

## live chat software



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Live Support

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Live2Support was founded in 2003 to provide online customer support to organizations around the world with an Internet presence. The company's live help software has been developed to address the needs of multiple segments of various online communities and e-commerce enterprises including banking, insurance, education, shopping, counseling and others by acting as a two-way communication conduit between site visitors and online enterprises. Advanced-level customization capabilities facilitate the use of the corporate logo, signage, fonts, colors and the strategic positioning of the chat window on web pages thus enabling businesses to give a personalized look and feel to live chat interactions with customers. The live chat software's flexibility and versatility allows companies to tailor independent and separate chat windows for departments such as sales, product promotions, technical support, billing and customer service departments. Live2Support's live chat application generates detailed chat transcripts. This enables companies to use these transcripts to conduct market research, develop customer profiles, train chat operators and evaluate chat operator performance.

For more details, please visit <http://www.nextbizdoor.com/detail/live-chat-software-new-york-579>