



Online Chat Services

In the fierce marketplace that we live in, the customer is searching for solutions that are exclusive of the traditional call center experience. Online chat is rapidly becoming that experience and the primary medium for which customers choose to interact with businesses.

According to Genesys Consumer Reporting, 63% of customers have stopped doing business with companies partly or wholly due to a poor call center experience.

Etech's award-winning chat service has a proven record in helping companies improve their customer service while providing significant savings to the bottom-line.

About Etech:

Etech, Inc. has been a leading provider in customer contact solutions for over ten years. Etech, Inc. and its employees adhere to the highest standards in all inbound, outbound and chat channels, as well as customer service. For over a decade, Etech has been the vendor of choice for several top-tier industry leaders. With a strong record of customer retention, Etech is constantly expanding its business to meet the industry's growing needs.

What We Do:

Etech, Inc. is an experienced provider of business process solutions including customer interaction and quality assurance services, application development and value-added services. Etech's model of partnering with other growing enterprises to enhance their customer experience and interaction has earned Etech the business of several Fortune 500 companies. With each new year, Etech expands its offerings to assist growing businesses in new and innovative ways.

Live Chat Solution 24/7/365

Although an Internet Presence has the power to revolutionize an industry, many companies are finding that customers are abandoning their web sites without purchasing their products. Complicated service orders, unanswered questions, and unexplained charges, have served as the greatest contributor in 60% of online visitors abandoning the checkout process. Customer satisfaction surveys, however, show that the customer experience is significantly improved by providing online Chat Service Representatives to answer questions, provide additional information, and resolve customer issues. In addition, these surveys further revealed that companies investing in chat programs not only received a phenomenal increase in their conversion rates, but were able to reduce their call volumes by more than 20%.

Etech is committed to helping you to maximize your efforts, increase revenue, and improve customer satisfaction levels – all while providing the most cost efficient solutions for your business. Our comprehensive portfolio of chat services include:

- Providing Business Intelligence
- 100% Digitally Recording Transcripts
- Increased Conversion Rates of Browsers-to-Buyers
- Data Analysis
- 24/7/365 Capabilities
- Secure Networking
- Robust Quality Assurance Solutions
- Real-Time Online Communications
- Fail-Safe Technology
- World Class Leadership Team
- Turnkey Outsourced Solutions
- Customer Satisfaction Surveys

The concept of doing business through online chat is advantageous for both vendor and customer alike in today's fast moving and electronically-connected world. For many businesses, chat is becoming the only option, as companies become more and more interested in expanding their operations online. Online Chat has many benefits and offers advantages not found in the typical brick and mortar stores:

- Expanded Markets
- Low overhead costs
- Higher Profit Margin
- 24/7 Market Availability
- Ability to service up to six customers at once



PCI Compliant >> Dedicated Technology >> Application Development >> Full Back Up and Recovery...

Etech's Live Chat Benefits

- Improve Customer Satisfaction
- Reduce Average Handling Time
- Increase Revenue
- Reduce Cost
- Increase Market Share
- Shorten the Sales Cycle
- Reduce Call Volume
- Rapidly Resolve Inquiries
- Increase Customer Loyalty
- Increase Agent Productivity

Contact Information:

For more details, contact

**Jim Iyob, Vice President -
Global Development**

**1903 Berry Drive
Nacogdoches, Texas 75964**

Office: 936.559.2258

Mobile: 936.371.2640

How We Do It?

- Etech Monitoring Solutions, perhaps the most robust in the marketplace delivers total chat monitoring to include 100% digital recording of each customer interaction. Our innovative processes to call monitoring are built with the highest level of client expectations and unsurpassed excellence.
- Etech Business Solutions offers Best-in-Class technology specializing in Software Application Development, CTI Development, Web Development and Database Management Software designed specifically to your business needs.
- "Our People" - Etech employs trained professionals for the business. We offer a comprehensive trained network of telecom professionals at your service 24/7/365.
- Program Implementation - Superbly launching or expanding a new customer insight process is critical. Etech's Program Implementation Team puts this in the hands of experts. With our dedicated team of professionals, each project is evaluated and assigned a personal project manager to ensure seamless operational functionality and consistency.
- Technology Information - Etech is PCI Compliant. We provide dedicated technology, full backup and recovery, and fully redundant environments.
- Flexibility - Onshore/Offshore, 24/7/365 Capabilities, Proof of Concept Trials.