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FOR IMMEDIATE RELEASE

LIVE CHAT NOW AVAILABLE ON SAGE WEBSITES

Addison, Texas (October 31, 2019) – SAGE, the leading provider of information, marketing, and business management solutions to the promotional products industry, is now offering live chat capabilities on its distributor and supplier website services. The Live Chat website feature is powered by SAGE Chat, the industry's first full-featured, real-time chat platform that has taken the industry by storm since it released earlier this year.

With Live Chat, distributors and suppliers can now connect directly with clients and prospects through their SAGE Website, answering inquiries quickly and efficiently, while offering a better overall customer experience. Live Chat is now available and can be added to SAGE Company Store Premium, SAGE Company Store Premium Plus, SAGE Website Professional, and SAGE Website Professional Plus, all with a click of a button in the website settings area of www.sagemember.com.

"For clients and prospects, one of the key benefits of this live chat module is customer engagement. Promotional products professionals who can provide easy, live sales assistance to web visitors are substantially more likely to keep the customer on their site and ultimately make the sale," said SAGE President, David Natinsky, MAS. "Live Chat is quickly becoming a must-have for an effective web-presence. That's why we're so pleased to be able to offer this easy, turn-key solution as part of our website offerings."



SAGE Chat easily enables the administrator to manage inbound calls from Live Chat, including multiple chats at the same time for easy multi-tasking. Call groups can be configured to select who should be notified when an inbound Live Chat request is initiated. The live chat system also allows users to configure availability windows, setup automatic reply messages, direct web visitors to other contact methods when not available, and much more.

Live Chat capabilities are available at no additional cost for SAGE Website subscribers. For distributors and suppliers who do not have a website subscription, SAGE encourages them to contact their account executive for a demo of all SAGE Website offerings. For more information on the SAGE Websites Live Chat feature, visit goto.sageworld.com/LIVE_CHAT, or contact SAGE at 800.925.7243 or sales@sageworld.com.

About SAGE

SAGE, based in Addison, Texas, is the leading provider of information, marketing, and business management solutions to the promotional products industry. In addition to SAGE's flagship SAGE Online™, SAGE Web™, and SAGE Mobile™ research and business management services, SAGE also provides the industry with other research services, order management, website and email services, e-commerce solutions, end-buyer catalogs, artwork services, payment processing, tradeshow, tradeshow management services, and lead retrieval software. SAGE is also the exclusive technology provider for members of the Promotional Products Association International (PPAI), the industry's non-profit association, as well as Promotional Products Professionals of Canada (PPPC), Canada's non-profit association. For more information, please visit www.sageworld.com or call 800.925.7243.

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