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Contact: Sean Ryan
804-788-414/sryan@hodgespart.com

SMARTBOX Offers Live Chat to Customers

RICHMOND, VA – August 17, 2009 – Tapping into customers’ desire to search and buy products online, SMARTBOX has now integrated a live chat feature to its website, www.smartboxusa.com. Now prospective customers who are searching for information have another source beyond the website and phone to place orders and get questions answered.

Based on a study conducted in January 2009, live chatting with prospects can increase loyalty, conversions, and overall website effectiveness. The survey of internet shoppers found that:

- Live Chat Is Influential During the Sales Cycle
- Online Merchants Not Currently Offering Live Chat Are Missing Desirable Opportunities
- Live Chat Has a Loyalty Effect, Especially Among Desirable Shoppers
- Live Chat May Be Even More Critical to Service Companies
- Retailers With Live Chat Can Improve Results By Following Consumer-Driven Best Practices

“We are excited to provide answers to customers’ inquiries no matter how they want to reach us,” said Mike Lowe, President and CEO of SMARTBOX. “This technology makes it even more convenient for customers who are on our website, to get their questions answered.”

About SMARTBOX

SMARTBOX is a leader in the portable self-storage industry, offering individuals and businesses affordable and convenient storage and local and long-distance moving solutions. Based in Richmond, Va., SMARTBOX operates two brands, SMARTBOX and Big Box, and services over 60 million people in Atlanta, Baltimore, Boston, Charlotte, N.C., Chicago, Denver, Chantilly, Va., Jacksonville, Fla., Las Vegas, Los Angeles, Minneapolis/St. Paul, New Orleans, Norfolk/Virginia Beach, Va., Raleigh, N.C., Richmond, Va., San Antonio, San Diego, Seattle, and West Palm Beach, Fla. For a complete list of locations, please visit www.smartboxusa.com.

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