



Ethana Online Announces Availability Of Chat Support Software

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Ethana Online, an Australian based customer relations and communications company, has made the recent announcement that they consider themselves to be one of the best suppliers of live chat support. They encourage companies interested in utilizing this form of business software to contact them directly about the products and services that they offer.

The live chat support supplied by Ethana Online has been described as a more affordable alternative to other forms of consumer communication tools, while bringing in more visitors to sales conversion than traditional contact methods on their own. The company has made it clear that they still support the concept of e-mail and telephone communication for businesses who wish to speak directly to their customers, but that live chat options supply the consumer with a convenient and unique way to get in touch.

While these tools are already being used in a number of websites in the online business world, Ethana Online reportedly believes that they can still give companies an edge over competitors who have yet to start using them. The chat method of client communications makes it easy for consumers to get in touch without spending time on hold, and without wasting company resources on additional marketing and customer

services staff.

The live chat support tools sold on the market today come with a number of different features and functionalities. Some allow companies to log on and log off as they please, while others run around the clock, giving online shoppers the ability to chat from anywhere in the world at any time of day. Language settings and other customizable options may also differ by brand or supplier.

Ethana Online has encouraged businesses who have yet to utilize this type of software to give it a try and see for themselves whether or not the product offers positive results. Some companies offer software of this nature with a full satisfaction guarantee, or will supply the product over a trial period after which it must be renewed at full cost.

The money that is spent on live chat support software is suggested by Ethana Online to be far less than the costs associated with other forms of live communication. This type of communication also allows companies to keep their customer relations teams internal rather than outsourcing to call centers across the globe. The concept is that customers will gain a long term relationship with service and product providers which they can speak to directly when they have questions or concerns.

The software supplied by Ethana Online also can be used as a form of feedback tool for positive and negative customer experiences to be shared without affecting other customer opinions on the main site.

Those who have questions or concerns regarding this press release or desire for more information on Ethana Online or live chat support software can use the contact information below or they can simply [click here](#) for more details.

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For more information about Ethana Online, contact the company here: [Ethana Online](#) Jorge Barba (415) 528-7818 jorgeb@businessmines.com 19 Duntroon Drive Wantirna, Victoria Australia 3152

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We deliver advanced marketing technology to business.

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