



# ChatBeacon Integration

**k.ecommerce.**  
powered by mdf commerce



## What is ChatBeacon?

ChatBeacon is a live chat platform that makes it easy to talk to clients, sell products, and provide customer support directly on your website. With the click of a button, agents can assist shoppers in real time as they browse.

Additionally, ChatBeacon offers:

- Screen Sharing
- SMS Chat Integration
- Managed ChatBeacon Bots

## k-ecommerce ChatBeacon Integration

Take your clients' customer experience to the next level by connecting your k-eCommerce web store to ChatBeacon! This not only gives your web store a more human touch, it makes you available the instant your client has a question.

- Best in class customer service and engagement
- Streamlined purchasing process
- Communicate directly with your clients to increase customer loyalty



- Facilitates upselling and cross-selling
- Gather customer data to understand purchasing habits and inform marketing campaigns

## Up close and personal

ChatBeacon gives you an inside look at what your customers are doing, allowing you to assist them with their experience in real-time

You can distinguish new visitors from returning shoppers, view a history of the pages that users have visited, send them real-time chat messages, and take notes on the visitor for future use.

Your team can also escalate the chat conversation to another team member, set up automated responses, and view the chat history.



## All the benefits of a live chat service

Whether for support, sales, or a combination of both, a live chat service offers your business and your clients numerous benefits.

- Improve your customers' shopping and support experience
- Simplify customer acquisition and onboarding
- Give your agents an easy way to build rapport
- Maximize team productivity
- Save time and cost in calls to your support line
- Boost your sales conversion rate

**Contact  
Sales**