

Access Display Group Revamps E-Commerce Sites

The growing New York-based display fixture manufacturer is adding customer-friendly features to its family of B2B e-commerce websites. These features include live chat and a sophisticated filtering system.

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Signage and poster display fixture leader Access Display Group, Inc. (ADG) is revamping its entire family of e-commerce sites by adding search filters, incorporating live chat and expanding its customer service capabilities.

The filtering system lets customers navigate through ADG's extensive catalog of products by the frame type (metal or wood), size, depth, finish, and other options. Customers can simply choose the feature they want – a SwingFrame wall mount LED light box with wood profile, for example – and instantly pull up all the products that meet this description. This filtering system is currently available on three of the company's websites, although ADG is in the process of rolling out this feature to all 11 sites within the next 60 Days.

ADG's chat service, provided by BoldChat, allows customers to converse with a company representative in real time. Live chat is available during business hours (Monday – Friday, 9am-5pm EST) on all 11 of ADG's e-commerce websites. For customers that would like to speak to a representative, a dedicated customer service phone line is also available.

These new site features work together to provide the customer with the best of both worlds: independent navigation of the company's extensive product catalog, along with live, one-on-one customer support.

Says ADG founder and president Charles Abrams, "As we are a custom display fixture manufacturer, we have always worked closely with our customers to design and build a display frame to meet their specific décor and budget requirements and delivery dates. In many cases, our customers will speak with one of our representatives on the phone.

"However, over the years we've discovered that some customers will only have a quick question or two. These customers may prefer not to call, and would perhaps feel more comfortable using a live chat service," explains Abrams.

ADG has expanded its customer service team to be able to handle both the live chat and telephone calls generated from all 11 e-commerce sites.

For a complete list of ADG's e-commerce websites, check out <http://displayframes.com>.

About Access Display Group, Inc.

Access Display Group, Inc. (ADG) designs, manufactures and distributes a range of free-standing and wall mounted signage display fixtures including its patented, swing-open, multi-purpose, easy change SwingFrame display system. Based in Long Island, New York, ADG has built display solutions for thousands of businesses including Staples, Verizon, Macy's East, Six Flags and Nine West as well as numerous government agencies and military facilities. The company was recently named one of the 5000 fastest growing private companies in the US by Inc. Magazine. For more information, visit us at <http://www.SwingFrame.com>.

Also visit ADG's growing family of B2B e-commerce websites: Displays4Sale.com, SwingPanels.com, FloorStands.com, SnapFrames4Sale.com, OutdoorDisplayCases.com, SwingFrames4Sale.com, PosterDisplays4Sale.com, BulletinBoards4Sale.com, LetterBoards4Sale.com, LightBoxes4Sale.com and ShadowBoxes.com.

For More Information visit Access display Group's Corporate/Manufacturing Website: www.swingframe.com

All Swingframe poster frames, Floorstands and display cases can be viewed at: www.displays4sale.com

This Swingframe Press Release Also Appeared in

- <http://www.1888pressrelease.com/access-display-group-revamps-e-commerce-sites-pr-279911.html>
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- <http://www.i-newswire.com/access-display-group-revamps-e/90125>
- <http://www.onlineprnews.com/news/108236-1297965268-access-display-group-revamps-ecommerce-sites.html>
- http://pressexposure.com/Access_Display_Group_Revamps_E-Commerce_Sites-236519.html
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