

A BLUE PRINT FOR SUCCESS



CI WEB GROUP
TECHNOLOGY . STRATEGY . NETWORK . MINDSET

Presented by CI Web Group

AGENDA

OUR MAIN TOPICS TODAY

The problems our clients face

Solutions we provide

Results

Next Steps

THE PROBLEMS OUR CLIENTS FACE

1

Customer expectations are higher than ever and we can't keep up

2

We don't have the time, bandwidth, resources, or money to man all communication channels

3

We don't leverage our data to our advantage

4

We are spending a lot of money on advertising but have no idea if the traffic is converting efficiently

5

We spend a lot of money on internal labor or 3rd party live chat partners

6

We have high abandonment rate on our site

Never miss another customer!
We got you covered



FACEBOOK



TEXT



CHAT



REVIEWS

WHY PEOPLE USE US

1
2
3
4
5
6
7

Save on labor by automating chat, text and FB communication channels.

Decrease your call times by capturing and routing core data for scheduling

80- 95% chat completion rates vs. 35% for live chat

Source tracking and attribution – know what campaigns are working and what's not

1/3 of the cost of live chat solutions

Increased review capture

Customizable technology to fit your businesses personality and goals



RESULTS

80 - 95%

AVERAGE CHAT
COMPLETION RATES

27%

AVERAGE INCREASE IN
PERFORMANCE IN CONSUMER
ENGAGEMENT/LEADS

18%

INCREASE IN REVIEW
CAPTURE



"The increase of revenue generated from this chat function has almost tripled our form fill totals. I would have no hesitation to recommend this superior product"



"This chat bot has been addition to our website. Not only are we capturing more qualified leads, but we're able to know what someone needs before having a conversation with them. I would suggest the product to any legal practice."



"The more I interact with the team the more uses I find to provide a better customer experience for my customers both now and in the future. Great product and great partner."



"We have been able to capture more patients each month from having the chat bot on our site. Huge benefit for our practice!"



"We have nothing but good things to say about the chat bot. We've been able to noticeably increase our online conversions. We've definitely seen a return on our investment."

WHAT'S NEXT?

SIGN ME UP!

NOT YET, NEXT STEPS ARE...

NO THANKS, NOT FOR ME