

iMarket

Live Chat

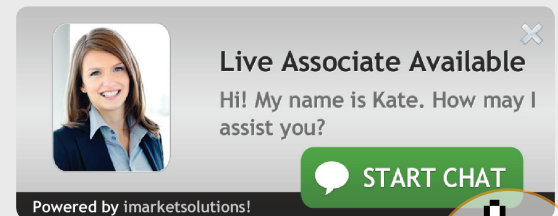


Do you want to capture more leads from your website?

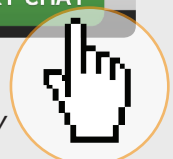
Do you want to pay only for the leads you get?

Do you want potential customers to be able to contact your business 24/7?

iMarket Live Chat service allows website owners to receive and respond to chat requests from online visitors through an icon on their website. The website visitor is presented with a proactive invitation to chat within a few seconds of landing on the site, and if accepted, an agent initiates the interaction.



iMarket Live Chat can increase leads from online advertising by an average of 35%



What We Do

- Provide easy to use iMarket Live Chat services 24/7
- Engage visitors using a customized script created just for your business
- Monitor chats from your website in real-time
- Leverage our agents trained in industry-specific markets to respond to your customers
- Convert your website visitors into leads

Benefits of Adding iMarket Live Chat to Your Website

- Increase leads from online advertising by an average of 35%
- Engage customers who prefer not to speak to an agent over the phone
- Get detailed information about the prospective customer's needs during the crucial vendor selection phase
- Initiate real-time, proactive communication with online visitors
- Deliver immediate assistance for customers without wait times or indirect response (i.e., phone calls, email)

iMarket **Live Chat**



How It Works

1. Upon signing up for the iMarket Live Chat Service, we will install a Live Chat icon on your website
2. Our agents will use a script customized specifically for your business to engage your site visitors
3. Once the customer initiates a chat, our agents will go through the script to collect information about the customer (example: name, phone number, email address, reason for the call, etc.)
4. iMarket's Live Chat agents will be able to offer the following options to the homeowner:
 - a. We will be able to connect the homeowner to someone at your business during the business hours right from the live chat window
 - b. After hours, if you have someone on call, we will be able to connect the homeowner with the on call manager OR we will let the customer know that someone will contact them first thing in the morning. In any scenario, **you will receive an immediate email with information about the lead**
5. We monitor your site for 24 hours a day, 7 days a week
6. We provide you with monthly lead reports

Our Fees

Set Up Fees: The onetime set up fee for this service is \$350.

Ongoing Fees: You will be charged \$25 per lead. If we don't generate any leads, you don't pay.

A lead is defined as a contact coming to your website who is interested in your services. The visitor has expressed interest in being contacted for a consultation or return correspondence by phone or email and provided our agent with their contact information. Additional chats which take place regarding other matters—inquiries about employment for instance—are not considered to be sales leads and therefore will incur no charge.

**To sign up for iMarket Live Chat
Call 1-800-727-3920 ext. 101
or email livechat@imarketsolutions.com
or use our contact form online at
www.imarketsolutions.com/contact**