

USA800 - eBusiness Solutions

Live Chat – An Essential Communications Channel and Revenue Generator

EFFICIENCY

Live chat can offer an efficient communications channel- USA800 customer advocates can handle 3+ simultaneous live web chats.

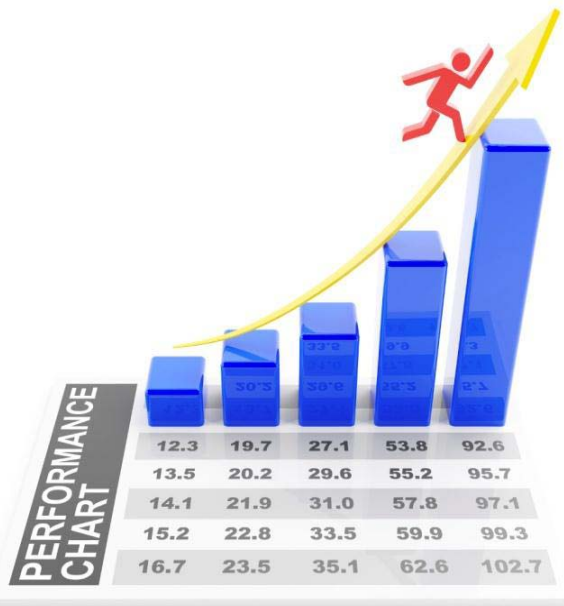
PLATFORM AGNOSTIC

USA800 has experience with most 3rd party chat solutions including Live Person, eGain, Instant Service, and Talisma. USA800 can utilize any third party solution or our solution of choice.

PERFORMANCE

Contrary to popular belief, adoption of chat as an additional communications medium can be very cost effective and is an excellent vehicle for augmenting revenue generation activity.

USA800 can demonstrate how live chat can introduce a significant return on investment through reduction in shopping cart abandonment, increased revenue per contact, and overall higher customer acceptance rates.



As a complete solutions provider, USA800 offers a full complement of voice and web channel options for your customers and prospects to choose from relative to how they want to do business. Live chat has proven to be an increasingly effective means of communicating with customers for both sales and service types of inquiries, including technical support. We provide these services to our clients using cutting-edge technology and highly skilled agents that are experienced in both sales and service chat, including proactive and reactive chat offerings via customer web sites.

- USA800 eCommerce agents are uniquely trained to be able to handle voice, chat and e-mail contacts, thereby offering our partners the most efficient use of resources.
- USA800 is a 100% employee owned organization with agents who also have an ownership stake in our company. This results in higher retention of highly skilled and motivated agents who deliver bottom line results for our partners.
- USA800's contact centers and agents are located in the Midwest offering an excellent work ethic with the technical savvy required to support eCommerce, multi-channel programs.

Operating a variety of live chat platforms, USA800 has partnered in deploying the chat technology to suit each client's particular needs. Our information technology group has the ability to deploy and integrate with a variety of providers. With flexibility in technology, staffing, hours of operation and service offerings, our live chat solution can effectively be deployed to integrate and actively support client's customer service and marketing strategies.

USA800
Making Every Contact Count

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Live Chat Case Study

SALES

USA800 has demonstrated experience and success in building an integrated direct channel with both voice and chat as key components to supporting an eCommerce environment that produces incremental sales at a lower acquisition cost than traditional brick and mortar retail.

SERVICE

Chat can be an effective means to provide customer service support to an existing client base. By enabling chat as a communications medium, overall customer satisfaction increases.

TECHNICAL SUPPORT

Live chat for hardware, software, or web related products and services can be a cost efficient and effective means to provide technical support, while increasing customer satisfaction and adoption rates.

For more information on any of our contact center services please visit us on the web at www.usa800.com or call us at 1-800-800-9920



SALES CHAT

USA800 recently partnered with a national wireless carrier seeking to increase sales penetration and conversion rates. This client has used USA800 in the past to manage call center sales inquiries from media, IVR and web site traffic and was looking to reach more potential customers in the manner customers wanted to deal with the provider. By using USA800 to open up live chat as an option for web shoppers, the client was able to increase sales orders by more than 15% through their direct sales operation.

USA800 has seen leading edge clients embrace live chat in the consumer and education space with the initial focus on customers who are comfortable with shopping or inquiring via the web. Often this involves a younger demographic of customer, but as this capability becomes more pervasive in the marketplace it becomes critical that clients anticipate the desires of their customers and stay ahead of the marketplace to remain competitive in their field. For this reason, more and more clients are turning to USA800 to integrate live chat with their other sales and service channels.

SERVICE CHAT

USA800 has worked with clients to help them reach a larger group of customers through live chat. In a recent example, a client was able to increase the number of customers serviced by 20% through the deployment of live chat. Enabling customers to have greater service access using their channel of preference allows companies to handle and resolve more service issues within a shorter period of time, which ultimately lowers cost per contact and increases overall customer satisfaction. By keeping in step with customer expectations, USA800 clients are able to execute on their service strategy more efficiently, while achieving a competitive advantage in the marketplace they serve.

CHAT SERVICES AVAILABLE

Sales Support
Service Support
Technical Support

eBusiness
communications

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