



## CALL

### Callback

Visitors enter their phone number and choose the time they want to be called from a list of predefined options.



## TALK

### Internet Call (VoIP)

When visitors choose the "Talk Now" option, a Voice over IP (VoIP) call is launched directly from their computer to you.



## CHAT

### Chat \*

Users click to start an online chat from their computer.

\*coming soon

## See what industry research has to say about Click2Talk's technology & live customer support

### Increase Revenues:

#### Businesses today need to offer Click2Talk to their customers

- ... online newspapers and the rest of the Web are quickly embracing the Old New Thing in advertising: click-to-call...  
*The New York Times*
- Several different reports from companies like IDC and Forrester research are forecasting that the click-to-call market will grow to over \$4bn in North America alone by 2009.  
*Market Wire*
- Low cost, simple technology, and organizational ease make click-to-callback a must-have for any significant multi-channel business.  
*Click-To-Callback Bridges the Cross-Channel Gap, 2005, Forrester Research*

### Improve Customer Service:

#### Click2Talk strengthens customer relationships & increases business opportunities

- "Customers who interact with human beings are more likely than other callers to volunteer useful information, try out a new product and come away with a strong sense of loyalty."  
*Richard Shapiro, President of the Center for Client Retention*
- You create more value through a dialogue with a live agent,...A call is an opportunity to build a relationship, to encourage customers to stay with the brand. There can be a real return on this investment.  
*The New York Times*
- Online customer service improves the chance of e-commerce by 40-60%.  
*USA Today*

### Successful e-commerce Methods:

#### Online visitors want and expect live, immediate responses

- Over 90% of online visitors prefer human interaction.  
*Jupiter Communications*
- The Society of Consumer Affairs Professionals in Business surveyed customers experiences with customer service found that "at the top of the dislike list is that they can't find a human."  
*The New York Times*
- Over 66% of all shopping carts are abandoned for service related issues.  
*Forrester Research*
- Over 30% of consumers who abandoned their shopping cart said they did so either because they couldn't get product questions answered quickly, or decided at the last step they wanted the more 'personal' environment of a 'brick & mortar' site.  
*NetIQ*

For a live demonstration of how Click2Talk can work for your business, contact:

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