

What Is **LiveHelpNow**?

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

The **LiveHelpNow** suite offers:

- Pro-active live chat
- Live chat on demand
- Callback management
- Searchable knowledge base
- Ticketing (email) system
- Remote desktop
- Mobile Chat
- Email Signature
- Integration with Salesforce.com and FaceBook
- A la carte components
- Brandable and skinnable design
- Browser-based agent and admin login
- Easy-to-implement system
- And more

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.

*Research has shown that offering live chat can improve online sales by as much as 25%.

"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

"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



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www.livehelpnow.net
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Live Chat

Ticket/Email Management
Knowledge/FAQ Management
Callback Management



Your Real-Time Advantage

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Suite of Tools

Are you generating sales from your website?

Do you know that websites which offer Live Chat generate 10 times more sales than websites that don't? For pennies a day, LiveHelpNow will show you who is on your site right now, and turn them into customers.

LiveHelpNow turns your website into a selling machine!

On average, your website has less than 1 minute to engage a potential customer before they move on. Don't waste that time. Go to livehelpnow.net for more details about our affordable tools, including LiveChat, which can help your website beat the clock.

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."

Live Chat

If you ran a brick-and-mortar store and a customer walked in the door, would you ignore them? Of course not! You would ask how you can be of assistance. You should do no less with your website. With LiveHelpNow's easy-to-install, easy-to-use technology, you can offer proactive or on-demand live chat that allows you to engage your customer, answer their questions and close the sale.

As the internet landscape changes, more and more web shoppers expect the personalized touch that live chat brings. Add this must-have customer service tool to your website and turn visitors into paying customers.

Ticket/Email Management

LiveHelpNow allows your business to be open and provide service 24/7/365. Our ticketing system conquers your daily email communication. Organize, prioritize, analyze and archive inquiries for easy access at any time. Control and supervise complete lifecycle of every email/ticket.

Knowledge/FAQ Management

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 searchable FAQ and can be fully customized and branded to match your existing website design. Eliminate repeat inquiries, increase brand awareness, improve satisfaction, and decrease support costs.

Suite of Tools

Callback Management

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, but this system ensures that you make contact with everyone who wants to make contact with you.

Remote Desktop

For an astonishingly low subscription price and with zero work by your webmaster, LiveHelpNow can put your eyes right on your customer's screen and your hands on their mouse and keyboard.

Analytics

LiveHelpNow collects, organizes and presents data about website traffic, chat/knowledge base/ticket system performance, pre- and post-chat surveys, most/least viewed/searched content and much more – over 60 exportable enterprise level management reports.



Start Your Free 30-day trial by visiting our website
www.LiveHelpNow.net