

Software Design Document

Overview

- Status: In progress
- Stakeholders:
 - @Han (design)
 - @Luke (development)
 - @Leia (support)

This project aims to increase conversion by introducing a live chat in our app as a 5-week experiment.

Context

Goal

Test if live chat can profitably increase conversion.

Problem

1. Free-to-paid conversion rate is too low (~5%). Comparable services achieve 8-10%.
2. Prior support tickets and survey results show that unanswered questions and lack of clarity on certain pricing aspects may be partially responsible.

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