

# Discount Fire Supplies Ltd

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FOR IMMEDIATE RELEASE

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## New Live Chat Facility Available on Discount Fire Supplies

***Discount Fire Supplies have upgraded the Live Chat feature on their website allowing them to improve the support they are offering to their customers.***

The new and improved Live Chat facility on [discountfiresupplies.co.uk](http://discountfiresupplies.co.uk) provides the team at Discount Fire Supplies with an array of new features that will assist them in offering their customers ongoing support, and in turn create a better user experience.

Some of the new features that are now available include:

**Visitor Information:** When a conversation is initiated using live chat the support team are instantly provided with information about the person they are talking to, allowing them to fully get to know the customer and their needs, as well as helping them to identify and resolve any technical issues they might be having. The support team will also have access to chat history enabling them to pick up where previous conversations were left off.

**Offline Support:** In the event that the live help administrators are offline the live chat system allows the user to raise a ticket or leave a message, giving Discount Fire Supplies the option to get in touch to assist with the query at their earliest convenience.

**Transferring Customers:** The function to transfer customers around departments, whether it's to someone the customer has dealt with before or an expert in a particular field, is now available. The end result being that the customer will always be able to chat with the person most relevant to their case.

**Save Chat:** The feature to save chats in a database means that records of conversations can be kept, assisting in offering a high level of help and allowing chats to be monitored for quality control.

**Remote Assistance:** Discount Fires Supplies' new live chat can be monitored and operated from mobile devices meaning live help can be provided from any location.

Tariq from Discount Fire Supplies says, "Many of our systems are complex and can be daunting to a new user. With our live chat facility we can assist our customers through the buying process in real time, offering them help and guidance along the way.

"The new features make it easy for our customers to initiate a conversation with one of our experts and get the help they need. Our customers are important to us so it is a must that we are able to offer them all the support they require."

### About Discount Fire Supplies:

[DiscountFireSupplies.co.uk](http://DiscountFireSupplies.co.uk) is one of the UK's largest online retailers of fire alarms and other emergency products. They offer competitive pricing, free delivery on all orders over £100 and same day dispatch on orders placed before 2.30pm.

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