



## **Web.com Call Center and Virtual Office Services Bring Large Company-Caliber Customer Service to Small and Medium-Sized Businesses**

JACKSONVILLE, Fla., Nov. 12, 2009 (GLOBE NEWSWIRE) -- Web.com (Nasdaq:WWW), a leading provider of online marketing for small and medium-sized businesses (SMBs), announced today it is ramping up efforts to help its customers make missing customer calls and poor customer service a thing of the past with the introduction of full-service customer call center services. Web.com's Call Center Services is a valuable new tool for small businesses seeking to grow their businesses in an increasingly competitive marketplace, especially with the holiday season upon us.

Powered by Web.com's eCommerce specialty company, Solid Cactus, Web.com's Call Center Services helps eliminate the guess work and costly overhead associated with hiring in-house customer service employees. Whether you're a business owner who takes calls at night, on the weekends or during a busy workday, or you're an entrepreneur who is concerned about committing dedicated resources to staffing a call center, Web.com provides you with full-scale virtual back office assistance and resources that transcend conventional customer answering services. The U.S.-based call center team members serve as "virtual assistants" long after your store's normal business hours, and are trained to:

- Increase sales by handling phone orders
- Increase customer satisfaction and surpass conventional answering service capabilities with real-time product support, order processing and tracking
- Handle returns and resolve disputes
- Engage in Live Chat, which requires immediate response times

"Customer loyalty begins with customer service," said David Brown, Chairman, President and CEO of Web.com. "When consumers call to place an order, to ask a question, or to check on the availability of an item, it's best to answer that call right away. Lost calls are lost sales. Web.com has helped small businesses compete with larger companies online for more than twelve years. We've now expanded our commitment to helping them level the playing field with larger competitors in the area of quality customer service."

"Our phones would ring and we couldn't answer every call," said Mark Richmond, owner of [ChefKnivesToGo.com](http://www.chefknives.com). "I felt every missed call was less cash in my pocket. Since working with Web.com, all calls are now answered. And to top that off, the average order value that comes in from the Call Center is typically two to three times more than standard orders."

Small businesses interested in increasing sales and improving their customer service are invited to join us for a free, live webinar on Wednesday, November 18, at 2 p.m. Eastern Time. To register for the webinar, visit <http://webinar.solidcactus.com>. You can also obtain a free consultation by calling 1-800-898-7506 or by visiting <http://www.callcenter.solidcactus.com>. You can be up and running within three days. For a limited time only, participating businesses will save \$200 on set-up fees.

### **About Web.com**

Web.com Group, Inc. (Nasdaq:WWW) is a leading provider of online marketing for small businesses. Web.com meets the needs of small businesses anywhere along their lifecycle by offering a full range of online and support services, including Internet marketing and advertising, local search, search engine marketing, search engine optimization, lead generation, home contractor specific leads, website design and publishing, logo and brand development, [eCommerce solutions](#) and [call center services](#). For more information on the company, please visit <http://www.web.com/> or call 1-800-GETSITE.

CONTACT: Web.com  
Olga Gikas  
904-680-6679  
ogikas@web.com

