

New Corporate Social Media Chat Service for Facebook Introduced by Provide Support

NEW YORK, Nov. 14, 2011 /PRNewswire/ -- A new social media customer service application from Provide Support, LLC (www.providesupport.com) allows owners of corporate, association and non-profit Facebook pages to offer live chat service to their visitors.

The new Provide Support social media app allows visitors to ask questions about a company's products, services or the company itself. They will be able to get answers much quicker than if they called a typical customer service hotline.

Installation of the social media chat button is quite simple. Current customers need to first log into their Provide Support control panel using this link <https://admin.providesupport.com/view/my-account/setup-instructions/facebook-code> to get complete instructions.

New customers will need to log on to the Provide Support website to create an account and then go to Setup Instructions --> Chat Button Code for Facebook Pages. Provide Support offers a 10-day, no obligation trial account and is currently offering an introductory special of 10 percent off all one-year prepaid plans to new customers using the promo code FB2011.

The Facebook social media chat service was inspired by Reliant Business Products, Inc. (<http://www.ecinteractive.com/4349/Default.aspx>), one of the top privately held office supply distributors in the greater Houston metropolitan region and a Provide Support client for one and a half years. Steven Woodall, systems administrator, tinkered with the Provide Support application back in December 2010 and was successfully able to embed it into his Facebook page.

"Customer service is paramount to the entire Reliant team," said Mr. Woodall. "As more of our business migrates to the web, we wanted to make sure that we provided our customers with an easy way to reach out to our service team for any order or product question they might have. We were able to easily integrate Provide Support's live chat button and insert it into our Facebook page. Customer reaction has been very favorable with clients calling and writing to us to let us know how convenient it is for them to be able to click our chat button and get the support they need."

"Facebook is the most successful social media network on the web. Being able to use a live chat tool to assist visitors and get closer to their followers is a very social way of providing enhanced customer support," said Sergiy Skugaryev, chief executive officer, Provide Support.

About Provide Support

Provide Support, LLC (www.providesupport.com) is a global provider of live chat services for e-commerce sites, online publishers and other organizations. Founded in 2003 and headquartered in New York City, Provide Support offers an economical and easy-to-use website plug-in allowing businesses to provide instant online customer support and proactively sell their products and services. The company's cutting-edge, geographically distributed and redundant hosting infrastructure ensures 24/7 reliability.
