MARQUEE BUSINESS SOLUTIONS

MBS WEBSITE AGENT

# MAKE IT EASY TO REACH YOU.

## Or customers may choose the business that is.

When someone is ready to call, book, buy or ask a question, every extra step gives them another chance to leave. They don't care who has the fanciest website. They want to know fast: Can you help me? How much is it? Are you open? What do I do next?




### YOUR WEBSITE DOES A LOT RIGHT.

- ✓ Explains what you do
- ✓ Shows your products and services
- ✓ Builds trust with photos and examples
- ✓ Gives directions and contact info
- ✓ Helps customers decide you're the right fit

### BUT THE CUSTOMER STILL HAS TO FIND EVERYTHING.

HOME
↓
MENU
↓
SERVICE PAGE
↓
FAQ
↓
CONTACT
↓
WAIT

**They had one question.**

That works when the customer is patient. Not every customer is.

### PEOPLE EXPECT QUICK ANSWERS

**76%**
look at a local business's website at least half the time when choosing.
BrightLocal, survey of 500 U.S. consumers

**82%**
rate an immediate response important for a sales question.
HubSpot Research, 2018, 2,319 U.S./U.K. consumers

**1 in 8**
U.S. residents age 5+ speak Spanish at home.
U.S. Census Bureau, American Community Survey

**83%**
of U.S. small businesses have a website.
Clutch, 2025

**Speed matters after someone raises their hand.** Leads contacted within an hour were nearly 7x more likely to reach a real conversation.
Oldroyd, McElheran & Elkington, "The Short Life of Online Sales Leads," Harvard Business Review, 2011

**The website shouldn't be the end of the conversation. It should start one.**

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# PUT SOMEONE THERE TO ANSWER.

MBS Website Agent answers customers using your information and helps them take the next step. They tap your photo, mascot or logo, type a question, and it's like you're standing there answering.



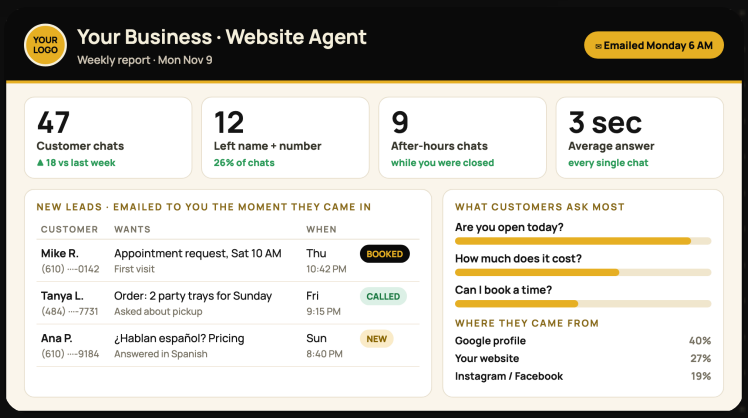

## IT HELPS CUSTOMERS

- ✓ Find the right service, product or page
- ✓ Get common questions answered, day or night
- ✓ Ask in Spanish and get a Spanish reply
- ✓ Leave their name and phone number
- ✓ Request an appointment or an order (you confirm)
- ✓ Take the next step without hunting through your site

QUESTION → ANSWER → NEXT STEP → LEAD EMAIL

**When someone becomes a lead, you know.** You get an email right away with their name, phone number and the full chat, so you know what they want before you call.

## MONDAY, 6:00 AM. YOU KNOW WHAT CUSTOMERS WANTED.




**Chats**
How many conversations happened

**Leads**
How many became leads

**After hours**
Chats while you were unavailable

**Top questions**
What customers asked most

**Traffic**
Where visitors came from

BEST FIT

### BUSINESS PLUS

**$69** /mo

Everything in Business, plus appointment and order requests, your photo, mascot or logo button, and a monthly tune-up.

### BUSINESS

**$39** /mo

Questions and answers, website guidance, Spanish replies, instant lead emails, Monday dashboard.

### MBS CLIENTS

**$29** /mo

Business Plus for any active Watch, Managed or Pro client.

$0 SETUP · MONTH TO MONTH

Individual salesperson? Your personal Website Agent + link page: $19/mo

## MAKE IT EASY TO CHOOSE YOU.

Try it live: marqueebusinesssolutions.com

TEXT GUIDE TO (570) 807-0195

Marquee Business Solutions · Lehigh Valley, PA