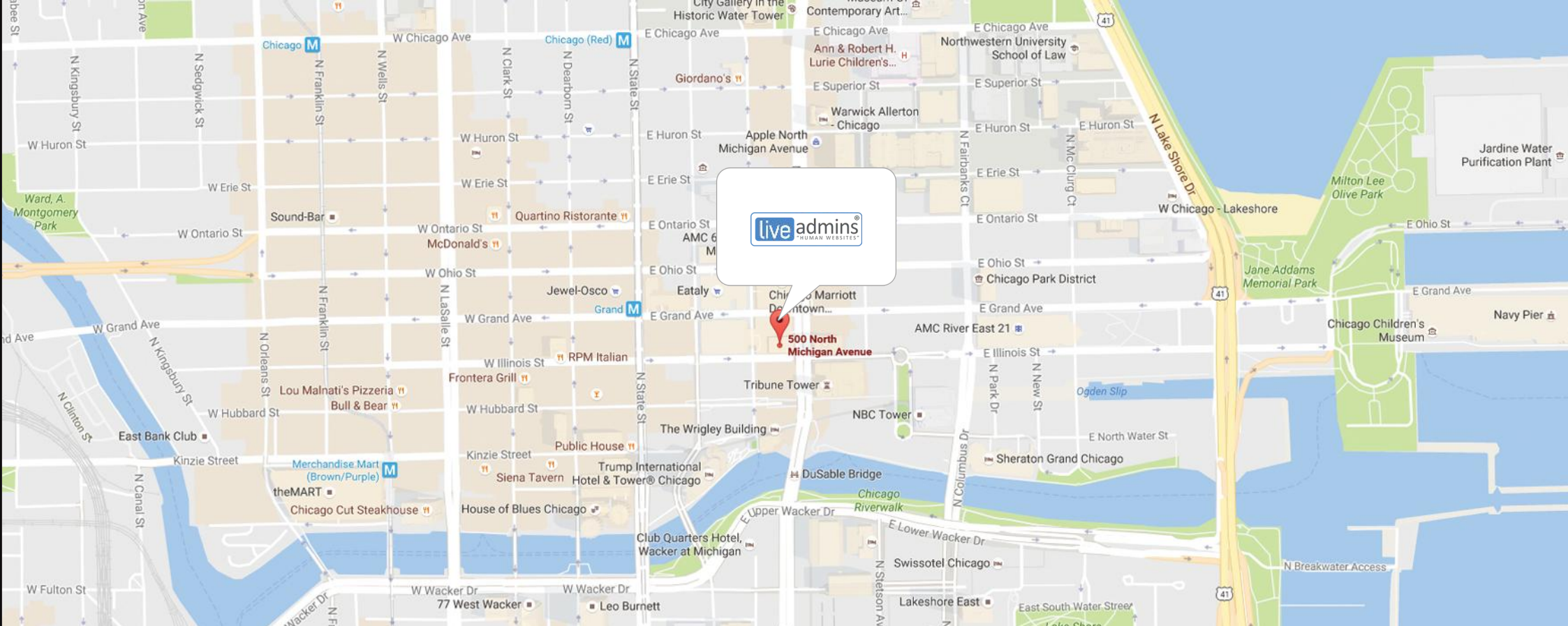
"LiveAdmins has played an eminent role in optimizing SPF as a business, and enabling the organization to become a market leader in the Real Estate Industry. The quick response rate, user-friendliness and the addition of human factor on our website has given our brand a competitive edge over others, and allowed us to better serve our clients by working on their specific requirements, rather than trying to sell just anything available."

# PARTNERHIPS & AFFILIATIONS





CONTACT US



## WHERE CAN YOU FIND US?

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+1 877 771 6067

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Jumeirah Lakes Towers, Dubai  
U.A.E.  
+971 4 423 2624

# THE LIVE CHAT PEOPLE



Dubai | Chicago

[www.LiveAdmins.com](http://www.LiveAdmins.com)