



## It's never been this easy to sell your products and service your customers

### DRIVE ONLINE SALES

Integrating Live Chat with your website allows you to approach online visitors just as you would in a retail store to help them with product selection.

### REDUCE SUPPORT COSTS

Live Chat is not meant to replace traditional phone support, but it does create a less expensive alternative. Agents can quickly send pre-written responses to common questions and they can multitask, chatting with multiple customers at the same time.

### CAPTIVATE CUSTOMERS

Ensuring that every customer question is quickly resolved is key to creating customer loyalty. Live Chat streamlines customer service processes, improving customer satisfaction.

LiveHelpNow is the powerful, scalable web-based customer service suite that turns your static site into a dynamic resource for helping new and existing customers efficiently and effectively.

It's easy to install, easy to use, easy to manage and easy to afford. Harness the real-time advantage we provide to boost your sales, take better care of your customers and improve your bottom line.

Are you generating enough sales from your website? On average, your site has less than 1 minute to engage a potential customer before they move on. Don't waste that time! LiveHelpNow Live Chat System features proactive chat requests, automatic chat invitations, and an assortment of chat buttons all designed to capture the interest of your online visitors and turn them into valuable customers.

*"We recently switched to LiveHelpNow for our email, chat and knowledge base service. We were immediately impressed by two things: One, how much out-of-the-box functionality they provide for such a reasonable price and two, how eager they are to help. The package is powerful, extensible, easy to use and customizable and the staff are smart, friendly and professional."*

-- Joel Levin  
Technical Support, Final Draft, Inc.  
[www.finaldraft.com](http://www.finaldraft.com)

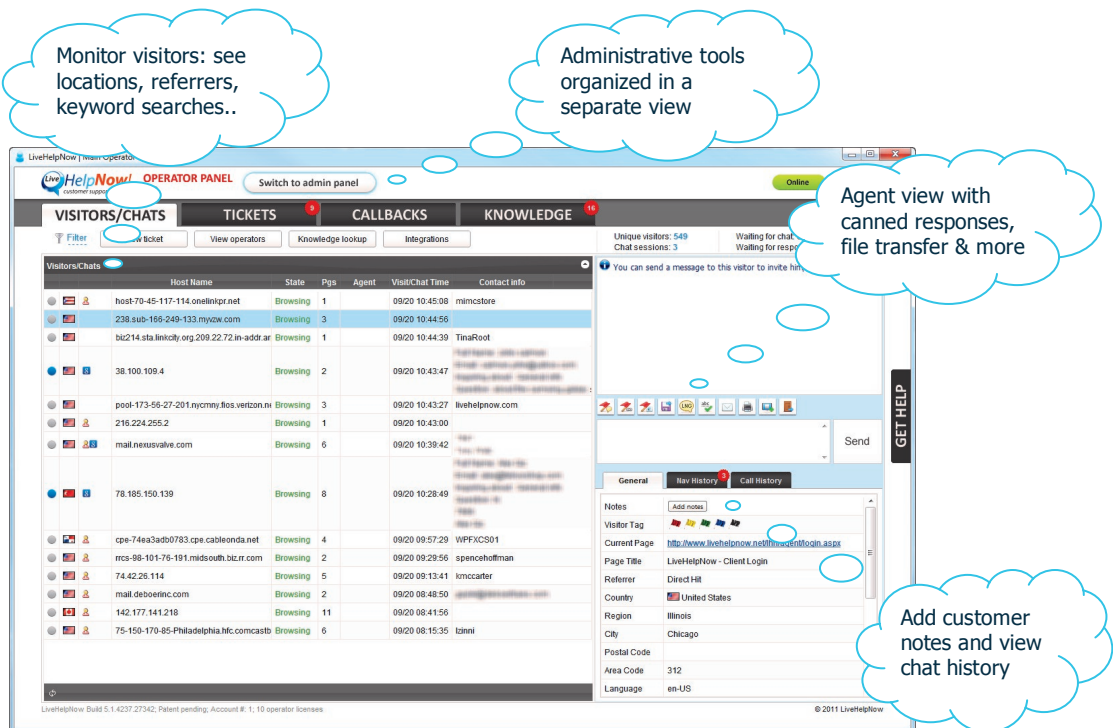
*"Our business has been using LiveHelpNow for approximately 6 months now... We are so impressed with how simple it was to install within our website and the amount of information available. We were shocked when we started seeing results immediately... The analytics are also amazing. We highly recommend LiveHelpNow and their services."*

--Tammy Smith  
All Pro West TRAILER SUPERSTORE!  
[www.allprowest.com](http://www.allprowest.com)

TopTenREVIEWS Gold Award Winner for Live Chat Support Software 2 Years in a Row



*"LiveHelpNow is the cream of the crop when it comes to live chat support software. The variety of features coupled with the superb customer service the manufacturer provides, makes this program the best available."*



**Monitor visitors: see locations, referrers, keyword searches..**

**Administrative tools organized in a separate view**

**Agent view with canned responses, file transfer & more**

**Add customer notes and view chat history**

Host Name	State	Pgs	Agent	Visit/Chat Time	Contact info
host-70-45-117-114.onelinkpr.net	Browsing	1		09/20 10:45:08	mimcstore
238.sub-166-249-133.mycw.com	Browsing	3		09/20 10:44:56	
blu214.sta.linkcity.org.209.22.72.in-addr.ar	Browsing	1		09/20 10:44:39	TinaRoot
38.100.109.4	Browsing	2		09/20 10:43:47	
pool-173-56-27-201.nycmny.fios.verizon.net	Browsing	3		09/20 10:43:27	livehelpnow.com
216.224.255.2	Browsing	1		09/20 10:43:00	
mail.nexusvalve.com	Browsing	6		09/20 10:38:42	
78.186.150.139	Browsing	8		09/20 10:28:49	
cpe-74ea3ad0793.cpe.ca3leonda.net	Browsing	4		09/20 09:57:29	WPFXC501
mca-88-101-76-191.midsouth.bizrr.com	Browsing	2		09/20 09:29:56	spencehoffman
74.42.26.114	Browsing	5		09/20 09:13:41	lmcscarter
mail.deboerinc.com	Browsing	2		09/20 08:48:50	angel@deboerinc.com
142.177.141.218	Browsing	11		09/20 08:41:56	
75-150-170-85-Philadelphia.mf.comcastb	Browsing	6		09/20 08:15:35	ltdnli



## BUILT FOR YOUR BRAND

Every LiveHelpNow product can be completely customized to fit your brand's image. Each customer touch point will showcase your unique logo & color scheme, and all system messages are customizable.

## TOOLS OUT OF THE BOX

LiveHelpNow Live Chat System is packed with tools to boost the productivity of both sales reps and customer service agents. Tools like live chat transfer, operator to operator messaging, and our proprietary "Whisper" Technology allow agents to monitor and coach each other as they chat with customers. Enable Mobile Chat to use any smartphone to chat with customers when you're away from your desk.

## 24/7 SITE MONITORING

Your online business is always open to prospective customers, and they visit around the clock. During regular business hours your site is FULL of prospects. LiveHelpNow lets you monitor where your visitors are from, how they found your site, how long they stay, and even which pages your visitors are on right now— All in Real Time!

LiveHelpNow engages your customers **Proactively**. Invite browsing visitors to live chat either automatically or manually with proactive chat invitations. We provide a large library of Live Chat buttons to choose from, or you can create your own custom buttons.

Our Proprietary Billboards **Promote your Brand**.

Display up to 10 scrolling messages within the chat window to advertise your sales promotions. Add links to Billboards or display banner ads to customers.

Save frequently used messages, web URLs and images as canned responses for quick and repeat use in chat.

Two-way file transfer. Send documents to and receive them from your customers. Transfer bills, contracts, estimates etc.

View the **navigation history** of every visitor on your website as they browse from page to page. Review any previous call history tied to the visitor including past chat sessions.

Live Chat agents have the ability to **add notes to a visitor** and these notes are made available to other agents should the visitor come back at a future time.

LiveHelpNow **automatically detects returning visitors** on your site and allows you to tag them as prospects, customers, or any other segment you would like to identify.

**Ban IP addresses** of unwelcome visitors to remove their ability to initiate chat so they do not waste valuable company time.

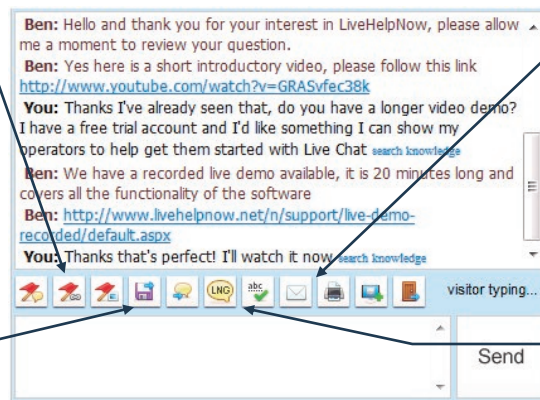
Our chat window is **compatible with all browsers**. There are No Exceptions and No Limitations!

LiveHelpNow **supports all languages**.

Customize the visitor-facing side of the Chat System in any language and even translate live chats in real time!

The Live Chat System **installs in 2 easy steps**:

Copy the LiveHelpNow chat button code to your site. Install the Alerter desktop module on your computer.



Email and print the chat transcript. Send it to the customer, yourself, or a co-worker; or print the chat to keep it on file.

Automatic translation! Check your spelling and chat with international customers effortlessly.

General	Nav History	Call History
Add notes		
Full Name	Ben Grinberg	
Email	bg@livehelpnow.com	
Inquiring about:	General info	
Question	Can I see a demo of the software?	
Custom2	bgrinberg	
Visitor Tag		
Current Page	<a href="http://help.livehelpnow.net/article.aspx?cid=1&amp;aid=4916">http://help.livehelpnow.net/article.aspx?cid=1&amp;aid=4916</a>	
Page Title	LiveHelpNow pricing	
Referrer	<a href="http://www.livehelpnow.net/lhn/console/">http://www.livehelpnow.net/lhn/console/</a>	
Country	United States	
Region	Pennsylvania	
City	Southampton	
Postal Code	18966	
Area Code	215	
Language	en-US	
ISP	Verizon Internet Services	
Host Name	pool-98-114-223-185.phlpa.fios.verizon.net	
IP Address	55.555.555.55 <span style="border: 1px solid black; padding: 2px;">ban</span>	



## REPORTS ON DEMAND

Customize post-chat surveys to let your customers evaluate the performance of your agents and help improve the accessibility of your site. Generate reports on chat agents and website visitors; use the data collected to test & improve business processes.

## OPTIMIZED FOR BUSINESS

LiveHelpNow Live Chat System is designed for business use. A single chat operator can chat with multiple customers at the same time without stress. Route visitors into different departments to effectively manage company resources. Offline chat windows allow visitors to leave a message when all of your operators are offline for easy follow-up on the next business day.

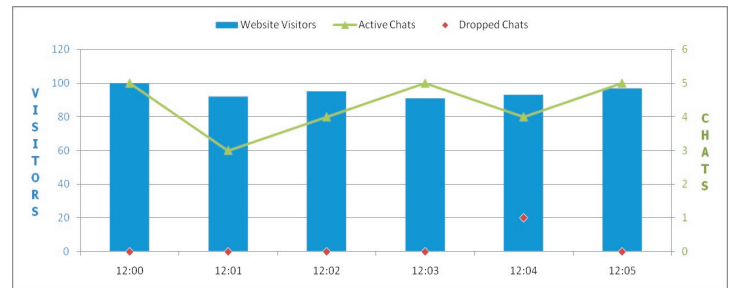
## SUPPORTS EVERY SITE

Install LiveHelpNow on any website using any platform! Login from anywhere on an unlimited number of computers and devices. LiveHelpNow can even be linked to multiple websites and pages at no extra cost. You can use the same account and the same agents to manage all of your websites.

LiveHelpNow features an array of **Reports and Analytical Tools** that organize the mountains of data collected via Live Chat and presents that data to you in ways that make good business sense.

View over 60 reports on demand, and website analytics in real time on our live visitor-monitoring dashboard. **Track referrals** from Google, Yahoo, Bing and your other sources of website traffic.

Executive, Marketing, Website and Live Chat reports break down system data into relevant readouts **for professionals in every department**. Managers can monitor chat agents; Sales reps can follow live chat leads; Marketers can track campaigns; and Executives can see a broad overview.



What makes live chat better than phone support?

Live Chat agents can **handle multiple chats at the same time** while phone operators are always limited to one call at any given time.

Live Chat lets you **send pre-written responses** to common questions customers ask. Reduce the length of support calls and link customers to your products.

LiveHelpNow is very easy to operate because of its **streamlined, intuitive interface**. Start chatting with customers in minutes: copy the Live Chat button code to your site, watch a quick video demo, and if you need more help contact our 24/7 US-based support.

When your agents are offline, the chat button opens a form to **take messages from your visitors**. Alerts are then sent out to your operators for easy follow-up.

LiveHelpNow **Department Routing** allows you to:

- Let visitors route themselves to the right agents
- Route visitors into departments automatically
- Transfer live chats between departments
- List one agent in multiple departments

Add LiveLook Co Browsing to your Live Chat System to **remotely assist customers**. View their screen, take over mouse and keyboard control, and "just fix it".





# Live Chat Features & Benefits



## TOTAL INTEGRATION

LiveHelpNow features out of the box integrations with Google Analytics & Adwords, Salesforce.com and Facebook. The customer data that your website collects can be pushed to live chat operators using a Custom Information Feed. Our live chat solution can also be integrated with any CRM system. In fact, you can sync customer data in real time from any LiveHelpNow product to other web-based platforms using our public API.

## SECURE & ALWAYS ON

LiveHelpNow uses financial grade 256 bit SSL encryption in its network infrastructure. We deliver over 99.9% uptime to our clients; they never have to worry about the maintenance costs of in-house systems or interruption of services.

## AVAILABLE PRODUCTS

- Live Chat System
- Email/Ticket Management
- Knowledge Management
- Callback Request System



If you already use Google Analytics then you know how valuable it is to track paths your web visitors frequent on their way to making purchases - integrate this data with LiveHelpNow and you can track live chats, surveys, and more as virtual page views on your Google reports.

Google Adwords - LiveHelpNow integration shows you in real time which of your paid Google search terms have brought customers to your site, giving you the data you need to make sound Search Engine Marketing decisions.

Integrate your Salesforce Enterprise Edition account with LiveHelpNow Live Chat system to create new or search existing Accounts, Contacts, Leads, Cases and Campaigns all from within our Salesforce module.

You will be able to edit and add Salesforce content, and attach chat transcripts to contacts & leads. Update and grow your contact list in real time as you interact with customers and prospects using LiveHelpNow Live Chat.

Custom Information Feed allows for customer-specific information to be passed from your website pages to the agents servicing your LiveHelpNow Live Chat account.

For example: you can setup the custom feed to provide detailed customer shopping cart information to your agents: total amount, items in cart, discounts applied, etc. By having access to this information your agents will be able to offer your customers related products, increase profits and lower shopping cart abandonment.

LiveHelpNow products can be integrated with any CRM software using our public API. This includes SugarCRM, Sage SalesLogix, Netsuite, and all other CRM systems.

Extract customer data generated by our Live Chat, Ticket, Callback Request, and Knowledge Management solutions into your current CRM platform to expand your understanding of customers as you provide them with an unrivaled level of sales and support service.

LiveHelpNow Ticket System conquers your daily email communication and allows your business to be open and provide service 24/7/365. Organize, prioritize, analyze and archive inquiries for easy access at any time. Control and supervise the complete lifecycle of every customer inquiry from initiation to resolution.

Imagine all the questions from chat and ticket coming together in one location easily accessible both internally and externally. These questions can be published in the form of a searchable FAQ and can be fully customized and branded to match your existing website design. Eliminate repeat inquiries, increase brand awareness, improve customer satisfaction, and decrease support costs with the Knowledge Management System.

You wouldn't leave your business telephone without an answering machine; now there's no reason to leave visitors to your website without a way to leave a message for you. Our 24/7 Callback Request System allows your customers to notify you when they need to speak with a live operator. A missed phone call can very easily be a lost sale, ensure that you make contact with everyone who wants to make contact with you.

