



AUTOMATE ONLINE SUPPORT

Adding a knowledge base to your website reduces customer service call volumes by answering common customer questions automatically.

Are customers more likely to buy from a website that provides them with information quickly and easily? Absolutely.

“78% of internet users research products online before they buy.”

-Pew Research study, 2010

CUSTOMIZE AND BRAND

The LiveHelpNow Knowledge Base can be skinned to match your site. You can even use your own URL !

Build brand awareness by providing customers with a top notch self help experience - support services they would expect from a large, multinational retailer at a price any startup can afford.

ANSWER EVERY NEED

Organize your FAQs by category and make every word searchable. Help support agents, prospects, and customers find answers to common questions instantly.

Give customers smart solutions and let them reward you with sales.

Provide needed information to customers with a dynamic, searchable FAQ page.

LiveHelpNow is the powerful, scalable web-based customer service suite that turns your static site into a powerful and dynamic resource for helping new and existing customers efficiently and effectively.

Imagine all the questions your customers ask coming together in one location - easily accessible both publicly and privately. These questions can be published in the form of a searchable FAQ that can be fully customized and branded to match your existing website design.

Eliminate repeat inquiries, increase brand awareness, improve customer satisfaction, and decrease support costs with the Knowledge Base System.

"We recently switched to LiveHelpNow for our email, chat and knowledge base service. We were immediately impressed by two things: One, how much out-of-the-box functionality they provide for such a reasonable price and two, how eager they are to help. The package is powerful, extensible, easy to use and customizable and the staff are smart, friendly and professional."

-- Joel Levin
Technical Support, Final Draft, Inc.
www.finaldraft.com

"Our business has been using LiveHelpNow for approximately 6 months now... We are so impressed with how simple it was to install within our website and the amount of information available. We were shocked when we started seeing results immediately... The analytics are also amazing. We highly recommend LiveHelpNow and their services."

--Tammy Smith
All Pro West TRAILER SUPERSTORE!
www.allprowest.com

Leverage the intuitive power of search to help customers find exactly what they're looking for.

Link the knowledge base to other support services & give customers the ability to share an article with a friend or translate one on the fly

Let customers rate articles, review their feedback in analytical reports, and find ways to fulfill unmet needs

Search

Search by Keyword

-- All Categories --

Search [advanced search](#)

Submit a ticket

Submit a new inquiry and receive email notification as soon as it is resolved.

Knowledge base

View a categorized list of all the questions frequently asked by customers.

Support center

- Knowledge base
- Submit a ticket
- View existing ticket

Support links

- Home

Tools

Select Language

Share

RSS

Latest Knowledgebase Articles

	Date updated
How to add the live chat feature to your website	Feb 27, 2012
Best Practices - Live Chat	Feb 24, 2012
Can I add more operators later after I subscribe?	Feb 23, 2012
Data protection and storage	Feb 21, 2012
Canned responses - quick find	Feb 20, 2012

Popular Knowledgebase Articles

	Views
LiveHelpNow pricing	3906
Can my agents handle more than one chat at a time?	2356
Installation on WordPress	2339
Cancellation policy	2012
How to add the live chat feature to your website	1955

Top Rated Knowledgebase Articles

	Rating
Chat system color codes	★★★★★
SalesForce Integration	★★★★★
Operator panel refresh rate	★★★★★



UPDATE ARTICLES ON THE FLY

Create your own FAQ articles and publish them online without doing any coding.

Updated articles are searchable for customers and agents instantly, as soon as you make changes.

GET CUSTOMER FEEDBACK

Let customers rate your articles and leave comments for you. Use that feedback to make great content.

Customers that find answers to their questions quickly are going to have a favorable impression of your company— and stay customers longer. A study of customer loyalty and the Web found that:

“Increasing customer retention rates by 5% could increase profits from 25 to 95%”

—Harvard Business Review, 2000

COLLECT BEST PRACTICES

Create articles for internal use that are not displayed on your website for browsing visitors.

Unpublished articles are perfect for collecting best practices, training documentation, and any other private information that’s useful for employees to have at hand.

Add articles easily using a Q&A template.

Creating new articles is a breeze. Simply paste in a frequently asked customer question and type out the best answer. When you save your changes, a new article is entered directly into the Knowledge Base.

Cut, copy, and paste text using a wide variety of fonts and formats. Add effects like colors and highlighting. Use bulleted lists, numbered lists, and tables to show product information clearly.

Low maintenance, no assembly required.

The Knowledge Base includes all the tools you need to setup and maintain an online support center for your customers. Change the contents and layout of your articles on a whim, without involving your webmaster.

Link articles together or point customers to other website resources. Save documents, images, and videos and in a content management system and add them to articles. You can also edit the HTML



Keep an ear to the ground with your 24/7 Support Center.

The home page of the Knowledge Base, also known as the Support Center, displays your latest, most popular, and top rated support articles. As more customers use the Knowledge Base, your Support Center gets smarter.

Customers can rate your articles and leave comments for you to review so you can be sure that your online support solution is always at its best. Article ratings are shared publicly while article comments are kept private. Review article comments at your convenience and respond with better FAQ content targeting both prospective and current customers.

Well-informed internet shoppers buy online with confidence and returning customers who get great service keep on buying— Both are important drivers of revenue.

A Knowledge Base can be just as useful for employees as it is for customers.

Since your employees will be accessing all the help articles customers can view, why not provide them with their own resource for FAQs that come up internally? Set your workers up for success and take a vacation, you deserve it.

Create training documentation.

Growing your business and hiring employees goes hand in hand. The question is, how long will it take your new hires to start doing real work?

With a knowledge base at their fingertips, any new employee will have a library of training resources available to help them learn quickly on the job.

Make your best practices perfect.

As a supervisor, you want be sure that employees are learning the right information and relaying it to your customers correctly.

Having a library of searchable help articles allows every employee to find the information they need, stay on with customers, and get them taken care of quickly.

Speak Greek.

International customers will love reading your support articles in their own languages.





INSIGHTFUL REPORTS

The Knowledge Base includes analytical reports that keep you in tune with your customers.

INTELLIGENT GROWTH

An online support center built on customer feedback will get you noticed, in a good way.

“If you do build a great experience, customers tell each other about that. Word of mouth is very powerful.”

-Jeff Bezos, CEO Amazon.com

ALWAYS AVAILABLE

Every LiveHelpNow service runs 24/7 for your customers.

We deliver 99.9% uptime to our clients; they never have to worry about the maintenance costs of in-house systems or interruption of services.

AVAILABLE PRODUCTS

- Knowledge Base
- Live Chat System
- Email & Ticket Management
- Callback Request System



Make your FAQs work harder so you can work smarter.

A robust reporting engine tracks web hits, popular search terms, the best and most-poorly rated articles along with other data that can help shape marketing, sales or support strategies.

4.25  4

4.21  14

4.10  10

4.00  4

Increase company revenues and customer retention rates.

There is a straight line connecting a Knowledge Base and increased sales.

When a customer gets all the information they need to make an informed decision, they'll buy with confidence. When the customer uses a Knowledge Base afterwards to resolve issues easily, they will feel well taken care of, will enjoy the product more, will be more likely to buy from you again and will hopefully spread the word.

Help new and existing customers efficiently and effectively.

A Knowledge Base streamlines sales and support processes no matter how customers prefer to contact you. If they call by phone, quickly pull up a FAQ article to reference as you help them. Email customers links to articles, taking them to your website where they can help themselves to more product information.

Add Live Chat and Ticket Management to your Knowledge Base to increase its effectiveness tenfold.

Turn recorded transcripts into FAQ articles and push them directly to customers to create mind-blowing efficiencies.

The easy-to-install, easy-to-use LiveHelpNow Live Chat System allows you to offer proactive or on-demand live chat to engage your customers, answer their questions and close the sale. We provide a large library of Live Chat buttons to choose from or you can create your own custom buttons.



LiveHelpNow Ticket System conquers your daily email communication and allows your business to be open and provide service 24/7/365. Organize, prioritize, analyze and archive inquiries for easy access at any time. Control and supervise the complete lifecycle of every customer inquiry from initiation to resolution.



You wouldn't leave your business telephone without an answering machine; now there's no reason to leave visitors to your website without a way to leave a message for you. Our 24/7 Callback Request System allows your customers to notify you when they need to speak with a live operator. A missed phone call can very easily be a lost sale, ensure that you make contact with everyone who wants to make contact with you.

