

# Odoo Live Chat: tips & tricks to convert more visitors and offer real time support

Nicoleta TRISTAN • Customer Engagement

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# Introduction

## Why use the live chat?

- Offer instant support to your visitors
- Manage your helpdesk through the live chat
- Qualify leads

## Is the live chat a good fit for your company?

- Use it a tool to offer information
- Use it as means for helpdesk
- Attract people
- Convert visitors into leads

# How to target your audience

Who are you talking to?

- The decision maker or scout?
- The IT guy, the sales, the boss

Do they need information or your services/product?

- Are they just fishing for info? Is there a follow-up?
- Are they interested in buying ?

# What type of chat is it?

## Helpdesk

- How to Qs
- Can your product?
- I am getting an error
- Is your product managed...
- Help locally
- Help in the same language

## Lead Aquisition

- I am interested in your product
- Your product vs a competitor
- I was interested in OpenERP
- My business needs
- My business is struggling
- Looking for a solution

# How to lead the conversation

## Ask the right questions

- Which one of your product/services they want?
- Are you using other solutions/products?
- Are they a company, individual?
- Can I call/contact you today?

## Aim towards a demo or a deal

- Can I show you how it works
- Can we schedule a call?
- Are you interested in buying ?
- Can we schedule a follow-up
- Invite someone else in your company in your chat

# Key features

Collaborative - Invite Feature

Quantifiable - reports

Live reaction - discuss on the spot

Flexible - create your own channel

Real results - leads & users helped

DEMO



# The risk of Live chat



**Anonymous** - 2 minutes ago

free for one app what does that mean ?

is chrome an app ?

or does that count as the web



**Anonymous** - a month ago

I want to open old facebook plz help m crying



**Anonymous** - a month ago

can you plz my password as sms coz I don't see nothing on my email inbox

Today



**Anonymous** - now

Hello, I'm feeling lonely.

Rating: 😊



**Anonymous** - now

tell me about you, please 😊

Today



**Anonymous** - 2 minutes ago

you cant help me

i am forever lost



**Anonymous** - 3 minutes ago

how's the weather?

odoo

**Nicoleta Tristan (ngh)** - now

quite hot

can I help you with Odoo questions?



**Anonymous** - 2 minutes ago

Tequila



**Anonymous** - 4 minutes ago

Large latte, no foam pleas.e

odoo

**Nicoleta Tristan (ngh)** - 2 minutes ago

I think this is what you're looking for <http://www.starbucks.com/>

If you have questions about Odoo, I'd love to help



**Anonymous** - 3 days ago

oh! thank you so much

you are nice!

# Conclusion

## Why use Odoo Live Chat?

- Everything integrated
- Flexible
- Real time
- Collaborative

Thank you.



#odooexperience