



Customer Relationship Management >> Click to Chat

KGISL is a leading service provider in Customer Relationship Management through chat based support services and solutions. World-class customer care requires continual, timely and accurate communication with customers. KGISL CRM services offers customized outsourced services to consistently improve quality and customer satisfaction ratings while also lowering overall cost of operations.

Click to chat is a form of communicating with customers who are online visiting a website. If the customer experiences any issues within the website, or has any questions, the customer can click a button and chat with a live representative to get answers. This form of chat interaction increases customer satisfaction with website transactions, and helps to close sales which may otherwise be lost.



Offer your customers the convenience of web chat. It can lower costs, improve customer satisfaction and significantly improve online revenues. Web chat enables effective multitasking, considerably reduces per-transaction costs, and your customers will enjoy faster initial response times. An integral part of your customer service platform, online web chat is a must-have engagement channel for today's customers.

We bring Customers and Companies together:

- Click to Chat serves as the best complementary service model to e-commerce companies looking for an alternative sales channel other than call centers
- Cost effective channel for your customers or potential customer to have access
- Doubles up as customer service center as well, thus enhancing customer experience
- We provide this service to multiple clients across different industry verticals like Home Services, Telecom, Education, Retail, Insurance, etc.
- Some of our current business models are:
 - Click to Chat – Surveys
 - Click to Chat – Tech Support
 - Click to Chat – Customer Service
 - Click to Chat – Lead Generation
 - Click to Chat – Lead Generation + Sales
 - Click to Chat – Lead Generation + Upsells
- Handled more than 1 million chats with ~250,000 satisfied customers

Key Benefits

- Cost effective channel for your customers or potential customer to have access
- Reward your top customers with reduced waiting times and immediate access to a Live Agent
- Cross-selling and Up-selling Opportunities
- Easily offer customer satisfaction surveys after each chat
- Search chats by a multitude of attributes to see a complete history and details of chat sessions

- Easy Website and CRM Integration
- Personal Service at the Point-of-sale
- Provide Proactive Sales Support

Whether you're a start-up, a local business or a global conglomerate we can work with you to increase your customer satisfaction, sales and profit potential. For more information on our Click to Chat service and to find out more about why we are a wiser choice than other providers, please feel free to get in touch today.

