LiveHelp

http://livehelp.aestiva.com/

Everything you need to chat live with visitors on your web site in one easy-to-use software product.

**Give your site People Power!**
Aestiva LiveHelp is "the missing link" between your business and your web site. Put chat links on any number of web pages. Connect your customers with your staff.

Aestiva LiveHelp is a software product, not a service. It can be installed on your site at any hosting account or dedicated server. On Linux, Unix, Windows or Macintosh. There are **no monthly fees**. And there's no software to install on staff computers. It's live chat the way you want it.

**The right technology for the job.**
LiveHelp doesn't use browser-specific technologies. It doesn't depend on Java Applets (*since they don't always work on all user equipment*). LiveHelp doesn't require plug-ins. LiveHelp is pure web -- so chat works the first time and every time.

**Featuring Active-Chat© Technology.**
Aestiva's Active-Chat© technology allows customers to see what staff is doing, even before messages are answered. Customers are alerted when their messages are being read and when responses are being composed. Active-Chat© is live chat that's more responsive. More high touch. It's one reason why Aestiva LiveHelp is the new leader in chat technology.

Find out more...
Chat live with a sales rep or call Aestiva direct at 1-888-AESTIVA (237-8482) or 1-310-328-8122. We'll show you how it works.

**Features Overview**

**Easy Setup**
- Installation included with purchase
- No software to install on staff or user computers
- 100% Web-based (even the back-end)
- Point-and-click administration
- Superior User Experience
- Uses Aestiva Active-Chat© technology
- User wait-time notification
- Simple and friendly design
- Launch from web pages or email messages
- Launch in front of, or behind a user login
- User needs no plug-in or special browser

**Customizable**
- Define and add optional pre-qualifying form
- Configurable waiting room
- Change header and footers. Add staff photos, etc.
- Daily, holiday and custom hours of operation
- Unavailable text message library
- Sound-alert library
- Set up links to specific staff groups
Staff Features
Quick-click PFRs (Pre-formatted Responses)
On-entry messaging
Push web pages
Push one or more file downloads
Private chat with other CSRs
Unlimited simultaneous chats per CSR (Customer Service Rep)
Unlimited number of CSRs *
CSRs can work from home or office - any location
CSRs can use any computer, including Mac and Unix
CSRs can conference/transfer chats

Management Features
Admin security
Staff groups management
Saves (logs) chat messages to database*
Daily and monthly reports*
Chat database search*
Data export option*

Features Comparison

Choose the version that's right for you:

<table>
<thead>
<tr>
<th>Product Feature</th>
<th>LiveHelp</th>
<th>LiveHelp Pro</th>
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</thead>
<tbody>
<tr>
<td>Staff Accounts Maximum</td>
<td>3</td>
<td>Unlimited</td>
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<tr>
<td>Users</td>
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<tr>
<td>Push Web Pages/Images</td>
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<td>Web Page/Email Links</td>
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<td>Button/Window Customization</td>
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<td>Chat Customization</td>
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<td>Chat Transfer</td>
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<tr>
<td>Chat Conference</td>
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<td>Chat Groups</td>
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<td>Log Chat Transcripts To Database</td>
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<td>Chat Database Reporting</td>
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<td>Chat History</td>
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<td>Price</td>
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<td>$1,799</td>
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LivePerson (HumanClick)
http://liveperson.com

Live Person Pro

Product Features:

Text-Based Chat
Your customers simply click the chat button on your website, email signature, or electronic brochure to chat with your operators via a real-time, text-based chat. No plug-ins or downloads are needed by your customers.

Proactive View & Greet Feature
LivePerson Pro enables you to track visitors on your site in real-time. The flashing bubble and doorbell sound indicates that you have a visitor on your site. View the IP address of your visitor, the current page the visitor is on, and the amount of time the visitor has been on your site. In addition, you can proactively greet customers and invite them to chat with you. Never miss a customer 24 hours a day, 7 days a week.

Repeat Customer Identification & History
Experts say that repeat customers are your key to profitability; now you can identify them in a flash. The Repeat Customer Identification Icon notifies you that your visitor has a chat history; simply click on the History button to view their chat transcripts in real-time.

Add Chat to Email & Electronic Brochures
Turn your email or electronic brochure into an interactive customer service tool by adding LivePerson’s Click-to-Chat functionality to your email signature.

Multi-Operator Technology
Install LivePerson on as many computers as you would like. With our multi-operator technology you can have up to 1,000 operators answering chats from your customers.

Chat Traffic Organizer
Operators can navigate between chats, answering incoming chats faster and more efficiently. A must-have for sites with high traffic.

Editable Canned Responses
Save time using pre-written Canned Responses and pre-specified HTML pages. A simple click of the mouse adds the content to the chat.

Push Pages/ HTML Code
Send your visitors directly to the pages they’re looking for, or send HTML commands within the Chat Window.

Chat Transcripts
Transcripts of prior conversations can be viewed by operators in real-time as they interact with customers. Search transcripts by the following: date, operator, past week, given month.

Live Person Corporate

Product Features added to corporate version

Spell Checker
Eliminate spelling mistakes with our powerful spell checker which outline mistakes automatically as you type.
Chat Transfer
Match the needs of a particular customer with an operators area of expertise. Operators can easily transfer chats to another operator or escalate to an administrator, if necessary.

Profiles
Run multiple LivePerson accounts simultaneously from the same computer.

Custom Variables
With Custom Variables, operators can obtain background information about a customer at the start of a chat.

SSL Encryption
Chats are encoded with SSL, ensuring your customers privacy and protection.

Automatic Call Distribution
Reduce customer wait time and limit the maximum call presentations to each operator with the ACD feature.

On-Hold Messages
Improve your visitor's experience. Define the timing and the content of on-hold messages.

Skill Groups
Set up operator groups in order to effectively distribute chats to the most appropriate department based on the specific customer inquiry.

Administrators:

Pre-Chat Survey
Collect information about customers’ needs prior to each chat, thereby providing a more timely and customized service. Survey is customized by administrators.

Exit Survey
For feedback, profiling and quality assurance purposes, a customizable survey can be presented to a customer after each interaction.

Operator Survey
Operators can categorize chats based on pre-set questions with the Operator Survey. This information provides administrators with details about the nature and frequency of customers’ inquiries.

Reporting
Chat transcripts and operation reports are available to assist administrators in monitoring both customer interaction patterns and staff performance. Report are available in tabular as well as graphical presentation.

LivePerson Exchange

Customer Center:
Customers can check message status, receive answers, access complete inquiry history, and update requests all in one place. The Customer Center is fully customizable to match the look and feel of your website.

Email Management:
Route incoming emails to the appropriate department within your company using our intelligent email routing technology. Standardized response forms make it fast and easy to be responsive to your customers’ needs. Operators can view previous emails for a particular unique individual. Both Email Management and Interactive FAQ use the same easy-to-use interface and Pre-Formatted Responses.
Auto Response:
Increase customer satisfaction by immediately sending a custom message from your company, letting your customer know that a solution to their need is on the way.

Wireless Lead Alert:
Never miss another sales lead! Get instant notification on your wireless device when you receive a new sales lead whether you’re on the road or in the office.

Interactive FAQ:
Easily accessible through the Customer Center, your customers can find the answers they need, even when you’re not available. Customers can get self-service assistance in your Customer Center and find answers 24 hours a day.

Document Library:
The Document Library helps you save money on marketing and sales collateral by allowing you to upload product material and other relevant documentation, all of which is accessible through your Customer Center. Your customers can download your latest brochures, product manuals, catalogs and sales literature in several formats.

<table>
<thead>
<tr>
<th>Functionality/Feature</th>
<th>LivePerson Pro</th>
<th>LivePerson Corporate</th>
<th>LivePerson Enterprise</th>
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<tbody>
<tr>
<td>Chat and Site Monitoring Capability</td>
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<tr>
<td>Chat in Email Signature Capability</td>
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<td>Customizable Chat Buttons and Message Windows</td>
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<td>Chat Transcript and Caller History Data Storage</td>
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<tr>
<td>Push Pages, HTML and Preformatted Response Capability</td>
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<td>Support Multiple Languages for User Interface Messages</td>
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<td>Administration Area to set up additional operators, access privileges, survey development</td>
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<tr>
<td>Operator Survey Capability to categorize Chats</td>
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<tr>
<td>Customer Survey Capabilities - pre and post chat</td>
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<td>Spell Checker</td>
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<td>Operator Chat Transfer</td>
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<td>Skill Groups</td>
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<tr>
<td>Custom Variables to obtain visitor background information</td>
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<td>Automatic Call Distribution (ACD)</td>
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<td>On-Hold Messages</td>
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<td>Online Performance Reporting Capability</td>
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<td>SSL Security</td>
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<td>Interactive FAQ / Knowledgebase for Customer Self Service</td>
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<td>Email message management center with email routing and auto response notification</td>
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<td>Searchable Brochure / Document Library</td>
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<tr>
<td>Contact Management</td>
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<td>Wireless Lead Alerts</td>
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</table>
csLiveSupport - Live Customer Support
Only $99 - Includes FREE Installation

Description of csLiveSupport

Free Professional Installation. Free unlimited technical support, we are available over 18 hours each day 7 days a week.

Now your web site visitors can contact you immediately, live, using only their web browser. If they have a question while they are looking over your site, all they have to do is click the image that says you are online. You can even add a code snippet to your email signature and provide everyone with a link to your live support chat!

You have seen the other LIVE customer support scripts out there. They are charging an arm and a leg for a script that is VERY simple. Well, not us. We developed one for you that is powerful and inexpensive. Our application doesn't require any additional software, no monthly payments, expensive programming, or hardware. And our seamless technology lets you establish one-on-one conversations in real time with anyone who visits your company's site using a standard Web browser. This open dialogue makes it easy to immediately answer questions, provide information, and close sales.

Login Screen

Customer View
Email Chat

**csLiveSupport Email Chat**

- **To:** nbarone@cgiscript.net
- **From:** contact@cgiscript.net
- **Subject:** Potential sale, check it out

Check out this chat. Very interesting. She is talking about buying the whole inventory, she needs to supply her entire office complex.

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**Powerful Features -- Endless Flexibility**

- Interact with your customers in real time.
- Easily add support links to any page in your web site.
- No monthly fees.
- No additional software required.
- If you can surf the net, you can use this script!
- Add standard messages that can be sent to your customers.
- Chat links update in real time to show support status:
  - Online (immediately join chat with the push of a button).
  - Offline (you have to sleep sometime!)
  - Busy (currently in chat with a customer).
- Professional graphics & HTML you can customize.
- Create your own images to be used as links or use the ones we provide.
- Add link to live support in your email. They will see status when they read their email!
- Uses HTTP Protocol - firewalls not a problem.
- Browser-based chat, no client software to install.
- Easy to use web based support system.
- Customer chooses their own Nickname at login.
- Compatible with FrontPage Web sites.
- Insert "chat" buttons in your emails & newsletters.
- Email chat text feature.
- Save chat text feature.
- Automatic updating feature. Page reloads automatically after chatter types message.
- Very fast installation.

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**Uses for csLiveSupport**

- Show your customers you care!
- Reinforce customer support in real time.
- Capture Leads as they develop.
- Close the Deal, they are thinking about it!
- Increase Orders by being there for them at their time of need.

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**Requirements**

- Perl 5.005 or higher
- A Web Server
- CGI Access
- The ability to write to your server directories
Relative to other methods of providing customer service, on-line Web based customer service is extremely efficient and cost effective

Give Real Help
• Help guide your customers through your web site to the information they need with URL push and co-browse features.
• Give your customers instant feedback to questions: Faster than e-mail and more cost effective than telephone.
• Retain customers with better service and response.

In Real Time
• Liven up communication with your customers with live web site visitor to customer service representative interaction.
• Fully track and monitor interactions with your customers.
• Be able to transfer calls to the person or department most capable of servicing the customer.

With One Click
• Straightforward web site integration.
• Easy sign up.
• Secure and confidential

To learn more:
• Take a look at our "Benefits of CSRs to e-commerce" White Paper to learn more.
• If you'd like to know how live web chat fits into your business, read our "Live Web Chat as an Effective CRM ..." white paper.

We deliver our products in a format that fits YOUR needs.

Regardless of your reasons for considering cs-live.com for your CRM needs, we offer products to fit your needs. We currently have the following offerings:

cs-live Standard Edition - Standard Edition is our traditional product offering. We host the service and provide the tools for your own CSRs to answer your web site visitor queries.
Cost: for 2 “operators” $20 per month or $700 one time fee. For 3 operators, $84.50 per month or $900 one time fee.

cs-live ePeople Edition - ePeople Edition is a full service offering where cs-live.com will train and provide live CSRs to answer your web site visitor queries.
FEATURES

Call Routing
- Web visitors can be automatically routed to CSRs most capable of helping them.

URL Push
- CSRs have ability to push any URL (Uniform Resource Locator) into a customer's browser, including any that might be supported within the visitor's multimedia content. This means any Web pages, audio and movie files, graphics and more.

Supervisor Monitoring
- Shows current activity of all service calls, including service types, time on-line and current status of connected CSRs.

Easy Web site Integration
- Many Visitor client features are pre-set to ensure minimal integration efforts. Extensive user of parameterization allows for a fully customizable web site visitor interface.

Comprehensive Reports
- Ability to print call history, statistics, session transcripts and many other reports.

Knowledge Library
- cs-live allows for the development and storing of pre-defined text messages, URLs and e-mails in a library, which has two sections, shared and private.

Interactive Messaging
- Real-time text messaging between the customer and the CSR - it's the cornerstone capability of cs-live.

Multi-Call Handling
- CSRs can handle multiple visitors simultaneously.

CSR to CSR Chat
- CSRs can communicate with one another. This allows for a collaborative approach to customer service.

Intelligent Call Management
- Enables complete call control by the CSR. This allows the CSR to deal with calls on a priority basis and to transfer calls to other CSRs.

Distributed CSR deployment over the Internet
- cs-live supports deployment of CSRs over the Internet.

Contact Information
Agents can update the visitor's contact information that is stored on file and is easily retrievable.
Benefits:
- Full customer profiles for your company's records
- Can be retrieved, viewed and updated at any time

Info
Basic information is provided about all web visitors. This information also empowers your operators to understand their visitors systems, call location and prior conversations, if any.
Benefits:
- Valuable information provided immediately
- Ability to monitor the call location and previous communications
Annotation

Agents can add their own personal annotation during an active call, which is only viewable by them, and not by the visitor. This annotation does also appear in the session summary.

Benefits:
• Ability for a supervisor or colleague to provide you valuable information while you are servicing this customer
• Eliminates need to open a separate chat session with another agent

Priority

You have the capability to assign priority levels to each call. This precedence is then stored on file to allow for better follow-ups.

Benefits:
• Better qualification and classification of customers
• Increased effectiveness of follow-ups

Action Menu

After the termination of a call, a transcript of the conversation can be automatically sent to the online customer. The visitor's ID can also be changed and a personal annotation can be added for future reference.

Benefits:
• Ability for a customer to receive a transcript of the conversation for their own personal records
• Better tracking of visitors by being capable of altering the ID's in the event they use a different login
Overview

Our system is designed as an independent service so that you won’t have to run or install any software on your server. Therefore your site can be hosted with any service provider.

Operator

Once you have registered with us as an operator, we will give you a site admin. password and ID and a place where you can login to your admin. section. This admin. section will allow you to customize your entire chat. You can add departments, add agents to these departments who will be engaging people for chats. Customize the look and feel. Look at your reports and transcripts. Set your hours of working, prepare your own customized messages etc.

Agent

Agents are assigned by the main operator and are connected to the various departments of the company. Agents are the actual people who will be engaging themselves in chats with the various users. Agents have their own separate login and an area where they just see people coming and chatting.

Agent Chat Screen
Visitors

Visitors to a web site will be able to initiate a chat request by clicking on a button such as this which will reside on your web site. Upon clicking this button, a chat window opens on the visitor's browser, and the site agent will receive a "request to chat" alert.

User Chat Screen

Price $ 60/Month

Concurrent Chats
Clickseva allows you to have 5 concurrent chats per user licensed purchased.

Real Time Monitoring
Clickseva allows you to track traffic from the various pages your visitors are coming from. Apart from them, you can get comprehensive reporting about the visitors email address, ip addresses, browsers.

Repeat Visitor Identification
Identify which visitors are coming to your site again and again. Build customer loyalty.

Chat Window Customization
Choose your own background colour and images for your chat window to match the look and feel of your web site.

Own Message Customization
Clickseva allows you to redirect users to your own customized messages when the agents are not available to chat or there is a holiday in your company.

Canned Responses
Save time with pre written Canned responses to push in a click of the mouse.

Push Page/HTML
Send your visitors directly to the pages they’re looking for.

Push Files
Just like html links, you can also send files to your users. It could be the demo of your software or any other suitable file which you may wish to send to your users.

Multiple Departments and Agents
Clickseva allows you to create multiple departments and assign multiple agents to each department to answer your chats. Chats are redirected to the agent who is having the least number of conversations; thereby allowing maximum attention.
History
Once you see the Repeat Visitor Identification icon showing that your visitor has a chat history, click on the History button to view their chat transcripts in real-time.

Chat Transcripts
Now you can save and access your Chat Transcripts and additional chat data whenever you want.

Download conversations
Availability of complete Chat Transcripts either online or can be downloaded by you and viewed in any word processor or programs like MS ACCESS, MS Excel

Working Hours
Facility to set your own working hours of operation. The program will automatically inform of the next available time when the agent will be available incase a chat is accessed out of the non working hours.

Concept of Supervisors
Agents can be created who can act as supervisors. Chats will not be sent to them directly; but, they will exist online incase any agent is having difficulty in answering chats and need it to be transferred to a supervisor.

Transfer Chats
Faciltity to transfer chat between agents.

Agent-Agent Communication
Agents can communicate with each other while conversing with clients.

Operator Survey Capability to categorize Chats
Exit Chat Survey allows you to divide up your conversation in various ways. eg. Prospect and Sales. The answers can be viewed in a graphical format or individually with every conversation.

Customer Survey Capability - Pre and Post Chat
Pre and Post Chat Surveys allow you to ask questions to the users either before or after the completion of the conversation. Answers can be viewed either in a graphical format or individually attached to the conversation.

Set your Time Zone
Your chats will work based on your time zone including reports

Works Behind Firewall
Our software works behind any firewall.

Realtime Statistics
Real Time stats of people visiting during working hours, non working hours. Complete statistics about number of chats engaged, average chat time, chat abandons etc.

Countrywise Reporting
You can indentify the country from which the visitor has logged in from.

Dynamic Distribution of Chat
If you have multiple agents handling chats, they are assigned only to the agent who is handling the least amount of chats.
Groopz

http://www.groopz.com

What if you built an eStore, stocked it with merchandise, setup a secure checkout system, began your marketing and advertising and then ignored every prospective customer that came by?

That's exactly what happens every single day on the Web. More than just reactive live customer support, Groopz v2.0 allows you to monitor your web site's prospects in real-time, assess the likelihood they will purchase, and then PROACTIVELY greet visitors with a digital handshake. Chat, interact, and guide customers through your web site by pushing them information, files, and web pages. Best of all, there is no software for your web site visitors to download. They simply show up, and you can contact them.

Take a moment to review some of the more detailed information about Groopz v2.0 below.

**Groopz Feature Set**

**Proactively Contact Visitors on Your Web Site**

Arguably the most powerful feature of Groopz v2.0, your sales personnel can decide to contact any visitor currently on the website. You decide what criteria are used to identify your best prospects. Once these criteria are met, simply click on the customer in the Groopz interface and offer the digital handshake. You are on your way to heightening their confidence and closing more sales!

**Live Customer Assistance**

At any time a site visitor can request help. Once a request for assistance is issued, Groopz determines which operator should be paged based on a variety of factors including the availability of the sales rep, their area of expertise, number of customers they are currently assisting, even the rep’s unique ability to handle the load! (see intelligent call routing)

**LeadScan™**

An incredibly potent tool within Groopz v2.0 is the ability for each sales rep to apply LeadScan™ filters to the user list displayed in their interface. These filters are applied to each site visitor to determine if they meet certain criteria. These criteria may include such specifics as information from a visitor’s profile, length of time spent on a page, certain pages visited, a set of pages visited plus many, many more. These filters may be applied individually or in tandem to completely customize your prospecting efforts online.

LeadScan™ is an important breakthrough for the online sales rep in that it allows for targeted and more efficient use of sales resources. By determining the characteristics of your ideal customer, and configuring LeadScan™ to identify those characteristics in your site visitors, you are assured of focusing your proactive sales efforts on those prospects most receptive to your sales message.
Call Transfer

A sales rep can transfer a discussion with a visitor to another available rep. This is invaluable when dealing with larger product offerings where certain reps may be more versed than others and sales collaboration may be called for. The transcript of the conversation will also be transferred.

Referral Information

The sales rep may access the URL of the last page visited before hitting the Groopz v2.0 enabled site. This can help operators target their welcome message better and see, in real time, where web traffic is coming from.

Path Records

The operator keeps track of the path a user has followed throughout the site. The record will also reflect the time spent on each page. This provides the rep with precious insight into the customer’s needs and interests.

Push Content to Visitors

The rep has the power to push any web-accessible content to the client. This can include text, music, images, videos, documents, applications, files or full HTML pages.

Profile Edit/Custom Profile Fields

A site administrator can define a set of profile fields. Each operator can then fill out these fields for each customer they talk to. For instance, while helping a visitor, a rep obtains the visitor’s e-mail. This important data may be saved such that when the user comes back to the site, their profile will reflect collected information.

Intelligent Call Routing

Each page within your site may be assigned to any number of groups. Each sales rep may declare themselves a member of a group. If a web visitor, who is on a page that belongs to group X, requests help, then his/her call will be routed in priority only to those reps who declared themselves part of that group. This becomes important when, for example, you have both sales reps and technical support personnel. You would not want your sales reps handling tech calls and your technical wizards trying to sell something. Groopz v2.0 can sort it out for you!

Permanent Profile Storage

The profile of each user can be stored in one of two ways. Groopz v2.0 can integrate seamlessly with virtually any database application available. This means that you may use your existing database alongside Groopz for the ultimate in power. If your e-store does have access to a database or does not wish to acquire one, Groopz v2.0 can store the data internally.

Secure Chat

Each Groopz message is scrambled by an internal encryption algorithm. If a higher level of security is needed, Groopz users can run their servers using the HTTP Tunneling feature behind a secure SSL web server. This will provide full 128-bit encryption.
Real-time Chat Monitoring

With sufficient privilege, a Groopz v2.0 administrator can monitor conversations for a given sales rep. This means that you will see all the exchanges currently taking place between the selected rep and the customer. This is important for sales training and quality assurance purposes.

Personal Transcripts Access

Through the Groopz v2.0 interface, each sales representative or operator has the ability to review his/her transcripts. Individual reps will have access only to their own conversations. This feature is useful for a sales person who may be trying to recall important contact info or commitments made to a given customer.

Administrative Transcripts Monitoring

With sufficient privilege, a Groopz v2.0 administrator can access transcripts for ALL the operators. This feature is useful to monitor 'offline' how your sales reps are really doing!

Leave a Message

If there is no operator available when visiting a web site, the customer has the possibility to leave a message. Each message is forwarded via email to a list of recipients. Based on the group the visitor’s entry page belongs to, the recipients may be different.

Scalable, Fault Tolerant Distributed Server

The Groopz v2.0 server supports distribution across physical machines. This means that several computers can act as a gate that gives access to the same Groopz domain. This allows the administrator of the Groopz server to spread the load of one domain and substantially increase scalability and integrity.

Frequently Used Responses

In certain circumstances, a sales rep may find themselves answering similar questions again and again. Groopz v2.0 gives the rep the ability to configure any number of “canned” responses to supplement personal replies and streamline the handling of multiple concurrent customers.

Automatic Software Updates

Each time it is started, Groopz v2.0 contacts the Groopz Update Server to check if there is any newer version available. If there is and if the user authorizes it, the application will download itself and commence with an upgrade automatically.

Customizable Interface Skins

You’ve undoubtedly spent much time and money in the appearance of your web site and e-store. The Groopz E-Commerce interface can be completely customized to match the look and feel of your web site. Everything from the colors to backgrounds, icons, sounds and images can be modified so that Groopz integrates seamlessly into the design of your web site.
**PHP Live!**

PHP Live! enables live customer support on your website. **PHP Live!** is completely Web based, **runs on your server and under your domain**! Provides **real-time sales and/or customer service support** from any computer, anywhere! No extra client software installation needed. One-time affordable fee.

**PHP Live!** is a popular alternative solution to LivePerson* (Human Click) live customer support chat system. **PHP Live!** is also proven to be **25% FASTER** than LivePerson! And unlike LivePerson, **PHP Live!** runs under your domain and server!

- Runs on YOUR server and under YOUR domain!
- 100% web based! Rebrand it to your company: logo, powered by, icons, colors and text!
- Requires just PHP and MySQL! NO JAVA! NO Perl! No extra software install.
- No monthly fee. Runs on YOUR server, safe and secure!
- UNLIMITED departments with UNLIMITED users per department!

(results may vary depending on your server and connection)

*Live Person is a registered trademark by LivePerson Inc.

**Key Features**

- Run under YOUR Domain
- * Run on YOUR Server
- Provide Support from ANY computer ANYWHERE with no additional software installation
- Online/Offline icons
- Canned Responses
- Canned Commands
- User Can Handle Multiple Requests
- REAL TIME tracking of visitor traffic and page views!
- Multiple UNLIMITED Departments
- Multiple UNLIMITED users per Department
- Assign user to multiple departments!
- Transfer calls to other operators
- Load balancing to evenly distribute calls to online support admins PER DEPARTMENT!
- Request polling. If the operator does not pickup, it polls to the next automatically!
- Remote administration of support sessions and admin consol (kill processes)
- No Monthly Fee
- UNLIMITED Seats (Operators)
- PUSH Webpages
- Sound Request Alert
- Leave a Message
- Log Transcripts
- Auto Save Transcripts
- Search Transcripts
- Dept Can Share Transcripts
- Capture Visitor Data
- Captures visitor's timezone/time!
- Daily Request Reports
- External Language Packs
- Notification when party has left chat session.
- Modify the Source
Synetry Chat+ is a multi-media text chat product designed to help companies reach, serve, and retain customers by offering a superior online experience. Synetry Chat+ helps improve first call close rates by empowering customers and agents to communicate more effectively over the Web. Synetry Chat+ quickly integrates your website into your call center, permitting customers to summon assistance from an agent at the click of a button.

Agent Alert provides visual notification that a new customer has arrived in an agent's queue.

Customizable Chat Panels reflect your website's branding and your customer's language preference. Include an agent's photo or name to deliver an even more personalized interaction.

Embedded Cobrowse Window makes chat interactions more focused and productive by providing a simultaneous view of a Web page or an HTML presentation. Agents may help customers complete and submit forms, locate merchandise, or review and resolve account-specific questions using all the features of Hipbone's award-winning Synetry Cobrowse product.

Knowledge-based Routing ensures only appropriate agents respond to each call. Synetry Chat+ also optionally integrates into third-party queuing and routing.

Pre-Defined Responses improve the speed and consistency of responses to commonly asked questions. A preview window permits responses to be reviewed or edited before being sent. Pre-Defined Responses may also be linked to a URL that simultaneously redirects the shared browser when a text message is sent.

Optimized for spontaneous, ad hoc communication - no downloads or plug-ins to distract or discourage visitors to your site.

Optional URLs for Exit Surveys permit quick follow-up with customers while your agent helps the next customer.

Session Metrics and Chat History provide an audit trail as well as valuable insight for agent skills assessment, corporate knowledge base development and website user

Session Transfer permits live introduction and hand-off of a chat session to another agent or supervisor. Offered as either a hosted service or premises-based solution, Synetry Chat+ deploys quickly and integrates easily into legacy CRM or call center systems via the Synetry API library.
LiveHelper Product Overview

Livehelper is a customer service tool for your website that enables website visitors to instantaneously communicate with your customer service personnel. Visitors to your website simply click a Live Help button and are connected with one of your customer service representatives. Your company representative then assists the visitor by providing information, links, graphics, or even guiding them through your website.

The Livehelper solution is provided on an Application Service Provider (ASP) basis. This means there is no hardware to install and you can get started instantly. The setup requires minimal technical ability and the service will be up and running on average in 30 minutes.

Livehelper Feature List

- **Text Chat** - Web site visitors simply click a button on your website or e-mail messages to instantly join a text chat with your staff.
- **Voice Chat** - Talk with your customers in real time over the internet with our VOIP solution.
- **Push Pages** - Instantly send your visitors directly to the pages they're looking for.
- **Real Time Traffic Monitoring** - Your operators have the ability to see visitors enter your site, track what pages they visit, and proactively offer them help.
- **Customizable Chat Interface** - What your customers see is important. That's why we allow you to fully customize the customer chat box with your own logo and color scheme via a feature we call skins.
- **Custom Buttons** - Create custom buttons that match your website.
- **Pull** - Proactively offer users help with the click of a button.
- **Groups** - Divide your personnel into categories allowing calls to be routed to the most appropriate person.
- **Advanced Call Routing** - Calls are intelligently routed based on group, status and call volume allowing your staff to be used as efficiently as possible.
- **Preset Text Messages** - Save time and ensure consistency by storing common responses for fast access.
- **Preset HTML** - Include HTML elements and formatting in your text chats.
- **Transfer** - Operators can transfer a customer to any other operator logged onto the system.
- **Remote Control** - Remotely control a user's computer to fix technical issues and demonstrate software.
- **Chat Transcripts** - Review the transcripts of any chat that takes place on your site online 24 hours a day to check for consistency and quality.
- **Stats** - View advanced statistics information about both your customers and operators.
- **Operator Chat** - Operators can chat with any other operator logged in under your company, Even
if the operator is logged in from another office or a remote location.

- **Support Schedule** - Outside your company's normal business hours, customers are notified of the next time that your online personnel will be available. Customers also have the option to leave an electronic message, automatically sent to your e-mail address.

- **Hyperlinks** - Include clickable links to more information on your site in your text chats.

- **Images** - Use images in your text chats to show users products and promotional offers.

- **E-Mail Signature** - Allow customers fast access to your personnel by adding Livehelper buttons to your e-mail signatures.

### Livehelper Packages / Pricing

Outlined below are the 3 feature packages available: Basic, Pro and Corporate. Because Livehelper is provided on an ASP basis, the solution can be completely customized to meet your individual needs. Features not included in a package show a price, this is the price per simultaneous operator login per month to add this feature to your account.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Basic</th>
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<th>Corporate</th>
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<tr>
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<tr>
<td>Remote Control</td>
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</tbody>
</table>
Omnistar Live! is a popular alternative solution to Human Click (a.k.a. Live Person) Live Customer Support Chat system. Omnistar Live! is completely web based so you can provide Live! support from any computer, anywhere! No extra client software needed! No Setup fee. Small monthly fee!

Launch Omnistar Live!, minimize it and get back to your normal things like working, sending emails, or surfing. Omnistar Live! will chime you when a new support request is made! Everything is web based!

- Add your own logo and customize the chat window colors
- Customize initial chat Window greeting
- No Software to Install! Everything is web based!
- Create unlimited departments with unlimited users per department!
- Affordable industry level Live! Customer Support solution!
- Send Chat Icons via HTML emails
- Transfer calls to other operators!
- Support potential clients and existing clients
- Low monthly fee of $9.95 for all Omninet hosting clients. $14.95/month for non-hosting clients

Features of Omnistar Live!

★ Provide Support from ANY computer ANYWHERE with no additional software installation
★ Online/Offline icons
★ Canned Responses
★ Canned Commands
★ User Can Handle Multiple Requests
★ New! REAL TIME tracking of visitor traffic and page views!
★ Multiple UNLIMITED Departments
★ Multiple UNLIMITED users per Department
★ New! Assign user to multiple departments!
★ New! Transfer calls to other operators
★ Load balancing to evenly distribute calls to online support admins PER DEPARTMENT!
★ Monthly Fee - $9.95
★ UNLIMITED Operators
★ PUSH Webpages
★ Sound Request Alert
★ Leave a Message
★ Log Transcripts
★ Search Transcripts
★ Dept Can Share Transcripts
★ Capture Visitor Data
★ Captures visitor's timezone/time!
★ Daily Request Reports
★ External Language Packs
★ Notification when party has left chat session.