

All Business Marketing

&  LiveChat

Connecting With Customers - Faster & Better



Connect Better with Customers with LiveChat

Today, we need to communicate with customers when they are ready.

Whether it is for Technical Guidance or Customer Service, LiveChat lets you communicate with your customer at the right time.

No contracts to sign. No penalties for stopping the program. No reason not to try it.



What LiveChat Will Do For Your Business

- ❖ **Increase #** of monthly direct engagements with customers
- ❖ **Increase #** of monthly conversions from existing media programs
- ❖ **Increase #** of monthly leads from existing media programs
- ❖ **Increase #** of development projects
- ❖ **Increase** accuracy of forecasting and revenue
- ❖ **Provide** monthly metrics reporting

The ABM - LiveChat Solution

As a LiveChat agency partner, ABM will help you define, setup, implement and train your personnel on the LiveChat platform – turnkey.

No bandwidth problems or delays.

Once installed and operating, ABM will monitor, update and provide monthly reporting to optimize the performance of your LiveChat program.



ABM Helps:

- ❖ Define the right LiveChat program parameters
- ❖ Select the optimum hours of LiveChat availability and continents served
- ❖ Select the optimum # of simultaneous LiveChat participants
- ❖ Integrate the LiveChat code into your website
- ❖ Setup LiveChat and train employees on using LiveChat
- ❖ By providing a training manual for employee quick reference
- ❖ Monitor monthly activity and reporting
- ❖ Manage the account, make updates/changes with one monthly invoice

ABM Helps You Set Up LiveChat

ABM works with you to determine the optimum selects for each of the LiveChat settings.



Getting Set Up

- ❖ Designing & applying the LiveChat icon to your website
- ❖ Setting LiveChat available hours of operation
- ❖ LiveChat session parameters from acceptance to finish
- ❖ Assigning offline chat sessions
- ❖ Determine whether to offer Technical Support +/-or Customer Service options
- ❖ Identify introduction chat form fields (name, company)
- ❖ Setting up Ticket forms & workflow (multiple session chats)

Go Live with LiveChat Next Month

ABM can quickly have LiveChat
functioning on your website
depending on your availability.

Steps to Going Live

- ❖ ABM or your web master adds LiveChat code to your website
- ❖ ABM schedules a parameters setup meeting with (~2 hours)
- ❖ ABM schedules training with your personnel (1- 2 hours)
- ❖ Go Live



LiveChat Doesn't Cost It Pays

Your company will benefit from the number and type of inquiries received via LiveChat, and most importantly the number of identified development projects that will contribute to your forecasting and future revenue.

And ABM will be your point of contact for any question or change.

ABM invoices at the beginning of every month.



Pricing

One-time setup and training	\$1250 - \$2000 (depending on level of website integration to a contact database)
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Monthly subscription charges <i>Depends on # of Live Chat seats</i>	TBD
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* No contract required

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