

2019 SUMMER

CUSTOMER SUCCESS REPORT



LIVE CHAT SOFTWARE CATEGORY





LIVE CHAT SOFTWARE OVERVIEW

Live chat is a messaging solution that your website visitors and prospective customers can use to communicate with your support agents in real time. Similar to phone and email, it is one of the communication channels commonly deployed to provide customer support.

Live chat combines the best aspects of phone and email. Your customers can engage in effective two-way communication in real time with your sales, support and other agents to get their queries and issues resolved quickly and efficiently.

Customer Success Report Ranking Methodology

The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings. The overall Customer Success ranking is a weighted average based on 3 parts:

Content Score is affected by:

1. Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
2. Customer reference rating score
3. Year-over-year change in amount of customer references on FeaturedCustomers platform
4. Total # of profile views on FeaturedCustomers platform
5. Total # of customer reference views on FeaturedCustomers platform

Market Presence Score is affected by:

1. Social media followers including LinkedIn, Twitter, & Facebook
2. Vendor momentum based on web traffic and search trends
3. Organic SEO key term rankings
4. Company presence including # of press mentions

Company Score is affected by:

1. Total # of employees (based on social media and public resources)
2. Year-over-year change in # of employees over past 12 months
3. Glassdoor ranking
4. Venture capital raised

Customer Success Report Award Levels



Market Leader

Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.



Top Performer

Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Market Leader.



Rising Star

Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.



2019 Customer Success Awards

Check out this list of the highest rated Live Chat Software software based on the FeaturedCustomers Customer Success Report.



OVERALL BEST

OF LIVE CHAT SOFTWARE



INTERCOM



INTERCOM

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ABOUT INTERCOM

Intercom offers the world's leading business messaging platform that delivers real time contextual communications to drive growth at every stage of the customer lifecycle. Intercom is the first to bring a real time messaging-first experience to sales, marketing and support teams and offers the only business messenger that powers more than chat. Its Messenger and suite of customizable toolkits are built on top of a platform that creates brilliant and personal experiences for businesses and customers. Intercom has over 30,000 customers and powers 500 million customer conversations each month.

87

Customer references from happy Intercom users

[VIEW ALL REFERENCES](#)

"With Intercom, you get all the right context to solve real people's problems. This is important if you want to treat your customers like people rather than like tickets."

Josh Bryant
Co-Founder, Droplr

"Intercom allows us to 'scale authenticity' and foster a passionate community of users. By A/B testing message format and content, we see open rates above 75% for all of our onboarding emails."

Ben Jordan
VP of Customer Experience, InVision

"I remember the moment we turned on Intercom - as the map of our customers began to populate in real time, we literally high fived! We immediately saw user behavior patterns that would've taken lots of engineering work to discover."

Nick Houldsworth
Head of Marketing, Vend

"With Intercom the time it took to surface real project opportunities and receive RFPs decreased from 21 days to 3 days. We're able to identify and engage leads faster than ever before."

Adam Cleveland
Senior Director, Tradeshift



2019 MARKET LEADERS





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ABOUT BIRDEYE

BirdEye enables you to be the best business. BirdEye drives business growth by getting new reviews and improving customer experience. More than 50,000 businesses use BirdEye to manage their reviews, be found online, collect gather customer feedback, interact with potential customers, ask customers to refer friends and family, improve operations and increase revenue. BirdEye's all-in-one software includes review monitoring, review generation, review marketing, customer surveys, social listening, social publishing, social engagement, customer support ticketing, listings, webchat, customer referrals, business insights, and competitive benchmarking.

64

Customer references from happy BirdEye users

[VIEW ALL REFERENCES](#)

"BirdEye is helping us build our brand and increase our rankings on search engines and we have seen a 250% increase in sales."

Timothy D.
VP of Sales and Marketing, Great Western Building Systems

"We've doubled our monthly new client appointments, all thanks to Webchat. The ability to reach out to each website visitor and answer questions wherever I am, at any time of day is a total game-changer."

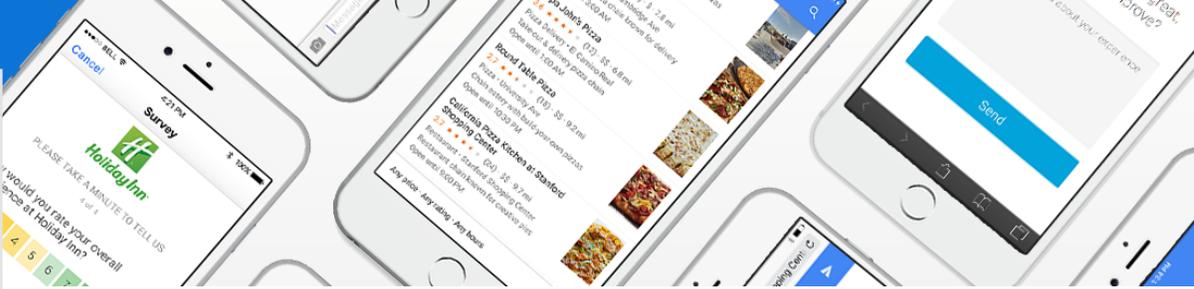
Jason Hartline
Marketing Consultant, SkinSpaMed

BirdEye has been an integral part of our marketing strategy over the years. BirdEye allows us to make it easy for happy clients to leave 5 star reviews but even more importantly when someone is unhappy we are quickly notified. Then our office manager is able to get in touch with the client and handle accordingly. We find that regardless if a potential...

Kasey Hogland
Marketing Director, Williamson Foundation Repair

I am an agency client of BirdEye. In my opinion, they have the best tools for review management and webchat/messaging. I have experience with two competitors, but BirdEye is the product we promote to our clients. Beyond that, our experience with the BirdEye team has been exceptional. One of our largest clients was exploring...

Michael Shipley
President, Kahuna Marketing



BirdEye

website: birdeye.com
phone: 800-561-3357



Frequently Asked Questions

What makes BirdEye a leader in this space?

Businesses across all industries trust BirdEye to give them visibility and control over their customer feedback from all channels, and use this feedback to better understand their customers, improve their operations, and influence purchase decisions. Monitor reviews, social channels, and surveys in one place. Solve problems before they become problems. Promote authentic reviews across the web to reach more prospective customers and drive more traffic. Natural language processing converts all customer feedback into actionable insights to turn every customer experience into a good one. BirdEye helps businesses make their customers happy, so their customers do their marketing for them.

How/why is BirdEye better than those competitors (or most others in their market)? What about it is unique, stronger, easier, etc.?

BirdEye’s suite of products captures and utilizes customer feedback to drive customer acquisition and retention. Review monitoring, review generation, review marketing, and social publishing allow companies to manage online reputation and improve customer acquisition. Natural language processing, customer surveys, and social listening allow businesses to receive actionable insights from customer feedback and improve customer retention.

More than 50,000 businesses across all industries, including brands like BMW, SquareTrade, ExtraSpace Storage, Ethan Allen, drybar, DaVita, and Blaze Pizza trust BirdEye to improve operations, receive actionable insights and grow their revenues. This year, BirdEye was ranked #60 in the “100 Best Software Companies” in the world by G2 Crowd.

How does this software benefit them?

BirdEye’s all-in-one software includes review monitoring, review generation, review marketing, customer surveys, social listening, social publishing, social engagement, ticketing for customer support, listings, webchat, customer surveys, actionable insights, and competitive benchmarking. With BirdEye, companies can put customers at the core of every business decision, turning feedback into insights, insights into action, and customer happiness into revenue.

What are the support options? List all.

We have a support team, online chat, email options, help center, and more. All our customers can use any or all options. We do not limit our support! Everyone is VIP.



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15Five

HubSpot

Marketo

netguru


sonatype

ABOUT DRIFT

Drift on your website, any conversation can be a conversion. Instead of traditional marketing and sales platforms that rely on forms and follow-ups, Drift connects your business with the best leads in real-time, like a virtual assistant for your website.

54

Customer references from happy Drift users

[VIEW ALL REFERENCES](#)

"Drift enables sales and marketing teams to work together to convert traffic that is already on their website into qualified leads and pipeline. From the LeadBot, to the calendar integration, to Playbook templates, teams can get started with Drift quickly and see results just as fast."

Andrew Racine
Director of Demand Generation, MongoDB

"The cost per opportunity is much less than some of the more traditional marketing channels."

Mimi Rosenhiem
Senior Director of Digital Marketing, DemandBase

"Drift paid for itself in just two months because we used the Drift ABM Playbook. We've looked at the data of using a generic welcome message vs. a more personalized interaction and we get a 30% higher conversion rate when we tailor the experience to the visitor."

Shannon King
Marketing Manager, Sonatype

"Drift provides a better experience for people to learn about how we can help their business and, at the same time, makes our sales team more efficient in prospecting for new customers. Our sales reps now spend more time chatting with people who are genuinely interested in our services than someone who may have just consumed some marketing..."

Scott Noll
VP of Sales, ThriveHive



kayako

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ABOUT KAYAKO

Kayako is simple customer service software that scales with your business. Kayako makes it easy to deliver an unrivalled customer support experience. Kayako started in 2001 with a goal: a better customer support experience. Today, Kayako is the leading multichannel helpdesk. Kayako is a team of more than 100 that helps 10,000s of businesses delight millions of customers using Kayako, all around the world.

72

Customer references from happy Kayako users

[VIEW ALL REFERENCES](#)

"Each single support request is now routed to and handled in Kayako. Kayako lets us provide timely responses and swift resolutions."

Shaunt Libarian
Systems Administrator, Sangoma Technologies

"We have very ambitious delivery standards and Kayako is helping us achieve them."

Chaitanya
Support and Services Manager, Soma

"Stardock's adoption of Kayako's helpdesk solution has really helped us to manage and improve our customer support and workflow. The ability to sort and filter incoming requests is great, as well as allowing not just pre-defined responses, but a public knowledgebase and downloads repository for distributing fixes to our customers. All of these makes it..."

Curtis Hendzell
Customer Support Manager, Stardock

"Kayako helps us to respond to service requests in a very timely manner, resulting in happier customers. We're big, big Kayako fans."

George Minich
Director of Technical Services, Toshiba Canada



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ABOUT LIVECHAT

Best live chat and help desk software for customer support and online sales. LiveChat helps to build a level of trust with people browsing the website and makes them more likely to make a purchase. Increase overall customer satisfaction through a more personalized way of communication with LiveChat. Over 28,000 companies rely on LiveChat in their everyday duties. Some of the major ones include: Ikea, Acer, Samsung, RyanAir, PayPal, Kaspersky Lab, LG, Suzuki, Renault. Try LiveChat for free!

185

Customer references from
happy LiveChat users

[VIEW ALL REFERENCES](#)

"LiveChat has identified the metrics that matter most and gotten rid of the clutter that other services display in their reporting. This means you're easily able to digest the metrics that matter most and make informed decisions on the performance of the department."

Kyle Therriault

VP of Internet Strategy & Business Development, AutoAccessoriesGarage.com

"We wanted to give our customers another method of communicating with our reservation agents. The majority of our business comes from our website; we had hoped that providing an online option to our web-based consumers would also improve their experience on www.foxrentacar.com."

Jakub Kopiczak

Marketing Manager, Fox Rent A Car

"We added 24/7 chat support to supplement our 24/7 phone support. Now LiveChat is often our main contact point with customers, and it's been working out great for us."

Shiloh Gealogo

Project Manager, Media Temple

"I sincerely believe that if you have a website with traffic and you are not using LiveChat then by starting to use it you will experience an ROI in minutes, rather than days or weeks or months."

Tony Messer

CEO, PickaWeb



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ABOUT LIVEPERSON

LivePerson, Inc. offers a cloud based platform that enables businesses to proactively connect in real time with customers via chat, voice, and content delivery at the right time, through the right channel, including websites, social media, and mobile devices. This "intelligent engagement" is driven by real time behavioral analytics, producing connections based on a true understanding of business objectives and customer needs.

151

Customer references from happy LivePerson users

[VIEW ALL REFERENCES](#)

"This year we had our first ever Live Chat Millionaire, a chat agent who was the first to personally achieve £1 million in sales via chat on our website, which was achieved in record time, 20% less time than a typical telephone agent."

John Giddings
General Manager, Contact Centres, Virgin Atlantic

"After three months, we saw our live chat volume double or triple every month."

Ross Pry
Director of Membership, Association of Certified Fraud Examiners

"We saw immense value in digital engagement; customers had the ability to both purchase a product and get the right information without leaving the digital channel."

Norm Happ
VP of Sales, Small Business Financial Solutions, Intuit

"LivePerson brings a great set of digital tools to the table that help us engage brilliantly with our customers, as well as fresh ideas and a wealth of experience, giving us a sounding board as we continue to shape and evolve our digital engagement strategy at EE."

Luke Duffell
Ecommerce Engagement Manager, EE



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ABOUT PODIUM

Podium helps businesses drive user-generated content in the form of online reviews to increase visibility, improve business operations, and drive purchase decisions. Podium serves 50,000+ users across nearly 10,000 local businesses and is redefining the modern relationship between businesses and customers. Headquartered in Lehi, Utah, and founded in 2014, Podium has received funding from Y Combinator as well as numerous CEOs around the Silicon Slopes.

128

Customer references from happy Podium users

[VIEW ALL REFERENCES](#)

“We looked at other online review management tools, but no other tool had the dashboard or interface like the one Podium has. It’s intuitive, and it makes the process of requesting a review very simple, which means anyone on our staff can use it with minimal training.”

Joshua Allan
Digital Marketing Specialist, Revere Health

“Podium is driving new traffic to our door and increasing our profit from new customers.”

Evan Silbert
General Manager, Thurber Jewelers

“Podium is money well spent. It gives us an easy way for our sales staff to ask for reviews and for customers to engage with us and leave feedback. We’re getting an excellent return on our investment.”

Anthony Gilpin
Director of Digital Operations, NewRoads Automotive Group

“My staff is reporting higher levels of efficiency by using Messaging Platform, because they are not getting on the phone and having long phone calls. Now with Messaging Platform we are able to give the customers what they want, when they want, and do it very quickly.”

Ronald Haulman
Executive Director, Neptune Society



zendesk
chat

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U B E R

ABOUT ZENDESK CHAT

Zendesk builds software for better customer relationships. It empowers organizations to improve customer engagement and better understand their customers. Approximately 114,000 paid customer accounts in over 160 countries and territories use Zendesk products. Based in San Francisco, Zendesk has operations in the United States, Europe, Asia, Australia, and South America.

193

Customer references from
happy Zendesk Chat users

[VIEW ALL REFERENCES](#)

“It is now easier to start talking to people. People enjoy asking questions in the chat and not on the phone. Previously, if questions arose, it required a very strong desire to ask the question because users had to write letters or make phone calls (often not for free). Live chat makes it much easier, all you need to do is to press a button.”

Dmitry Odintsov

Director of Sales and Business Development, TrueConf

“It’s very easy for me to recommend Zendesk to the rest of the business unit because I enjoy using it and the agents on the ground enjoy using it. It can do a whole host of things, probably ten times as much as I need it to do.”

Adam Wilson

Head of Customer Relations, The O2 Arena

“Zendesk products have allowed us to deliver better support to all our clients. The agility with which we can implement new features and workflows is a key element to our success.”

Dan Ross

Support Operations Manager, Lightspeed POS

“It’s been a great partnership, relationship with Zendesk. We feel like we’re in the loop about the product decisions that are being made. And Lisa, our success executive, is an awesome partner in crime. She’s very focused on what problems we are solving as a business and then how Zendesk, and Zendesk’s ecosystem, can serve us.”

Tim Smith

Vice President of Box Consulting and Box User Services, Box



eGain

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ABOUT EGAIN

eGain's customer engagement solutions power digital transformation for leading brands. Our top-rated cloud applications for social, mobile, web and contact centers help clients deliver connected customer journeys in a multichannel world. Headquartered in Sunnyvale, California, eGain has an operating presence in North America, EMEA, and APAC.

69

Customer references from happy eGain users

[VIEW ALL REFERENCES](#)

“eGain Service is a strong and competitive offering with a good track record and a large customer base.”

Mitchell Kramer
SVP and Consultant, Patricia Seybold Group

“eGain has evolved its product to include a new model of search that allows it to deliver better service to users. They can find information faster and easier and with a better overall experience.”

Esteban Kolsky
thinkJar Consulting

“The eGain team was excellent. It paid attention to all our user requirements, provided excellent support, and stayed with us through go-live.”

Brad Hillebrand
Director of Enterprise Technology, Rust-Oleum

“We've greatly benefited from using eGain Knowledge. The first nine months alone show an improvement of 25% in unnecessary call outs. As a result, we've also seen a reduction in enquiries that need a file visit which means engineers' time can be better spent on proactive work.”

Neil Hawkes
Call Centre Manager, Southern Water, Southern Water



2019 TOP PERFORMERS





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Entrepreneur

Expedia.com.au

fitbit

GILT

UBER

ABOUT HIPCHAT

HipChat launched in 2010 to give companies and teams a chat service that was built just for them. HipChat wanted to combine the power of group chat and the simplicity of consumer IM services with the administrative controls that companies need. In March 2012, HipChat was acquired by Atlassian. HipChat currently working out of hipchat swank San Francisco office.

68

Customer references from happy HipChat users

[VIEW ALL REFERENCES](#)

"HipChat has been a huge productivity booster for us and has had a tremendous impact on our ability to scale the org and optimize the GlobalGiving experience."

Kevin Conroy
Chief of Product, GlobalGiving

"HipChat has really helped our remote workers, in that, regardless of where you are, you're constantly connected to what is happening at Gilt."

Heather Fleming
VP Product & Program Management, Gilt Groupe

"Atlassian helps us reach our goals by enabling us to build software faster, collaborate with our partners across the world, and achieve our vision of a connected human experience."

Sonali Kothari
COO, Kiva

"Our solve rate is up 13%, and technical debt is down significantly thanks to increased communication and tracking capabilities."

Doug Squires
Senior Manager, Customer Care, Citrix



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ABOUT LIVEAGENT

LiveAgent is a web-based live chat and helpdesk software. It covers all support channels: Email, Live Chat, Call Center, Contact forms, Feedback Forms, Knowledge Base, Social networks (Twitter and Facebook) and integrates them into one environment. It grabs your emails and transforms them into tickets for easier use. Everything is easily accessible and manageable. LiveAgent is helping companies like O2, Huawei, SolidTrustPay, Yamaha, BMW and 15000 more to provide exceptional customer support in all possible ways.

101

Customer references from happy LiveAgent users

[VIEW ALL REFERENCES](#)



"Customer success is absolutely top priority for us at sli.do. Especially in the event industry, a few seconds can make a big difference. We analyzed most of the solutions out there and LiveAgent is by far the best. It combines excellent Live chat capabilities, ticketing and powerful automation that allow us to provide exceptional support to our customers...."

Peter Komornik
Sli.do



"We're also more inclined to give sales agents and other staff members Live Agent accounts because adding new users is very affordable. The team is also using internal tickets to better work with remote members."

Jack Ikard
Head of Customer Service, AquaSprouts



"LiveAgent gives us more control and an overall increase in keeping everything organized. Efficient channeling of tickets and therefore more efficient resource management are important factors as well. Reporting capabilities, department feature and easy automation are a godsend to us."

Justin Farrugia
Managing Director, Areto Systems



"We built our success on providing whole experience. It is our best effort to keep the customers satisfied. This cannot be done without brilliant helpdesk solution as our beloved LiveAgent."

Ville Majanen
CEO, E-ville.com



goMoxie™

TRUSTED BY

Crate&Barrel



ABOUT MOXIE SOFTWARE

Today's consumers are expected to navigate an increasingly complicated digital world. Pain points throughout the customer journey cause frustration and hesitation, ultimately leading to abandonment. goMoxie proactively guides users throughout the online journey, creating self-sufficient and self-assured customers, which leads to dramatically improved conversion rates, an increase in up-sells, reduce repeat contacts, and faster company growth. Create certainty, empower customers, and get results with goMoxie.

29

Customer references from happy Moxie Software users

[VIEW ALL REFERENCES](#)

“Seeing our mobile traffic grow nearly 30 percent, year-over-year, with more and more of our customers shopping on tablets and mobile devices, our goal was to select an application that offered a superior mobile experience. It was also critical that the solution be easy to use and administer for our business users. Moxie provides comprehensive reporting...”
Joan King
Vice President of eCommerce, Crate and Barrel

“We recognized that the customer wants to interact with us wherever they are — whenever they like — no matter platform. We want to aggregate all those into one easy, cost-efficient call center.”

Alison Goodwin
Head of Customer Support Centres, Wolseley

“Since deploying Kbot, the company has seen the number of quotes initiated increase by over 30 percent and the number of quotes completed increase by over 70 percent. Additionally, the company has experienced an over 50 percent increase in the value of products sold when the customer is guided by Kbot.”

Large North American Insurance Company

“Four months after deploying Moxie Kbot® contextual guidance, the company saw a 50% reduction in chat volume, and a 10% reduction in phone volume, all while growing the business. The vast majority of digital engagements are now automated, and customers can still escalate to agents for more complex issues.”



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ABOUT OLARK

Olark is the most beautiful and effective way to talk to your customers for sales and support. And they make it super easy for you! Solve customers' problems before they have a chance to click away. Give them the answers they need immediately and gain powerful insights about what Olark want for relationships that last. Olark has powerful features to give you access to visitors and behaviors. Make your business (and your site) look good and keep customers coming back.

66

Customer references from happy Olark users

[VIEW ALL REFERENCES](#)

“We highly value having direct conversations with our customers and prospects at Front. And Olark drives in a ton of them. We convert more trial signups, help customers faster, and have invaluable conversations that influence product decisions.”

Rob Carpenter
VP Marketing, Front App

“Olark quickly became an informed lead generator for our sales team! Being able to see such rich information about a visitor, like what page they’re on, has been a boon for conversions. If we took this tool away, there would be complete mutiny from the sales team.”

Katie May
Chief Executive Officer, Shipping Easy

“Overall, it’s allowed us to deal with more customer inquiries per member of customer service staff, so there’s been an efficiency improvement, moderate but still significant for the tiny cost of implementation.”

Jane Clayton
Founder, Jane Clayton & Company

“Olark is fantastic. It has opened up a new avenue for our intake team to get help for potential clients. The more clients we can talk to, the more people we can get into treatment and help them begin their journey to recovery.”

Lee Berg
Director of Marketing, RiverMend Health



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Accountant2U direct™

articulāte



CARLTON
HOTEL GROUP



ABOUT PROVIDE SUPPORT LIVE CHAT

Provide Support, LLC is a global provider of LiveChat software and Real-Time Website Monitoring solutions for e-commerce sites, online publishers and other organizations. Founded in 2003 and headquartered in New York City, Provide Support offers an economical and easy-to-use live help software allowing businesses from a variety of industries to provide instant online customer support and proactively sell their products and services. The company's cutting-edge, geographically distributed and redundant hosting infrastructure ensures 24/7 reliability.

64

Customer references from happy Provide Support Live Chat users

[VIEW ALL REFERENCES](#)

"We use Live Chat to offer our prospects and Platinum Membership customers added support, and I see no reason to ever look for an alternative. Quite simply, it works."

Gabe Anderson

Director of Customer Support, Articulate

"That's the first thing I do in the morning. I power up Provide Support and make sure people know I'm here."

Elizabeth G. Provo

Founder, Massachusetts 4 Sale By Owner

"ADE Incorporated has used Provide Support as part of our toolbox for many years. Our customers love it, and the immediacy of our response time has improved our customer service. Using Provide Support is one of the best decisions we have made."

Jim Haggerty

Program Director, ADE Incorporated

"We have been using Provide Support since 2009 and we are very satisfied with the service. Our website has over 30,000 visitors per day and Provide Support's live chat program allows us to interact with hundreds of users each day and handle their customer service needs. We love the ability to see exactly the current page a user is on as well as their..."

Kevin Priddy

President/Chief Executive Officer, PlanHub



snap

engage

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ABOUT SNAPENGAGE

70% of SnapEngage clients come to us from another chat provider. Why? Because we're focused on outcomes that have a powerful impact on your business. With over 21,000 users in 87 countries, SnapEngage clients consistently see better sales conversions, higher CSAT/NPS and lower cost per interaction after switching to SnapEngage. Our fully-featured solution offers robust CRM & Help Desk integrations, is HIPAA & PCI compliant, available in 30+ languages and includes advanced analytics to prove ROI.

64

Customer references from happy SnapEngage users

[VIEW ALL REFERENCES](#)



"I can't say how much I love your product. I can honestly say it's the most cost efficient customer support and sales tool that I have ever seen. We close sales almost daily directly inside the live chat, it's incredible. I want to hug your CEO. It's just so powerful to be able to communicate with your customers at their first initial point of interest. You guys rock....
Andrew Gazdecki
CEO, Bizness Apps



"It has helped us identify and solve customer issues super quickly while creating a relationships. Our customers love that we're responsive to their issues which helps build trust and a personal relationship. Even though they have technical issues with our site that may convince them to leave, that personal touch, ensures we keep their loyalty."
Joel Wishkovsky
CEO, Card Gnome



"It's like having our customers standing next to us when helping them to use our PHP cloud hosting platform. We found out many new insights about what's really important for them. And they just love to drop by for the instant support."
Thomas Ruland
CFO, cloudControl



"Ever since launching SnapEngage we have been capturing leads we know we wouldn't have captured otherwise and our conversion rates are through the roof. We now recommend SnapEngage to all our web development and online marketing clients."
David Vogelpohl
CEO, Marketing Clique



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AIRFRANCE



BNP PARIBAS

CANAL+

L'ORÉAL

ABOUT IADVIZE

iAdvize is a conversational platform that allows more than 2,000 brands in 100 countries to bring a profitable human touch to the digital experience at scale, using a blend of human touch and artificial intelligence. We connect customers with experts available 24/7 via messaging. iAdvize is a 'Gartner Cool Vendor' certified platform that generates value for brands such as Disney, TUI, L'Oréal, Nespresso. In 2019, a Forrester study proved that a 64% ROI can be achieved.

74

Customer references from happy iAdvize users

[VIEW ALL REFERENCES](#)

"Having worked with iAdvize since 2013, we recognize the importance of having a clear, defined, and structured targeting strategy to help drive the right sort of contacts maximizing the customer experience, and adding value through web chat interactions."

Scott Bain
Head of Contact Centre Operations, House of Fraser

"We decided to work with iAdvize because of its solution but also so that we could benefit from its expertise in project management and agent coaching."

Sophie Trébuchet
Digital Team, Fioulmarket.fr

"Our members are curious, open-minded and love to help visitors via the community tool."

Alice Lorenz
Chief Member Happiness, GuestToGuest

"Customers are not left without assistance on the website, we can easily help them and the conversation is closed when they quickly obtain the answer they needed: there are no pending cases open. Messaging has become crucial, especially for our important offers like the sales or special offers."

Line Lécuyer
Responsible for the consumer service department, Petit Bateau



2019 RISING STARS





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ABOUT HELPONCLICK

HelpOnClick is Live Chat Software and Help Desk software for your online customer support. A one-stop shop for all your sales and customer support needs, HelpOnClick live chat is the headline product, used and loved by thousands of customers. HelpOnClick help desk software is a new product that helps you to track all communications with your customers. Their business is not only software, but also forward-looking management, creative marketing, high-end development and dedicated customer support. They built the company that you would love to work with.

28

Customer references from happy HelpOnClick users

[VIEW ALL REFERENCES](#)

"Ever since installing HelpOnClick on our site, I have become confident that customers and potential customers will find the answers they are looking for, and not leave the site frustrated. From a customer's perspective, it is simple and easy to use! And that is important."

Michael Musto
Owner, American Internet Domains LLC

"So far, HelpOnClick is the only live chat software that I have found that meets all my business needs including: Ability to use on several websites but monitor from one system Social Media tags, saving the history and contact information, saving common responses alerted by sound on incoming chat, leaving e-mail when operator not available, and much..."

Michelle Beaudet-Smith
President, e-mend Software

"HelpOnClick has been a great addition to our website and enhanced our sales force to deliver better results ensuring we are always contactable via the simplest of routes. Affordable and simple to use, I've been really impressed with the service and will continue to use this."

Daniel Peacock
Director, Property Secrets

"We love this software. It has enabled us to allocate a half dozen employees to take care of our current and potential customers, without them having to call in or submit a ticket. This has really reduced the calls in to our office and I think the employees really do like it better than speaking with people on the phone. This service is instant, and I really think..."

Dwayne Bond
Software Developer, National Driver Training



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ABOUT LIVEADMINS

LiveAdmins is a leader in providing multilingual live chat solutions and services that enrich online visitor experience, customer satisfaction and the bottom line of businesses of all sizes. LiveAdmins offers the most innovative and easy-to-use live help solution allowing businesses from a variety of industries to provide instant online customer support and proactively sell their products and services. LiveAdmins strives to provide your website visitors with the best possible online experience one that resonates your brand. Over the years, live chat has evidently become the preferred mode of customer service available round the clock. Their solutions are fully customizable, easy to set-up and always online, catering to over 10 industries across 8 time zones.

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Customer references from happy LiveAdmins users

[VIEW ALL REFERENCES](#)

"We have found LiveAdmins to be very amiable and approachable. They have been a great partner for us, helping us improve our processes and programs."

Jeff Strachan
Business Development Director, Dubai College of Tourism

"We have been using LiveAdmins's service for over five years and are very satisfied with the results. They are great to work with, very receptive to edits to our web chat, and implement changes promptly. The WebGreeter service has added a lot of value to our website and continues to provide an additional way to deliver excellent customer service to our..."

Paul Kranze
Marketing Specialist, Orion International

"LiveAdmins has been a great asset for our business. In today's society, we are all about instant gratification so it is vital to have someone available to interact with customers 24/7. The associates are easy to work with and always reply quickly to any requests. We are reaching more customers than before and would recommend LiveAdmins to any..."

Kelly Moakley
Marketing Coordinator, Battle Creek Harley Davidson

"Live Chat has far exceeded any expectation we had envisioned when integrating their unique platform to our website. We are now going on our sixth year using their service. It's like they are a part of the company now and they treat our customers the same way. Business would not be the same without them. I highly recommend their service for anyone..."

Jeremy Blackburn
Chief Operating Officer, Corporate Housing by Owner



Userlike

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ABOUT USERLIKE

Userlike unlocks the channels to your customers' hearts. Message your customers in real-time via your website, Facebook Messenger, or Telegram. Your customers could be anywhere. Whether they're browsing from their desktop, chilling on the couch with their tablet, or sitting on the bus with their smartphone - Userlike guarantees an optimal live chat experience. Help your customers when it matters, where it matters.

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Customer references from happy Userlike users

[VIEW ALL REFERENCES](#)

"We've been impressed by the modern look and feel of Userlike from the start. The usability and dedicated support were the decisive factors. With Userlike we've found a solution that really focuses on our needs."

Jens Lippert
Head of Customer Experience, Cyberport

"A shop's usability stands or falls by its guidance and support options. Live chat is perfect to answer web visitor needs instantly, and with Userlike you have an excellent solution that's easy to integrate into any shop."

Johannes Altmann
Owner, Shoplupe

"The first step was to give a very prominent place to our phone number on the website. We thought live chat was the logical next step to make the barrier to contact even lower and to be able to offer personal advice to more people on the website."

Julia Fritz
Officer of Business Development, Certo

"I was surprised by the high frequency of chats and by how the customers using it got right to the point."

Florian Störk
Division Manager, Volksbank Lahr



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ABOUT WHOSON

WhosOn is a hosted or on-premises live chat solution that comes complete with real-time visitor tracking and analytics. WhosOn has been a leader in the live chat space for 15 years, and is a time-tested, ever-enriched solution. Today, WhosOn is the longest provider of chat in the UK and an established international brand. It is used in over 50% of the world's countries, across six continents and in many different industries and languages.

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Customer references from happy WhosOn users

[VIEW ALL REFERENCES](#)

"I would certainly recommend WhosOn to anyone who has a customer facing website, the software is functional, easy to use and can only help your business improve its customer service."

Amy Kirk
Sales & Marketing Executive, Centerplate

"With WhosOn we were able to not only retain the same features offered by our previous supplier, but also gain additional functionality at a lower cost."

Andrew Cain
Customer Service Manager, Fylde Council

"We have gained a significant ROI from WhosOn, and as a result it features heavily across our website offering an excellent alternative to phone and email. WhosOn analytics is used throughout the business to gain valuable customer insight and to identify real-time customer conversion opportunities."

Sarah Gallagher
Marketing Manager (Vet Products Direct & Our Pet Pharmacy), Vet Products Direct

"We have initially set up WhosOn with just the basic features, but we've already seen a positive impact on our capabilities as a team. Our agents can respond to customer queries without having to transfer people from department to department, and customers feel that they are getting an overall improved service. Despite live chat still being one of..."

Joanne Shaw
Customer Services Operations Manager, Tamworth Borough Council



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CREATIVE7DESIGNS



ABOUT TAWK.TO

tawk.to is a free messaging app to monitor and chat with your customers. They're changing the way businesses communicate with customers, making real time a real thing - tawk.to is free, & always will be. tawk.to makes it easy to deliver personalized and real time customer service. They provide a unique opportunity to become part of a proven and very successful team, which delivers one of the greatest messaging software solutions available on the web.

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Customer references from happy tawk.to users

[VIEW ALL REFERENCES](#)

"tawk.to enables us to talk to our clients even if they may be out of Australia and they don't have the opportunity to pick up the phone."

Renee Gurney
Founder, Lash & Brow Professional

"I was incredibly happy when I discovered tawk.to, because I had been searching forever for a live chat software that I could afford."

Melissa Strawn
Chief Executive Officer, MyPeopleNow

"tawk.to gives the customer the ability to ask questions, we love to be able to make sure they're completely satisfied."

Kiff Saunders
Founder, Global Ballooning Australia

"When we finally found tawk.to, apart from being so easy to set up and run with, it just meant that we had that personal element."

Tony Corbo
Wigs Online