



Click2Talk[®]

live assistance now



Strengthen *your customer relationships*
increase *your sales*



Product Overview



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.

Competitive Times

Getting visitors to your site is only half the battle. You need visitors to buy, and that is a challenging task in today's world. With many competitors, both offline and online, you need to give your visitors a compelling reason to buy from you rather than look elsewhere.

Once visitors are browsing your online store, capitalize on their interest by making it as easy as possible for them to buy from you.

Make Every Lead Count

Don't let the time and money that you invested in your e-commerce solution go to waste. With Click2Talk®, customers can contact you at no cost at any point in their shopping process, either by phone, with Internet calls (VoIP), or through online chat.

The ability to speak to a real person in real time is crucial for closing sales. A large percentage of web visitors still do not feel comfortable entering their credit card information over the Internet, and you can lose those visitors if you do not offer them an alternate way of paying. Your online customers want live interaction so they can get the answers they need when they need them. **Websites that offer their customers the ability to speak to a sales representative have higher conversion rates and lower numbers of abandoned shopping carts than those that do not.**

You want your customers to be happy, and your customers want to be happy with what they are buying. With Click2Talk, you will have satisfied customers who feel good about buying from your site, strengthening your customer relationships and increasing your sales.

How Click2Talk Works

Click2Talk is comprised of three components: Callback, Internet Call (VoIP), and Chat.* Each of these components offers your customers a different way to talk to you. Your customer never pays for the call or online chat.

Visitors click on the Click2Talk button you have placed at strategic points on your web site.

A customized pop-up window appears offering the three different ways that visitors can contact you.

Callback and Internet Calls (VoIP) can be used in tandem with Chat should a user want both verbal and visual help.

*Coming soon

Click2Talk - Live Assistance

live assistance now
Click2Talk

Phone
To speak with us, please enter your phone number.
Country:
Your number:
Call me:

OR

Computer
Requires voice enabled computer.

OR

Chat
Contact us using our chat option.

[Privacy Policy](#)

Click2Talk's Features: Low Cost, High Value

Improving your return on website investment is a constant challenge. Click2Talk's features make it easier for you to grow your business and maintain a competitive edge at a cost effective price.

Know Your Users

With Click2Talk, you can find out who your customers are, where they are calling from, what time they contact you and other valuable information. The more you know about your visitors, the better positioned you are to meet their needs.

You can also check a log of missed and cancelled calls, which are potential sales that were not realized. Click2Talk helps you identify patterns and prevent calls that do not go through, maximizing your sales opportunities.

Manage Your Account

Click2Talk's account management feature is intuitive and easy to use, allowing you to concentrate on your marketing efforts rather than on administrative details. Whether you need to change your personal information, check your billing status, get your call reports, or reroute your calls, you will be able to maintain your account with minimal effort.

Always Be Accessible

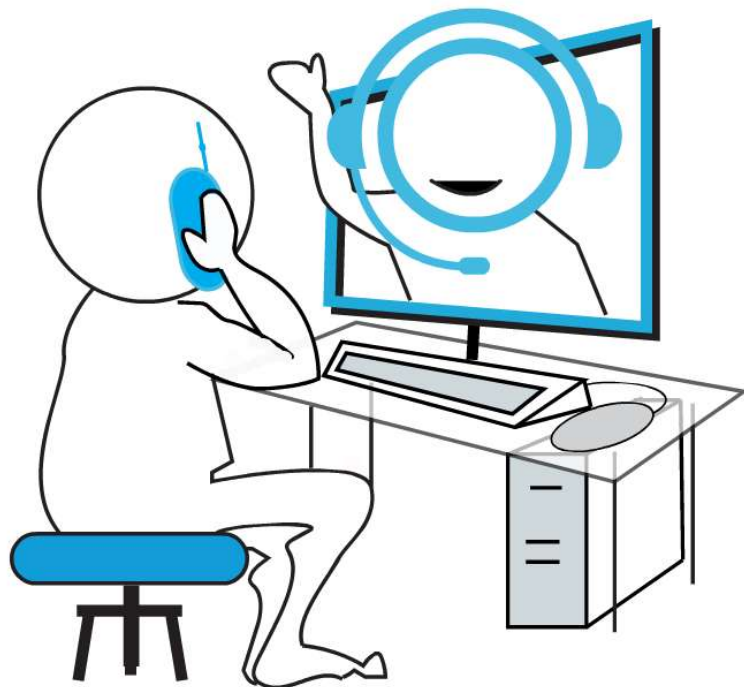
Missed calls are missed opportunities. Click2Talk's Call Forward feature is designed to make sure that when customers initiate a conversation, you are there to respond. Decide on different phone numbers for different days of the week or even hours of the day, expanding your business hours without being confined to a physical location. Use a list of numbers that should be called sequentially, increasing the chances of the call being answered.

Protect Your Privacy

While you want to field every call, you also want to maintain a division between your business communication and your privacy. Click2Talk's solution lets you use your cell phone to get calls after hours but keeps your cell phone number from being exposed. With the caller identification feature you can see at a glance whether your incoming call is professional or personal.

Get the Right Look

Encourage visitors to call by customizing your Click2Talk graphics. Icons and pop-ups will blend seamlessly with your website's look and feel so that they are a natural part of the user experience.



*Online
Customer
Service
improves the
chance of
e-commerce
by 40-60%*

USA Today

About Click2Talk

Click2Talk, a service of IDT Corporation, connects buyers to sellers over the Internet using IDT's patented technology. Click2Talk provides businesses with the ability to increase sales conversion rates and reduce website abandonment while strengthening customer satisfaction and loyalty.

Click2Talk's three web-based communication options provide the solutions companies need to bridge the gap between online and offline communication. Click2Talk is an IDT Corporation company.

IDT Corporation is the fourth largest U.S. telecommunications company (NYSE: IDT), with offices in 17 countries. IDT Corporation has its headquarters in Newark, New Jersey.



CALL



TALK



CHAT

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

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