

92% **Live Chat** Support of customers have a positive experience using Live Chat compared to other forms of contact Zendesk

63%

of customers say they are more likely to return to a website that offers Live Chat as opposed to one that doesn't ParkerSoftware



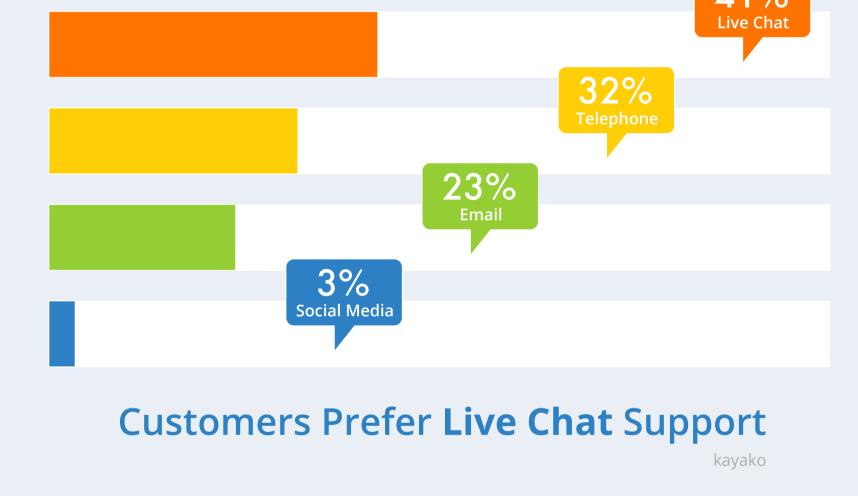
Proactive chat

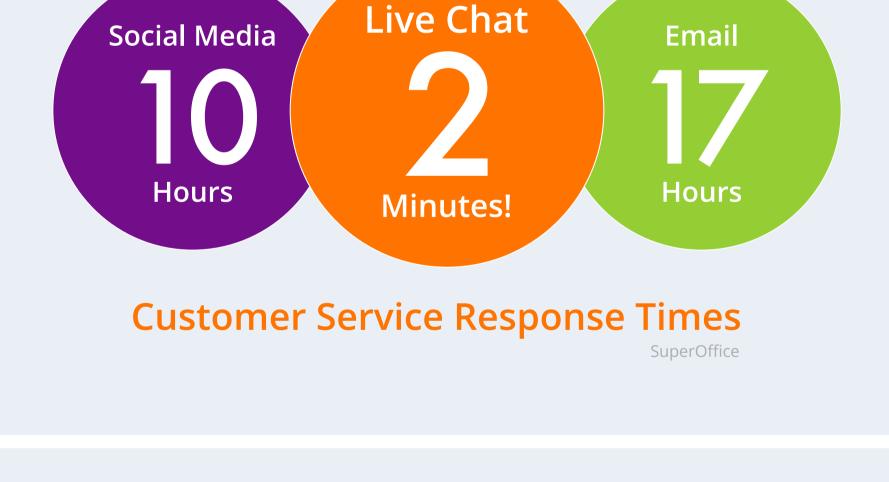
Most of the problems addressed via Live Chat get resolved in no longer than 42 seconds

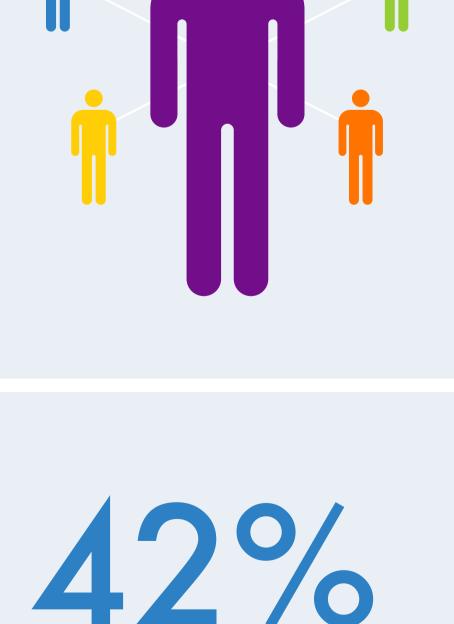
Zendesk

invitations on mobile devices are increasing engagement rates by ParkerSoftware





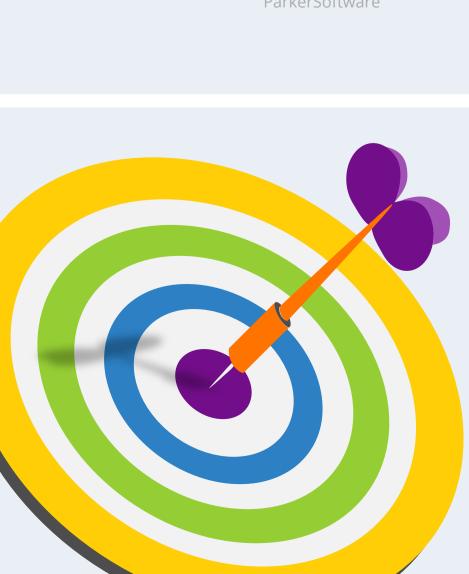




of consumers have told friends or colleagues about a positive Live Chat experience kayako

of customers say that not having to wait on hold is a key reason why they prefer Live Chat software. ParkerSoftware





Live Chat has the highest satisfaction levels for any

customer service

channel!

ParkerSoftware