

CounterBell™ - Live Chat Support

CounterBell™ enables you to receive and respond to text communication from multiple users of the web site. It is commonly used as a way for webmasters/site owners to instantly engage their website visitors. Website visitors don't have to install anything on their PCs and they can communicate freely with website's online agents.

By using this software, you can anticipate increased interactivity and trust with the website visitor and for Ecommerce site an increased sales/conversions ratio.

Easy to Operate

The conversation is conducted through a live chat window, using the various tools included in the software, such as sending structured messages without having to retype them every time, sending a visitor to the relevant web page, and more.

The interface is simple to use and does not require any software, component, speaker or microphone installations - the user press the button and can begin chatting.

Technology

The software was developed on advanced technology according to Microsoft™ standardized platform and on according to customer needs.

- Real-time website traffic monitoring (hits, pageviews, time on site, time on page, length of visit, county of origin)
- Conducting simultaneously numerous conversations
- Audio and virtual alert
- Providing service through several supporters
- Managing message bank for quick response
- Transferring calls among support agents
- Recording calls for quality assurance and service improvement proposes

Modules

The software was designed to make building and running your website even easier. Whether your organization is big or small the software can be easily added to your website.

The Package

The licensee to use **CounterBell™** includes:

- Software package
- User-friendly interface
- Professional support
- Product training
- Warranty certificate / one year
- Discount on future purchases



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