

Optimizing Customer Journeys with Live Chat

Providing Immediate, Seamless & Personalized Support at Every Stage

Initial Engagement

Enhance the customer journey by providing immediate assistance and personalized engagement right from the start.

1

Benefits

- ✔ Leads to positive first impressions.
- ✔ Encourages further exploration.
- ✔ Reduces initial hesitations.

Benefits

- ✔ Helps customers navigate through the available options.
- ✔ Helps customers make informed decisions.

2

Product Exploration

Provide a direct connection where customers can seek real-time help, compare options, and receive detailed information about products or services.

Purchase Assistance

Optimize the purchase process by providing information about payment methods, shipping options, or discounts during the shopping process.

3

Benefits

- ✔ Ensures a smooth and hassle-free transaction.
- ✔ Increases confidence and reduces cart abandonment rates.

Benefits

- ✔ Reinforces trust in the brand.
- ✔ Boosts satisfaction and loyalty.
- ✔ Promotes positive word-of-mouth.
- ✔ Encourages repeat purchases.

4

Post-Purchase Support

Continue enhancing the customer journey after purchase by providing post-purchase support with order status, tracking information, returns, or exchanges.

Technical Assistance

Supply guidance and prompt resolutions in case customers encounter any product-related issues or technical difficulties.

5

Benefits

- ✔ Escalates the matter to the appropriate department.
- ✔ Improves customer satisfaction and minimizes frustration.

Benefits

- ✔ Offers personalized recommendations and exclusive discounts.
- ✔ Nurtures relationships to drive upselling and cross-selling opportunities.

6

Proactive Outreach

Utilize live chat to proactively engage with customers during key moments in their journey such as abandoned carts or repeat visits.

Upselling and Cross-selling

Train your agents or chatbots to identify additional products or services that align with customers' needs or preferences.

7

Benefits

- ✔ Enables to discover relevant missed products.
- ✔ Enhances the value purchases.
- ✔ Fuels revenue growth.

Benefits

- ✔ Allows to continuously refine offerings, tailor strategies, and enhance the overall customer experience.

8

Feedback and Surveys

Collect valuable customer feedback and conduct surveys to gain insights, identify pain points, and gather suggestions for improvement.

Connect with us to learn more

@ velaro.com