

Hands-down the best antidote for website abandonment!



Research shows that 20 - 30 % of visitors who use chat go on to make a purchase. Compare *that* to the industry conversion rate of 2.4% (as reported by Shop.org in its "The State of Retailing Online 2006" survey)

And chatters are happy customers.

Customer satisfaction metrics for first time chatters show that:
- 89% give live chat a satisfaction rating of 4 out of 5 (very satisfied)
- 83% say they'd like to chat with retailers in the future

Want to thrill your customers? Simply connect with them!

You've gotten your website working- Now it's time to add some customer service features for your visitors and some connection tools that help you increase your sales!

Ever wish you could reach out and say, "How may I help you?" to your web visitor just like you would in your store or office? You can with NetBizConnect.

Maximize online sales conversions by engaging your customers directly using NetBizConnect. Our connection solution helps you communicate directly with visitors while they are still on your site and prepared to buy. Why have your site just provide information? Instead, engage your website

visitors to communicate new products and promotions, manage buying objections, and convert them to paying customers. You can with NetBizConnect.

How about a tool for your website that enables web site visitors to instantaneously communicate with your personnel? You can with NetBizConnect.

What if the visitors to your web site could get immediate help by simply clicking a Connect button and one of your representatives can assist the visitor by providing information, links, graphics, or even guiding them through your web site? You can with NetBizConnect.

Reasons to Connect

Increase Customer Confidence - We've all visited sites we weren't sure we could trust. Providing customers with the option to communicate with your company via NetBizConnect demonstrates a strong commitment to customer service and satisfaction. With the anonymity of the web, customers trust sites that offer live support and are more likely to become repeat customers.

Better Understand Customer Needs - Technology has increased our ability to access more of everything and faster than ever but our need to "connect" has become even more important. By engaging customers instantly, your sales staff can ask more specific questions to better understand their needs. Customers can get answers to buying questions, enabling your sales staff to impact decisions at the point of purchase.

Reduce Shopping Cart Abandonment - Engage your customers at the point of purchase. Place a connection button right on the shopping cart page. Or better yet, offer them assistance with a proactive connection invitation. There is no reason for customers to leave your site because of unanswered shipping questions, confusion about checkout, or lack of confidence in the security of your site ... and with NetBizConnect they won't. By providing a connection option to customers before they leave your site, you can dramatically reduce abandonment rates.

Generate More Sales Leads - If a connection represents a potential sales opportunity that needs additional follow-up, create and capture contact information associated with the new sales

lead, for later follow-up by phone or email.

Convert More Browsers to Buyers - Initiate proactive connections with visitors to greet them on your site and to communicate you are available to assist them however needed. Proactive connection invitations are also a great way to communicate about current promotions or discounts on your site.

Get the Most of Your Online Marketing! Online ad spending is booming - what are you doing to capitalize? With the increase in traffic from online ads, NetBizConnect will turn your website into a virtual sales force giving customers live help. Identify visitors based on which pages they have visited, how long they remained on a page, the referrer URL, search term, and even how many times they've previously visited your site. Initiate live connections, or send an invitation to connect. Make a connection with your customers ... simply engage.

Affordable rates - You may have used chat products on others websites and thought that was really great but probably only affordable for big companies - check our plans, which start at less than \$25 per month, not per operator, but total monthly cost. We offer a professional solution for your live connection and website monitoring needs. Accounts are on a pay-as-you-go basis. No long-term contracts required, nor are there any set-up or cancellation fees! We even offer additional discounts for annual payments. Take advantage of the best kept secret in customer service for companies of all sizes - sign up for your free trial now and see what it can do for your company.

Key Features

Real-Time Communication

Real-Time Connection

Enable real-time instant communication with your website visitors. Interact with your visitors to provide a higher level of customer support, up-sell products, assist in purchase decisions, and offer that human touch to help you stay ahead.

Multiple Connection Requests

Provide support with multiple connection requests at the same time. Some skilled operators can handle 3-5 customers simultaneously (remember the customer has to have time to read and type, and lots of the operator responses are canned.)

Operator-to-Operator Connection

Maximize productivity and efficiency with Operator-to-Operator connection, a powerful tool that allows free flow of communication in real-time between your operators.

"Party is typing" Notification

Each party (visitor and operator) knows when the other is typing a message. This is helpful to keep both sides focused and alert for incoming messages.

Email Signature

Embed the connection status icon on all your outgoing emails. When the recipient receives the email, they can easily request support directly from their mailbox.

Auto Save Transcripts

Automatically save each transcript without specific action by the operator, a great management tool and a necessity in some types of business.

Search Transcripts

Search through the saved transcripts for reference or training purposes.

Department Share Transcripts

For training or information gathering, each department can share and view saved transcripts.

Email Transcripts

After the connection session, the visitor has an option to send a copy of the complete transcript to their email for future references.

Capture Visitor Data

Capture visitor's IP, time, browser information, monitor information, pages they have visited, and other crucial data.

Sales and Marketing

Ad Tracking (Track'it)

Track'it will track all your Ad and Pay-Per-Click campaign click-throughs and enable website owners to pick out qualified leads to provide a customized support or sales response and pitch based on their clicked origin.

Track Visitor Refer URL

Ever wonder where your visitors clicked from to get to your website? Now you can track your visitor's REFER URL to get a better understanding about your website traffic.

Initiate (Proactive) Connection

Ever wish you could ask your website visitor how you could help them? Now you can with a single click you can open a connection window on a visitor's computer and immediately provide assistance.

PUSH HTML pages

Open a browser on a visitor's computer automatically to show them products, services, or a helpful page that would assist them.

Customization and Administration

Operator Console Monitor

Monitor your operator online/offline status in real-time. This is useful when you are training or monitoring operator performances.

Operator Online/Offline Activity Monitor

Monitor operator online/offline activity throughout the day. Track the total hours your operators have spent Online and when they went Offline.

Department Connection Icons

Create connection icons and generate connection HTML code for EACH department.

TEXT LINK to support

Instead of displaying status icons, you can use plain text link

Remote Administration

Administrator can remotely kill a connection session or close an operator's console.

Time Zone Setup

Set your connection system time so it matches your current time zone and format.

Spam Blocking

Spam blocking allows you to restrict certain IPs from accessing your communication connection.

Connection Window Themes

You can fully customize your connection window with themes! You can select from our pre-installed themes or you can create your own! Customizing is simple (using external CSS files) and the flexibility is unmatched!

Reporting and Stats

Operator Rating System

Know the performance level of each operator at any given time with Operator Rating System. After each support session visitors have an option to rate the operator's support level.

Visitor Traffic Monitor

Monitor your website traffic in REAL-TIME. Know exactly how many visitors are on your site, where they came from, which page they are viewing, and how long they've been on your site.

Daily Request Reports

View comprehensive reports of the number of request taken, rejected, not taken, or initiated by each operator and department, daily or monthly view.

Log Transcripts

Transcripts are logged with operator's information, visitor's name, IP, time, and other relevant data.

Efficiency Control

Hidden Departments

Allow higher management and second tier support reps to efficiently do their normal tasks and ONLY take crucial calls that are passed to them.

Traffic Monitor Refresh Rate

Control the refresh rate of the traffic monitor to fit your preference. This becomes useful when you want to pause the monitor to carefully evaluate your traffic data.

Assign Operator to Multiple Departments

Assign a single operator to multiple departments to maximize staff performance and to better utilize your support departments.

Operator Auto-Reconnect

Auto-reconnect will set your operators back to online status even if the internet connection went down for a few minutes. If you have call centers or support reps overseas, this will greatly increase the performance of the system.

Canned Responses

Store commonly used messages so you can quickly access them during support. Maximize your productivity and support by immediately providing the answers your visitors need.

Canned Commands

Store commonly used command (PUSH pages, show images, etc) so you can quickly access them during support.

Department Canned Responses

Save Time and store canned messages and responses for each department. All operators in the same department will have access to the department canned messages and responses.

Set Operator Request Order

Arrange operators in the order they should receive support calls (if an operator is more skilled, you can select him/her to take the first call before it proceeds to next operator).

Request Load Balancing

If you have multiple operators in a department, the system will know which operator is busy with a call and will automatically distribute the call evenly throughout the online operators.

Request Polling

If an operator is just too busy or is not in front of his/her computer, the connection request will be routed to the next online operator automatically.

Set Request Polling Type

Customize how the support calls are routed between your operators. You can choose from a defined set order, round-robin style, or random.

Transfer Calls

Transfer the session from operator to operator. You may be providing support as a Customer Service, but when a technical question is asked, the operator can transfer the call to the proper technical support to better help the visitor.

Support Hour Message

Set your department support hour message to inform visitors the normal time your company provides Online Support.

Sound Request Alert

Sound alert will notify you when a connection is being requested.

Leave a Message

If no operators are available, visitor can easily send a message to the department using an email form.

Affordable Pricing

No long-term contracts required.

No set-up or cancellation fees.

Number of Operators and Departments	Monthly (total fee, not per operator)	Annually get two months free save 17%
Up to 2 operators and 2 departments	24.95	249.50
Up to 5 operators and 5 departments	34.95	349.50
Up to 10 operators and 10 departments	54.95	549.50
Up to 25 operators and 25 departments	89.95	899.50

If you chose to pay annually, and need to discontinue your service before your anniversary date, your account will convert back to a monthly rate for your service level. Your refund will be calculated for the number of whole months you used the service based on your start date, this amount will be deducted from your annual payment and the refund will be promptly issued to your card of record.

There is no proration for a monthly account, but you may terminate your service at any time during the month effective at the end of the period you have already paid for. Notice must be received no later than one day prior to your scheduled payment date.