

Site Abandonment Chat

Automated Customer Recovery

Overview

UpSellit's Abandonment Chat Solution increases site conversions by engaging abandoning site visitors in an automated chat conversation that answers FAQ's, gathers re-marketing data, and can offer an incentive for the visitor to return and convert. With no set-up or maintenance costs, UpSellit's **100% pay-for-performance pricing** model provides you with a fully custom solution that immediately drives incremental revenue gains.

Engage, Assist & Convert

By engaging site visitors on abandonment, you have the unique advantage of learning why they were leaving, answering their questions, and providing an added incentive to complete the conversion. After generating over eight million conversions, UpSellit has refined every step of the Abandonment Chat process to a proven science.

Engagement. UpSellit tracks customer details and session data, enabling complex business rules to target and filter traffic segments. With multiple engagement configurations, UpSellit ensures businesses will maintain the desired user experience while effectively capturing abandoning visitors.

Assistance. UpSellit's automated chat delivers instant, accurate answers to FAQ's, reinforces brand messaging and is capable of offering dynamic incentives that are unique to the customer's session data or details.

Conversion. Conversions generated from the chat are tracked and can be viewed in real-time on UpSellit's complete back end reporting engine.



Marketing Features

Engagement

- Visitor Detail & Session Data Targeting
- Custom Chat Launch Configuration
- Session-Based Offers & UpSells
- Seamless Live Agent Escalation

Custom Campaign Design

- Branded Chat Windows
- Animated Chat Windows
- Dynamic Offer & Agent Images

Campaign Management

- Completely Hosted Solution
- Thousands of Customer Programs
- Managed Campaign Optimization
- Simple 1-Step Integration

Reporting Features

- Real-Time Campaign Metrics
- Split-Test Performance Reports
- Complete Customer Transcripts

