My experience with TotalLiveChat was a great success. It’s one thing to have traffic on your website, but what’s most important is converting that traffic to leads.

Mike Westhead
Home Court Hoops
TotalLiveChat™

Get a taste of what it feels like to improve your connection with your website visitors. Plus, drive leads with TotalLiveChat. It’s one of the best kept secrets in marketing.

1 ReachSearch message extensions (text to chat) is not available to ReachLocal clients subject to the Health Insurance Portability and Accountability Act (HIPAA). If you’re subject to regulations like HIPAA and you use Google AdWords message extensions, then ReachLocal will not be liable if ReachSearch doesn’t meet those requirements. Price varies by service model. 3 If you or your business is regulated by any professional, governmental or other regulatory rules or guidelines restricting your use of advertising or processing of customer information, including HIPAA, it is your sole responsibility to notify ReachLocal and ensure your compliance. 4 ReachEdge incurs an additional subscription fee.

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**BUYER JOURNEY**

**BUSINESS HOURS**

1. Visitor finds your business through an online search.  
2. Visitor has some questions about specific services you offer. They immediately text for more information from search results page¹, or visit your website and engage in live chat.  
3. Visitor engages via text or live chat, and agent gathers contact info.  
4. Chat agent answers visitor’s questions based on custom script, connecting them to your business via phone because the visitor wants a quote.  
5. You receive an email or text with contact info and a full transcript of the chat.  
6. Chat info can be stored in ReachEdge² for real-time reporting, automated email programs and other future marketing campaigns.

**BUYER JOURNEY**

**AFTER HOURS**

1. Visitor finds your business through an online search.  
2. Visitor wants to talk to you but it’s 11 pm on a Saturday.  
3. Visitor engages via text or live chat, and agent gathers contact info.  
4. You immediately receive an email with contact info and a full transcript of the chat.  
5. Visitor receives automated email via ReachEdge² with enough info to keep them satisfied until you can respond.  
6. Chat info can be stored in ReachEdge² for real-time reporting, automated email programs and other future marketing campaigns.

¹ Our agents also answer texts from paid ad message extensions for our ReachSearch customers.  
² ReachEdge incurs an additional subscription fee.

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