



## WEB-ENABLED SERVICE

*You can integrate your web site with our Call Center and allow our Professionally trained telephone Agents add value to your site.*

### How It Works

You place a link on your web site that allows someone who is browsing your site to connect directly to one of our telephone Agents. The Agent can chat with the visitor through instant messaging, can gather information for a later call back and can even push specific information to the visitor, relative to their needs.

**AGENT CHAT** is a unique feature that allows your web site visitor to chat interactively in real time with our telephone Agent through typed messages. Your visitor clicks a link on your web page and a message pad appears. At the same time, your account pops-up in front of one of our Agents and they can then type messages back and forth.

**AGENT CALL BACK** is a feature that allows a visitor to your web site, the option of having a telephone Agent call them back immediately. Your visitor clicks a link on your web page and a form is displayed asking for call back information. Once submitted, your account pops-up in front of one of our Agents and they immediately return a call to the visitor.

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### Features

Available 24 hours a day 7 days a week.

Agents can take credit card information, verify and process.

Agents can take the orders directly from the caller and send the order on to your web site.

Agent can immediately send additional web pages from your site to the caller.

Weekly or monthly summary printouts of all activity can also be faxed, e-mailed or mailed.

### Benefits

Questions can be answered immediately or explanations given to allow the visitor to fully understand your product or service.

Can produce more sales, because some people are reluctant to use credit cards over the Internet.

Agents can answer questions, and produce more sales by asking for the order.

Agents can react to callers on a personal level.

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### Service Rates

Ask for a quotation based on your specific needs and anticipated call volume. We have rate plans for all size budgets and situations.

### Act Now

For more information on how our Web-Enables Services can help you, call **800-937-5996** or visit us at **[www.mmc-net.com](http://www.mmc-net.com)**