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One of the biggest benefits of live chat software for companies is it allows an individual representative to take care of multiple customers at the same time. Because communications with customers via text communication is slow, it provides a chance for tech support representatives to manage more than one customer at the same time.

One thing that will speed up the communication with customers is to use canned responses to common issues. Rather than having the representative type the same thing repeatedly to several customers, it is much more efficient to have them insert a piece of boilerplate that'll be equally as helpful to the customer. Then the representative may then help another customer as the first one is following the directions within the boilerplate.

Occasionally there aren't enough technical support representatives for both online and phone support. That's the reason it is very helpful to have queue capabilities in the live chat software. When there are no representatives available, the consumer will be put into a queue. The customers will be served based upon the entry time in the queue.

It may be useful to have the software display the estimated queue time to the customer so that they can go do something else while waiting. This might reduce the frustration level of the consumer who did not want to wait to get support help. Although waiting is not ideal, showing the estimated wait time can sometimes be helpful in calming the customer down so that he can do something else for the time being.

One of the most important features to have in live chat software is application viewing. In many cases, the tech support representative may need to look at what's going on when the customer is running an application. With this capability, the representative can easily see what's going on and interact with the application.

The end-user needs to grant permission for the representative to take a look at the application. This is an excellent privacy safeguard to make certain that customers who feel uncomfortable about having someone else in the computer can deny that permission request. However, users ought to be encouraged to give access because it will make it much easier and quicker for the technical support representative to figure out exactly what the issue is.

Some websites attempt to increase the number of conversions or sales with a window displayed that provides website visitors a chat with an agent to reply to any queries that they might have. A lot of people would rather ask the question directly rather than search an entire website for answers to their questions. That's the reason having live chat software via pop-up windows is an extremely good way to increase sales.

Of course, it is not practical for most businesses to offer live support at all hours. It is best to limit the hours to those when the website has the most customers, which is generally throughout the day and the early evening. By doing this, the business saves costs on labor while still increasing the conversion rate.

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