

# TotalLiveChat™

With TotalLiveChat we can help you respond quickly to visitor inquiries and send leads your way with the simple addition of a chat box on your site (and a team behind it to help).



## Offer 24/7 Live Chat

With our pricing options, any sized business can offer live chat on their website.

**63%** OF CUSTOMERS SAID THEY WERE MORE LIKELY TO RETURN TO A WEBSITE THAT OFFERS LIVE CHAT.<sup>1</sup>



## Drive New Leads

Our agents will capture those leads you're losing today as visitors abandon your website and continue to surf the web.

**4-8X** LIVE CHAT CAN GENERATE 4-8X MORE LEADS FROM YOUR WEBSITE.<sup>2</sup>



## Win the Business

Get contact info immediately after a chat so you can follow up and close the deal before your competitor can.

**35%+** OF SALES GO TO THE FIRST COMPANY TO RESPOND TO A LEAD.<sup>3</sup>

## We'll help bring you leads, even while you sleep

### Leave Your Live Chat to Us

We'll take care of everything from providing the chat software, to creating agent scripts, to sending you contact info of visitors wanting to connect with you.

### Don't Lose Potential Website Leads

Trained agents capture visitors contact info and can connect visitors to you immediately by phone.

### Improve Your ROI

Live chat helps keeps consumers engaged and moving down the path to becoming a customer.

### Get Support from a Company Catering to Local Businesses

Our agents manage more than 115,000 chats a month for local businesses.

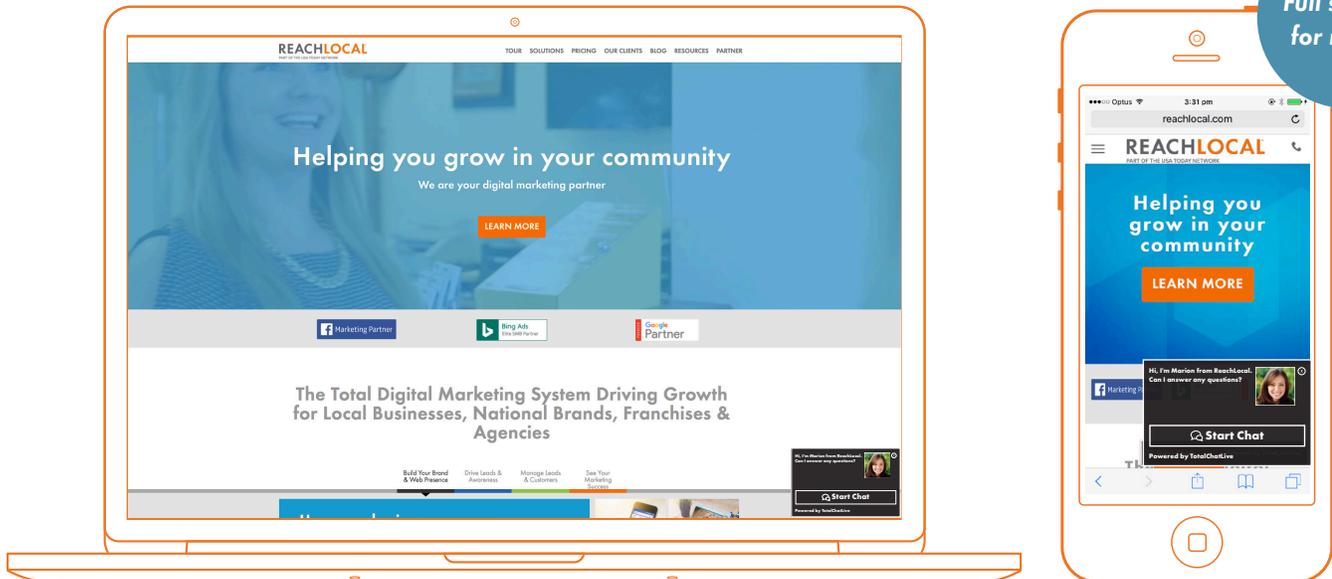
“My experience with TotalLiveChat was a great success. It's one thing to have traffic on your website, but what's most important is converting that traffic to leads.”

*Mike Westhead  
Home Court Hoops*

# TotalLiveChat™

Get a taste of what it feels like to improve your connection with your website visitors. Plus, drive leads with TotalLiveChat. It's one of the best kept secrets in marketing.

Full support for mobile



## Call Connect

Our agents can connect prospects and leads to you via phone directly from a chat - enabling you to continue the sales process with those hot leads.



## HIPAA Compliance

If you're subject to HIPAA or manage sensitive customer data, we have a secure solution for you. You'll receive lead notifications that provide a link to log in to our secure portal in order to view the lead.<sup>1</sup>



## Instant Transcripts & Leads

You will be notified by email or text message automatically after a chat conversation with a full transcript of the chat and the contact info for the prospect. Follow up quickly for your best chance to get the deal.



## Reporting and Marketing Automation

TotalLiveChat works in conjunction with ReachEdge™<sup>2</sup>, our unique lead management technology, to track all of your chat leads alongside calls and website form fills in one place. Plus, see analytics, and connect with leads through automated email and text marketing campaigns helping turn them into customers.



## Immediately Engage Consumers

Site visitors are prompted to chat with a live chat specialist as soon as they arrive on your site. Our agents monitor your site 24 hours a day and use a customised script to engage your visitors. The agent collects visitors' contact information and the products and services they are interested in, so you can follow up with every lead.

<sup>1</sup> If you or your business is regulated by any professional, governmental or other regulatory rules or guidelines restricting your use of advertising or processing of customer information, including HIPAA, it is your sole responsibility to notify ReachLocal and ensure your compliance. <sup>2</sup> ReachEdge incurs an additional subscription fee.

# BUYER JOURNEY BUSINESS HOURS

**i** Connect with your leads right away, no matter where you are.

**1.** Visitor finds your business through an online search. <sup>1</sup>



**2.** Visitor has some questions about specific services you offer. They visit your website and engage in live chat.

**3.** Visitor engages via live chat, and our agent gathers contact info.



**4.** Chat agent answers visitor's questions based on custom script, connecting them to your business via phone because the visitor wants a quote.

**5.** You receive an email with contact info and a full transcript of the chat.



**6.** Chat info can be stored in ReachEdge<sup>1</sup> for real-time reporting, automated email programs and other future marketing campaigns.



# BUYER JOURNEY AFTER HOURS

**i** Our Chat agents and technology are working even when you're not.

**1.** Visitor finds your business through an online search and clicks through to your website.



**2.** Visitor wants to talk to you but it's 11pm on a Saturday.

**3.** Visitor engages via live chat, and our agent gathers contact info.



**4.** You immediately receive an email with contact info and a full transcript of the chat.



**5.** Chat info can be stored in ReachEdge<sup>1</sup> for real-time reporting, automated email programs and other future marketing campaigns.



<sup>1</sup> ReachEdge incurs an additional subscription fee.  
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