

Bring your website to life

Communicating with your potential customers is important. This is even more important online than offline. Visitors sniff around, hopping from one site to another site, trying to find the best deal. When they find that deal, they jump at the opportunity, and place their order. Recent research from market analyst Gartner shows that confidence is one of the key factors in the online buying process. Especially when your visitors are browsing on your site and focus on a product, it is challenging to reach them, to persuade them to chat or buy, and to end up transforming them into returning customers.



Help your visitor and increase your conversion

Livedesk is new to the US!

Chatting with online visitors is getting more popular. Webshops in particular encounter a great increase of chat conversations as opposed to order pages. Conversion increases of 5 to 10 percent are not unusual.

Livedesk responds to the need of increasing online conversions, personalized advice in motion and sound and better service during the ordering process. See the flash tour and try it out at www.livedesk.eu.

Did you know that...

- 87% of your website visitors prefer webchats to phone calls.
- 83% of your website visitors give webchat a grade of 7 or up.
- 90% of your website visitors who once used webchat, wish to use it again.



Livedesk products



Livedesk Go

As a small-scale user, you can enjoy the power of Livedesk Go to assist online visitors directly and personally by using Live webchat. You can quickly and easily reduce the number of dropouts at your order page. By doing so, your online conversion will be dramatically increased.



Livedesk Pro

Apart from chatting with your visitors, you can use Livedesk Pro to monitor them. The Co-browse model enables you to show them other pages during a chat. Forms can be filled out together. By doing so, you prevent potential customers from being let down and leaving, never to come back again.



Livedesk Consult

With Livedesk consult, you can create a personal, face-to-face chat via your website. Through a Live webchat, you can directly respond to questions. The video stream enables the potential customer to see to whom he is speaking. In addition, a Joint Drawing frame enables you to explain your story gradually.

bizztravel

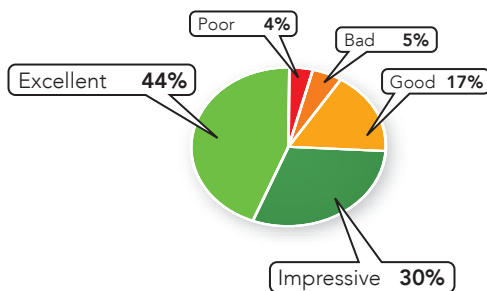
“ Results from our customer research show that customers appreciate webchat as a support channel. 15% of chats persuade visitors to place an order, while that would probably not have been the case otherwise. ”

“ Moreover, 20% of the chats provide us with valuable information to improve our information stream on our sites. Therefore, the indirect influence of chat on the conversion is many times larger. Because we offer chat only in our booking process, 3% of the chat conversations is categorized as irrelevant. ”

Marcel Dol, IT Director
Bizz Travel

What is the opinion of your visitor?

“ What is your general opinion about this chat? ”



* Customers' satisfaction research from approximately 1200 participants from the financial service, online travel and webshops. January - March 2007.

Chat

Live Webchat elements for communication via text messages. Standard features include the transmission of Web pages, the use of key indicators, the use of standard FAO database with Internet content, the possibility to browse through visitors' history, and finally the retrieval of chats retrieval.

E-mail

An essential module of Livedesk, which results in efficient and standardized handling of email messages. For less money, you get a quicker response and better service. Features include confirmation of emails, automatic allocation, response time monitoring and reporting performance.

Webcam

With the Webcam module, you can advise even more directly thanks to video. This module can be used in combination with any conversation or with a 1-way or 2-way video stream. The visitor can see your agent and your agent can see your visitor.

Voice

VoIP (Voice over IP) is a module to communicate with sound between visitor and a representative. All calls are automatically stored and can be played back at any time. Through labels and notes, drawing up statistics can be done easily and quickly.

Collaborative browsing (co-browse)

The Co-browse module is a fully integrated co-browsing module for navigating Web pages together, filling in Web forms and marking web pages. Your visitor does not need to download any software. You can take your visitor's hand and walk through your online store together.

Following and inviting

The Sales module is extremely suited for the distillation of hot leads on your website, resulting in an increase of conversion. Follow visitors in real-time on your website, identify dropouts and proactively react to their surfing habits.

Technical specifications

Livedesk is a best-of-breed environment developed with own technology for optimal accessibility from every secured (company) network. All modules of the suite are fully web-based and function without any installation of plug-ins or software.

