

www.livebusinesscare.com

LiveBusinessCare

Best Business Strategies.

Our Innovative Strategies convert your visitors into loyal customers.
Increase your sales by engaging your customers intelligently.



Live
Customer Chat

Website Representatives 24/7

How We will work:

Here is the detail of all work that we do for every client.

Plan Selection:

Live Business care has 3 plans for Professional Live Chat Representatives. First of all you have to select a Plan and have to purchase it.

Work Schedule:

When you complete the first process, our team will start work on your project immediately. It usually takes 5 days to complete and gather all requirements of your business. We already planned at and we have divided your work for each day. Here is the detail of Each Day work.

Day1:

On Day 1 our staff will explore your website (Remember we already have persons who have knowledge about your business). They will collect all information required to start the work. However, if you have any printed material, we will prefer to send us as soon your order completed. Our staff will get complete information and nature of your work in detail and after this they will search the related material from different Search Engines, which we think is necessary for your business.

Day2:

Our staff will arrange data and will shape it into such a way to create about 500-1000 Q&A from collected information. We arrange Q&A in such a way that a visitor can understand them easily and it will help in increasing your visitor's confidence. While creating Q&A, we keep in mind all aspects of your business.

Day3:

After creating all Q&A, your file will be transferred to the Proof Reading Department. They read it thoroughly and add any thing which is necessary for your business. After reading it thoroughly and making necessary changes they transfer it to Senior Business Development Manager.

Day 4:

Business Development Manager analyses all main categories of your business and judge that all Q&A are relevant. After reviewing, if any change is necessary the file sent back to the Sales department.

Day 5:

If any changes are suggested by Senior Business Development Manager, that are done on day 5 and than all Q&A are emailed to you for review.

Note: If you want any change in Q&A or you think we should add some more questions, we will again work on that.

Note: we will work until you are completely satisfied with all Q&A.

PROMOTIONS/ANNOUNCEMENTS/NOTIFICATIONS ETC:

We know that every business needs Promotions. Announcements or Notification, and at LiveBusinessCare we take care of it. Please inform us at least 24 hours before starting any Promotions etc. However we will recommend informing us before 72 hours so we may train our staff according to your requirements.

How to Add Live Chat to your website:

Adding live chat to website is very easy, you just have to put a code. If you want Live Business Care can do this for you with out any extra cost.

Live chat Software:

There are numerous Live chat Software available online. We will provide you a free Live Chat Software, how ever if you want to use any of your choice you may use.

Following are the Important Features of Live Chat software that we will provide you.

How your visitors will be assisted with Live Chat.

Your Webpage



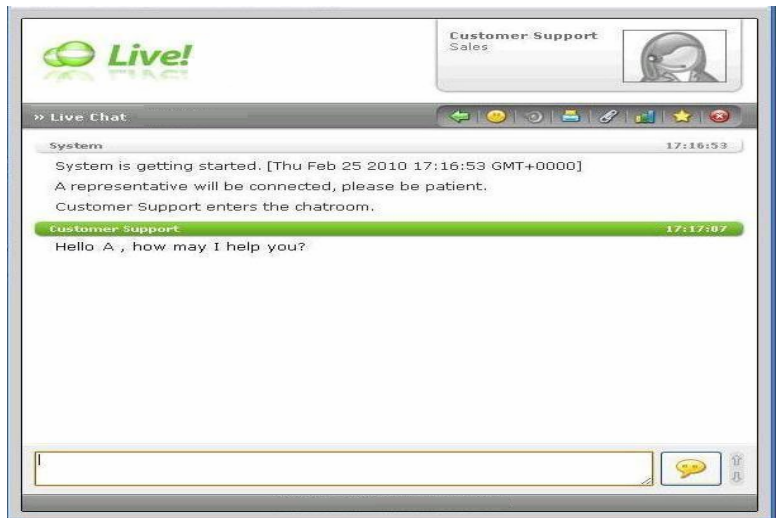
We will place Live Chat window on a suitable place on your web page



When any of your visitors will click for Live Chat, this window will appear. Where he/she will provide his Name, Email ID, Company Name and will select the department to whom he wants to contact. In this way you can get visitor's necessary details.



After providing details then visitor will click "Start Chat" then the following Chat Window will appear. Where your visitors can chat with any of representatives from their chosen department.

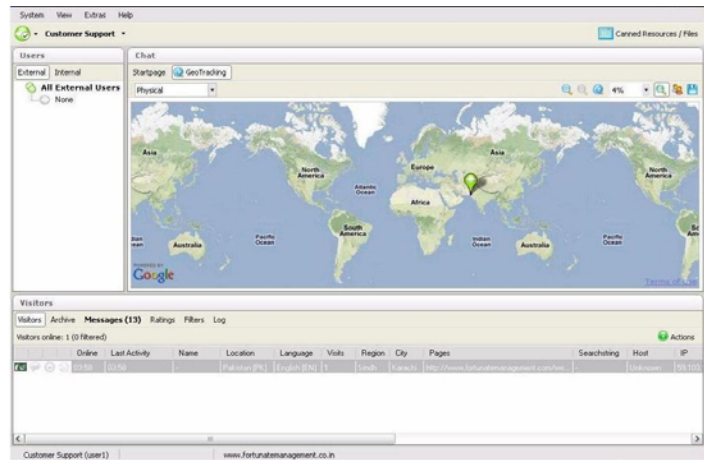


Sending Chat Request to Visitors

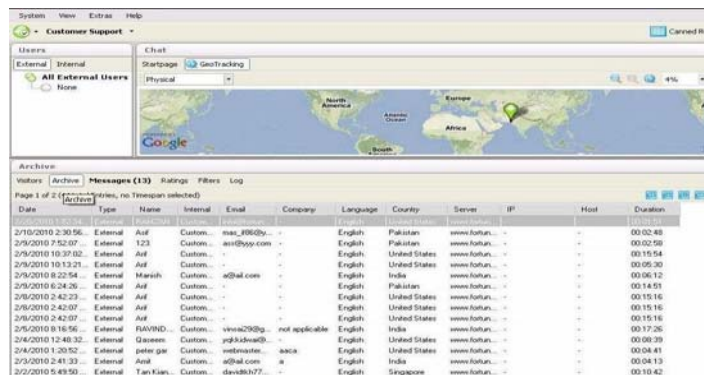
LiveBusinessCare providing you unique platform to be get connected with your visitors and entertain them in a much better and professional way. Our Live Chat representatives can every visitor of your website. Which will increase the satisfaction of your customers and exploits the sales process.

You will be provided with a user friendly **Live Chat Software**.

- You can view the complete location of your visitor, with IP address, City, Country.
- You can also view from which source visitor approaches you.
- You can also view in which pages on your website visitor taking interest and so our live chat representative will help in a same way.



In this Image you can see that you can view your entire visitor's last discussion with you, so that you can start from that point.



Your visitors can also rate your web page and also their discussion with your representative. That will give you better idea that how your services being appreciated by the visitors and also you can improve it.

Politeness	Qualification	Date	Internal	Name	Email	Company	Source	Comment
★★★★★	★★★★★	17/08/2010 3:29:31 PM	Customer Support	Huznan	huznan@...	www.tatuu...	-	-
★★★★★	★★★★★	1/8/2010 10:32:34 AM	Customer Support	Guest	-	www.tatuu...	As there found the rep...	

You can also Edit your Profile and can change your password.

- System
- View
- Extras
- Help
- Options**
 - My Online Status
 - My Account**
 - Change Password
 - Edit Profile
 - Personal Email Link
 - WebCam
 - Logout
- Exit

Geo Tracking

LiveBusinessCare Live Chat Software is able to resolute the Geo Location (based on IP-to-location) for the visitors on your website. See the visitors Hometown, the regarding Region and the Country. Each visitor is displayed on a zoom able World Map (powered by Google Maps®). The visitors you are currently chatting with will be highlighted.



Ratings

Ratings will give you valuable feedback directly from your customers / website visitors. Learn how to improve the support you provide and increase customer satisfaction.

LiveZilla.net » Live Chat

Qualification: ★★★★★

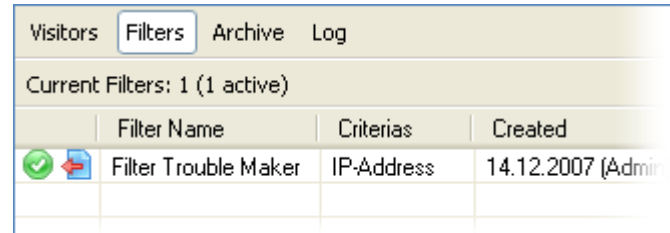
Politeness: ★★★★★


Your representative has me!

Politeness	Qualification	Date	Int
★★★★★	★★★★★	22.08.2008 10:37:45	SH
★★★★★	★★★★★	22.08.2008 08:19:41	SH

Security Filter

In order to make sure that supporters are not been harassed by vicious visitors, LiveBusinessCare comes with an integrated filter system which is based on multiple criteria.



Filter Name	Criteria	Created
 Filter Trouble Maker	IP-Address	14.12.2007 (Admin)

Real-Time Visitor Monitoring

LiveBusinessCare Live Chat Software integrated real-time visitor monitoring feature enables you to see instantly, who's on your site. See who referred your visitors, where your visitors are from, what keywords were used to find your site and the path by which they navigate your website. Gather valuable marketing information and interact with your site. Your Operators can fully customize the visitor view inside our software Client to include critical information such as: Navigation history, Referral Information, Geo Location (Country, Region, City), Landing page, Last active time, Time on site (for each page), Number of visits, Number of pages visited, Screen resolution, Network name, ISP and more.

Live Help / Live Chat / Live Support

Turn visitors into customers: Create a more personal connection with your website visitors before your competition does. Increase your sales and customer satisfaction. Don't lose customers due to unanswered questions anymore. Eliminate being a victim of regular shopping cart abandonment instantly. Give superior customer support service and increase the efficiency of your support department at a single blow. LiveBusinessCare Live help includes the following functions:

Website Push, Global Canned Messages, File Transfers (bidirectional), Email Chat Transcripts, HTML Richtext Chats, Global Chat History / Archive, Chat Transfer, Operator to Operator Chats, Department/Group Chats, Typing Notification, No Plugins/Applets to Download and more ...

Customization and Branding

Use your own Logos and Banners to attract visitor's attention. You can even apply your complete company CI/CD and design the *open* WebClient the way you like it. It's also possible to add functions and / or modify the way it works.

SSL Support

LiveBusinessCare is able to communicate using the *Secure Socket Layer Protocol* (SSL). This protocol encrypts all transmitted data for security reasons.