



Your Guide to Live Help Success



Our Success Management Team is Your Guide to Effective Live Help

Your business is precious. That is exactly why we created a Success Management Team at Velaro. We take the guesswork out of adopting your live help solution by expertly guiding you through implementation, training, reporting and ongoing optimization. Plus, our experienced team will advise you on best practices at no additional cost, saving you time and money.

A Little Guidance Goes a Long Way

With over a decade of experience, our time-tested proprietary process puts Velaro's vast expertise at your fingertips. We take the time to get to know your business, website, live chat objectives and key performance indicators. Then we develop and track measurable business goals for live chat.

Implementation

The most effective live help strategies start with the strongest implementations. To ensure your organization achieves its goals, our Success Management Team partners with you through every stage of configuring your live help platform. From chat button placement to customized proactive invitations, pre-made messages, workflow and staffing, we've got you covered.

Training and Support

We also give you the tools you need for the long haul. Your agents and administrators will be equipped with our comprehensive training program, giving them the power to fully optimize our feature-rich platform.

Key Performance Indicators

Whether your goals are to generate leads, increase shopping cart conversions, improve online customer support or reduce call center costs, we will work with you to establish key performance indicators that encompass your needs.

Evaluating Success

Once key performance indicators are established, our team works with you to actively monitor results with our industry-leading reporting. We routinely review our data with you and identify areas of refinement to help you meet your goals.