

Live Chat

With Live Chat we can help you respond quickly to visitor inquiries and send leads your way with the simple addition of a chat widget on your site.



Offer 24/7 Live Chat

With our multiple product and pricing options, any sized business can offer live chat on their website.



Drive New, Unexpected Leads

We'll help capture those leads you're losing today as visitors abandon your website and continue to surf the web.



Win the Business

Get contact info immediately after a chat so you can follow up and close the deal before your competitor can.

63% OF CUSTOMERS SAID THEY WERE MORE LIKELY TO RETURN TO A WEBSITE THAT OFFERS LIVE CHAT.¹

4-8X LIVE CHAT CAN GENERATE 4-8X MORE LEADS FROM YOUR WEBSITE.²

35-50% OF SALES GO TO THE FIRST COMPANY TO RESPOND TO A LEAD.³

We'll help bring you leads, even while you sleep.

Leave Your Live Chat to Us

We make it easy to add chat to your site. We'll create scripts, train automated or live agents, and send you leads, all in real-time.

Don't Lose Potential Website Leads

Live Chat makes the most of the marketing dollars you are spending to drive visitors to your site.

Improve Your ROI

Live Chat helps keep consumers engaged and moving down the path to becoming a customer.

Stand Out From The Competition

Consumers are 63% more likely to return to a website if it offers chat.⁴ Yet many local businesses don't offer it on their site. Elevate your online presence and get a leg up on your competition with Live Chat.

LOCALiQ: The Smart Way to Reach Local Consumers

As part of the USA TODAY NETWORK, we empower businesses with unbeatable insights from 155MM consumers. We use best practices from the 150K chats we respond to per month in the 2.2K campaigns we manage for our clients. LOCALiQ simplifies marketing and drives results.

"My experience with Live Chat was a great success. It's one thing to have traffic on your website, but what's most important is converting that traffic to leads."

*Mike Westhead
Home Court Hoops*

Live Chat

Get a taste of what it feels like to improve your connection with your website visitors. Plus, drive leads with Live Chat. It's one of the best kept secrets in marketing.



Call Connect

Both our Live Agent and Automated Agents can connect prospects and leads to you via phone directly from a chat—enabling you to continue the sales process with results that matter.



Text to Chat⁵

Our Live Agents can also answer incoming texts from the website when visitors are on mobile (except HIPAA). To the visitor, it appears like a regular SMS text exchange. To the agent, it's treated like a web chat. To you, it's another trackable lead with a chat transcript in the system for you to follow-up on.



Instant Transcripts & Leads

You will be notified by email or text message automatically after a chat conversation with a full transcript of the chat and the contact info for the prospect. Follow up quickly for your best chance to get the deal.



Multiple Chat Support Options⁶

We have Live Human Agent and Automated Chatbot options available. You can use our hybrid self-service model for full control of your online chat. You and your team can manage website chats during business hours. We'll handle the overflow, plus cover your non-business hours.



Automated Chat Agents

Visitors interact with an Automated Agent that is focused on your business goals—lead capturing, 24 hours a day, 7 days a week. The Automated Agent intakes messages, gathers visitors' contact info, and enables them to reach you by phone - instantly with Call Connect.



HIPAA Compliance

If you're subject to HIPAA or manage sensitive customer data, we have a secure solution for you. You'll receive lead notifications that provide a link to log in to our secure portal in order to view the lead.⁷



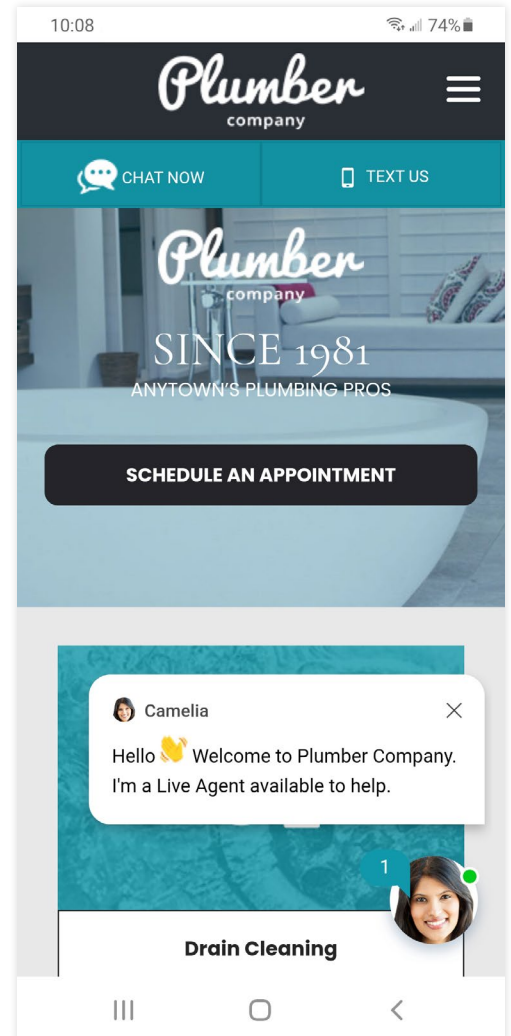
Reporting and Marketing Automation

Live Chat works in conjunction with Client Center with Lead Engagement⁸, our unique lead management technology. Track all of your chat leads alongside calls and website form fills in one place, see analytics, and connect with them through automated email and text marketing campaigns, helping turn them into customers.




Spanish Add-On

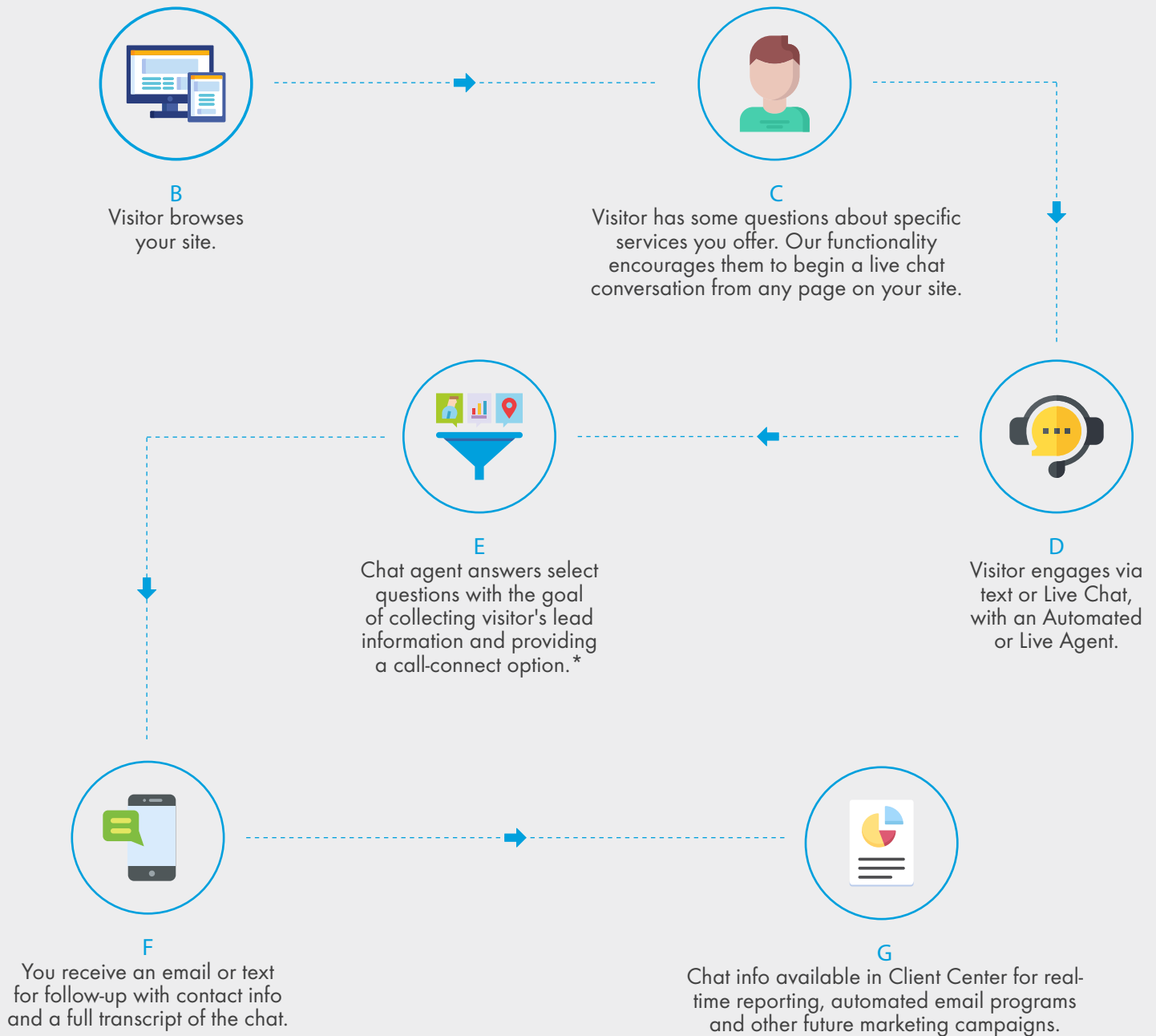
Our Spanish Chat add-on will come in handy for your Spanish-speaking website visitors. With just a one-time setup fee, you will get both Spanish and English calls to action within the chat widget, and our live agents will be able to chat en Espanol.



⁵ Human agent package only. ⁶ Price varies by service model. Hybrid self-service available through platinum package. ⁷ If you or your business is regulated by any professional, governmental or other regulatory rules or guidelines restricting your use of advertising or processing of customer information, including HIPAA, it is your sole responsibility to notify ReachLocal and ensure your compliance. HIPAA compliance does not include SMS to chat feature. ⁸ Client Center incurs an additional subscription fee.

Your Customer's Journey

 Connect with your leads right away, no matter where you are.¹



¹ Live, Automated, and Hybrid support options available.
* Call-connect only during normal business hours
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