

The Connection Provides 24/7 Web Chat Customer Service Support

Written by Australian Business



(PRLEAP.COM) The Connection gives web-based businesses the flexibility they need with 24/7 web chat support. Web chat makes it easier for customers to get answers to their questions without having to pick up the phone. Customers appreciate having support available around the clock, giving them the ability to make purchases on their schedules.

Live web chat gives customers immediate access to assistance. The option to chat with a representative can mean the difference between closing and losing a sale-especially if the requested information isn't available on a website. Offering this additional support can play a key role in buying decisions.

A technical support call center can also keep a visitor on a website longer. The pop-up offer to speak to a representative appears when a customer signals that he or she is about to leave the site. Offering assistance can give visitors a reason to stay longer, and to eventually make a purchase on a site. Customers also have the option to request a chat whenever they have questions or concerns, so they can get help when they want it.

Unlike traditional call centers, live web chat doesn't require customers to sit on hold or wait for a response. The Connection gives businesses the ability to chat with more than one customer at a time, so no visitor will be left with any unanswered questions. Offering this service 24/7 means that companies can attract customers from around the world, no matter what time of day it is.

Giving customers the ability to chat online with a live representative results in better call resolution rates and better overall customer satisfaction. Customers get the attention they need while getting answers and additional info about products. Interacting with a representative gives visitors a better perception of a company, which in turn makes them more likely to make a purchase. Visit the company website to learn more about these products at www.the-connection.com.

About The ConnectionThe Connection specializes in contact center solutions for businesses. Live web chat, outbound and inbound call centers, social media monitoring, and email response are just a few of the versatile options offered by The Connection to give businesses the solutions they need for handling customer questions and concerns.

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