

## EasyLiveChat™ Instant Communication

Internet chat has quickly become a mainstream form of communication – and now it's a hot new customer service tool. **iSelect Internet** EasyLiveChat provides yet another effective and efficient way for you to communicate with new prospects and loyal customers. EasyLiveChat will open the lines of communication by:

- Helping to reduce site and shopping cart abandonment
- Improving customer confidence and satisfaction
- Enhancing understanding of customer needs and wants

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### INCREASED PRODUCTIVITY

Why return a phone call or email hours after they were sent? Don't wait until your customers interest has cooled off! With EasyLiveChat, you use a real-time interactive window allowing you to promptly communicate with site visitors to answer product questions or up sell services. Instant communication means instant, and improved, customer satisfaction.

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**ACCESSIBLE**- Set hours of operation for chat so site visitors know when agents are available

**AVAILABLE**- Agents are notified both visually and audibly

**DEPENDABLE**- Full transcript functionality that includes mailing and archiving allows customer service agents to refer to previous chats

**PROACTIVE**- Pre-defined, editable messages make responding to common consumer questions quick and easy

**RESPONSIVE**- EasyLiveChat manages up to four agents. In addition, each agent can easily chat with up to four consumers simultaneously – that's four times more than an agent can handle by phone