

Touch-to-Talk

Touch-to-Talk links browsers on your website directly to your company by phone. With a simple click they can call you for free.

Touch-to-Talk is a simple and cost effective way to reduce website abandonment and increase sales conversions. The application improves your sales conversion rates by offering your customers an easy contact point if they are confused or have questions while browsing your site. Reduced customer frustration means greater satisfaction.

It's simple to add to your existing site

Delacon can add the Touch-to-Talk icon to your existing website within 30 minutes. You can also design your own button in any style you like.

Link to multiple connection points

Touch-to-Talk can offer your customers a variety of connection points so that they can reach the right help point every time. Once someone clicks the Touch-to-Talk a drop-down menu can allow them to choose the department they wish to speak to.

A full suite of reporting is available

Touch-to-Talk allows you to track all phone numbers that use your system, generating an instant leads list or allowing you to accurately measure ROI.



Business Benefits:

- Reduce website abandonment by allowing your online customers to call as soon as they require
- Identify where you're losing customers on your website.
- Allow customers to connect quickly to the right area straight away
- Grow sales by converting more online leads

Special Price

Call now to find out about our great pricing

For more information visit www.delacon.com.au or call us on **1300 990 999**



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How it works

A Touch-to-Talk icon is placed on your website. When a browser clicks the icon a pop-up box appears asking the browser to enter their telephone number. Once completed, a two-way call is automatically initiated, one to your call centre or sales department and the other to the customer's selected number – it's simple and fast. No additional hardware or software is required. The system can also send an email every time a call is initiated giving you details of the number that called, time of the call and the outcome (i.e. answered, busy, etc.).

Quick Example

Step 1.



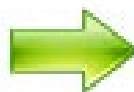
Customer visiting your website wants more information. They simply click the Touch-to-Talk Icon.

Step 2.



Customer enters their number into the prompt box and clicks 'Make Call Now!' button.

Step 3.



Call is then initiated between your call centre or sales team and the customer so they can continue with their transaction without moving to a competitors website.

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