

TruCHAT LIVE CHAT WINS IN CUSTOMER SATISFACTION OVER ALL OTHER CHANNELS



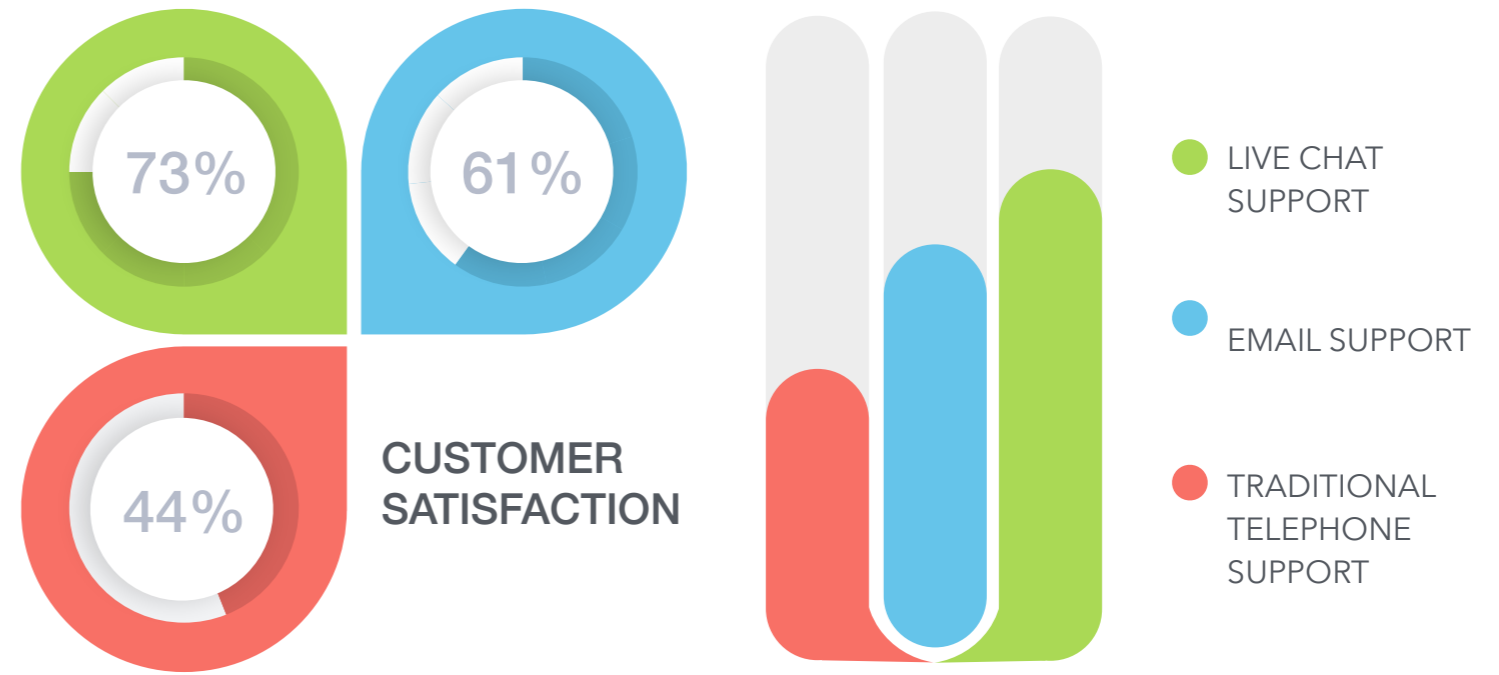
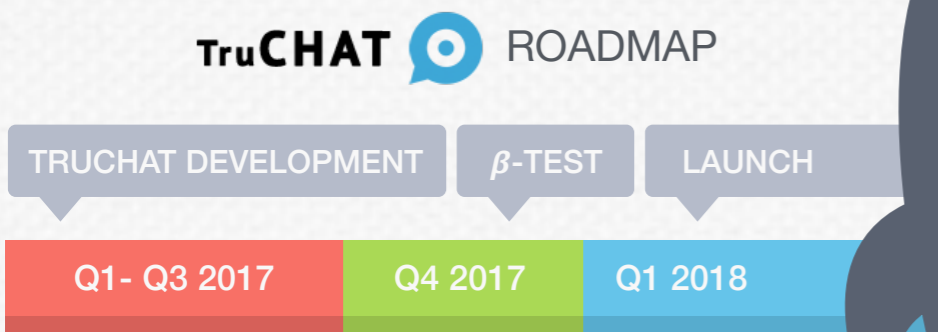
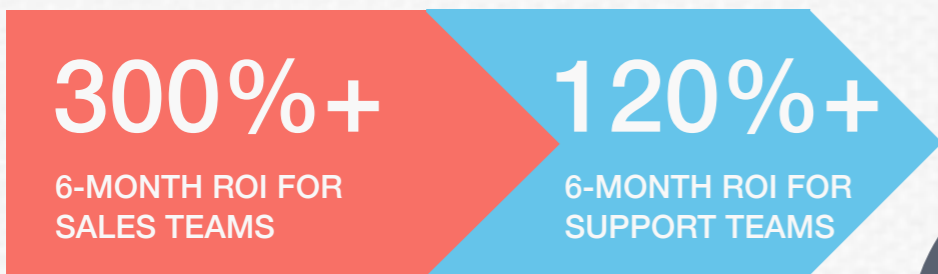
LIVE CHAT INCREASES CONVERSIONS BY 20%

Live chat increases sales, helps answer customer questions, and removes objections.

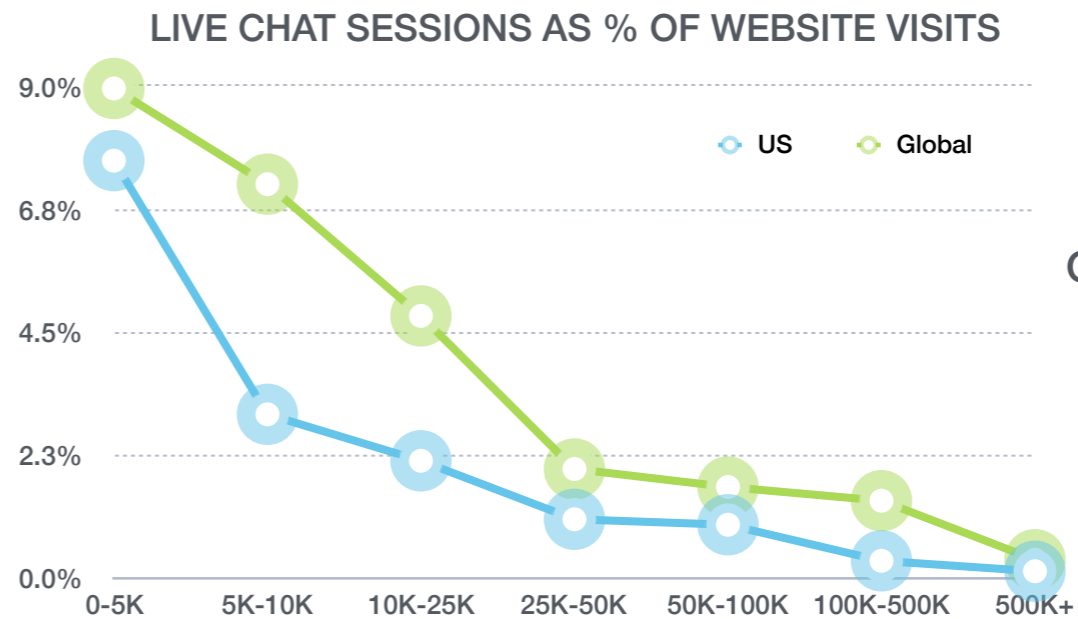
CUSTOMERS ARE 3X MORE LIKELY TO BUY

IMPROVES CUSTOMER DELIGHT

Live chat provides customers a more satisfying experience and leaves them with positive feelings about the brand.



Source: eDigital



HOW MANY LIVE CHAT SESSIONS YOU SHOULD EXPECT

Source: Comm100 Chat to Visit Ratio Report

LIVE CHAT CAN BE USED THROUGHOUT THE CUSTOMER LIFECYCLE



Sources: Forrester Consulting, American Marketing Association, Insite Software, eDigital Customer Service Benchmark survey of 2,000 customers, COMM100, The Aberdeen Group