

Success Story

Implementation of LIVECHAT Contact Center by
VIP QualitySoft



VIP QualitySoft made LIVECHAT Contact Center a part of multi-domain support system

Using Contact Center effected in positive customer feedback and increased sales. VIP QualitySoft added more people to the system and uses it not only to support, but also sale online.

Company Overview

VIP Quality Software specializes in development of task management, time management and project management software. Company products (VIP Simple To Do List, VIP Organizer, VIP Team To Do List and VIP Task Manager) let personal users organize, manage and communicate personal and team tasks and projects, allow companies and teams manage their business processes and workflow, organize time and employees; share tasks and to do lists; track progress and productivity.

Goals

The main need of the company was to find a simple tool to communicate with their website users in real time.

VIP QualitySoft tried a couple of similar software solutions before LIVECHAT Contact Center but they were not stable enough. The company had problems with freezing applications and not working features. The key to success was a possibility to provide real time support in text format like instant messengers. Another need was to keep the solution simple- chat was going to replace old-school and inefficient contact forms and email communication.

Implementation

All the expectations were fulfilled. „We still use some basic features and I believe if I had more time I would discover other features with pleasure“- said Serge Boyko, one of Contact Center users. „What is extremely important to us, I didn't notice any substantial stability issues“- he added.

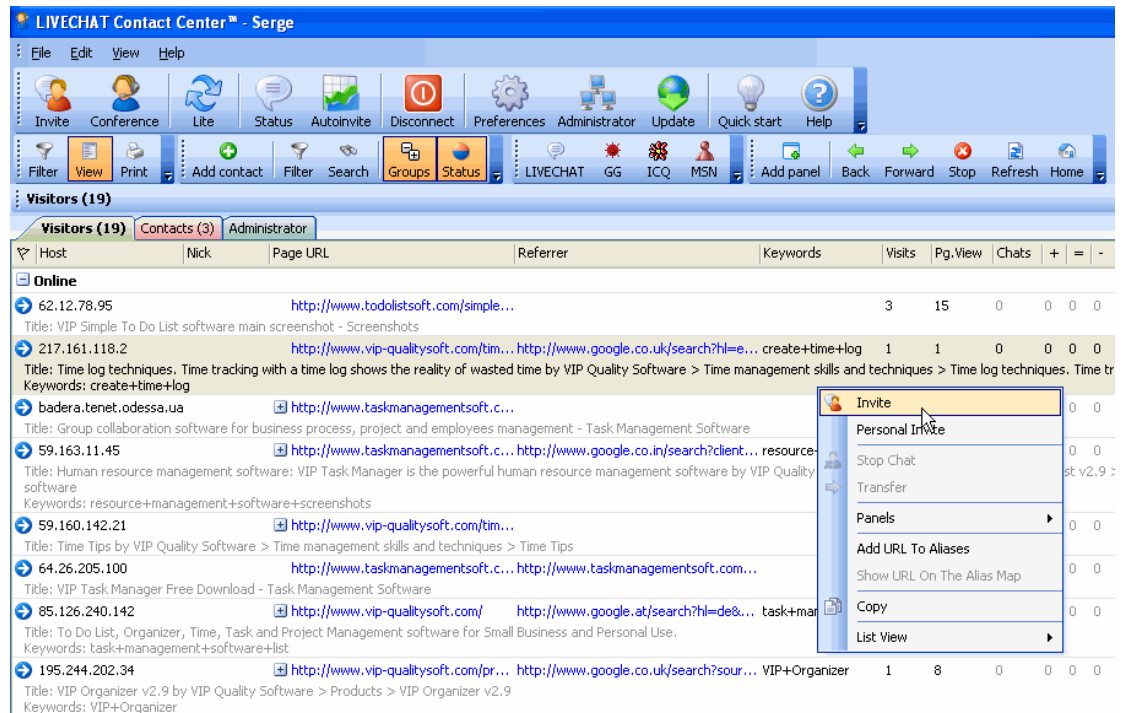
VIP QualitySoft needed:

- Simple live support service on multiple domains
- Real time text communication with customers visiting website
- Improved responsiveness to customers' needs

Results of LIVECHAT Contact Center implementation:

- Positive customer feedback
- Using the live chat software not only to support, but also to sale online
- Method to provide quick replies to customers' questions
- The company avoided losing customers

VIP QualitySoft operator invites the website visitor to chat online.



„We never had any problems with the application. Customer service was also on top level. The only time had to contact support was because I needed an extra feature”- Boyko continued- „the support manager said the feature will be added to the next update. And it was.” LIVECHAT Contact Center fulfilled all of our needs.

Profits

„One thing I can tell for sure is that we would lose customers and spent much more time solving problems via email if we didn't use this tool. Our investment in Contact Center returned very fast”- that is how Boyko described his impression on using the

application after first few weeks. „Statistics don't cover those customers who visit us after the purchase to get product consulting or problem solving. These people are also glad to get a quick solution and then can come back to purchase more products or advise our programs to their friends and colleagues, not also because of product quality, but also because of great and timely support”- Boyko said.

„When the support activity is not enough we can use inviting to the chat feature to start talking to our website visitors if they accept that invitation. Sometimes users hesitate to ask a question and leave the site, so there is one more chance to set rapport and sell more.”

“When the support activity is not enough we can use inviting to the chat feature- so there is one more chance to set rapport and sell more”

Serge Boyko
Business Consultant at www.vip-qualitysoft.com

Live chat service at www.taskmanagementsoft.com is provided after clicking on chat button but agents can also invite the customer with ease- it's just one click.

"What more can I say? Thank you very much"- with these words he described how his company and their customers feel about their live chat solution.

Contact Center solution

Contact Center, LIVECHAT Software's chat solution helps to increase sales realized or supported by the internet, lower customer service cost and augment satisfaction of the client, who receives new channel of communication with the company. Making real-time sales, marketing and customer service easy, Contact Center becomes cost-effective tool in chat and voice conversations support. With it's top technology, understanding of online market and customer needs, Contact Center maximizes possible profits from the online communication channel.

About us

LIVECHAT Software is a developer of communication software for business customers. Our products are based on use of instant messaging protocols. The company was established in 2002 as a result of the growing communication needs of companies caused by fast internet expansion. Since then, the tools developed by us are maximizing clients' satisfaction and reduce customer service costs.

Contact us

LIVECHAT Software
 ul. Komandorska 53A/6B
 53-342 Wroclaw, Poland
 T:+ 48 71 780 20 50
 F:+ 48 71 780 20 51
info@livechatinc.com
www.livechatinc.com