

ALIGN

# Optimization doesn't get more flexible than this

In the ever-evolving business landscape, optimizing and refining your customer communications is paramount to meet the growing needs of your clients and teams.

With extensive product knowledge, our experts will collaborate with you to assess your current setup and identify new processes and capabilities to continuously enhance your customer and agent experience.



## Our services include:

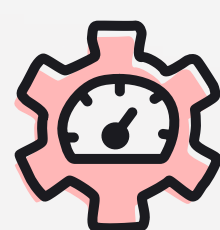


### Personalized agent and admin training

Onboard or upskill your agents to resolve cases more efficiently. Help admins look after your account to maximize your ROI.

Starting at **\$2000**

Estimated delivery time: **2 weeks**



### Account optimization

Our experts will review your account from every perspective and help you streamline your customer communications.

Starting at **\$300**

Estimated delivery time: **1 week**



### Performance audit

Get a comprehensive report of your agents' performance and how your account is set up, along with a list of recommendations on what to improve.

Starting at **\$250**

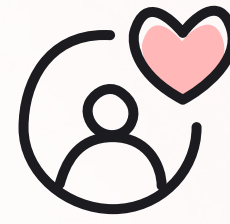
Estimated delivery time: **1 week**



# Partner with us to:



Turn your agents into **customer's heros**



Take your CSAT above **90%+ positive**



Identify your current ROI & **receive guidelines** on how to boost it

## Trusted by 37,000+ companies



“ The LiveChat Professional Services Team was simply amazing from the start. **Their Professional Services suggestions were exactly what we needed to implement, deploy, train, and go live.**

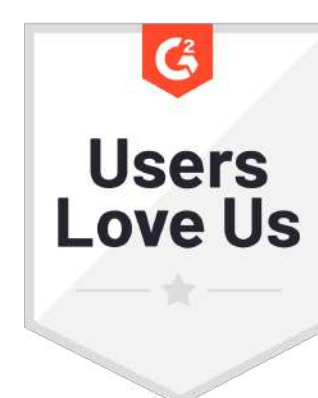
All in all a seamless experience. Their team was extremely accountable. Within the first year of using Help Desk & LiveChat, we have scaled from a small group to a robust team that includes Onboarding, Customer Success, and Billing, and we also pulled in our Sales team to collaborate in the platforms. I know the Professional Service team will be there to support GETIDA. ”



**Greg Ghia**, CRO at GETIDA



## You will be in a good company



If you're interested in our services, feel free to reach out to our team at

[p.sarzynski@livechat.com](mailto:p.sarzynski@livechat.com)