

John Smith Insurance Agency Announces New Live Chat Feature Added to Website

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COLORADO SPRINGS, CO, UNITED STATES, January 30, 2018 /EINPresswire.com/ -- [John Smith Insurance Agency](#) has announced a new Live Chat feature which has been added to the recently launched website. The Live Chat button can be found in the right bottom corner of the website with a tag which says, "We're Online! How may I help you today?"

When a person visits the website, they will see this button where they can begin a conversation with a live person. Once they hit on the button, it opens up a page which asks for the name of the person, their email address and a message. After they enter the information, they just hit Enter for it to be sent. If they aren't interested in chatting, they can easily minimize the button. The Live Chat button shows up on every page for added convenience. Users may find it helpful if they are researching information and have questions which are not answered on the website.

The Live Chat button is just one of the ways visitors to the website can connect with John Smith insurance. They can also click on the Contact Us tab, which will take them to a new page with an email address, phone number for calling or texting and directions for an in-person visit. The Contact page also provides a listing of the hours when the agency is open for business. This design was intentional for the agency. As John Smith says on the homepage of the website, "I wanted to create a virtual insurance agency where our client can choose how they want to interact with us." He understands that not everyone has time or the interest to visit the insurance agency in person to find [auto insurance in Colorado Springs](#).

With more people doing research online before making an important purchase decision, even for insurance products, Smith hopes this new feature will enhance the user-friendly website and make people feel less intimidated about asking questions. "It's important for people to understand the products they purchase and to feel confident with their decision," he explains. He believes that the more avenues an agent has to connect with people, the better service he is providing.

John Smith insurance is an insurance agency located in Colorado Springs, Colorado. The agency provides multiple insurance products, including auto, life, home, motorcycle, recreational vehicle, small business and umbrella policies. If a potential customer or current customer has any questions about these products, they can use the Live Chat button to initiate a conversation. They can also use one of the other communication outlets if they are more comfortable with those avenues.

As Mr. Smith reiterates on his newly launched website, his goal is to provide accurate and fast information on requests for quotes and honest advice as well as providing the right product for the



lowest cost. The Live Chat button makes it easier for users to request [auto insurance quotes](#) in Colorado Springs and throughout the state from the comfort of their home.

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