E-Commerce System

According to several studies, offering e-commerce is the key to increasing Web site traffic. Studies have found that sites that sold products or services via the Web in 1999 saw a 500% increase in unique viewers. Another study found that 73% of all Internet users had used the Web for shopping in the past month, estimating that consumers will spend $26 billion in purchases on the Web by 2002. Agent Technologies, Inc. can create an e-commerce system for your business by providing: online credit card authorization, affiliate programs, reorder systems, order fulfillment programs, and online customer service.

Online Credit Card Authorization

At Agent Technologies, Inc. we go to great lengths to ensure that credit card and other personal information is protected and secure. Utilizing Secure Sockets Layer (SSL) protection, we ensure that data is safe and reliable. We also have components to authorize credit cards online during online transactions.

Affiliate Programs

Affiliate Programs leverage Word of Mouth (WOM) marketing, by providing discounts or rewards to those who refer new customers. We have helped a number of clients create and manage Affiliate Programs by providing tools to: track affiliates, manage affiliate accounts, and create online access to account data for affiliates.

Reorder Systems

Studies have shown that customers will order more products and place orders more often when the ordering and re-ordering system is easy to use. At Agent Technologies, Inc. we've created seamless ordering systems that make on-line ordering easy. These customized systems remember customer information such as billing and shipping addresses, making re-ordering a positive customer experience.

Order Fulfillment Programs

Our e-commerce solutions also provide clients with tools to update the status of orders, e-mail customers when an order is shipped and provide them with a tracking number and link to the UPS, USPS or FedEx web site. We've also designed and implemented systems to link to our client's Fulfillment House by passing extensible Markup Language (XML) order information to the Fulfillment House and receiving inventory and order status updates from the Fulfillment House.

Customer Service

Studies have shown that seventy percent of the people who use shopping carts abandon their transaction before a purchase is complete. The reason: they could not get an answer to a question they had about the product. We have found that customer service is the key to selling products and services on the Web. That's why we have systems that allow customers to contact a customer service representative at any time, day or night, by opening a chat room to receive answers to questions.