

hammerjack

**NEW LEADS FOR LESS THAN**

**A COFFEE A DAY**



# LIVE CHAT

Live Chat adds that human touch to your website and is the quickest and easiest way for potential customers to connect with your business.

## INCREASED SALES



- 62% of customers are more inclined to purchase products if live chat is available.
- 38% of customers have said that they made a purchase due to the live chat session itself.
- The availability of live chat assistance has been found to decrease sales cart abandonment by up to 30%.
- 63% of customers reported that they are more likely to return to a site that offers live chat.

## COST EFFECTIVE



- Live chat reduces the number of live calls. This is better for business since agents can support multiple chats but not multiple calls.
- Some businesses report up to a 70% deflection rate in calls after introducing live chat.

## CUSTOMERS LOVE LIVE CHAT



- 73% of customers are satisfied after using live chat, higher than any other form of customer support such as email, telephone, or social media.
- 42% of customers selected live chat as their preferred method of receiving customer support, higher than any other support method.
- 44% of customers reported that having a live person answer their questions during an online purchase was one of the most important features that a website could offer.

**KEY BENEFITS**

- ✓ Generate new sales leads during and after business hours. Our team are online when your customers are
- ✓ Business and customer insights with multidimensional daily, weekly and monthly reporting. See your leads and what your customers are asking
- ✓ Low cost, quick start packages with no lock in contracts. We can have live chat on your website within days
- ✓ Provide answers to your customers questions and reduce your inbound calls
- ✓ Never miss an opportunity, with sales leads delivered to your inbox

## First impressions count!

Be proactive, get the edge over your competition.  
Customer experience starts here.



Put your business name in front of the customers you care about

Multidimensional reporting allows you to see how your team are performing, whilst also providing important business and customer insights, such as feedback about your products and services.

Our Live Chat packages are designed to provide friendly, informative customer service and generate sales leads. Our packages are built around your unique business. Getting the right package for your business means getting to know your business.

We support your customers and start to generate leads over 4 weeks. We then analyze the data to determine the best package for your business.

1. **We will meet with you** to understand your business, products and services and get a feel for common questions and answers.
2. **We will start to chat** with your website visitors, answering their questions and generating sale leads for you and your sales team.
3. **We analyze the data**, providing a report along with our proposed service package specifically for your business.

Because we already have the resources and capability in our skilled and experienced team, we are able to move quickly.

## OUR LIVE CHAT PACKAGES

Our live chat packages have been developed with small and medium businesses budgets and growth objectives in mind. We know the importance of retaining customers and generating new leads. We also understand that you are time poor.

Agents provide answers to your frequently asked questions based on predetermined responses. More complex questions and enquiries will be directed to the right area of your business.

The team generate leads by asking trigger questions and capture customer

information. This information is then passed on to your sales team.

Live Chat is the most cost-effective way to generate new leads for your business.

## PRICING

Packages starting from

**\$99** per month



[hammerjack.com.au](https://hammerjack.com.au)

**Phone**  
1300 788 451

**Email**  
[info@hammerjack.com.au](mailto:info@hammerjack.com.au)

**Sydney office**  
Level 3, 249 Pitt St, Sydney NSW 2000