



Why Choose Click4Assistance?

<http://www.click4assistance.co.uk>

Choosing to add a live chat feature to your website will give you a fantastic means for communication with your visitors like never before. This short guide, which is based on customers' feedback, is designed to ensure you ask the right questions when selecting a provider, giving you an insight into our own live chat solution.

UK Based



When surveyed, the vast majority of our customers selected Click4Assistance as their provider because we are UK based, why?

- 1.** Our account managers, support and development teams are based in the UK, so when you call us, you can rest assured that you're speaking with your own dedicated account manager with direct access to all resources available.
- 2.** We don't force you to use self-help portals, email ticketing systems or international call-centres. At Click4Assistance, you are treated as an individual. If you need help or advice, your account manager is right at the end of the phone, alternatively he or she can be emailed using a personal email address rather than a generic one, such as '*support@onedaywewillrespond.com*' !
- 3.** We only promote to UK companies. This ensures we speak your language, work in your time-zone and understand your needs – it also proves we're genuinely committed to making sure live chat works for your business.



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Proven, Stable & Secure

Click4Assistance has a wealth of experience working with clients in a wide variety of market sectors, providing a stable, robust and proven live chat solution, regardless of your company's size or requirements. We've worked with some of the UK's biggest and most recognisable names, including Harveys Furniture, Mercedes and the University of Liverpool to name just a few.

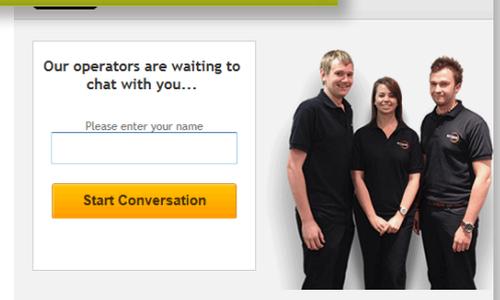
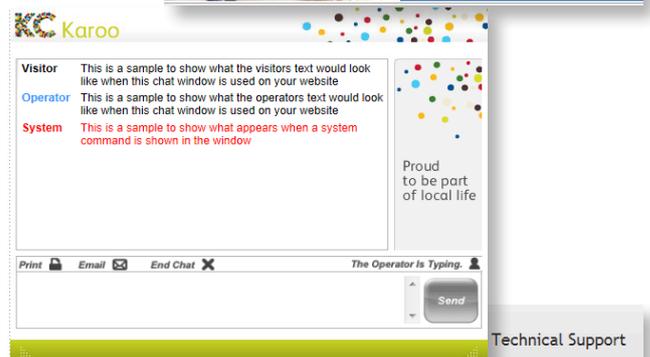
Our systems are located within Telecity UK, a company which operates some of the largest and most secure data-centres in Europe. By managing all data right here in the UK ensures we adhere to FCA regulations. Data is transmitted using 256bit encryption and stored using the latest secure algorithms.

Fully Brandable (like no other!)

Adding a live chat facility to your website has the potential to change the visitor's perception of your business.

If the chat window looks like a "bolt-on" it doesn't fit seamlessly into the overall look and feel of your site, potential customers may be unsure as to whether they are dealing with your company or a third party, making them unwilling to start a chat session.

You will have spent a lot of time, effort and money ensuring your site gives out the right message, for this reason all of our chat buttons, chat windows and proactive invitations are **100% customisable**.





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Feature Rich With You in Mind

All of our live chat features are designed with the user in mind. Being able to handle chats quickly and simply in the most efficient way remains our constant focus, we're here to provide you with tools that make life easy, not complex!

Our software enables you to:

- Respond to commonly asked questions using short-cut keys
- Automatically navigate visitors to any page on your website
- Understand how visitors arrive on your site, together with the keywords they used
- Proactively engage with visitors when they require help or advice

An Ever Growing Set of Tools

Live chat platforms are proven to generate more leads and sales than other communication methods. Click4Assistance will continue to provide other useful tools such as conversion tracking and analytics tools, in one complete package.

- Watch visitors in real-time as they browse your website
- Engage with visitors by proactively offering your assistance and help
- Allow potential leads to leave messages even when your offline
- Gather vital feedback using customisable surveys
- Automatically push promotions and advertising materials
- Understand visitor behaviour, find out how your website is being found

Like for like, Click4Assistance is the **most competitive live chat solution** on the market today.



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And Finally...

Whether you're looking to increase sales, generate more leads or seek to improve the way you support customers, our team is dedicated to ensuring you achieve the best results when using Click4Assistance.

We believe no commitment should be made until you experience the benefits live chat can offer your organisation. For this reason we offer a **14 day free trial**, with **no obligation** to subscribe. Once you have decided to subscribe, its based on a 30 day rolling agreement, **no lengthy contracts or big commitments**.



For more information or advice, call the UK's premier live chat provider today for a friendly chat on 0845 123 5871

**Or...Take Advantage of Our No Obligation
Free Trial**

START TODAY