



# ADD-ONS

**tawk.to**

# tawk.to | Software

In the digital world we live in, people expect fast, accurate access to information.

tawk.to's live chat software allows you to have real-time conversations with visitors on your website. It's easy to install, easy to navigate and completely customizable.

Access the user-friendly dashboard from the comfort of your desktop, or download the mobile app and access it on the move. tawk.to is completely secure, jam-packed with amazing features, and best of all 100% free, forever.

tawk.to allows you to engage and respond to customers in real time - most importantly, while the buyer is still on your site. This gives you the chance to assist a potential buyer with their questions, help them overcome objections and ultimately, reach a buying decision.

"A report by eMarketer found that 35% more people made a purchase online after using live chat."

Being present in chat allows you to build rapport, and establish credibility and trust in you and your brand.

**A study from ATG into Global Consumer Trends found that 90% of customers said the "Live Chat" button gives them confidence that they can get help if they need it.**

Live chat doesn't just help you increase sales – it also helps you increase the average order value of a sale too! Use tawk.to as tool to help you better understand your visitors needs and recommend the right product/service that is best for your customer.

Internet Retailer found that Virgin Airlines used live chat to transform their business. They were able to assist customers in purchasing additional products and converted them 3.5x more often, leading to a 15% overall increase in average order value as a result.

Using tawk.to provides businesses with a great opportunity to offer customer support and provide a memorable customer experience on your site. It has been proven that customers that use live chat are 3 times more likely to make a purchase!

According to eDigital's customer service benchmark, live chat has the highest satisfaction levels for any customer service channel, with 73%, compared with 61% for email and 44% for phone.

Forrester Research found that 57% of customers abandon their purchase if they can't get their questions answered quickly. In addition, the same study found that 44% of online consumers rate having their question answered while in the middle of a purchase is one of the most important features a website can offer.

## IN SUMMARY

1. Your customers demand access to fast and immediate support that helps them along in their purchase process.
2. Using tawk.to allows you to communicate with your customers in a channel they prefer, providing an unforgettably positive experience.

It's not a question of IF you will use live chat for your business, but rather a question of when. Visit [www.tawk.to](https://www.tawk.to) and set up a free account today.

# tawk.to | The Hired Agent Service

## Here's how The Hired Agent Service can benefit your business



- Never miss another chat! Missed chats are missed opportunities.
- Convert more visitors to buyers or leads.
- Create a great customer experience on your website.
- Turn customers into brand advocates.
- You won't need to respond to the same repetitive questions.
- It will free up your time to complete other tasks or to "switch off" from work.
- It will stop staff from being distracted by chats.
- When live chat is available; visitors are happier, more trusting and more likely to return.
- We are a 'human-powered' service, no bots! Customers appreciate real conversations - this improves engagement and overall satisfaction.

## Here's what you can expect :

### 24/7 Access to the tawk.to team

We create a group chat in the dashboard, so you can respond to our queries, educate our team and give us feedback.

### A Specialized Team of Agents

We select a group of agents to study your site and get to know your business. Our aim is to respond to chats in the same way you respond to chats.

### Access to Our Industry Expertise

3.2 million users and growing! Trade on our experience, we can help you proactively engage more visitors on your site, integrate with your systems and develop/create your FAQ's or Knowledge base.

Here are the standard plans ( in **US Dollars** )

\$1.00 an hour - 24/7 - 365	(168 hours a week) - \$728/month
\$1.10 an hour - Evenings & Weekends	(128 hours a week) - \$610/month
\$1.50 an hour - Double Shift	(80 hours a week) - \$520/month
\$2.20 an hour - Full-time	(40 hours a week) - \$380/month

You can control when the agents are available to respond to chats using the agent scheduler. ( **Not relevant with the 24/7 plan** )

**\*No contracts!** It's month by month and you can upgrade/downgrade or cancel at any point \*

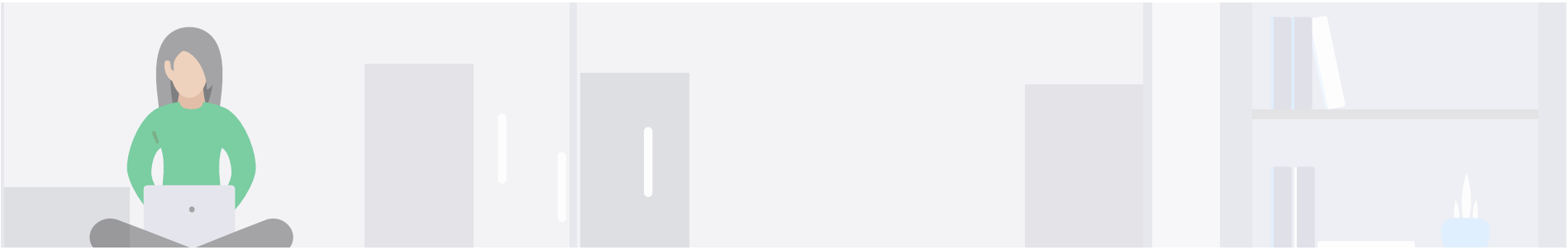
Here’s how it works

When a chat comes in, the agent will search all the resources available to them (even previous chat history), for the right information.

If they cannot find the right answer, they will:

1. Ask the customer for their contact details.
2. Raise a ticket and send it to the relevant person.
3. When the ticket has been responded to we will update your FAQ's / Knowledgebase.
4. The next time we receive that question we can respond without an escalation.

Here’s how The Virtual Assistant service can benefit your business



- A Virtual Assistant can assist in managing your current workload.
- A Virtual Assistant takes care of the mundane repetitive tasks that need to get done.
- A Virtual Assistant is a cost effective alternative to hiring another full-time staff member.
- A Virtual Assistant allows you to get something done that you don’t have the skills to do yourself.
- A Virtual Assistant allows you to focus your time on driving your business rather than deal with more low-value, non-billable routine tasks.
- A Virtual Assistant allows you to reduce your overheads, and operating cost

Here are the standard plans ( in **US Dollars** )

\$7.50 an hour - up to 5 days per week and 8 hours per day	(40 hours a week) - \$1200/month
\$7.50 an hour - up to 5 days per week and 8 hours per day	(20 hours a week) - \$600/month
\$11.25 an hour - up to 5 days per week and 8 hours per day	(10 hours a week) - \$450/month

The **VA Service** is a month-by-month service; you can upgrade, downgrade or cancel the service by providing a one month notice period.

# tawk.to | The Virtual Assistant Service

## Here's how it works

Hiring a Virtual Assistant is fast becoming a trend in almost every industry today as many businesses have realized how effective this solution can be.

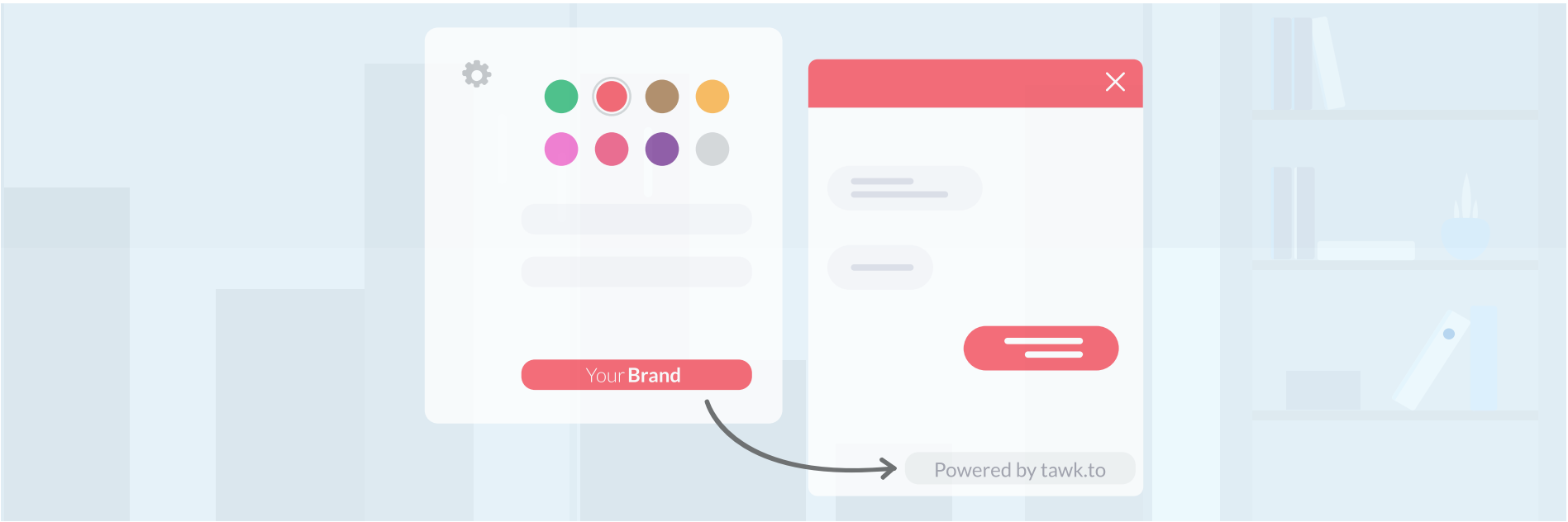
1. The VA will be a dedicated resource to your business.
2. The VA will be recruited specifically to your requirements.
3. The VA will be able to work whatever timezone you request.
4. The VA will be trained and confident with the tawk.to software if this is a requirement.
5. You will have direct access to the VA to provide them with necessary training on your product, processes, and software.
6. The VA will be recruited with extensive customer service experience.
7. The VA will have a strong command of the English language; both written and spoken.
8. The VA can be recruited for phone based roles; inbound and outbound.

Once you confirm requirements we find a suitable candidate and schedule a meet-and-greet interview, typically via Skype. This is set up at a designated time and ensures the candidate meets your expectations before confirming the hire.

A tawk.to Virtual Assistant is a highly skilled professional who offers business support services remotely.

A Virtual Assistant can save valuable time, allowing you to invest in growing your business. They can save money by streamlining your processes and procedures and ultimately it's a great way to get some of your personal life back.

# tawk.to | Rebranding the tawk.to widget



Allows you to remove the visitors the tawk.to Widget & Outgoing Emails, and make them your own.

Have you ever wanted to truly make the widget your own by removing the "Powered by tawk.to" link on the bottom of our widgets and support ticket emails? Well now you can, and that's not all. You can replace it with your own custom link, in any color you like.

## Main Features:

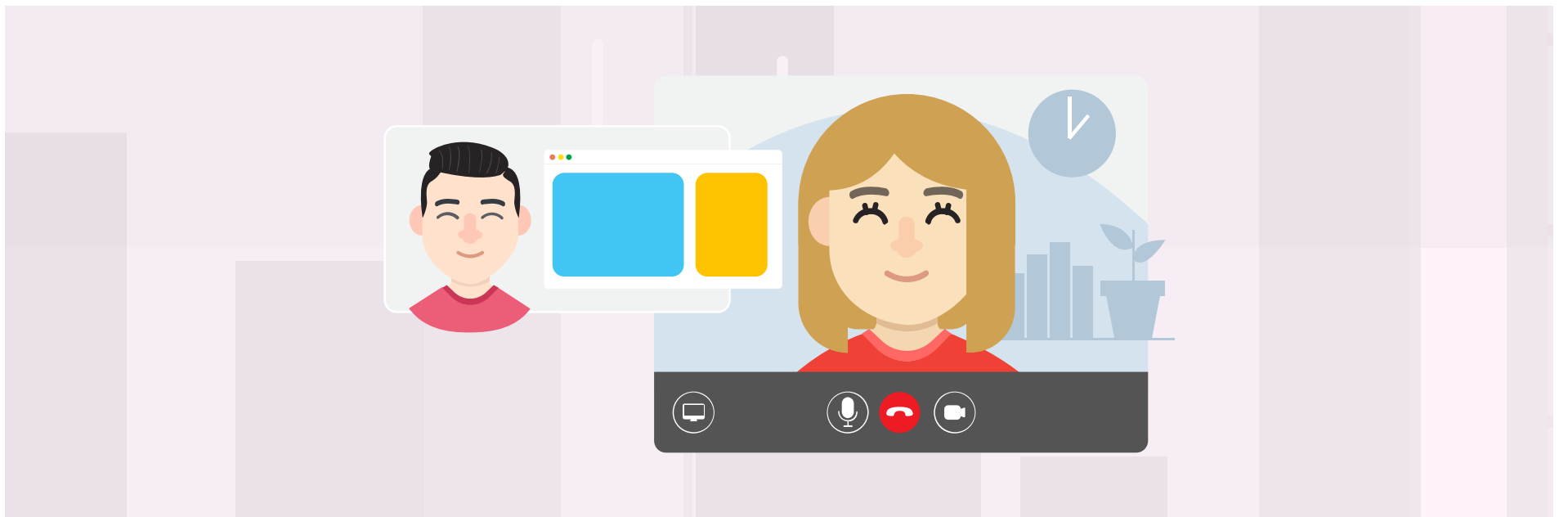
- Remove or Customize branding on the widget
- Remove or Customize branding in ticketing emails and chat transcripts
- Setup a customized support email address
- Use your own domain to communicate with your Visitors via email.

Here are the standard plans ( in **US Dollars** )

\$12.00/month (paid annually)	
	\$15.00/month (paid monthly)



# tawk.to | Video, Voice and Screensharing



Solve problems fast for your customers with Video Chat, Voice Calls and 2-way screen sharing.

**With nothing to install** - it's fast, easy and painless to switch between messaging, voice, video and screensharing. Backed by an industry leading robust Global Network Traversal service - "it just works".

## Available on all WebRTC enabled browser

Fast, Secure & High Quality video between WebRTC enabled browsers.

Here are the standard plans ( in **US Dollars** )

\$29.00/month (paid annually)

\$49.00/month (paid monthly)