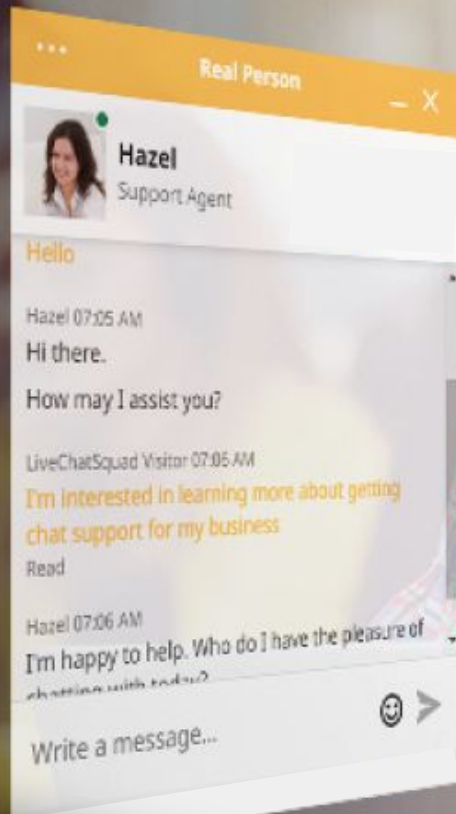


# LIVE CHAT

24/7 LIVE CHAT AGENTS



ILLINI RADIO GROUP

## We'll Take Care Of Your Chats

Give your online brand or business a voice with Live Chat! Promptly respond to queries and build meaningful relationships with your customer with our Live Chat Agents.

It is a swift and effective method of engaging with potential customers, while you can witness immediate ROI in terms of customer service levels, lead generation & sales.

Your brand will be provided with trained support personnel to add to or replace your existing support team. Your chats will be managed exactly as per your response guide. You will feel as if our team is actually based in your office!

24/7 Chat Management  
**Ensured**

Chat Alerts are Emailed  
to you **Immediately**

**Boost** Lead Generation  
by 2x

**Easily Integrate** Chat API to  
all **Key CRMs** for the Sales Team.



**Satisfy Customers** by **Resolving**  
Queries **Swiftly**

**Connect on Call** with Potential  
Leads **Right Away.**

You'll be pleased to know that the setup process is simple. You don't even need to invest in costly software. You get what you pay for, which is great customer support exactly when visitors need it. Your website can be 'open for chat' in a matter of hours. With a team of dedicated Live Chat support staff on standby, we can instantaneously resolve queries as and when they appear.

### Let's get started:



**What is a Qualified Lead?**

A Qualified Lead is a Chat Conversation in which our agent captures the name, phone, email and requirement of the web visitor. You set the Qualification criteria and we follow it.

**What if I get a Lead that's not Qualified?**

Reply to us & REJECT the lead. Add a brief reason of rejection and we will take it off your bill. No questions asked.

**How do you get to know my business?**

We'll send a response guide for you to complete about the most common customer queries, and how to respond to them. In order to serve your customers, the more we know about your business the better. Should you want to update how we deal with visitors, we're only an email away.

**How do you know who to send chats to?**

We will collect the emails and text alerts number and add those in our portal so that you and anyone else on your team can have access to the lead data.

**Am I bound to a long-term contract?**

Not at all – we understand that you don't want to be bound by a long-term contract. However, we do require a one month's notice to close your account from the date of your next invoice.

**How is Live Chat added to my website?**

You simply need to add a small piece of code to your website. It really is that simple. Once integrated, whenever a potential customer chats on your website, that conversation will pass to us automatically: all the time or just when you're unavailable.



### 24/7/365 Support

An uninterrupted activity on your website, a non-stop journey

To make the most of every visitor opportunity, our chat agents remain active on your website 24/7/365.



### Web-Based Chat Portal

A dashboard with complete data of live engagements and transcripts

You will be given access to a live chat portal having all your live conversation transcripts.



### Customizable Branding & UI

We'll make the live chat widget blend with your website theme

It's important to consider your branding while having the chat feature up. That's why we have the widget blending with the overall look of your website.



### Your Visitors Can Even Text or SMS You 24/7

Your Website Gets a Dedicated Texting/SMS number and You can Publish it Anywhere to Engage New Prospects 24/7. Clients who send you a text message on this number will immediately be connected to our 24/7 live chat staff.



### Monthly Reporting

Stay updated with lead conversion stats every month

You will be sent a monthly report including all useful stats showing a complete picture of our performance, along with the user engagement trends on your website.



### Personalized Script

Our chat flow comes from what we're good at and your suggestions

The script will be based on how you would like us to greet your visitors. We'll share guidelines having the essence of our support experience.



### Google Analytics Integration

Keep track of your web traffic and chat engagements with Google Analytics

Our software supports easy integration with Google Analytics for tracking purpose.



### Get More Leads From the Traffic You Already Have

The average website converts at 1%! We can 3X this by using the power of REAL CONVERSATIONS 24/7 that represents your brand. People Buy & Engage With People, not Contact Us forms!

### Response Guide

Please provide as much information and detail as possible when completing the response guide. Include any FAQs and other info about your products or services that you would like for our live chat team to provide customers with.

You can also easily update and add to the response guide moving forward.

### Follow Up With Leads

Your team will receive an email notification as soon as the chat is complete. You can also provide phone numbers to receive a text notification.

We recommend following up with these leads as soon as possible to increase the likelihood of closing the lead.

**Within the first 2 hours** is ideal if possible, but definitely within 24 hours.

### Remarketing

We recommend adding these users to your database and can help you with remarketing campaigns to build brand awareness and invite them to continue to do business with you.

We recommend running remarketing campaigns with display, email, and text message marketing.

## Home Services

Appliance repair services  
Carpet cleaning services  
Carpenters  
Electricians  
Fencing services  
Countertop services  
Flooring services  
Foundations services  
Garage door services  
General contractor  
Handyman  
Home inspector  
Home security  
House cleaning services

## Home Services (cont'd)

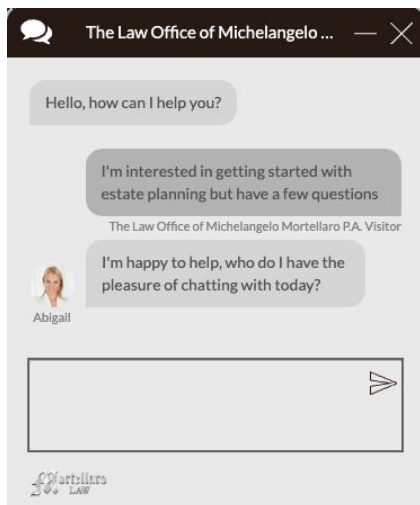
HVAC services  
Junk removal services  
Landscaping & Lawn care services  
Locksmiths  
Moving services  
Pest control services  
Plumbers  
Pool cleaner  
Pool contractor  
Roofers & Siding services  
Tree services  
Water damage services  
Window repair services

## Lawyers

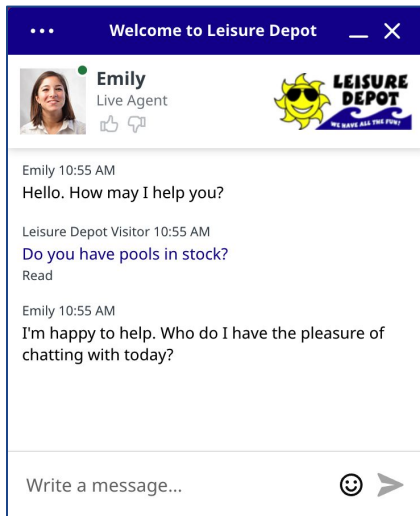
Bankruptcy lawyers  
Business lawyers  
Contract lawyers  
Criminal lawyers  
Disability lawyers  
DUI lawyers  
Estate lawyers  
Family lawyers  
Immigration lawyers  
Labor lawyers  
Malpractice lawyers  
Personal injury lawyers  
Real estate lawyer  
Traffic lawyers

## Other Industries

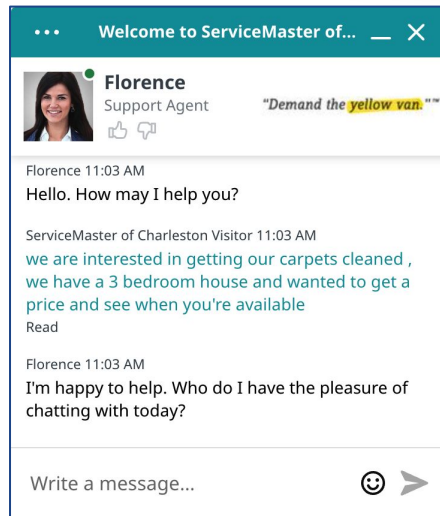
Acupuncturist  
Beauty school  
Child care  
Chiropractors  
Financial planning services  
Functional Medicine Clinics  
Funeral home  
Integrative Medicine Clinics  
Personal trainer  
Pet boarding & grooming  
Pet training  
Real estate services  
Veterinarian  
Weight loss service



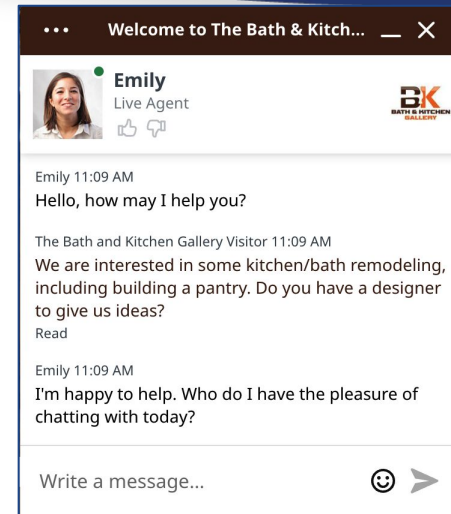
**Elder Law and Estate Planning Attorney In Florida**  
[Mortellarolaw.com](http://Mortellarolaw.com)  
**Avg. 26 Leads per month**



**Pools, Spas, & Outdoor Furniture Store**  
[ShopLeisureDepot.com](http://ShopLeisureDepot.com)  
**Avg. 23 Leads per month**



**Disaster Restoration & Cleaning Company in Charleston, SC**  
[ServiceMasterofCharleston.com](http://ServiceMasterofCharleston.com)  
**Avg. 12 Leads per month**



**Bath & Kitchen Remodeling Contractors in Florida**  
[TampaKitchenandBath.com](http://TampaKitchenandBath.com)  
**Avg. 10 Leads per month**

Feel free to visit these client's websites and engage with the live chat feature to better understand the tool from a potential customer's point of view.



We've improved lead intake for so many clients. We can do this for your business too!



**Kyle David**

November 16, 2021.



Working with these folks is a pleasure. They have helped us to generate hundreds of leads and are particularly good at qualifying them so that we do not have to. Top rate!



**Michael Borger**

November 9, 2021.



As a business owner, I've been very pleased with the live chat service embedded in my Hawaii real estate company's webpage. We've converted interested leads that otherwise



**C. M.**

November 11, 2021.



Exceptional service and incredibly responsive towards individual business needs. It has been a pleasure working with the Live Chat dedicated support staff. Thank you for your invaluable



**ZARINA NAIZAM**

November 9, 2021.



Really happy With Live chat and Kevin my rep. I was a client of theirs for many years and received a top notch service. Thank you !



**Andrew Newlon**

November 11, 2021.



I've been using Live Chat for several years with great success. They are easy to work with and very quick to respond.



**Ben Wagner**

November 4, 2021.



I've been using this service for about a year and a half and I've been very impressed with the quality of their agents and conversations. I'm in the real estate investment space and the

We have monthly pricing plans and charge for qualified leads (purely performance driven).  
We don't charge you for support chats, repeat visitors, time wasters, spam chats, out of area requests.

Qualified Leads (up to)	Monthly Plan Cost	Cost/Lead	Price Per Additional Leads
10	\$350	\$35.00	\$35.00
20	\$550	\$27.50	\$27.50
35	\$700	\$20.00	\$20.00
50	\$825	\$16.50	\$16.50
75	\$1,000	\$13.33	\$13.33
100	\$1,200	\$12.00	\$12.00

If you're not sure how much volume to anticipate,  
we recommend starting with the 20 lead/month plan.