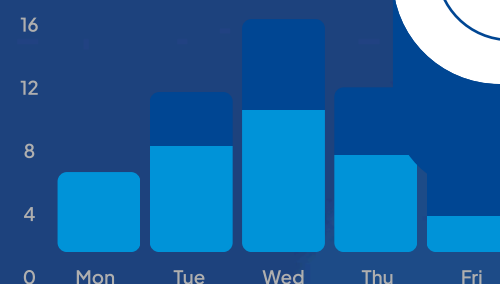




Estate Agency Live Chat

CHAT BREAKDOWN



CHAT PERFORMANCE



Vanessa 1 minute ago

Good afternoon, how may I help you?

Less than a minute ago You



I'm interested in 63 Havant Avenue,
am I able to book a viewing?



Vanessa Less than a minute ago

Yes! What time works best?

Less than a minute ago You



Tomorrow at 10am works for me!



Vanessa Just now

Thanks for confirming! I've booked
this in for you

Thanks so much



NEW MESSAGE

We have a special offer! Hello Sarah, from 20th to 23rd, we are offering significant discounts across our range.

INTRODUCING VISITOR CHAT

About Us

Visitor Chat, established in 2015, helps businesses worldwide strengthen customer relationships and convert online traffic into high-quality leads. Specialising in the Estate Agency Industry.

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.



UK & USA



40+ employees





v-chat
v-cast
v-connect

Our Products

Visitor Chat offers a complete suite of conversation-driven tools designed to help businesses connect with customers more efficiently and effectively.

Together, these solutions create a powerful customer engagement ecosystem that drives conversions, strengthens relationships and supports sustainable business growth.

OUR PRODUCTS

Visitor Chat Unity

Unity is about convergence, combining features, integrations, and partnerships seamlessly.

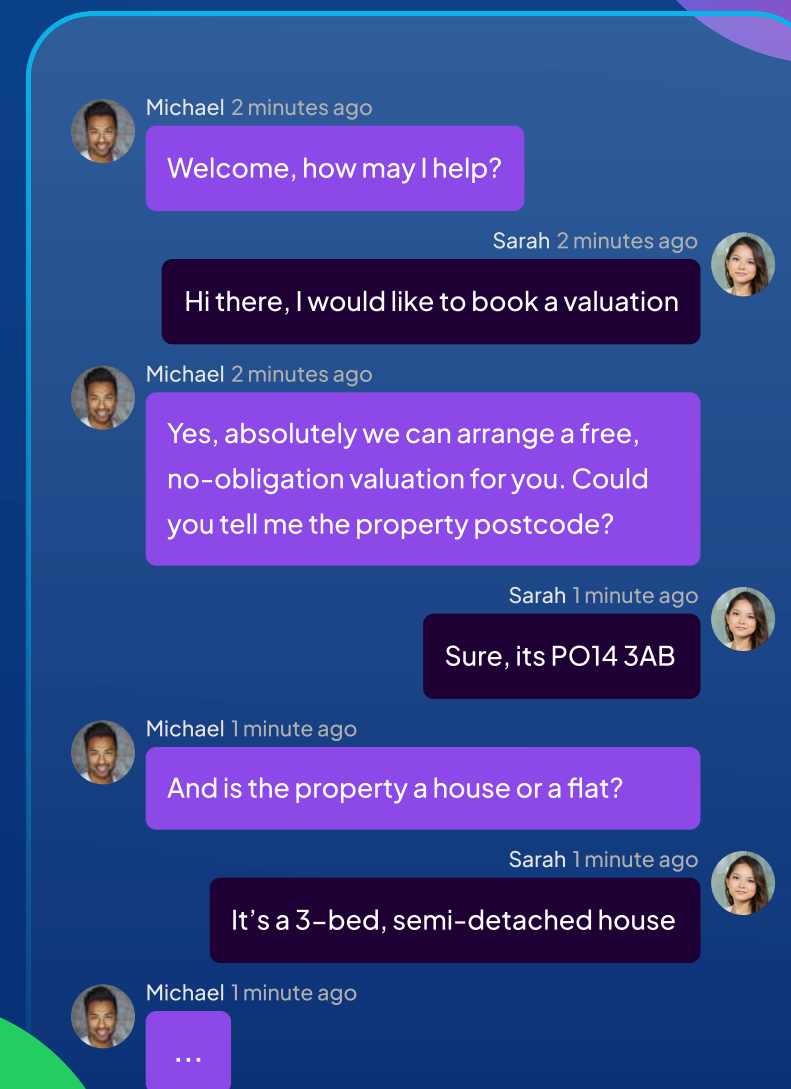
Visitor Chat stands out in the industry by offering a distinctive approach that empowers clients to customise their packages, ensuring Visitor Chat aligns perfectly with their business requirements.



SMS



WhatsApp



Instagram



Web Chat



Facebook

OUR PRODUCTS

AI Assist

AI Assist is a powerful feature designed to enhance the speed, consistency, and quality of customer interactions.

It leverages advanced AI to generate intelligent, context-aware response suggestions in real time, giving agents a head start on every reply.

Rather than typing from scratch, your team can choose from tailored suggestions, refine them as needed, or generate fresh alternatives, all within seconds.

Chat started 8th December 2025 • 12:17:46

2 minutes ago

✓ Sales

Hello, I am in interested in this property, is it still available?

1 minute ago Vincent

It's showing as still available on the system here, would you like me to ask a member of the team to double check and get back to you with more information?

1 minute ago

Is it available for viewing?

A few seconds ago Vincent

✦ We'd be happy to discuss viewing options with you

✦ We'd be happy to discuss viewing options with you ⓘ

✦ Let's go over the details of your preferred property ⓘ

✦ We offer viewings; let's talk about your new property ⓘ

Enter your message...

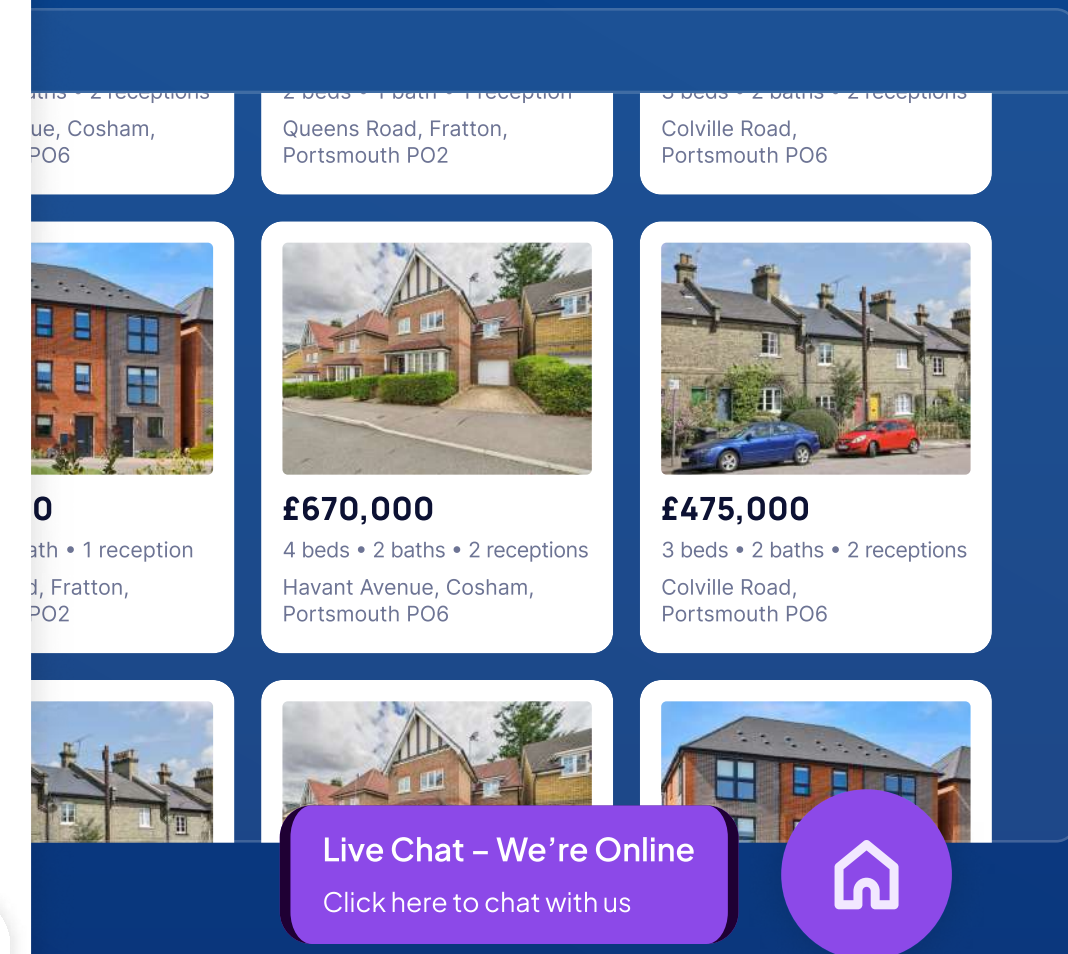
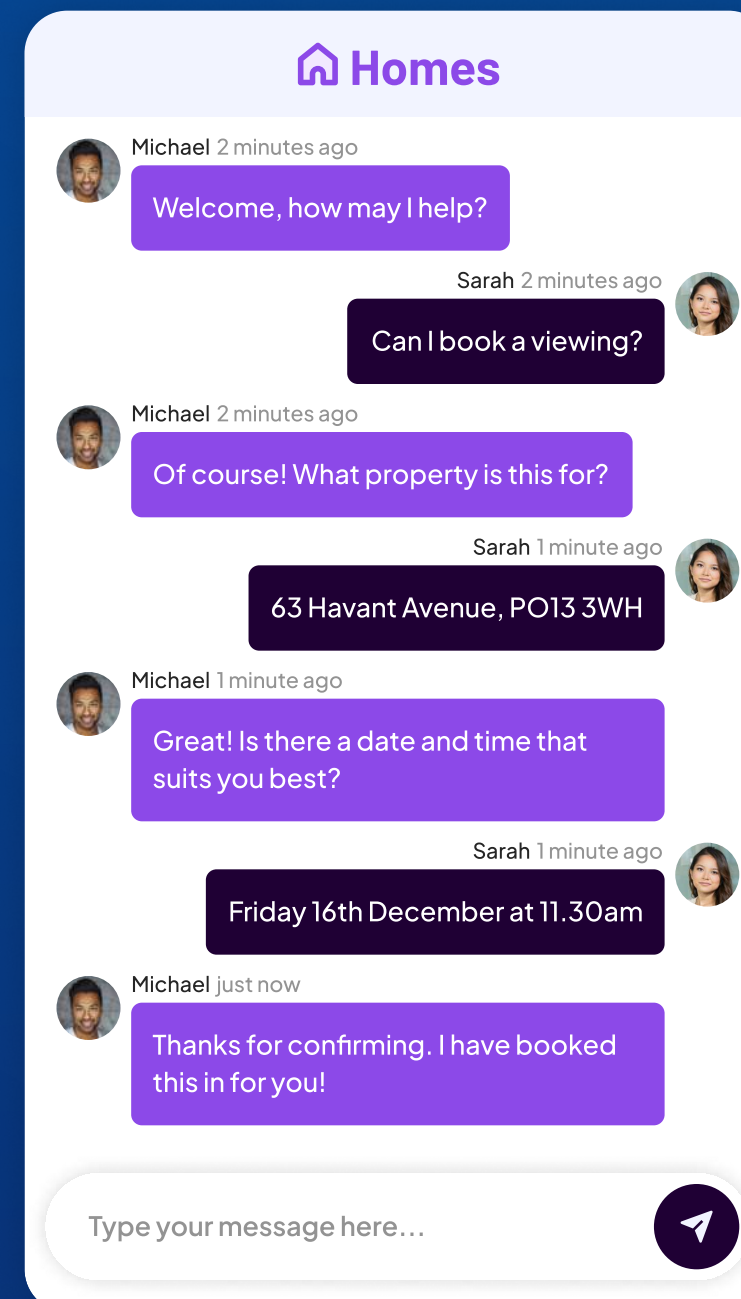
🔗 📋 💬

➤ Send

Live Chat, Instant Conversations

Retain more customers with Visitor Chat, a fully managed live chat solution designed to engage every visitor in real time.

Our trained agents provide instant, personalised support 24/7 directly on your website, helping answer questions and guide users toward action while they're most engaged.



64%

chat-to-lead
conversion rate

26%

lead-to-sale
conversion

20

seconds average
chat response time

49%

engagement increase
with 24/7 live chat

Live Chat Features

24/7 Human Operators

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

Outbound Messaging

Proactively reach your target audience through SMS and WhatsApp messaging.

Account Management

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

Language Translation

Translate messages in real-time, breaking down language barriers, one chat at a time.

Meta Integrations

Seamlessly manage your conversations within Facebook Messenger and Instagram.

Google Analytics

Monitor chats, capture leads and highlight which campaigns deliver real conversions.

AI Assist

Automation that suggests answers, handles FAQs and resolves enquiries more efficiently.

Lead-To-SMS

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

SMS/WhatsApp

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

CRM Integrations

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

Live Reporting

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

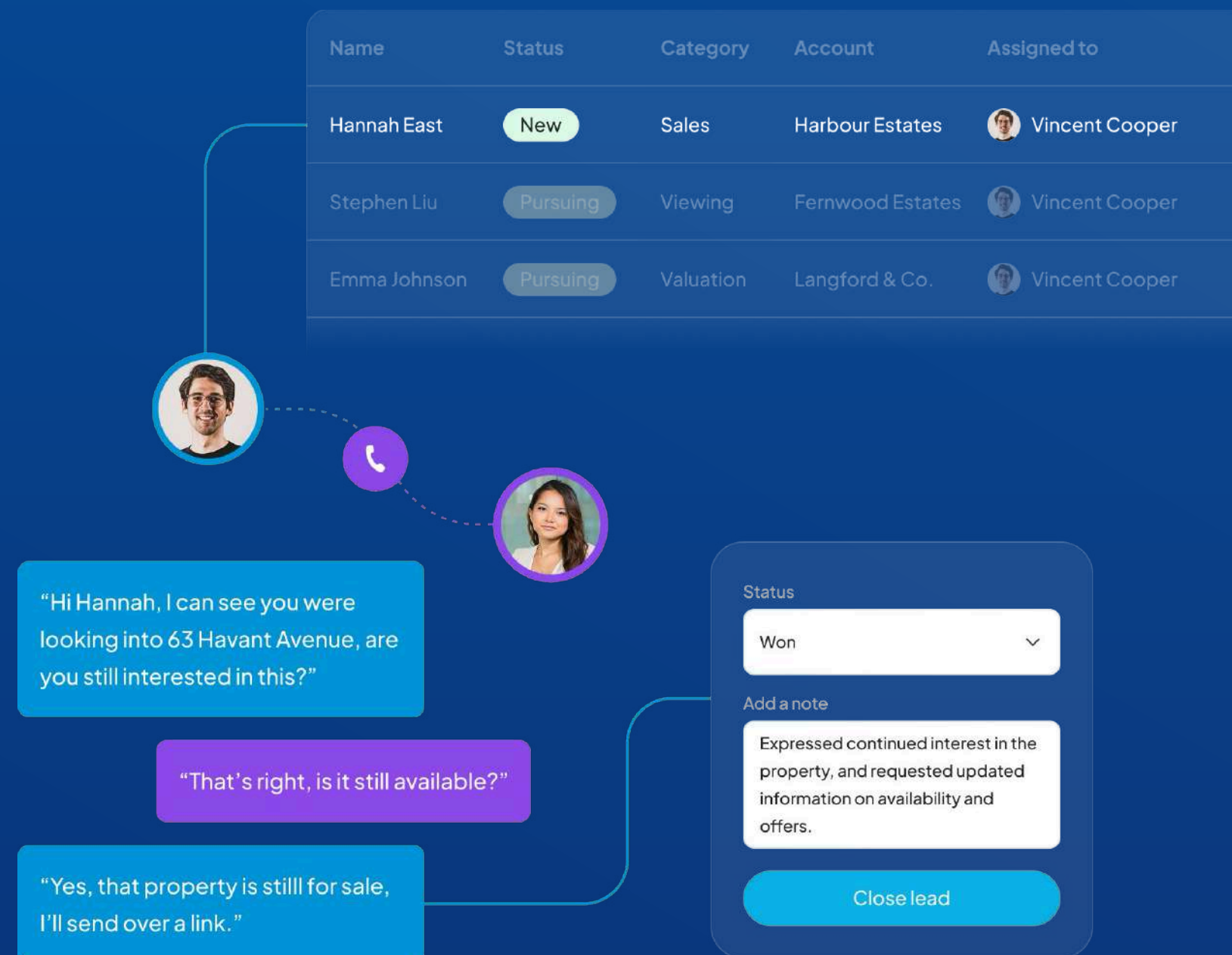
EA Specific Experience

Experience that aligns with estate agency processes and delivers a seamless brand journey for users.



Follow Up and Close the Loop

With V-Connect, our expert operators follow up with your lapsed leads through targeted, personalised phone calls. Complementing your broadcast efforts, we use human touch to reignite interest, handle objections, and close more deals, so you never miss an opportunity.



 21%

connected call to
appointment booked

 10

years industry
experience

 4x

higher engagement
than traditional outbound

 75%

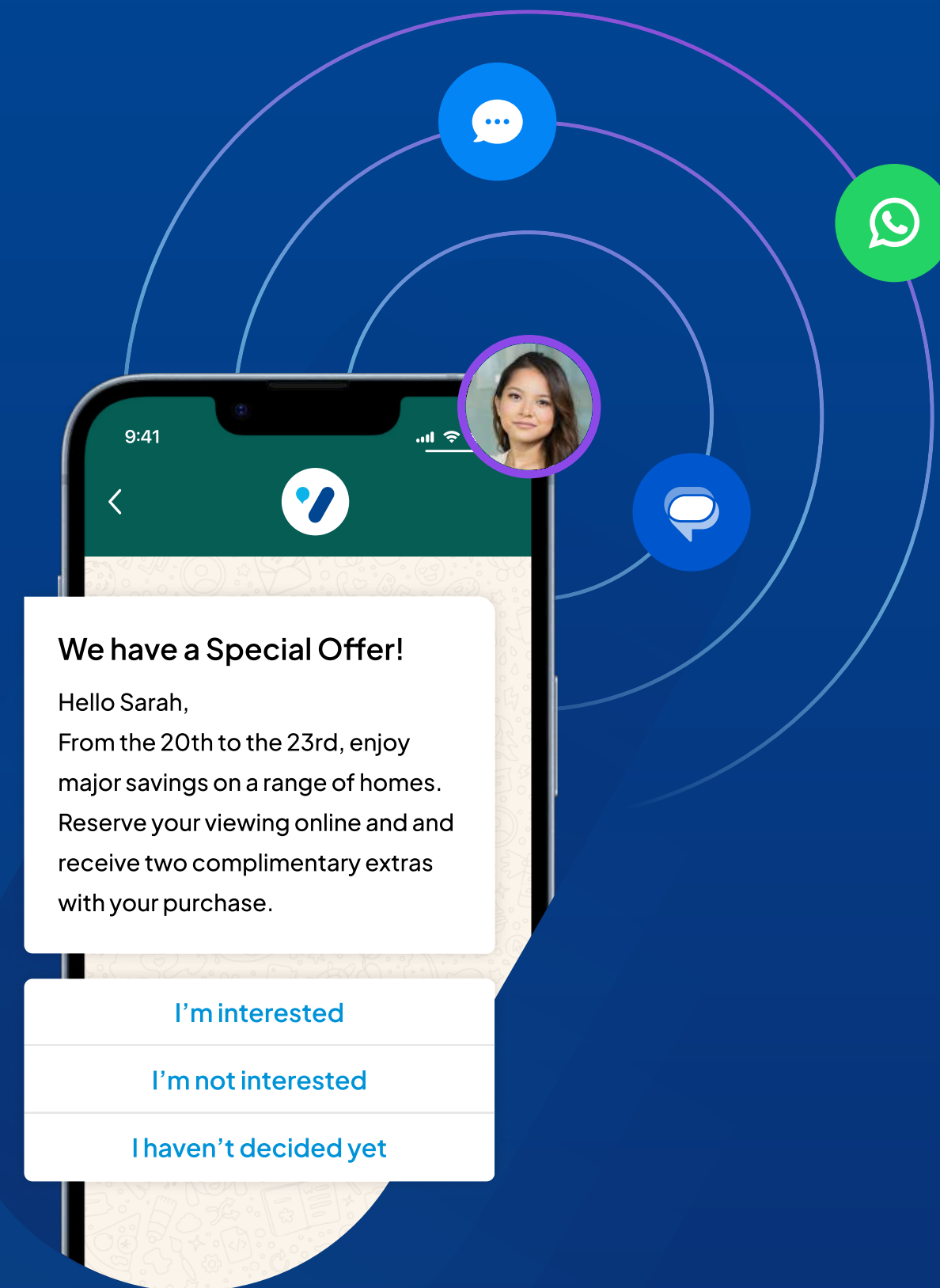
contact
rate



Broadcast to your Customers

V-Cast allows you to launch personalised messaging campaigns via WhatsApp or SMS. Initiate contact with your audience, share promotions, gather leads, and increase visibility.

V-Cast ensures that your message cuts through the noise and lands directly where your customers are.



 **98%**

of messages
are delivered

 **8x**

higher engagement
than traditional outreach

 **70%**

consumers prefer
instant messaging

 **6x**

higher transaction rates
on personalised messages

Online Reporting

Gain full access to your online reporting suite, giving you real-time visibility of every interaction.

Identify trends in your enquiries, make informed decisions based on accurate forecasts, and see exactly how quickly our operators are supporting your customers.

✓ Gain real-time visibility to spot trends early and act with confidence

✓ Understand customer behaviour through clear, data-driven insights

✓ Use performance metrics to optimise processes and improve outcomes



ONLINE REPORTING

Google Analytics



Gain Insight on Your Chats

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

Google Tag Manager integrates with your PPC and SEO efforts for more effective campaign tracking.



Identify Customer Origins

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



Understand Your Channels

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

OUR CLIENTS

Meet Some of Our Clients

nest
ESTATES

i♥homes
...heart is where the home is



STARKEY
& BROWN
YOUR LOCAL PROPERTY PEOPLE

anthony
martin

settio

Allied
Surveyors & Valuers

EBI

REED
PROPERTY
GROUP

Lamberts
SALES & LETTINGS

NEXT
HOME
ESTATE & LETTING AGENTS

Charles Dyson
ESTATE & LETTING AGENTS

parkmove

Chambers
SALES & LETTINGS

howgates
Estate Agents

Leydon
Lettings

EMILY CHARLES
SALES & LETTINGS

C P Walker & Son¹⁸⁹⁶

TESTIMONIALS



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

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!

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.

Wyldecrest Parks Limited

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!

Eric Lloyd

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

Goundrys

Excellent service 24/7.

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.



Thank you.
Any questions?

 02393 880 087

 clare.cody@visitor.chat

 visitor.chat