## FOUNTAINGROVE CLUB



## Prift LIVE CHAT

## **Ricky Potts**

Thank you for your interest in The Fountaingrove Club. How may we be of service to you today?

Over 1,500 members & guests have benefited to date from our Live Chat solution. Some of the benefits of a Live Chat solution include:

- Drive rounds and revenue
- Improve customer service and loyalty
- Discover pain points for members
- Faster problem resolution
- Member convenience

Live Chat has helped us generate over

in trackable revenue to date

## **59%**

of consumers would rather go through additional channels to contact customer service than use their voice to communicate. (Business Insider, 2018)

> 51% of consumers say a business needs to be available 24/7 for support.

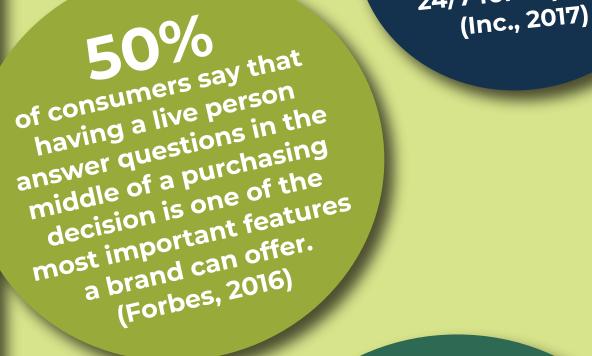
- **Proactive outreach**
- Reports and analytics

Members & guests demand access to immediate support that helps them easily navigate the website in their preferred format.

Using Live Chat, you can communicate with your members in a channel they prefer and use that to provide an unforgettable experience.

Data proves that a Live Chat solution provides benefits for your business and increases revenue at little to no cost.

Chat  $\oint$  by Drift



92%

of customers feel satisfied when they use the Live Chat feature when dealing with businesses, more than any other communication option. (Forbes, 2016)





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