



ALMADA
www.almada.biz

Live Chat for your Website

Intelligent online customer engagement and marketing tool.

ALMADA is an industry pioneer for outsourced online chat solutions and has expanded its composite portfolio of services to include click to call and e-mail support. Our best-of-breed, fully scalable and tailor made contact center services cater to specific needs of E-commerce initiatives and are aimed at generating incremental sales or leads from their current web traffic. Our turnkey solutions combine state of the art technology with trained, intelligent and enthusiastic reps, allowing e-businesses to staff their websites 24x7 for a personalized online shopping experience.

Convert your browsers into Customers!

Live Chat Service – We bolster your brand, mirror your culture and strengthen your identity with each customer interaction.

Our specially trained service professionals present a transparent interface to your Consumers delivering an uninterrupted **24x7 access to real time customer service help** and support right on your website. Their one on one interaction with your website visitors instills confidence in indecisive first-time customers and bolsters the trust of your old customers by showing them that a quality help is just a click away, any hour of the day, any day of the week. With us you can retain those thousands of customers who abandon your site due to unavailability of help.



Our offering is a comprehensive service that includes CRM implementation, operator's recruitment and training, offshore operations, reporting and analytics.

Live Chat application is equipped with advanced **Features** to create an unsurpassable online experience for your customers. Incorporation of our **Live Chat** has numerous **Benefit** that help you establish better customer care standards for just a fraction of the cost that you would have paid to run your own call center or even for what our competitors would charge you!

Use Live Chat for.....

Our highly skilled representatives greet your visitors when they visit your website and assist them through their entire stay. They help them navigate through your site. We will function as a helpline to do away with any confusion the buyer might encounter about the product you are selling and a complaint department customers turn to with questions and problems. Our agents expertly utilize access to real-time customer history and other key data like web visitor activity and behavior patterns while providing assistance. Increased customer interaction translates into improved customer satisfaction and generation of incremental revenue per customer. Employing our efficient salesmen on your website also helps you foster relationship with your customers for sustained long term growth.

✓ **Technical Support: Troubleshoot problems in real time**

Our skilled technicians are capable of handling tech support for the most internet based services, software's, computers and peripherals, networks and a variety of other products. Our agents are equipped with modern training and research facility. Most of our tech support agents have certifications such as CCNA, MSCE, A+ and degrees such as B.Tech, B.Sc, Engineering, MCA, BCA etc.

✓ **Customer Service: Assist your customers instantly**

Our skilled customer service representatives can assist Your customers with their problems and issues in real time and with utmost professionalism. Our agents have experience in handling billing, product support, status updates and other functions related to customer service.

✓ **Customer Retention: Minimize cancellations on your website**

E-commerce websites that sell subscription based services face the challenge of retaining those thousands of customers who cancel their subscription either after availing the free trial period or using the service for a short while. Deploying our salesmen on your website is a cost effective mechanism to retain those customers. Our agents are especially trained in customer loyalty and retention strategies. Our agents initiate a real time dialogue with your customers who come to

ALMADA Technology

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terminate their subscription on your website and find out why they want to cancel. Based on that our agents offer incentives and creatively use their persuasive skills to ensure that you do not lose your customers.

✓ **Cross sell and Up sell: Maximize the order size**

Our salesmen can provide consultation on a product line, suggest compatible products, and present limited-time merchandising "specials" or offers to maximize order value. The offers selected are premised upon various factors like demographics of visitor, visitor behavior etc. It can be one of your products that fits customer's needs or a third party offer.

| DESCRIPTION | AMOUNT |
|--|--------------|
| Option 1: Total 1 online live chat support Agent, 12 hours support online. Assistant include, troubleshooting, FAQ, support, guide, instructions and sales. Package includes CRM, Installing live chat script and Support software. | 350BD /Month |
| Option 2: We will Install live chat software, CRM and Support system into your website and the live chat will be managed by your company. | 300BD |

Company name:

Acceptance Name and Signature

Methods of payments:

- ✓ The payment should be full paid before starting the broadcasting campaign.
- ✓ Cash or Cheque pointed to "ALMADA Technology"



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