



# WHY LIVEADMINS?

A two-minute guide to choosing  
the best Live Chat partner

# LIVE CHAT: BETTER THAN PHONE AND EMAIL

Live Chat is all about human interaction with your website visitors and pointing them in the right direction. We help you increase your Marketing Return on Investment by generating more sales and providing customer support around the clock.

## LIVE CHAT FACT CHECK

- Most companies convert less than 1% of their website visitors into customers
- People are now twice as likely to prefer live chat to regular phone calls
- Live Chat helps e-Commerce businesses convert more opportunities into sales
- 77% people prefer making contact with a real person before buying anything online
- Reactive chat earned a 15% ROI whereas Proactive Chat has an impressive 105% ROI
- On average, a Live Chat agent takes less than 30 seconds to respond to a query

## LIVE CHAT BENEFITS

### ANSWER QUESTIONS IN REAL TIME

A Live Chat representative not only assists visitors in their search for the answers, but also helps them save time.

### CUT EXPENSES DRAMATICALLY

Live Chat can help you save thousands of dollars that are spent on managing a dedicated customer care department.

### STREAMLINE YOUR BOTTOM LINE

LiveAdmins users report a 23% average revenue increase as soon as they start converting their visitors into real prospects.

## TRACK VISITOR BEHAVIOR\*

Our solution can track visitor behavior and helps customers with the right information when they need it.

## CLEAN, CLUTTER-FREE DESIGN

Our technology is built upon usability, flexibility and efficiency. Anyone can start using it instantly without any hassle.

# LIVEADMINS FEATURES



### RE-ENGAGEMENT

Our AI interface will re-engage the visitors who visited your website previously and will serve them with more relevant content.



### CRM INTEGRATION

Our solution easily integrates with all top-of-the-line CRM software, helping you manage chats and your revenue cycle in one place.



### RESPONSIVE CHAT WINDOWS

Be it a desktop, tablet or mobile – our chat windows are fully responsive thereby delivering optimum visitor experience on every platform.



### 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.



### SMART LEAD ALERTS

Whenever there's a business opportunity, you will get immediately notified through a message in your inbox, SMS or voicemail.

# ABOUT LIVEADMINS

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.

\* 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.



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# THE LIVE CHAT PEOPLE

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