

# Increase online orders, lower operational costs and improve CSAT.

Although an Internet presence has the power to revolutionize an industry, many companies are finding that customers are abandoning their web sites without purchasing. Complicated service orders, unanswered questions and unexplained charges all contribute to 60% of online visitors abandoning the shopping cart. However, studies show that the customer experience is significantly improved by providing online Chat Service Representatives to answer questions, provide additional information, and resolve customer issues. These studies further revealed that companies investing in chat programs not only received a phenomenal increase in their conversion rates, but were able to reduce their inbound call volumes by more than 20%.

Etech Global Services offers award-winning chat service to improve customer service and provide significant savings to the bottom-line.

## HERE'S HOW IT WORKS:

- **Define Business Rules** - Etech works with each client to define specific conditions for proactive chat invitations such as time on site, page views, shopping cart abandons and more. The solution also allows clients to exclude employees, out of service regions and other visitors that are out of scope.
- **Prioritization Engine** - Etech's chat technology routes chat sessions based on the skills of the agent, wait time, visitor priority and shopping cart value.
- **Active Analytics** - Etech's sophisticated reports help boost conversion rates and orders per hour.

## ABOUT ETECH GLOBAL SERVICES

Etech Global Services is a leading provider of intelligent sales and service solutions utilizing inbound and outbound voice and web chat. We understand the importance of customer relationships. That's why all of our solution strategies are driven by the 'voice of the customer'. Our stringent QA process ensures an ever-improving customer experience. We also gather critical business intelligence data from each customer interaction. And we do everything with the highest integrity and quality possible. These differences allow us to provide industry-leading service, stellar CSAT scores, and high performing sales and service solutions that enable our clients to increase revenue and delight their customers.

## Online Chat Services

### Etech Global Services' Live Chat Benefits

- Improve Customer Satisfaction
- Reduce Average Handling Time
- Increase Revenue
- Reduce Cost
- Increase Market Share
- Shorten the Sales Cycle
- Reduce Call Volume
- Rapidly Resolve Inquiries
- Increase Customer Loyalty
- Increase Agent Productivity

### FOR MORE INFORMATION

call us at

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quality inbound, outbound and web chat solutions