



CHAT2SMS

Easy. Quick. Efficient.

WHAT IS CHAT2SMS?

Our latest feature 'Chat2SMS' is an addition to LiveAdmins smart solutions.

Website visitors can now get directly connected with sales teams while on-the-go through SMS. Chat2SMS now comes with the capability to jump into an SMS conversation whenever you deem necessary. A link will be sent to you via SMS to join the chat and close a deal with the customer.

FEATURES



WEB TO SMS

This feature engages with customers wherever they are most comfortable - offline or on-the-go and allows visitors to continue communicating with the representative without depending on a laptop or a Wi-Fi connection.



REAL-TIME CONNECTION

A window proactively appears on the visitor's screen as they navigate the sales team's website. Website visitors can continue browsing while opting for SMS-only chat - at their convenience.



FLEXIBILITY

It allows business flexibility where their visitors would have more than one platform to have their queries answered. This flexibility endorses a tailored service for customers.



ALWAYS IN THE LOOP

A website visitor's request for an SMS triggers instant confirmations for both the sales team's representative and the chat agent. The sales team's representative receives an SMS on their mobile phone instantly.



CONCURRENT SUPPORT

Chat2SMS allows our agents to support multiple texting customers concurrently. When one visitor is writing a text, our agent can respond to other visitors.



THREE-WAY CHAT

This feature allows you to jump in to a conversation to close a deal or sale. A link will be sent to you via SMS which will enable you to join the conversation with the visitor on-the-go.

BENEFITS



INCREASED ENGAGEMENT

Chat2SMS opens a new channel of communication where you can connect with your website visitors easily.



CUSTOMER CONVENIENCE

Chat2SMS ensures customer convenience because they can continue the conversation whenever they are free.



BOOST SALES

Rich interaction will make sure queries are answered instantly. Resultantly, your business will see more leads.



PERSONALIZED SERVICE

SMS conversations add a human element in customer service experiences and this definitely improves customer journey.



OFF-HOURS COVERAGE

You don't have to be worried about coverage lost because Chat2SMS is at your back. It has business hours covered.



DIRECT CONTACT

It directly connects your sales team with website visitors. They will not have to go through the pre-qualifying process.

DID YOU KNOW?

Mobile website traffic has risen in 2018 and now accounts for **52.2%** of all online traffic worldwide (Statista)

YOUR CUSTOMERS DESERVE THE BEST

Be Where They Are!

THE LIVE CHAT PEOPLE

WHERE CAN YOU FIND US?

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