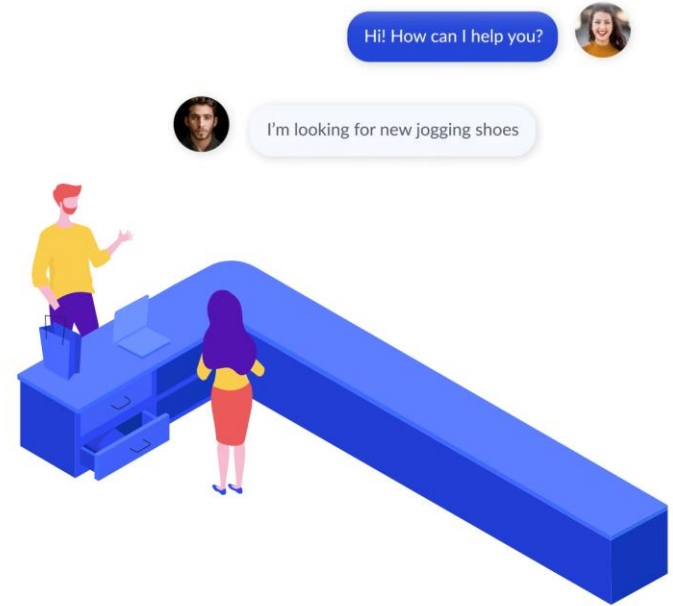


 LiveChat

# Why implement a managed live chat solution?

# Key Benefits of applying a live chat solution

- Proactively generates leads
- Turns visitors into **engaged** customers
- Improves **customer satisfaction** and builds **loyalty** among your clients
- **Cost efficient** compared to phone calls



## Cost efficiency

X3 LiveChat does the **heavy lifting** phone and email can't handle:

- One X3 LiveChat agent talks with up to **10 times more** people than a phone agent
- Leveraging X3 LiveChat = **lower expenses** on running your customer support team
- **No extra staff** - As we fully manage the service, this frees your time and avoids the need to take on extra dedicated staff



## Generating leads

On average, **only 2% of website visitors become leads**. We increase this conversion rate by engaging in real-life conversations and convert more visitors before they leave.

- Every chat is a potential lead you may have **never received**
- X3 LiveChat is equipped with **features optimised to foster lead generation**
- We collect leads using X3 LiveChat and **conveniently transfer them to your team**

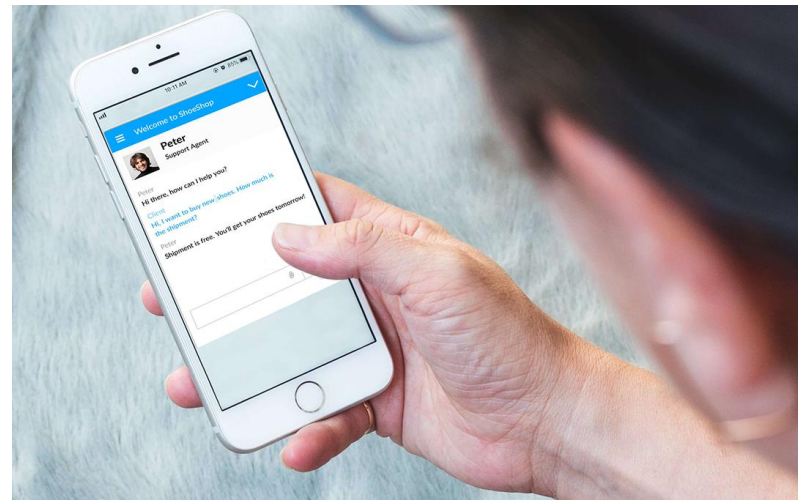


# Turning visitors into customers

Visitors invited to chat are **6 times more likely to convert** into customers than the ones who don't chat; on average around 60% of those customers convert within the first chat.

What does it mean for you:

- We engage with **more customers** on your behalf
- Offer **personal approach** and unique experience
- **Sell more** – the more engagements you have, the higher number of buyers you will get



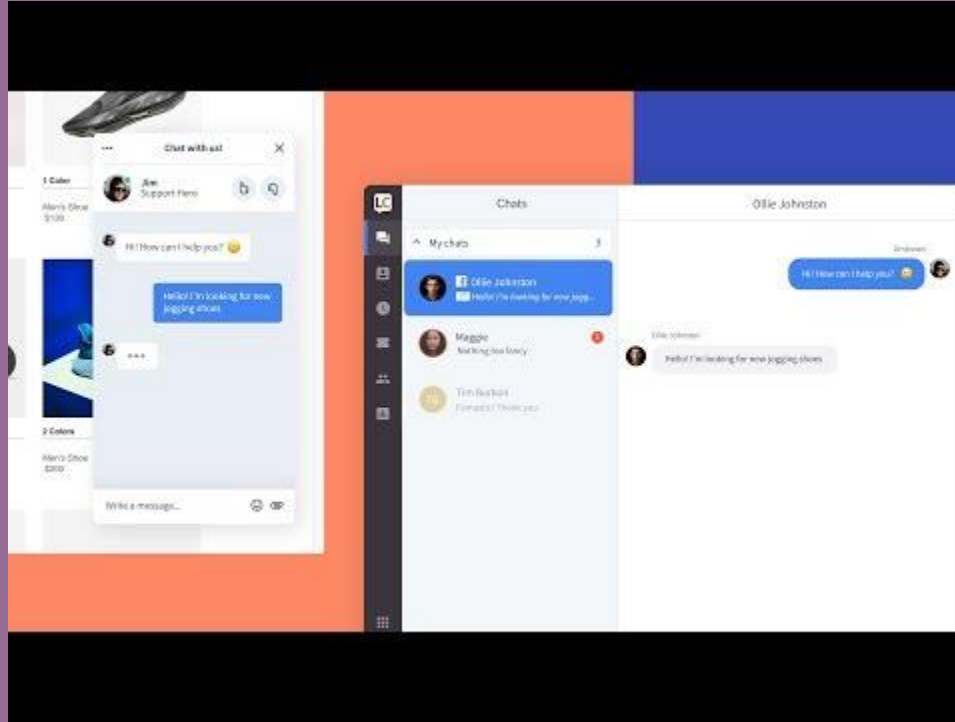
## Improving customer satisfaction

What makes X3 LiveChat loved by website visitors:

- They receive **detailed answers** to their questions **in real time**
- They can reach a human operator **within one click**
- **Chatting is less time consuming** compared to email or phone. And way more convenient!



# Industry leading LiveChat software





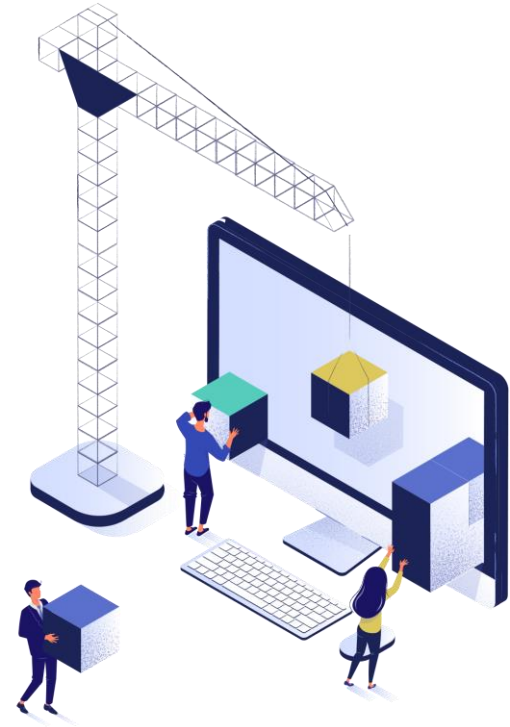
## Why X3 LiveChat

- 100% managed by our UK based team
- We are Chat Experts – we've generated over £25million in sales revenue for our customers since 2015
- Available across all web platforms
- Flexible plans to support your business needs
- Highest security standards



## Flexible plans to support your business needs

- 3 plans to choose from
- Extended Opening Hours
- No contract – we don't tie you in
- Custom themes to match your website visuals



## Highest security standards

- **Secure code** to be installed on your websites
- **Full compliance** with GDPR requirements
- Connection security supported with **256-bit SSL encryption**
- Data centre **based in the UK**
- LiveChat data processed is **protected by IBM Cloud**

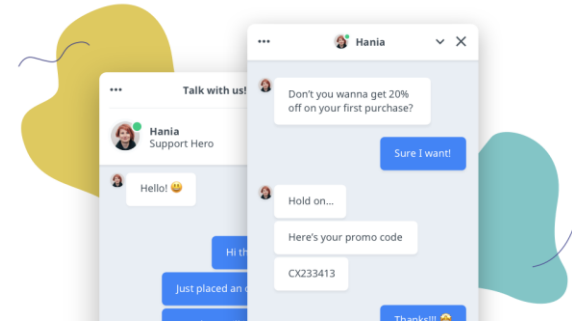


# Visitor view

## Visitor view:

- Fully customisable chat window
- Personalised experience
- Send / Receive files
- Email chat transcript
- Optimised for Desktop, Tablet and Mobile
- Review chat / Post-Chat Survey (optional)

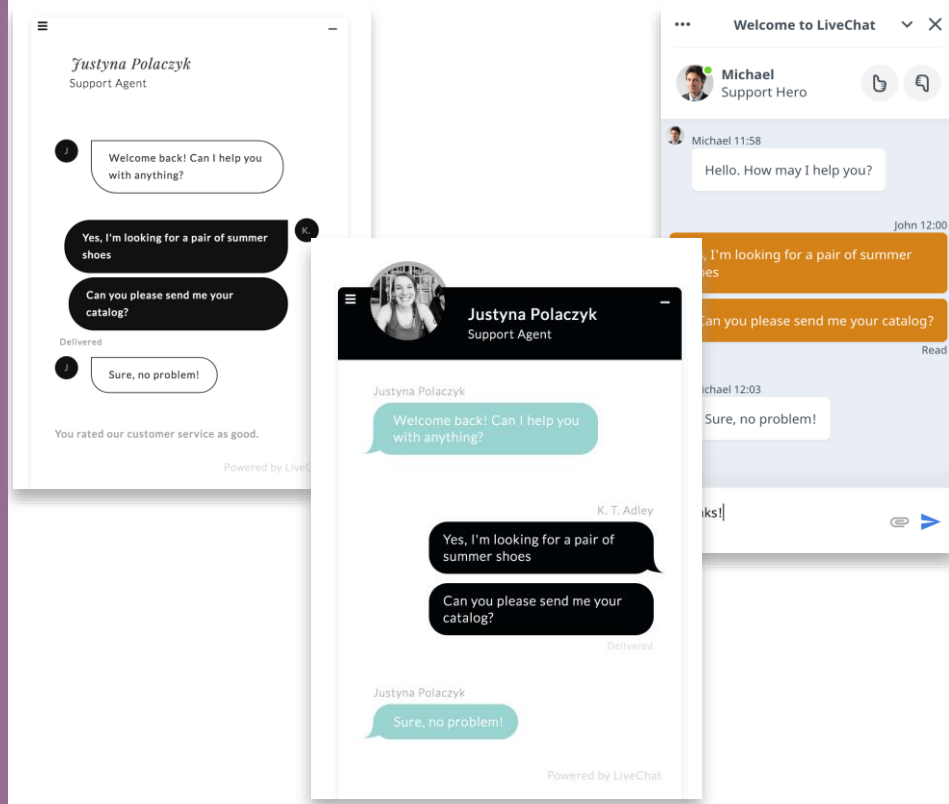
## Visitor view



# Fully customisable chat window

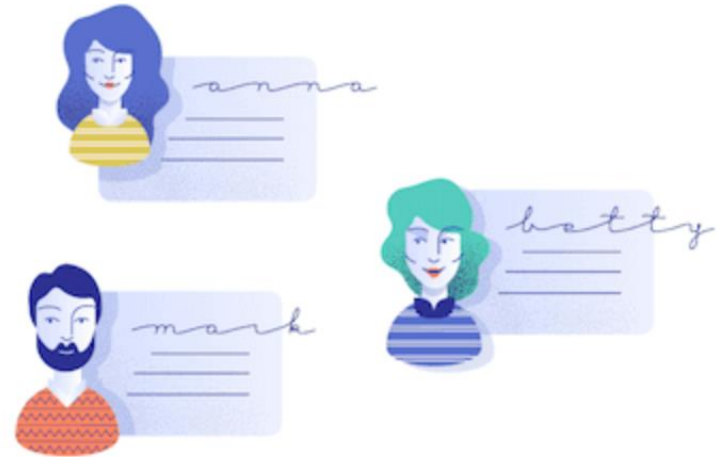
- We match the look and feel of your website or brand
- Our dedicated in house development team are on hand to build relevant content, tailored to your business

## Example configurations:



# One solution for different industries

- Ecommerce
- Automotive
- Travel
- Education
- Property Market
- IT
- Telecoms
- Legal
- Financial
- Accountancy
- Beauty
- Health
- and more...



## Boost the performance of your **e-commerce** store

- Increase engagement by using invitation messages
- Catch more leads - our team can handle multiple conversations at the same time
- Provide incentives to purchase such as discount codes, free shipping...



BEFORE CHAT



AFTER CHAT

# Make bigger **automotive** sales with LiveChat

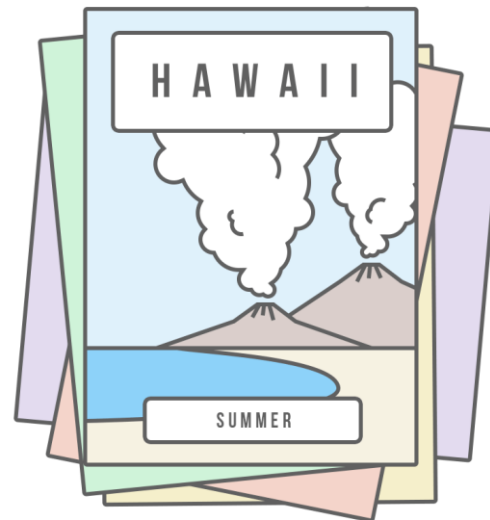
- Offer lead generation to automotive industry via chat to manage enquiries and improve sales
- **Easily follow up** – we send you leads instantly
- **Get extra lanes for your enquiries** – out on a test drive and reception lines engaged? No problem, our team are available





## Convert **travel** enquiries into bookings

- We offer quick and professional support to help your clients navigate your website and provide you with leads.
- Easily follow up – we send you leads instantly
- Get extra lanes for your enquiries – already dealing with a client? No problem, our team are available



## Chat with parents and students on your **education** website

- We offer a quick and reliable online chat to take messages and generate enquiries.
- We can assign incoming requests to the right person or department
- **Save time** by outsourcing your LiveChat



## Increase the revenue of your **property** business

- **Win trust of new potential clients** during first contact by offering a quick and professional support directly on your website
- **Get any information you need** to generate a hot lead or enquiry
- **Available to your clients from anywhere** – our LiveChat works great on desktops, tablets and mobiles





[Create your LiveChat account at X3UK.com](https://www.x3uk.com)