



Estate Agency Live Chat



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Welcome to Visitor Chat

Visitor Chat, established in 2015, helps businesses worldwide strengthen customer relationships and convert online traffic into high-quality leads. Our focus is live chat, especially within the automotive, real estate, and recruitment industries. As we grow, we're committed to keeping our team happy by letting people naturally find where they thrive.

Recognising the significance of your brand and reputation. We value the dedication required to nurture and maintain them. This commitment forms the foundation of our continuous progress and growth.

Introduction

Meet some of the team



Meet Chris

Managing Director



Meet Dave

Chief Technology Officer



Meet Ella

Partnership Director



Meet Beth

Key Accounts Manager

At Visitor Chat, every customer benefits from a designated team member assigned to their account. This team is readily available to address any questions, carry out regular reviews, and ensure that you are well-informed about all the latest features and updates.

Investing in this partnership guarantees optimal outcomes for our clients.

What we offer

Visitor Chat offers 24/7/365 managed live chat services staffed by industry-trained agents who handle all inbound messages.

The integration of AI enhances the agents' capabilities, enabling them to provide precise information promptly, leading to more in-depth interactions.

AI - Assist



Self Managed

Fully controlled by your team in-house. A great solution for businesses that want to go the extra mile and personalise chats to the individual customer.



Co-Managed 24/7

A mix of your team and our operators. An ideal solution for businesses that want a hands-on approach without needing to be available 24/7.



Fully Managed 24/7

Handled entirely by our team. A smart solution for businesses that want hassle-free lead generation with minimal effort required.

Visitor Chat Unity

Visitor Chat Unity is about convergence, combining features, integrations, and partnerships seamlessly. Visitor Chat stands out in the industry by offering a distinctive approach that empowers clients to customise their packages, ensuring Visitor Chat aligns perfectly with their business requirements



SMS

Deliver leads and stay connected via SMS, giving customers more flexibility to respond at their convenience.



WhatsApp

Seamlessly integrate WhatsApp, a key messaging platform your customers already use and trust.



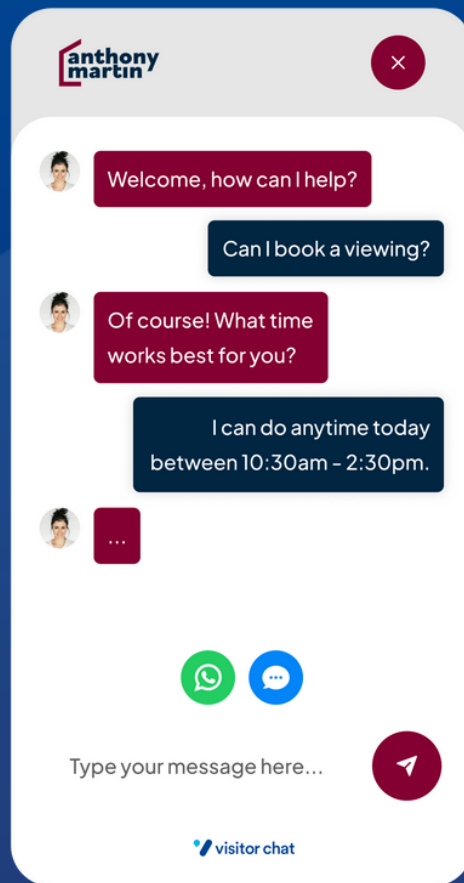
Facebook

Connect Facebook Messenger to respond to your customers quickly and efficiently, right where they are.



Web Chat

Offer 24/7/365 coverage with live agents, supported by AI-Assist for faster, smarter conversations.



Reach

Reach is a powerful outbound messaging tool that lets you send personalised campaigns to your audience via WhatsApp and SMS, with email coming soon.

Why use it?

- Instantly connect with hundreds or thousands of customers
- Personalise messages that drive real engagement
- Perfect for promotions, reminders, follow-ups, and updates
- Delivered directly to customers' devices. No waiting, no filters.

Key Benefits:

- Higher open and response rates than email alone
- Quick and efficient outreach from a single platform
- Increased lead reactivation and customer retention
- A seamless way to re-engage with your warmest leads

Search...

Jon Beverstock

Create a campaign

Channel — Contacts — **Message** — Confirmation

Message content

Subject

We have a Special Offer!

Message

Hi Jessica,

From the 20th to the 23rd, we're offering significant discounts across our range.

Reserve your space via our website and receive two... 10th/20th

Provide data mapping for your variables

Please select which contact fields to map to the variables in the template. E.g. {{T0}} -> First Name

{{T0}}

→

First Name

Footer options

Footer

Footer text lorem ipsum dolor sit amet?

Buttons

None

☒ Quick reply

☐ Call to action

Quick reply 1

I'm interested

Quick reply 2

I'm not interested

Quick reply 3

I haven't decided yet

10:02 PM

I'm interested

I'm not interested

I haven't decided yet

BACK

CONFIRM & CONTINUE

Reconnect

A lead re-engagement feature that helps you follow up with your most engaged visitors through personalised outbound phone calls, managed entirely by our expert team.

Why use it?

- Follow up with leads who chatted but didn't convert
- Re-engage users who submitted contact info but went cold
- Add a human touch that builds trust and drives action
- Close the loop on missed opportunities

Key Benefits:

- Increases conversion from warm leads
- Adds value beyond live chat with proactive outreach
- Boosts ROI from your existing traffic
- Saves your team time, we handle the calls for you

The screenshot displays the 'Reconnect' dashboard. On the left is a sidebar menu with options: Dashboard, Accounts, Installations, Users, Live Chat, Reconnect (selected), Reporting, Quality, and Admin. The main content area has a top navigation bar with a search bar, a user profile for 'Vincent Cooper', and a 'Schedule call' button. Below this, the 'Reconnect' section features a summary of call counts: TODAY'S CALLS (5), PURSUING (12), 1ST ATTEMPT (4), 2ND ATTEMPT (6), and 3RD ATTEMPT (3). A filter bar includes a search input, status and category dropdowns, and a 'Clear all' button. Below the filters, there are toggle switches for 'Pin today's calls' and 'Assigned to me'. The main part of the dashboard is a table of leads with columns for Name, Status, Category, Account, and Assigned to. Each row includes a checkbox, a lead name with a timestamp, a status (e.g., New, Pursuing, 4th attempt), a category (e.g., Sales, Servicing, Feedback), an account name (e.g., Hendy Group), an assigned user (e.g., Vanessa Carlton, Lewis Wing, Harvey Knibbs, Frank Kirby), and an 'Engage' button. At the bottom, there is a pagination bar showing '10' items and 'Showing 1 to 10 of 16 results'.

Name	Status	Category	Account	Assigned to
Jackson Lamb Today at 10:00	New	Sales	Hendy Group	Vanessa Carlton
Greg Hirsch Today at 14:45	Pursuing	Servicing	Hendy Group	Vanessa Carlton
Anatoly Dyalov Today at 12:30	Pursuing	Feedback	Hendy Group	Vanessa Carlton
Jan Bellows Today at 14:15	4th attempt	Sales	Hendy Group	Vanessa Carlton
Jimmy McGill Today at 10:30	3rd attempt	Sales	Hendy Group	Vanessa Carlton
Howard Moon Tomorrow at 09:00	2nd attempt	Sales	Hendy Group	Lewis Wing
Laura Marling Fri 18 Apr at 11:00	New	Servicing	Hendy Group	Harvey Knibbs
Ella Dutton Mon 21 Apr at 14:00	3rd attempt	Servicing	Hendy Group	Frank Kirby
Tanya McQuaid-Hunt	New	Feedback	Unassigned	
Kim Wexler	New	Sales	Unassigned	

Visitor Chat Features



24/7 Human Operators

Industry-trained agents available around the clock, delivering expert responses.



Outbound Messaging

Proactively reach your target audience through SMS and WhatsApp.



Account Management

UK-based team offering dedicated support, insights, and regular strategy reviews.



Language Translation

Translate messages in real-time, breaking down language barriers.



Facebook Integration

Seamlessly manage your conversations within Facebook Messenger.



Valuation Request Form

Capture more qualified leads by adding valuation forms directly into chat interactions.



AI Assist

Smart automation that supports agents by suggesting answers, handling FAQs, and routing enquiries more efficiently.



Lead-to-SMS

Turn website leads into SMS conversations instantly, giving customers another way to stay engaged post-chat.



SMS/Whatsapp Functionality

Expand your reach with multi-channel messaging across SMS and WhatsApp.



CRM Integration

Connect your CRM for seamless lead capture, automated workflows, and real-time updates from every interaction.



Live Reporting

Track chat performance, response times, lead volume, and conversion rates with intuitive real-time dashboards.



User Tracking Analytics

Monitor visitor behaviour on your site and tailor chats based on activity.

Online Reporting

Real-Time Reporting

Full access to your online reporting suite allowing you to monitor all interactions in real-time.

Track Patterns

Discover patterns in your enquiries that allow you to make executive decisions based on your predicted forecast.

Quick Responses

See for yourself how quickly your customers are being dealt with by our operators.



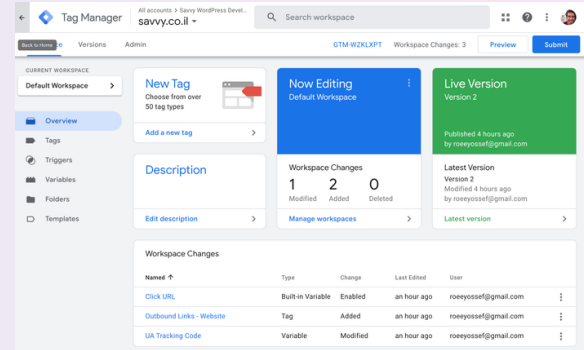
Google Analytics 4 & Tag Manager

Track when a chat has started and stopped, when a lead is generated and when a chat is assigned to an operator.

Monitor chat performance based on your website via Google. Integrates with your PPC and SEO efforts for more effective campaign tracking.

Google Tag Manager identifies where each customer interaction originates, whether from a Google Ad, Facebook campaign, or other marketing source.

Track the effectiveness of campaigns and understand which channels are driving engagement & conversions.

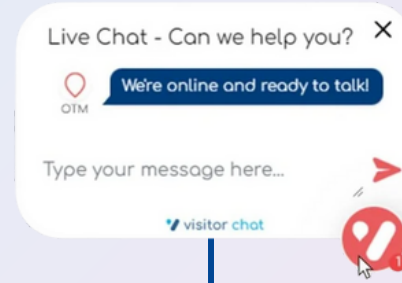


Integrations

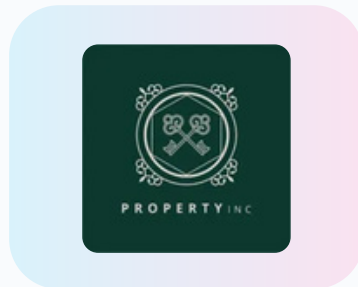
Estate Agency CRM Integrations



Configuration Lead Routing



Meet some of our clients



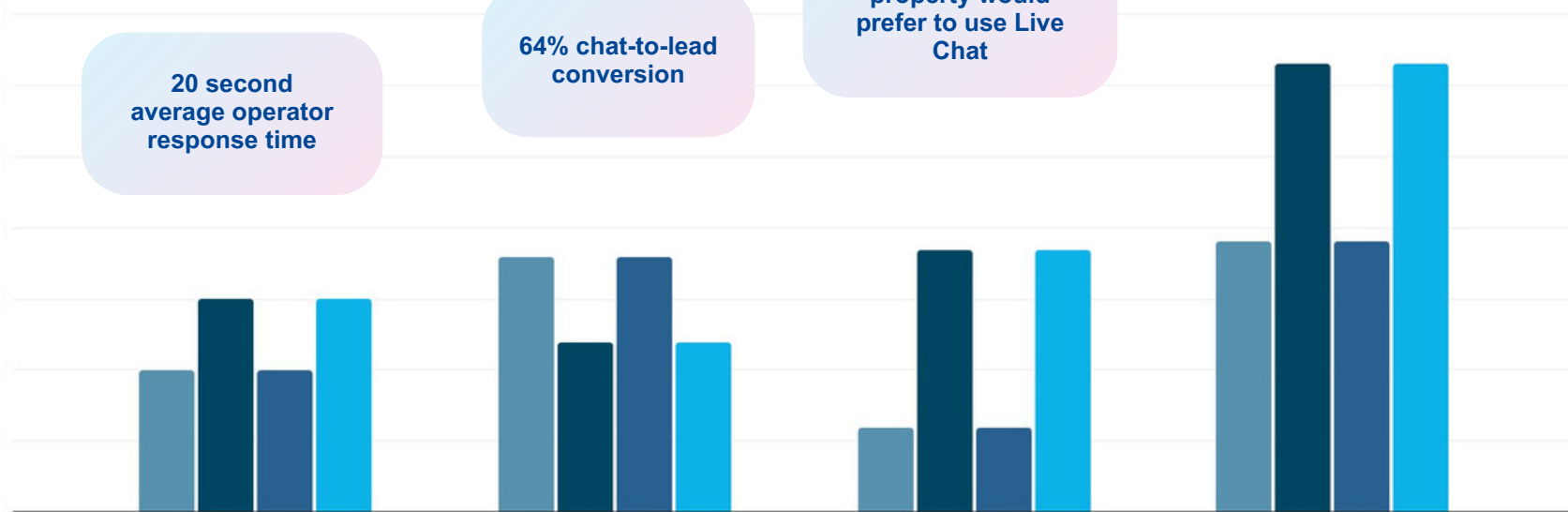
Statistics

20 second
average operator
response time

64% chat-to-lead
conversion

73% of people
searching for a
property would
prefer to use Live
Chat

41% of consumers prefer
live chat support over
phone (32%) and email
(23%) due to its efficiency
and convenience



Testimonials

Don't just take our word for it...

 ★★★★★ 4.8 (178)

Ponko

The team was outstanding with getting us set up for Visitor Chat. We've tried other chat providers in the past but Visitor Chat is just 10x better. We're now live with Visitor Chat across multiple websites and the leads are pouring in!

 ★★★★★ 4.8 (178)

Trade Direct Kent Ltd

We have been using visitors chat for a while now and highly recommend the service they provide it has vastly improved our website and customer interaction and found our account manager to be very helpful and knowledgeable.

 ★★★★★ 4.8 (178)

Eric Lloyd

Great services that captures leads 24/7. I would recommend them to any business owner.

 ★★★★★ 4.8 (178)

Goundrys

Excellent service 24/7

 ★★★★★ 4.8 (178)

Woodridings Estates Limited

If you want to offer a 24/7 service to your customers, I would fully recommend Visitor Chat, as I have found this service very helpful and so have my clients.

 ★★★★★ 4.8 (178)

Wyldecrest Parks Limited (UK Properties Management Ltd)

I have been working with Visitor Chat and Ellis since starting at Wyldecrest Parks and she has been nothing but helpful and accommodating to my requests. A great service all round!

Thank you for your time. Any questions?

 visitor.chat

 sales@visitor.chat

 02382 350130

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