



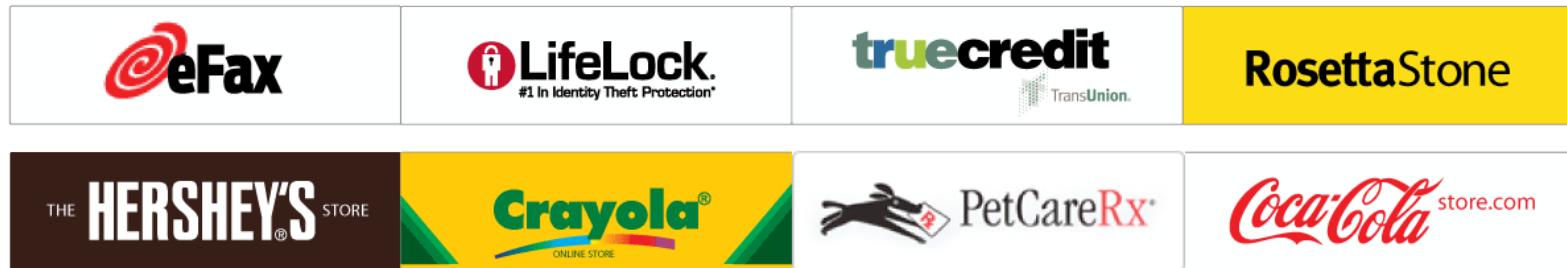
UpSellit.com™

bring your customers back

sales@upsellit.com | www.Upsellit.com | 866 504 9619 | 5655 Lindero Canyon Rd. Suite 702 | Westlake Village, CA 91362



Who we work with:



“UpSellit.com has been a terrific addition to LifeLock’s member and loyalty and retention strategies, has delivered excellent results, and has been very responsive to our unique needs. Working with the UpSellit.com team has truly been a pleasure.”

Eric D. Warbasse | Director of Member Marketing | LifeLock.com



UpSellit.com is the leading provider of artificial intelligence chat solutions. SmartAgent® is an automated chat agent capable of handling an unlimited number of simultaneous conversations with the personality of a real person and the accuracy and consistency of a machine.

+ Increase Conversions

With SmartAgent on your site you will see an increase in conversions of about 10-25%

+ Get To Know Your Customers

With access to complete chat transcripts you get a unique insight into your customers.

+ Reduce Labor Costs

Answer questions before visitors call in, and enable live agents to handle more conversations.

+ Reduce Abandonment

Bring back abandoning customers with the completely customizable On Exit launch feature.

+ Generate Quality Leads

In-chat forms and surveys allow you to capture quality leads and customer information.

+ Shorten Sales Cycle

Automatically engage idle visitors and provide click-to-chat support to answer buying questions.



Exit Acquisition Strategy

- + By engaging your potential customer when they leave your site, we suggest a page by page exit offer strategy.
- + By customizing each exit page offer, based on where they leave the site, we ensure the best possible approach to recapture the sale.



UpSellit.com Monitors Site Visitors.

1. Customer attempts to abandon page.

UpSellit recognizes abandonment as a user closing the browser, window, tab, or entering a new URL.

Google

status My Account Sign In or Register

My Cart \$26.49 (1) CHECKOUT

with Pet Points! Details | Sign Up

Shopping Cart

You are just **\$8.51** away from Free Shipping!

Continue Shopping PROCEED TO SECURE CHECKOUT

✓ Added Heartgard Plus for Dogs BLUE,Up to 25 lbs. 6 Month Supply!

Item	Qty	Unit Price	Total Price
Heartgard Plus for Dogs BLUE,Up to 25 lbs. 6 Month Supply 26 Pet Points	1	\$26.49	\$26.49

PET POINTS You Will Earn **27** Pet Points on this order. [Learn More](#)

Update Quantities

Items Subtotal \$26.49

Shop with Confidence

[Security 100% Guaranteed](#)

[Certified Licensed Pharmacy](#)

[We Respect Your Privacy](#)

[Free, No Hassle Returns](#)

[Shipping Information](#)



UpSellit.com Greets Exiting Visitors.

The page at <http://www.petcarerx.com> says:

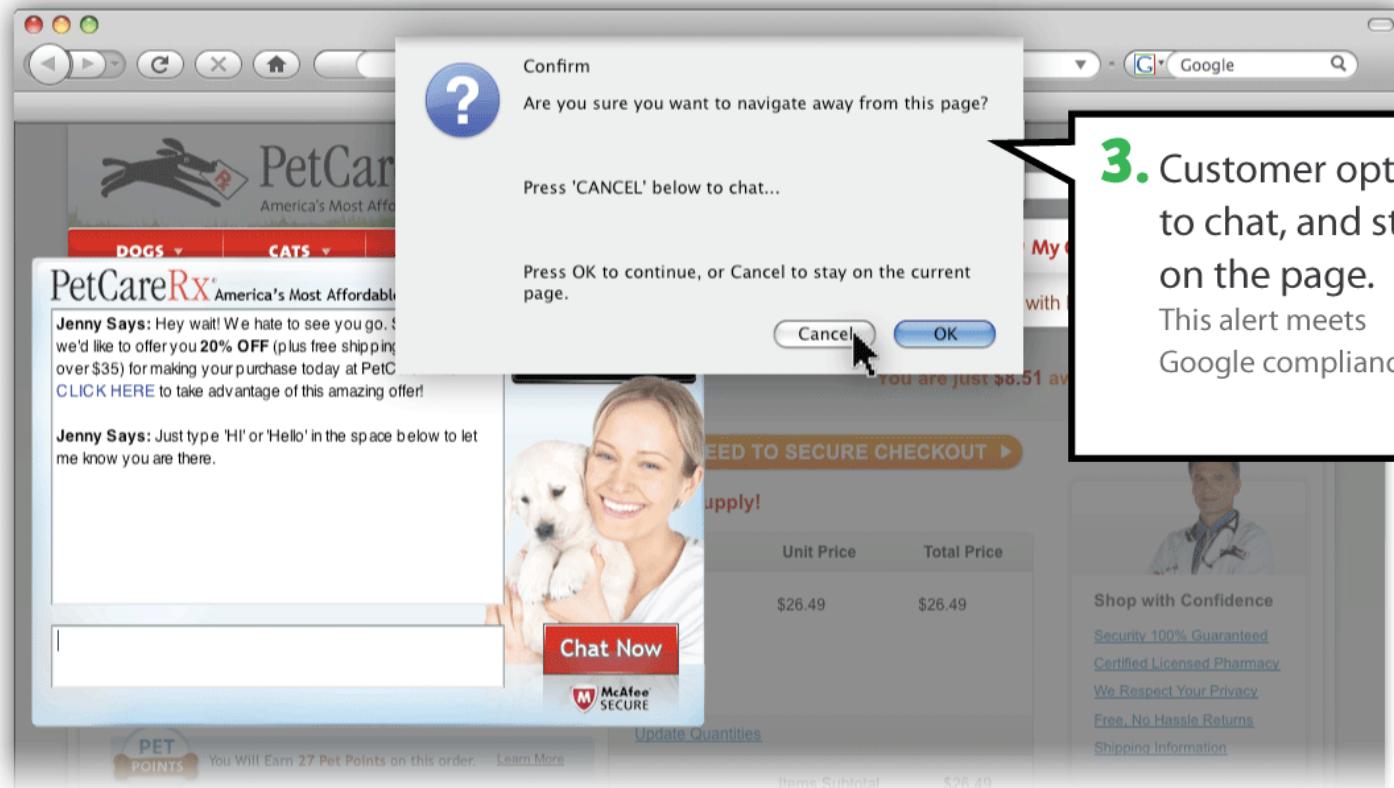
Wait! A live agent would like to talk to you about last minute savings. Please hit 'Cancel' on the next window to remain on this page...

OK

2. Customer is alerted that a representative would like to chat. This alert can be customized or removed altogether.



Visitors Choose to Chat.



3. Customer opts-in to chat, and stay on the page. This alert meets Google compliance.



UpSellit.com Goes to Work.

4. SmartAgent® answers crucial buying questions and can provide an incentive to bring the customer back to their shopping cart. In-Chat hyperlinks can retain affiliate IDs and apply discounts.



UpSellit.com Converts.

Take customers to a unique check-out.

You have received 20% off your order!

You are just \$8.51

PROCEED TO SECURE CHECKOUT

Sales are tracked and recorded in a custom reporting engine.

Item

Item	Qty	Unit Price	Total Price
Heartgard Plus for Dogs BLUE, Up to 25 lbs. 6 Month Supply	1	\$26.49	\$26.49

PET POINTS You Will Earn 27 Pet Points on this order. [Learn More](#)

Update Quantities

Items Subtotal \$26.49

Standard Shipping \$5.00

[Security 100% Guaranteed](#)
[Certified Licensed Pharmacy](#)
[We Respect Your Privacy](#)
[Free, No Hassle Returns](#)
[Shipping Information](#)



UpSellit.com Can Also Launch on Mouse Movement.

The image shows two side-by-side screenshots of the World Market website. In the first screenshot, a black arrow points from the top left towards a mouse cursor that is hovering over the top edge of the page content area. A callout box contains the text: "Launch a chat when a customer distinctively moves their mouse up and out of the page content area." In the second screenshot, the mouse cursor is no longer visible, and a callout box contains the text: "Automatically launch a chat without the need for a confirm message." Both screenshots show the World Market homepage with various product categories and promotional banners.

Launch a chat when a customer distinctively moves their mouse up and out of the page content area.

Automatically launch a chat without the need for a confirm message.



The people at UpSellit are easy to work with, responsive, and great at what they do... UpSellit lifted overall conversions from 8% to 10%... resulting in a **25% INCREASE** in sales.

Natalie Bonacasa, Marketing Manager, PetCareRx



Tracking Performance is Easy.

Track messaging & incentive split-tests.

Identify & track traffic segments.

Chat Analytics

Performance

Conversations

Find Conversations and Visitors

132 Total Conversations 347 Questions Answered 03:45 Avg. Chat Duration 17 Sales Generated

2 Customers Missed 00:00 Avg. Response Time 10:38:01 Active Time 13 Tickets Generated

Performance: Tim L. on June 15, 2010 from 6PM to 6AM

Total Conversations Questions Answered Sales Generated

Chats: Tim L. on June 15, 2010 from 6PM to 6AM

Time	Duration	Sales	Answered	Missed	Ticket	Subject	Pages Visited	State/Provence	Country	Transcript	Visitor
18:02:43	03:13	0	3					CA	USA		
18:08:01	01:05	1	1					FL	USA		
18:14:55	03:08	0	4					NE	USA		
18:22:39	12:05	0	8	2	100101	Issue	1	IL	USA		
18:23:01	02:13	1	2	0	0	Purchase	11	Shenzhen	CHINA		



Getting Started with UpSellit.com

1. Strategy Meeting

Establish campaign objectives and execution.

2. Custom Configuration Review

Chat script, launch, and window design reviewed and approved.

3. Implement

UpSellit provides one line of code to be pasted on the site.

4. Optimize

UpSellit maximizes performance with agent monitoring and client reviews.



To learn more please contact:

Max Loewenthal
Director of Business Development

D: 805 322 1517 | C: 805 338 8379

max@upsellit.com



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