



## **Guide Picks - Top Four Live Customer Support Services**

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Online businesses are always looking for a way to get ahead of the competition. One of the ways that is proving productive and profitable is providing real-time live customer support. In response to the great demand for this service and my own desire to provide my clients with this popular service I went on a search to find the top 4 remotely hosted customer support services that are available.

### **1) LivePerson**

LivePerson alerts both visually and with audio when visitors enter your site or request to chat with you. Using the LivePerson panel you are able to view where the visitor has come from, which page they are visiting, and how much time they spend on your site. There are no downloads or plug-ins required by your customers to enable them to chat with a representative. At \$99.00 per month LivePerson is one of the more pricey options. LivePerson offers a free trial.

### **2) CS-Live**

With CS-Live you are able to guide your customers through your site and offer them real-time customer support. You can fully track and monitor interactions with your customers using the CS-Live panel. Integration is simple and painless. The best benefit is that CS-Live offers many of the same options as LivePerson, but costs approximately 1/3 of the price. CS-Live gives you a 15 day trial.

### **3) Groopz**

Groopz allows you to see website visitors in real-time and offer them personalized interaction assistance. You can use Groopz to equip your sales representatives to not only offer sales assistance via one-on-one instant messaging, but you can also use it to retrieve more detailed user information. Try out the free demo, but if you like it be prepared to pay a \$99 setup fee as well as a monthly fee of \$99 for one operator license.

### **4) LiveHelpZone**

LiveHelpZone features site monitoring, one-on-one chat using an instant messaging interface and the ability to push pages to your website viewers. Not as well known as the others mentioned but quite a robust system for a reasonable price. LiveHelpZone allows you to purchase time in increments. Try out the free 7 day demo and see what you think.