

Is Your Website Helping You Grow Your Business?

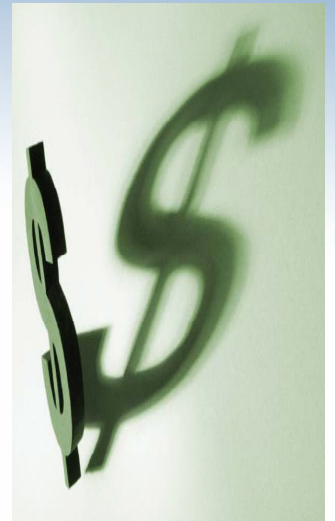
- Turn Your Website into an Interactive Sales Channel Using PGI's Live Chat Software
- Instantly Upgrade the "Service Level" on Your Website and Improve Value
- Make Interactive Web Communications Part of Your Internet Marketing Strategy

pgilivechat.com

PGI is a proud member of:



Why PGI?



Problem:

After spending thousands of dollars on their website design and search engine optimization, companies ask themselves why their web sales are flat? Many business owners, Marketing Directors, and Sales Managers want to increase sales over their website, but may not know how to effectively do this. They also need customers to “stay” on their website when visiting, and most importantly, to keep customers coming back!

Solution:

**Upgrade the “service level” for customers visiting your website!
PGI’s interactive web communication products and services
improve a company’s value overnight. Improving “value” leads
to increased sales and overall business growth!**

PGI: Statistics

Live Online Support

“Every interaction is a sales opportunity”

*Richard FairBank,
CEO & Chariman
Capital One*

1. Adding a Live Chat Service to your website will **increase** your average order size by **34%** (for companies having an e-commerce system)!
2. **85%** of web-visitors that enter a live-chat will “come back” to that company’s website!
3. Purchasing Managers spend 47% of the work-week sourcing out products and services over the internet!

“Within the first two days of using PierTech Live Online Support, we received a \$4,700 order from a new customer. It started with a simple chat about one of our products and then turned into a extremely large sale considering our average order-size is \$550.00!”

-Marty E., Sales Manager

“PierTech Live Online Support really works well with our business and makes us stand out from our competitors! We love presenting this to new customers; it makes us more innovative and service-oriented, which is one of our company goals!”

-Marie W., Customer Service Manager

“After being frustrated dealing with a sales rep, I went online to find you have IMMEDIATE online tech support. Amanda responded and resolved one of my issues within 3 minutes and I was obviously impressed enough to write this letter. Kudos to you for using technology to improve your customer service.”

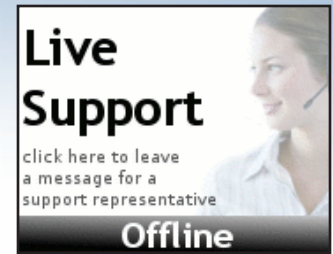
- Brent T., Consumer



PGI's Online Live Support

PIERTECH LIVE

"Features"



- **Live Online Support:** Chat live with customers visiting your company's website in REAL TIME! Potential customers visiting your website can instantly interact live with your Customer Service or Sales Department (called 'Operators') without picking up the phone or sending an email.
- **Knowledge Base Software:** Offers Customer Service and/or Sales Support a place to store all sorts of information so that these departments have access to critical company information anytime, anywhere!
- **"Online/Offline" Web Image Change:** Auto-changing "online and offline" buttons on your website change automatically when your Customer Service Operator and/or Sales Operators are logged on and off!
- **Multi-Chat Function:** Chat with more than two web-visitors at one time!
- **Email Conversations:** Finished chats and conversations can be forwarded or emailed to other Operators when necessary!
- **Auto-Notifier:** Audio and Visual Notifiers makes operators aware of 'all' chats coming in through your website!
- **"Call Now":** Option available for when web-visitor wants an immediate phone call!
- **'Idle' Image Change Controls:** Set your Chat Image to switch to "Offline" when you are away computer is idle for an extended period of time. This avoids customers thinking you are available and ready to chat when you are away from your computer.
- **Built-in Spell Check:** Allows chat operators to spell effortlessly; suspected errors are marked and can be corrected before the message is sent.
- **On the Road:** PierTech Live now lets you chat using your cell phone!
- **Single Operator/ Multiple Location Capabilities:** Log in anywhere you are: in the office, at home, on cell phone. The possibilities are endless!
- **Message Center:** When Operators are not logged on, customers can leave a message in the Message Center. Messages are stored for Operators to pick-up once they log on!
- **Inter-Office Chat Function:** Chat with co-workers who are logged on, wherever they are!
- **Admin Tools:** Create your own "Online" and "Offline" image, or just use the standard images! Through Admin Tools, Department Managers setup all Operators and also have access to all stored conversation and all email addresses.
- **Hosted Solution:** No need to purchase hardware or server space! No technical expertise needed, 99.99% uptime and reliability, plus much more!

PGI 2010 Price Schedule

Pricing Info:

Version: PTL-3

1 operator/month	\$17.95
5 operators/month	\$69.75
20 operators/month	\$259.00
Max # of operators	Unlimited

Features:

Online/Offline Status	✓
Auto Web Image Change Controls	✓
Online/Offline Messaging System	✓
Built-In Chat Buttons/Images	✓
Customizable Chat Buttons	✓
Remote Administration	✓

Chat Operators Conveniences:

Knowledge Base Software & Search Engine	✓
Operator to Operator Chat	✓
Multiple Chat Sessions	✓
Single-Operator, Multi-Location Capability	✓
Sound Alerts	✓
Visual Alerts	✓
Built-In Spell Checker	✓
Preview Text before Viewer Sends Message	✓
Operator Custom Chat-Room Meeting Capability	✓

Chat Customer Convenience:

Email Chat Transcript	✓
Co-Web Browsing	✓
"Call Now" Option	✓

Tracking Abilities:

Visitor History/Transcripts	✓
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Customer Support:

Live Chat Support	✓
Email Support	✓
Toll-Free Telephone Support	✓
Message Center (when Offline)	✓

Supported Configurations:

Windows Vista	✓
Windows XP	✓
Mac	✓
Cell-Phone/Mobile Operator Capabilities	✓

Traffic Monitoring Abilities:

Proactive Invitation *	n/a
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Other Sales/Customer Service Tools (add'l cost apply):

Live Chat Retrieval Center (Outsourcing Chat Pick-Up)	✓
Phone 'On-Hold' Music with Voice-Over	✓
Website Music with Voice-Over	✓

n/a: Not Available

* PGI strongly believes that "Proactive Chat" implemented by a company is an intrusion and does not service as an effective customer service/sales tool.

Note: Prices above are for software products only. PGI offers free set-up assistance for the first 30 days of activation. After 30 days, additional charges apply. Contact your Account Executive for additional information on this value-added service.

- Taxes not included.
- Quarterly payment plan available.
- Prices do not include set-up charges.
- Payment due at time of software activation.
- All quotations are good for 30 days. Client is contracted for 1-year service agreement when payment is made; cancellation fees apply. All custom-software designs will be extra. A deposit may be required for custom orders.

PGI: Other Products/Services

~ Live Chat Outsourcing Service

Let us respond to your customers questions when your staff is not available!
We will also contact the “live chat” customer and then connect them with your Sales Department via telephone!

~ On-Hold Phone Music with Marketing Voice-Over:

Liven up your On-Hold Message with music and Voice-Over advertising your company’s latest features! Price includes 5-minute recording for only \$249.00!
Additional Services: Script Writing \$300.00; \$119.00 per Script Update

NO RE-OCCURRING CHARGES!

NO CONTRACT!

NO ANNUAL FEES!

~ Website Music with Marketing Voice-Over:

Liven up your website with music and Voice-Over advertising your company’s latest features! Price includes 10-minute recording for only \$499.00!
Additional Services: Script Writing \$500.00; \$239.00 per Script Update

NO RE-OCCURRING CHARGES!

NO CONTRACT!

NO ANNUAL FEES!

***All PGI software products and services are developed
and supported in the USA***



About PGI

PGI is an international distributor of internet software technology. It provides small and mid-sized businesses with software that dramatically improves customer service, reduces the cost of the selling process & increases the overall value of a business.

In operation since 1997, PGI has been heavily involved in computer systems & software development. With the combination of experience and a desire to improve the sales process & information communications, PGI sells a product-line of software today that not only accomplishes this mission, but simultaneously helps companies immediately grow their business!

With offices located in Pennsylvania & Florida, PGI supports its clients with expert technical assistance & customer service, by using its own software. PGI's software products are guaranteed to help customers grow their business and are used in all industries such as Educational, Real Estate, Auto, Online Stores, Hospitality, Entertainment, Government, Financial Services, & many more!



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