



# **24x7 Managed Live Chat Agents Support & Sales Leads Generation Service**

**Live Chat | Sales Leads | Customer Support**



**sales@deskmoz.com**



# About DeskMoz

Greetings from DeskMoz, where excellence converges with customer engagement!

Our mission at DeskMoz is unequivocal: we aim to make top-tier Managed Live Chat Agents Support and Sales Leads Generation services accessible to **businesses of all sizes**.

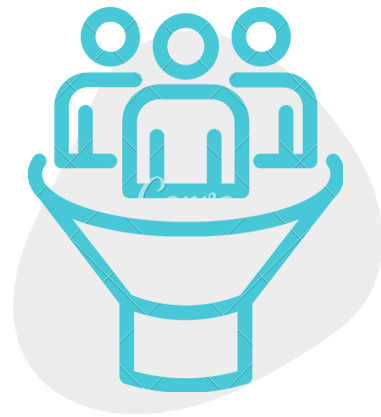
Envision a dedicated team of over **200 real-human Live Chat Experts**, tirelessly serving your website visitors **24x7**. We go beyond merely answering questions; we forge meaningful connections.



# Unmatchable Power-packed Features

## 3x More Sales Leads

Explore a potential 3x increase in leads without altering your marketing strategy at all.



## Real Humans, No Chatbots

DeskMoz's human Live Chat Agents surpass chatbots with personalized customer experience.



## Empower Your Business 24x7

Explore a potential 3x increase in leads without altering your marketing strategy at all.



## 100% In-house Chat Agents

DeskMoz stands out with an unparalleled in-house team which works as dedicated full-time staff.



# Unrivaled Robust Features

## Custom Trained Chat Agents

DeskMoz's Chat Agents understand industry nuances to deliver tailored, pro-customer interactions.

## Omnichannel Support

DeskMoz's omnichannel support means delivering all services across all channels (you name it).

## Insightful Dashboard

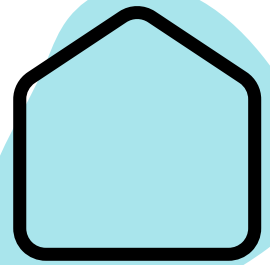
DeskMoz enables you to monitor all attributes 24x7, keeping you 100% informed at all times.

## Everything Taylor-made

We align our diverse range of customisable deliverables with your unique requirements.



# The Data Speaks Volumes



200+ in-house  
Live Chat Agents



19 years of  
Versatile Experience



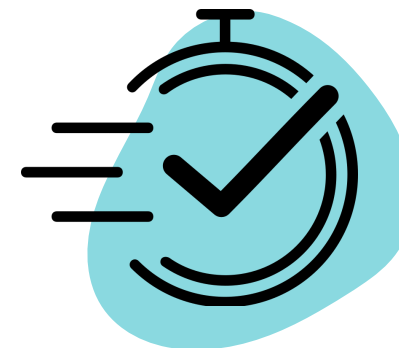
Currently Serving  
300+ Global Clients



92%+ CSAT



First Response Time  
(FRT) 20 Seconds



Average Response Time  
(ART) 35 Seconds



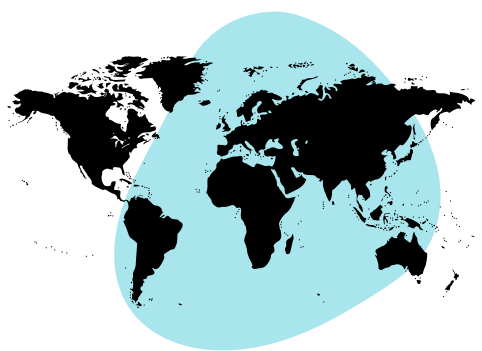
# Intuitive & Interactive Dashboard



CSAT & Uptime Data



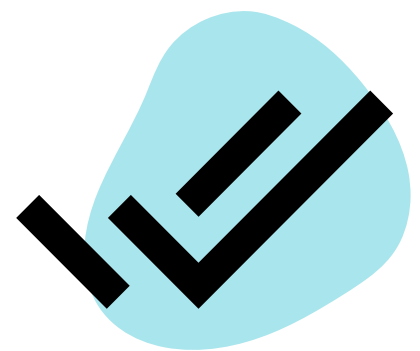
First Response & Average Response Time Specifics



Chat Geography Heatmap



All Chat Transcripts, Including Sales Leads & Support Tickets



Feedback, Tag, Ticket & Notes



Vitals Graph





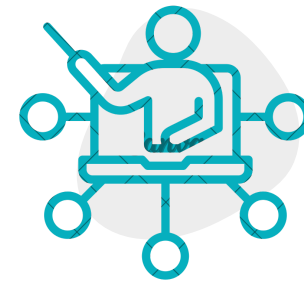
# Informative & Engaging Dashboard

## Reports



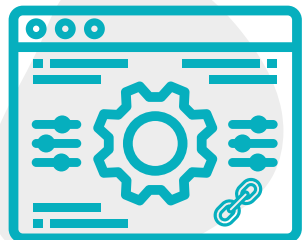
Generate, Download & Schedule Dynamic Reports Instantly, Daily, Weekly & Monthly

## Training Resources



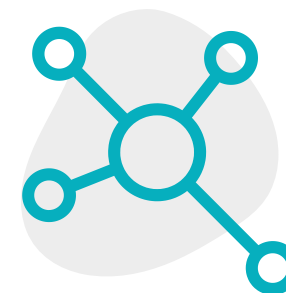
Share, Edit, Delete & Manage Chat Agents' Training Resources

## Chat Widget Customization



Customize The Chat Widget with Real-time Preview Option.

## Integration

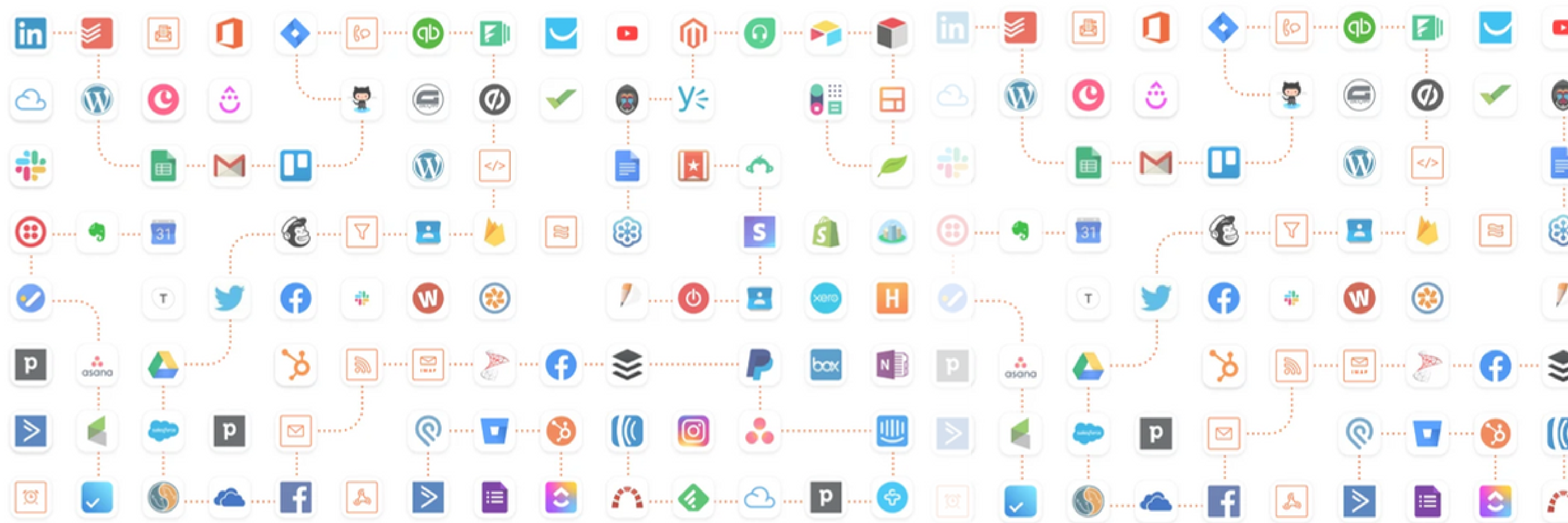


Integrate with Multiple Apps Seamlessly.



# No-code Integration with Apps you ❤️

DeskMoz Dashboard Integrates via Zapier, To Make you Happier :)

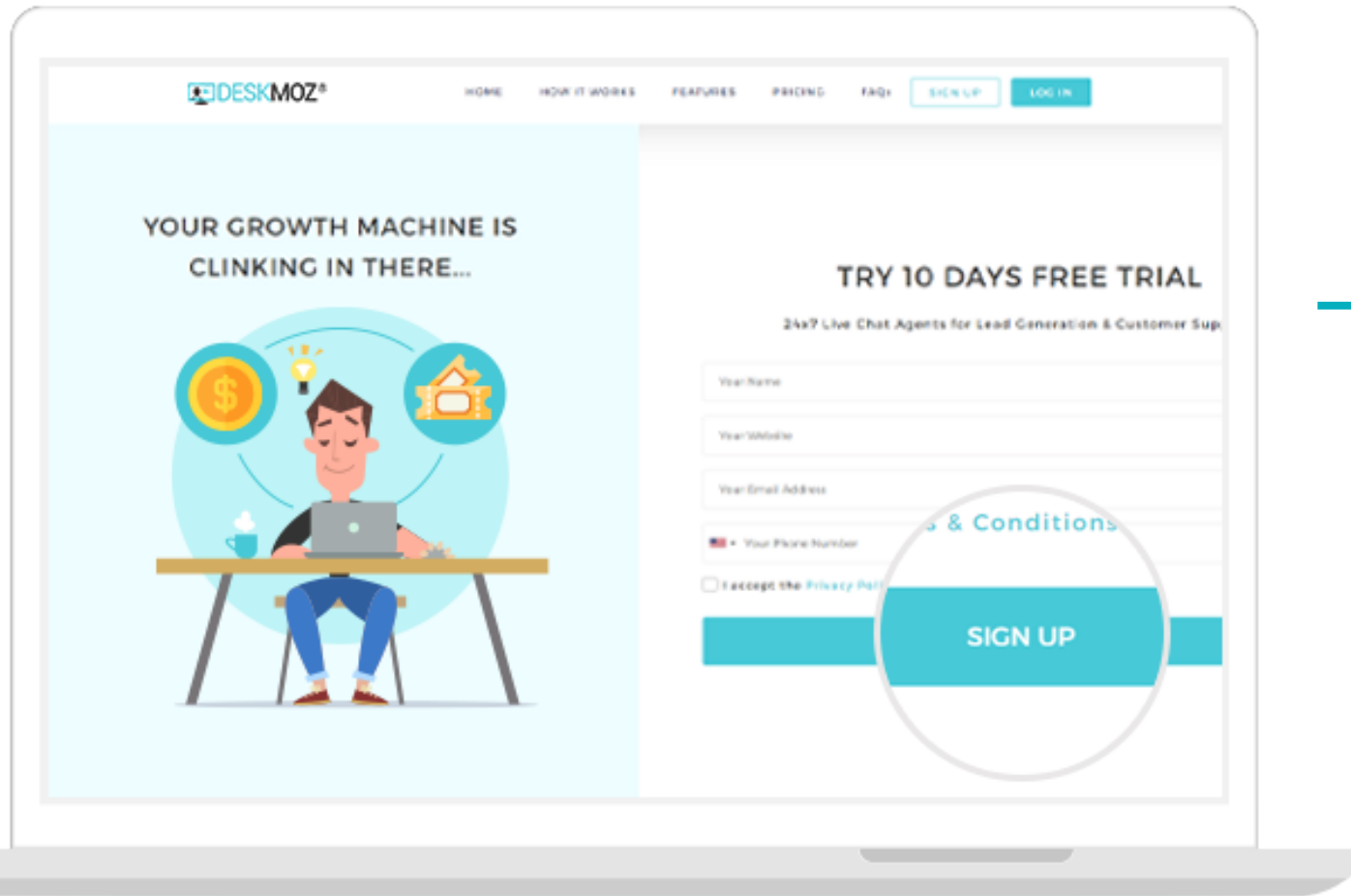




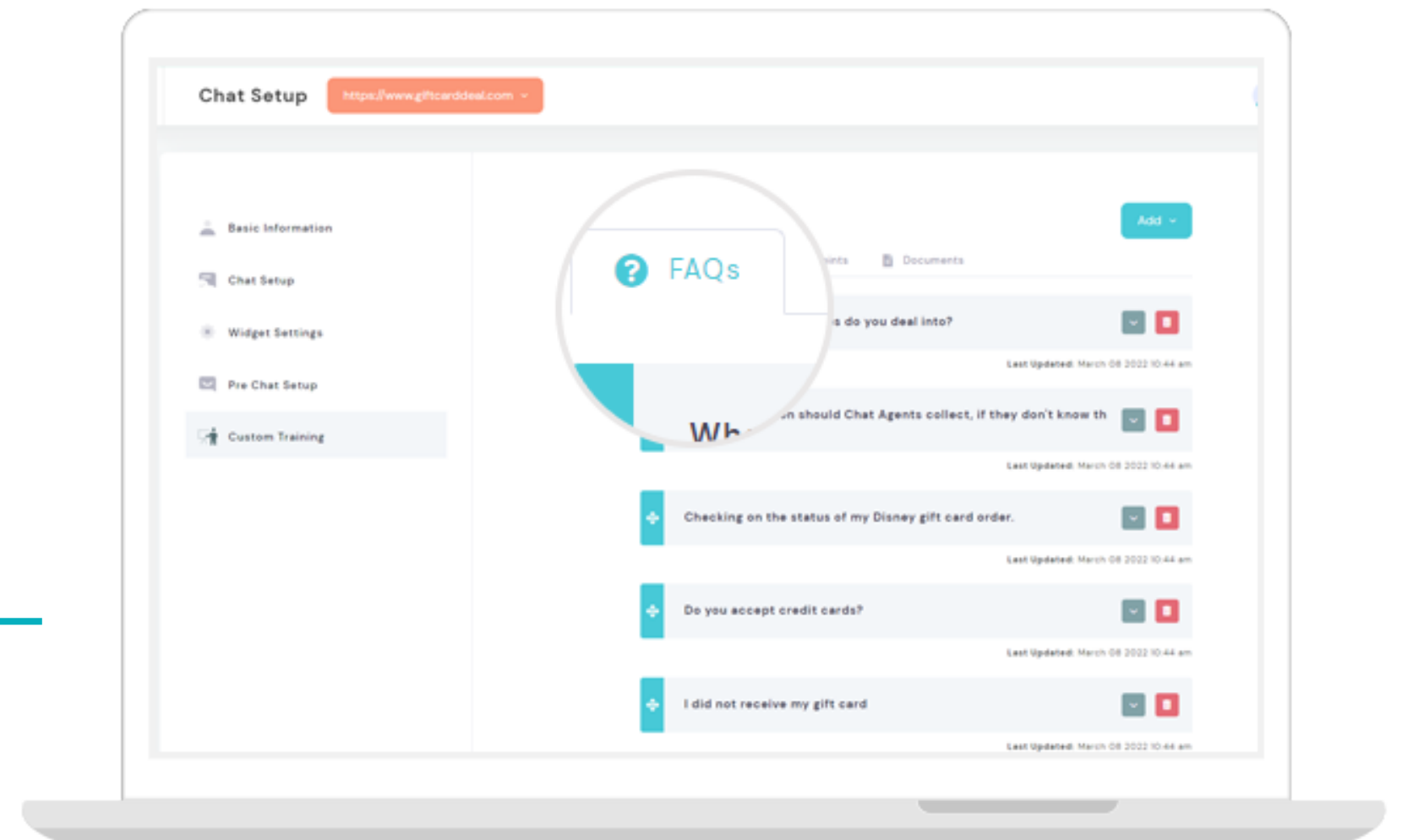
# A Process as Easy as 1-2-3

## Fill 10-day Free Trial Form

## Share FAQs



The screenshot shows the DESKMOZ website's sign-up page. On the left, there's a blue banner with the text "YOUR GROWTH MACHINE IS CLINKING IN THERE..." and an illustration of a person at a desk with a laptop, a lightbulb, and a house icon. On the right, there's a white box titled "TRY 10 DAYS FREE TRIAL" with the subtitle "24x7 Live Chat Agents for Lead Generation & Customer Support". Below this, there are input fields for "Your Name", "Your Website", "Your Email Address", and "Your Phone Number". There's a checkbox for "I accept the Privacy Policy" and a large blue "SIGN UP" button. A magnifying glass is drawn over the "SIGN UP" button.

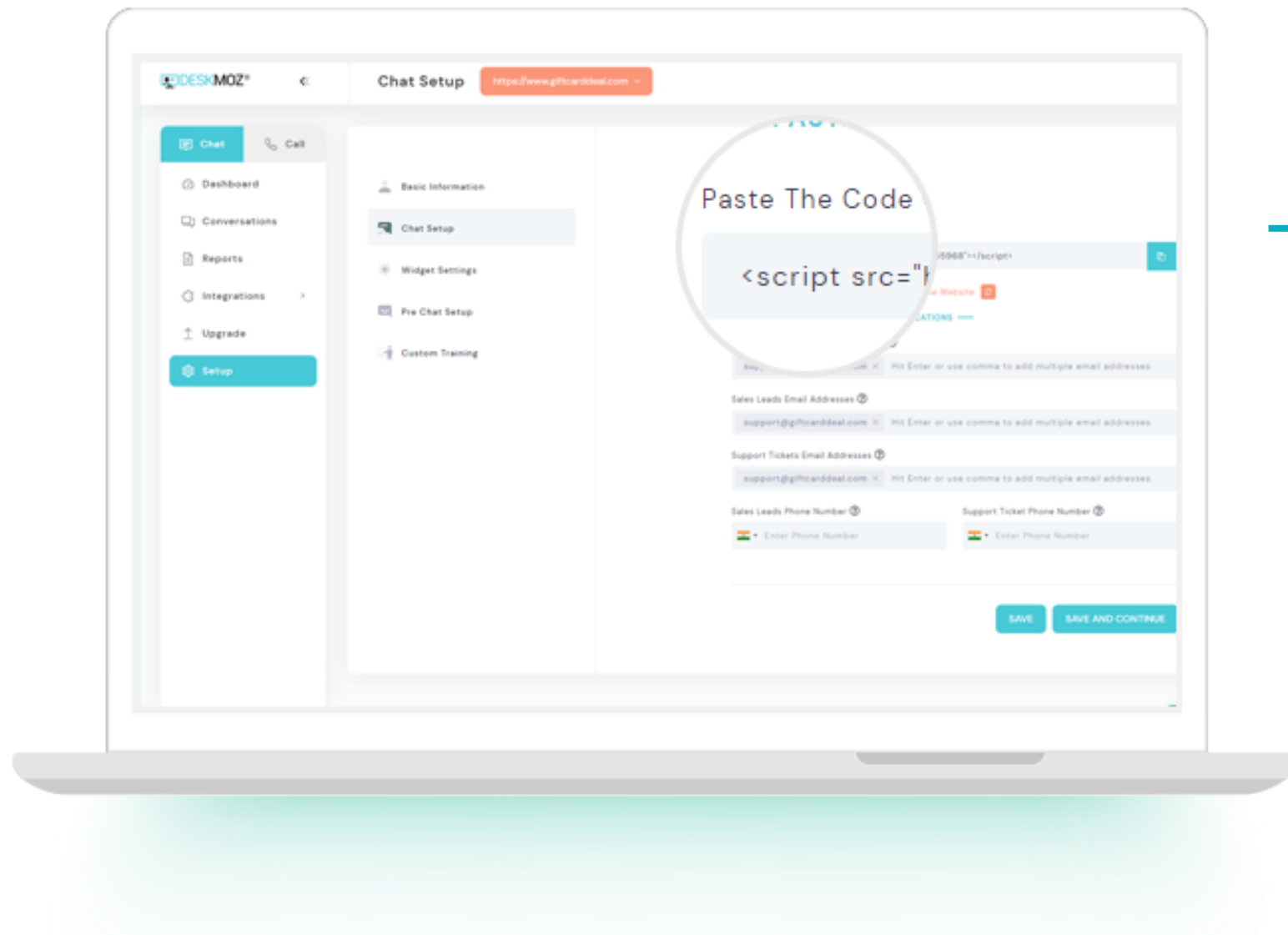


The screenshot shows the "Chat Setup" interface for the website "https://www.giftcarddeal.com". On the left, there's a sidebar with a list of setup steps: "Basic Information", "Chat Setup", "Widget Settings", "Pre Chat Setup", and "Custom Training". The "Chat Setup" step is selected. On the right, there's a list of FAQs. A magnifying glass is drawn over the "FAQs" section. The list of FAQs includes:

- What do you deal into? (Last Updated: March 08 2022 10:44 am)
- When should Chat Agents collect, if they don't know th (Last Updated: March 08 2022 10:44 am)
- Checking on the status of my Disney gift card order. (Last Updated: March 08 2022 10:44 am)
- Do you accept credit cards? (Last Updated: March 08 2022 10:44 am)
- I did not receive my gift card (Last Updated: March 08 2022 10:44 am)

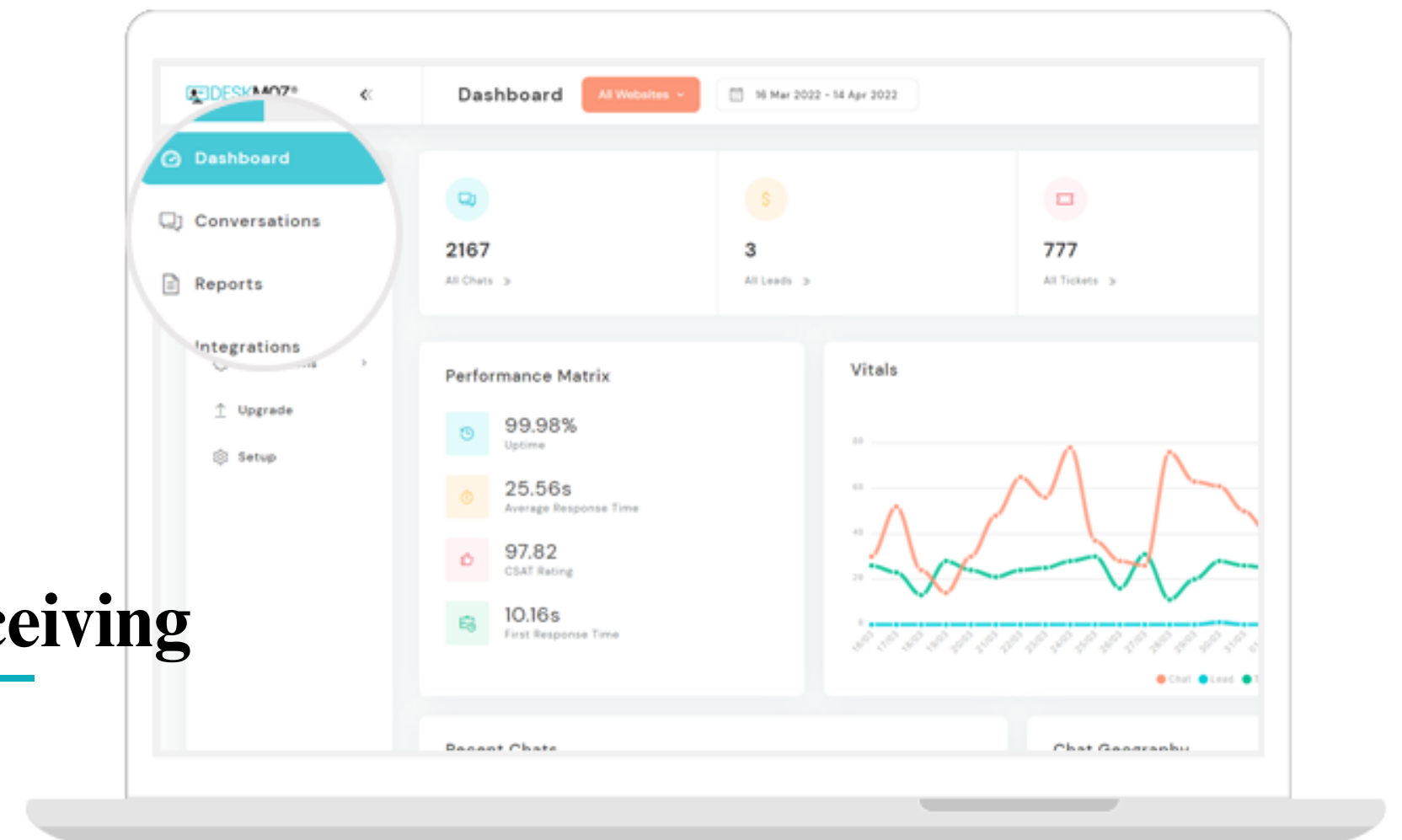


# A Process of Breeze, Snap & Cinch



Paste Chat Widget Code in Your Website

After Chat Agents' Training & Deployment, Start Receiving Sales Leads



# Industries We Cater To



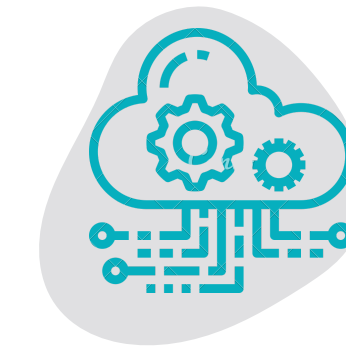
**E-commerce**



**Real Estate**



**Attorneys**



**SaaS**



**Automobile**



**Universities  
& Colleges**



**Financial  
Services**



**Leisure, Travel  
& Tourism**



**Health,  
Wellness &  
Fitness**



**E-learning**



**Food Delivery**



**Writing &  
Editing**



# 300+ Companies Like Yours Give us a 5!



“ DeskMoz provides 24x7 live chat support to us, our valued clients, administrators, and participants. We have placed immense trust in the proficient agents at DeskMoz, as they are the first line of support for all our users. ” - Pinsight



“ DeskMoz has done an amazing job for our wildlife business and we would like to say **thank you for all their hard work and efforts** towards making our live chat program a huge success! ” - Wildlife X Team



“ DeskMoz is a valuable service for us for customer interaction and sales lead data capture. DeskMoz allows customers to engage and **helps drive sales for us.** ” - Arctic Direct























“ Secure Safe is getting new quality sales and the customer service is of an **extremely high standard.** We will continue to use this service going forward as an integral part of our business. ” - Secure Safe





# Thriving on 200+ In-house Team Members

<b>Ashish B</b> Co-founder & Director 	<b>Nishant S</b> Co-founder & Director 	<b>Rupali D</b> Team Lead 	<b>Rashid A</b> Team Lead 
<b>Utsav S</b> Vice President - Growth 	<b>Sandeep C</b> Assistant Vice President - Operations 	<b>Vijay S</b> Team Lead 	<b>Akshay S</b> Team Lead 
<b>Ashish M</b> Assistant Vice President - Operations 	<b>Jatin G</b> Assistant Vice President - Operations 	<b>Sharad V</b> Team Lead 	<b>Gaurav D</b> Team Lead 
<b>Nimit C</b> Assistant Vice President - Operations 	<b>Swati J</b> Senior Manager 	<b>Prashant Y</b> Team Lead 	<b>Shashank S</b> Senior Subject Matter Expert 
<b>Sandeep K</b> Senior Manager - Operations 	<b>Mradul R</b> Manager - Operations 	<b>Swati S</b> Senior Subject Matter Expert 	<b>Avinash S</b> Team Lead 

For The Strength of The Team Is The Core Team







& The Strength of The Core Team Is The Team!

