



# The power of live website chat

Drive business growth online with warm and intelligent human interactions.

*theReceptionists.com*



# Wow-worthy live chat by the Receptionists!

Now's the perfect time to capitalize on the opportunity that web chat provides by adding it to your website. Live chat helps businesses capture sales, qualify leads and support current customers anytime that they reach out to remain competitive.

## A quick background on live chat.

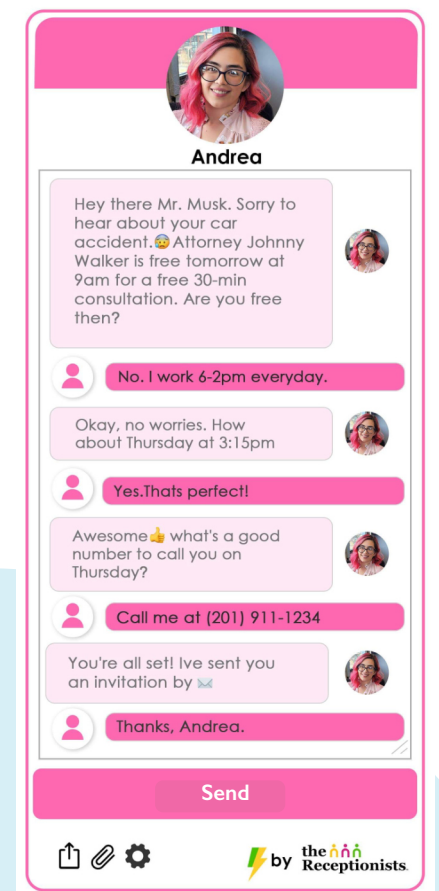
Before getting into all of the details, let's examine what chat is and how it works

### What is live chat?

Live chat starts as a code that you add to your website that enables instant messaging between your business and your customers current and new. Chat often shows up like a messaging window near the bottom of a website, chances are you've probably noticed it on some of your favorite websites. Customers use it to ask questions, get location information and schedule appointments while online.

### Our services

the Receptionists live chat service is powered by friendly, professional US-based agents who authentically connect with your website's visitors. The real-time nature of chat helps businesses respond quickly to potentially valuable connections and improve your customers' perception of your responsiveness. Adding live chat to your website can help increase warm leads, sales, conversion rates and overall customer satisfaction





# The top industries driving chat's growth.



Although chat is a great idea in all sectors. Key industries are adopting it at higher rates.

## E-commerce



Web chat is a match made in heaven for the ecommerce and retail industry. It allows brands of all sizes to increase sales by making targeted product recommendations, offer add-on promotions and stand out with personalized customer service. E-commerce brands are using chat to learn more about customer needs and behavior during the ordering process and analyze trends for new products or services.

## Health



Staying connected with patients through chat is an ideal and on-demand way to offer support and address non-emergency health concerns virtually. Patients can schedule or reschedule appointments, get directions or contract information fast. It also helps them save time by sharing answers to insurance, billing and treatment questions prior to and after visits.

## Home Services



Customers have an increased focus on home improvement projects and because everyone is spending more time at home appliances, plumbing and electrical systems have an increased need for maintenance and repairs. Home services companies are leveraging chat to address an increase in demand, be more competitive, help potential customers answer questions during the decision making process and support current customers anytime that they reach out for a service call.

## Legal



A law firm's website is its new front door. More and more clients are reaching out to legal professionals online versus phone calls and in-person visits. To show you why chat has skyrocketed in popularity—80% of potential new clients expect a response within 24 hours of reaching out to a Lawyer—and most of those expect a response within 5 minutes or less. With live chat, Attorneys can provide the clients they serve with personalized, immediate and convenient communications.





the Receptionists provides a blend of tech-driven responsiveness and warm human interaction. We help you generate more leads, boost conversion rates and deliver seriously impressive ROI by creating a more responsive, welcoming online presence. Here are just a few of the ways we can help you and your website visitors.

**Collect important contact details such as name, phone number and email.**

**Respond to common customer questions and process payments.**

**Create meaningful interactions with website visitors.**

**Directly transfer warm website leads to your sales team**

**Provide real-time support and empathy during stressful situations.**

**Share real-time notifications with complete chat transcripts.**

**Our native-English speaking agents are trained to engage customers in fluent, attentive conversation**



Not only do intelligent conversations drive business growth, but they leave a lasting impression in the minds of people who could become customers for life. As we interact with your visitors more frequently, we'll update your FAQ's, brand responses & more so that your profile becomes more sophisticated.

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# How live website chat can help you deliver a superb customer experience.

Here's the good news: having chat on your site can help with all three customer experience elements.



## Empathy:

Live chat specialists can display empathy by actively listening to your visitors questions/concerns, responding with reassuring words and providing relevant solutions.



## Personalization:

Nothing says personal like a one-on-one conversation. Agents can use web or purchase history to tailor the conversation to the customer.



## Responsiveness:

In today's fast pace world website visitors expect to receive support in the moment and near instant responses.

# 45%

That's the percentage of US consumers who will abandon a transaction if their questions aren't answered quickly during their online purchasing process. All companies who do business online should strongly consider supporting their customers with live website chat.