

Complete Feature Overview Of the yalst-LiveSupportTool

INHALTSVERZEICHNIS

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FEATURES AVAILABLE IN ALL EDITIONS

Integration Capabilities

Integrates in every Web Site

neither your operators nor your visitors need any browser plugins, no software installation necessary on both sides; runs on Windows, Mac OS, Linux, ...; very simple integration by adding a small code line like:

```
<!-- LiveSupport Integration Code - always use HTML code generator to create -->
<script language="JavaScript" type="text/javascript">
<!--
  (function()
  {
    var spanID = Math.random().toString();
    document.write("<span id='" + spanID + "' ></span>");
    var anchorElement = document.getElementById(spanID);
    var script = document.createElement("script");
    script.src = "http://rd.livesupportserver.de/yalst/yalst.js.php?site=29000-
1&y_span_id=" + spanID;
    anchorElement.parentNode.insertBefore(script, anchorElement);
  }) ();
-->
</script>
<!-- End of LiveSupport Integration Code -->
```

Fail-Safe Integration Codes

codes don't block the web site if LiveSupport server is down

Integration in HTTPS Pages

(Download Version: requires a HTTPS enabled domain or the usage of an so-called SSL proxy)

yalst integrates smoothly in SSL-encrypted web pages;

Online/Offline/Busy Chat Buttons

(functional range depends on edition)

use your own buttons or choose them from our provided library

Tab-style Buttons

chat button can be displayed as a tab fixed at one of the 4 page margins

Text Links

instead of buttons possible (supports different text messages for uptime/downtime)

Direct Links

initiate chats without a startup dialogue window

Direct Integration

embed a chat startup dialogue directly in a web page instead of a chat button or a text link

Integration in E-Mail Signatures, Online Auctions and Newsfeeds

offer Live Support directly from your visitor's inbox or integrate yalst directly into your online auctions and newsfeeds; you can even see from which mail, auction or newsfeed a visitor is coming from

Integration as Visitor Counter

as yalst is a fully functional statistic/webcontrolling solution for your homepage, you can also integrate a visitor counter into your pages; the design (colors and border) can be adjusted to fit the design of your homepage

HTML Code Generator

so you can generate the HTML code for the different integration possibilities as hassle-free as possible, we provide you with a convenient HTML code generator

Quick Deactivation Function

capability to deactivate all integration codes temporarily with a single click

Design and Configuration Capabilities

yalst Administration

(functional range depends on edition)

wide range of possibilities for customization, using the protected, web based configuration area

Individual Design Adjustments

(functional range depends on edition)

customize appearance and design of the dialogue and visitor windows; individual logos (custom graphics or select from our libraries!), adjust background-, form, text and link colors; three different chat output styles

Live preview of chat start window

Live preview of chat startup window (desktop + mobile) directly into the administration while configuring

Themes

customize all visitor windows to a great extent, influence graphics, texts and functionality, even add additional features

Graphic Upload

(functional range depends on edition)

upload chat buttons, logos, background and operator images from your local computer directly into yalst

Custom Stylesheet File

configure your own CSS file to customize all yalst windows

Multiple Downtime Options

if no operator is available yalst can display a contact form, an offline message or no chat button at all

Contact Form

if no support member is available or chat requests are left unanswered for a previously configured amount of time, the a flexible contact form can appear; the contents of the form are submitted to the site administrator via e-mail; the fields of the contact form can be customly defined (for example, telephone or fax numbers); comprehensive contact form statistics

Multiple Visitor Languages

all visitor windows are available in English and one secondary language like Spanish, French, German or Italian

Privacy Policy Display

display "privacy policy" links in startup windows and the contact form (link can lead to a yalst popup window or an external web site showing your privacy policy)

Time Zone Setting

customize the difference between server time and your local time to get accurate statistics

Date Format Setting

customize all date outputs to suit your local conventions (e.g. 20.01.2015, 20.01.15, 01/20/15 or 2015-01-20)

Visitor Monitor

Everything About Your Visitors

every present website visitor appears in a separate line of your Operator Console; the following visitor information are displayed:

- Country of origin+ including flag icon
- host name/IP address
- time spent on current page and total visit time
- current page/department, previous visited page, total number of visited pages
- position on current page (top, middle, bottom)
- referrer information (origin of visitor) *
- search term (if visitor comes from a major search engine *)
- browser and operating system, Java/JavaScript status
- installed plugins
- screen resolution and number of colors
- local time on visitor's computer
- information about previous visits and chats

Visitor Recognition

gain information about past visits and chats **

Opt-Out Cookie

an optional opt-out cookie for your website allows to exclude single visitors from monitoring

Referrer Color Marks

color marks allow to label visitors in the visitor monitor by color and a two-character abbreviation, which is defined by the specific site from which a visitor may arrive (referrer) *; separate settings for each operator possible

Mark Visitors

visitors can be highlighted in the visitor monitor through bolded font (e.g. important regular customers); you also have the option to play a special alarm signal, should a highlighted visitor access your web site again **

Alerts

you can let an alert sound be played (in the Operator Console), if a visitor enters your web site (the main page or a specific special page, e.g. the online shop); furthermore or alternatively, such a visitor is marked (two-character sequence that is configurable) in the visitor monitor; you can also let an alert sound be played, if a visitor exceeds a configurable relevance value (calculated amongst others from the duration of the visit)

Clickstream Display

shows how visitors navigate through your web page; you can use that information to make valuable conclusions, for example to optimize how your pages are linked among each other

//**

Popup Monitor

the visitor monitor can be used to observe, if the visitor opens popup windows relating the the current web page (and which he is opening exactly); these popup windows will also be tracked as part of the access statistics

Download Monitor

monitor the download of files (like PDFs or programs)

Visitor Relevance Display

displayed in the visitor monitor; is calculated from key data like number of visits, visit duration, number of pages et al.; helps to spot important visitors quickly

Filter Functions

observe only visitors of particular pages or from certain countries in the visitor monitor (separate filter settings for each operator)

Color Frame Marker

mark visitors (color frame in the visitor monitor) who have been on a certain page of your web site

Limited Monitoring

limited mode for high-traffic web sites, ramps up software performance

Exclusion List

exclude certain domains and/or IP addresses (e.g. bots from search engines) from visitor monitoring

Chat Functions

Text Chat

adjustable input limit between 400 and 900 characters

Chat Alerting

by sound and/or notification window (popup)

Visitor Alerting

send alarm sound to visitor during a chat to draw his or hers attention

SSL Encryption

Complete SSL Encryption of all chat and operator windows as well as of the administration; important for confidential conversations;

Download Version: requires a HTTPS enabled domain or the usage of an so-called SSL proxy

Simultaneous Chats

number of simultaneous chats per operator not limited

Visitor Details

information box in the operator's chat window (contains referring page, country of origin, browser and screen data, link to clickstream data and previous chats et al.)

Typing Input Display

both of the conversation participants can see, when the chat partner is typing (can be turned off, would be displayed as following: Party is typing...); the support member can see, what exactly the visitor is typing (i.e. before the visitor submits the input), thus reducing response times

Preview Function/Spelling Check/User Dictionary

the support member has the option to use a preview button, in order to get a visual image of how his text will appear in the chat window; spelling errors are marked in red and can be avoided thereby; even proposals for changes or improvements are made; words, which could not be found in the large yalst basic thesaurus, can be included in a user dictionary with a simple mouse click; in the future, they will not be marked as incorrect anymore; the user dictionary can be edited in a separate window (add or delete words to/from the dictionary)

Download Version: spelling check functionality requires integration of the external program "aspell" (available free of charge), which is accomplished using an integrated interface

Chats in Secondary Languages

visitors can select either German, French or Spanish (more languages under way) as their preferred chat language; the user navigation (dialogues and buttons, help text, etc.) for the respective visitor will then appear completely in the selected language; the support members will be notified along with the chat request about the language at which the chat session should take place, resulting in the spell checking software to operate and apply the respective rules

Phrases

you can predefine as many set phrases (default replies/sentences for chat sessions) as you want (also possible for URL push, see below), which can be submitted simply through a mouse click; it is even possible to declare variables/placeholders - for example, to automatically insert the support member's name; grouping function for quicker selection of the desired set phrase (e.g. reasoning, product info or farewell sentences)

Department and Operator Phrases

(all editions, department phrases from Business edition)

define separate phrases for each and every operator or department

Auto-Phrases

(functional range depends on edition)

automatic fade in a specified set phrase before or after the initiation of a chat session, as well as after termination

Phrase Editor

manage set phrases, messages or auto phrases comfortably

URL Push

support members can open arbitrary web sites in the browser window of their visitors; assist your customers at finding the desired page of your web site!

Opening Question

visitor has the option to already formulate a question in the chat startup window (can be implemented as required or optional input), which is then already displayed in the Operator Console as part of the chat request (can be toggled off)

Query E-Mail Address

visitor has the option to enter his or her e-mail address in the chat startup window (can be implemented as required or optional input), which is then displayed in the chat related data/chat history (can be toggled off)

Images

images (e.g. photos of products) are embedded automatically into chat windows if their size is not larger than 300 x 200 px

Transcripts

visitor, administrator and/or operator can receive a transcript of the chat session; an optional signature text can be added to visitor transcripts; HTML e-mails possible

Chat Transfer

transfer chat sessions to another operator

Reject Chats/Block Visitors

reject chat requests and/or block visitors from starting further chat sessions (e.g. if someone disturbs intentionally)

Busy and Message Function

(busy functionality in all editions, messages from the Professional edition onwards)

reject chat requests with a predefined busy message or send wait messages into the chat window of a visitor

Observe Chats

support members have the option to observe (read along) running chat sessions from within the Operator Console (that is, if the necessary permissions were issued)

Smileys

text sequences like :-) or :- (are automatically replaced by the respective graphical smileys (can be deactivated); smiley selection box

Rating Function

visitors can submit a chat/operator rating after each chat session (disengageable)

Operator Photo/Info Line

personalize chat windows with an operator photo (disengageable), an e-mail link, a vCard download, a phone number and other information

Operator Re-Entry

operators can re-entry running chat sessions after the browser crashed

Chat API

programming interface to develop own visitor-side chat clients

Word Completion

intelligent, configurable dictionary and history-based word completion

Operators (Support Staff)

Gradual Operator Permissions

gradual distribution of permission levels/rights (e.g. disallow certain support members to view the statistics or join the operator chat); including the option, to only allow support members to view and delete their own chat sessions

Lock Function/Mechanism

operator accounts can be locked, this happens automatically in the case of too many failed login attempts

Password Reset

operator can be forced through a password reset on their next login

Individual Settings

every support member (operator) has the option to customly configure their Operator Console (e.g. sort sequence of the displayed data in the visitor monitor), as well as change their login password

Operator Chat

(functional range depends on edition)

separate chat room for operators (with the option of file transfers, references to visitor chat sessions, transcript submission via e-mail, as well as the option to send private messages, notifications and alarm sounds); as an option, all traffic SSL encrypted

Operator Messages

send/receive messages to/from other operators; messages are saved for 90 days ***

Inactive Mode

(functional range depends on edition)

operators can set their status to "inactive" to take short breaks from work; they do not need to logon again after they return (reason for their absence can be specified and displayed to the other support members); sound signal that can be turned off, which is played if the number of active operators changes (e.g. as notification, whether or not an operator is now responsible to maintain the web site on his or her own;)

Auto Login

automatic log on operators by loading a web address (URL) with certain parameters

Auto Logout

automatically log out operators if connection issues with the Live Support server occur (disengageable)

Remote Logout

remote logout of operators by the administrator (e.g. if an operator experiences technical problems)

Operator Monitor

Administrators can view a auto-updating list of logged-in operators (including inactive and busy status)

Desktop Apps and Mobile Monitor

Desktop Apps

for Windows and OS X

- handles an arbitrary number of Operator Consoles, automatic login of operators
- can be launched automatically at system start
- consoles can be minimized into the task bar/dock

Analyses and Statistics

Chat History with Search Function and CSV/RTF/Word® Export

(functional range depends on edition)

review all previous chat sessions; search for specific chat sessions and keywords; add/edit/delete chat notes; e-mail transcripts to other persons

Statistic Modules (Operator Console)

(functional range depends on edition)

over 60 statistic screens in total

- Campaigns (see above)
- Chats (overall and single operator statistic; monthly and hourly overview, as well as origin information)
- Clickstream Analysis (clickstream search - find, for example, visitors that requested certain pages or were referred by certain sites - and statistics, as well as broken link reports)
- Conversion Tracking (see above)
- Contact Forms (overall and monthly overview of queries through contact forms)
- FAQs (FAQ accesses and ratings; analysis of search queries in the FAQ section)
- Marketing Events (overall analysis and statistics of single marketing events)
- Monitor Data (overall statistics about browser, screen, plugin and provider, tracking and shopping cart data of the visitors, as well as their home countries, regions and loyalty)
- Page Impressions (monthly, weekly and hourly overview of the accesses occurring on pages with Live Support integration; single page, download and link statistics (configurable time frame); external (auctions, e-mails and newsfeeds) as well as window accesses; trend analysis and advertising value)
- Tell-a-Friend (analysis of the web page recommendation function)
- Search Terms and Referrer (what search terms - using major search engines - make visitors surf to your web site? through what sites are they referred?)
- Visitors (single visitor overview; can be sorted by various criteria; searchable; browser details, home country and provider; clickstream, page impressions, marketing and FAQ statistics on a single visitor level; edit remarks, (un-)marking and (un-)blocking)

possibilities)

Statistic Modules (Administration Area)

(functional range depends on edition)

interactive charts, meaningful tables, CSV and Excel® export

- page hits/visits per month, week, weekday, day and hour
- chats per month, week, weekday, day and hour
- pages overview, downloads and links
- clickstreams, entry and exit pages, visit duration and visitor loyalty
- page ratings
- country/region and provider
- referrer, search engines and terms
- operating system, browser, colors, screen resolution and plugins
- conversion tracking, campaigns and shopping carts

Page Title Instead of File Name

all statistics and the visitor monitor can display the page title, instead of the actual file name; page titles are defined through the integration code or detected automatically, using the HTML title tag; perfect, when your file name/pathways are not very meaningful, for example, when dealing with shop modules or a CMS

Advertising Value

using a given CPT your web site's advertising value is calculated using page impression statistics from today, yesterday, the last 7 and the last 30 days

Export Function

some analyses and statistics can be exported as a CSV or Excel® file

Export Visitor Data

visitor data can be exported as a CSV file, scope configurable

Statistics via E-Mail

receive key statistics on a daily and/or weekly basis (HTML or text messages)

AVAILABLE FEATURES FROM PROFESSIONAL EDITION

Integration Capabilities

Page Rating Boxes

benefit of the feedback from your users, in order to optimize the contents of your web pages; you can place these "rating boxes" on all of the pages you deem relevant (of course, the colors can be adjusted); a click on the "grade" will open a feedback form, whose contents will be sent to you via e-mail; you may view the single ratings or an overall statistic; you may choose from three pre-defined rating questions or design all the questions yourself; refer to bottom of this page for a sample box

Tell a Friend

visitors can click on a recommendation link and will be routed to a form, at which they can recommend your offers to a friend; the recommended friend will then receive an e-mail with a link to the recommend web page; if followed, it will be possible for you to tell in the visitor monitor, if the visit occurred as result of a recommendation (as part of the statistical evaluation, you will be able to tell what user submitted the recommendation, among other data)

Integration as Survey

surveys not only add to the interactivity of your web site (thereby making it more attractive), but also allow you to gain knowledge about your user base, by specific formulation of the respective questions; our software offers you a single user and overall statistical evaluation for every survey you start; after a visitor participated in a survey, you can either print back out the current overall result or display a text of your choice

Visitor Monitor

Visitor Localization

shows city and region of the visitor in various screens (visitor monitor, chat window of operator, chat history and some statistic windows);

Download Version doesn't come with geodata, yalst provides an interface to query external IP information databases

Do not Track

configure the software that visitors whose browsers send a do-not-track header, will be excluded from the Visitor Monitoring

Remarks

store remarks (e.g. "is interested in apparel") for every visitor; remarks are displayed in the visitor monitor, the chat window of an operator and various visitor statistics **

Alarm Messages

you can let an alert sound be played (in the Operator Console with an associated text message) if a certain event occurs on a web page that has Live Support integration (e.g. visitor with an upscale shopping cart)

Form Monitor

help your visitors or customers fill out your web forms (logon, orders, ...) by observing their form inputs live

URL Push

operator controlled redirection of visitors to another page of your web site, even if no chat with that visitor is running **

Advanced Monitoring

observe the values of JavaScript, Perl or PHP variables for every visitor (e.g. shopping cart value, HTTP POST data, ...) in the visitor monitor and in clickstream statistics

Tracking Data

save additional information (in form of field/value pairs) to every visitor record using a special integration code for tracking data (e.g. login names or shopping cart items); searchable tracking data statistics

Whois Tool

determine owner information for IP addresses and Internet domain names

Download Version: requires integration of an external whois script file (available free of charge)

Chat Functions

Audio and Video Chat

operator launches audio/video chat; visitor can request an audio/video chat (can be toggled off); video stream must be activated by each party separately; full-screen video mode available; bandwidth-dependant video quality
requires Flash Plugin (version 9.0 or better) and audio/video hardware (microphone, headset, camera, ...) on both operator and visitor side;
Download Version: requires a Wowza Media Server Pro installation on your server; alternatively we offer a streaming service on a rental basis

Mobile Client

Web-based mobile client to deal with the widespread use of smartphones and tablets with different operating systems (iOS®, Android®, Windows® 8, Windows® Phone 7) and different screen sizes (tablets, smartphones)

Answer Wizard

collection of previous chats, FAQ articles and pre-defined phrases that match the visitors question; easy to use copy function for pasting (parts of) the result into the current chat

Active Chats

a dialogue window (HTML layer, can't be blocked from visitor browsers) will be opened at the visitors screen with an inquiry, if a chat session should be initiated (active chat); invitation text can even be visitor-specific, web site can be dimmed during the invitation

User-Defined Chat Invitations

use any user-defined image as an invitation window; configure which part of the image rejects the invitation, the remaining areas start the chat or open a welcome window

Auto-Invite

automatically invite visitors to a chat session, based on certain criteria, such as, for example, a certain minimum visit duration

File Transfers

support members can transfer files from their local computer directly to the visitor and vice versa (opposite direction only possible, after the support member gives clearing); transfer offers, outlines, prospectuses, etc.; let visitors transfer required documents, in order for you to make an offer; on the receivers end, a dialogue window will popup, asking to either open or save the respective document; lengthy excerpts (for example, source-code or price lists) can be copied directly to an additional input window; these will be then be formatted and sent to the chat partner as a text file

Query Additional Infos

place additional form fields (e.g. customer or article number) in the chat startup window (each can be required or optional), which is then displayed in the chat related data/chat history; fields can be language or department specific

2nd Operator

2nd operator can be called to take place in the chat session as well, as a visible or invisible participant (for the visitor, that is)

Chat Time Warning

optional warning to the operator when a predefined chat duration has been exceeded

Chat Notes

add/edit/delete notes for every chat session

Visitor Messages

it does not necessarily have to always be a (pro)active initiated chat session; you also have the option to open a notification window (layer) in the visitor's browser window; the text or a picture, as well as the window title can be configured in the Operator Console; furthermore, you may define additional custom phrases for notifications, in order to save typing time

Campaigns and Conversion Tracking

Campaigns

link advertisement banners or text ads for your web site to special yalst pages (the system will notify you of the respective page, once you create a campaign); yalst redirects visitors accessing the banner (i.e. the URL) to your web site and marks the respective visitors with a certain color (can be configured) in the visitor monitor; that way, you can see at glance how effective your advert efforts are; you can also configure a sound signal to be played, if such a visitor accesses your site

Conversion Tracking

use a special integration code on web pages that have final "transactions" (for example, a system logon or sale occurs); in such a case, you will be able to see in the visitor monitor, when a transaction occurred, what pages the related visitor surfed on your web site, how often the visitor already purchased something, etc.

E-Mail Notification

receive a notification by e-mail per conversion tracking event (disengageable)

Detailed Statistics

comprehensive turnover statistics; overall analysis and statistics of single events; transactions can be correlated with campaigns, in order to diagnose how successful your campaigns are being run (even if campaign related visits and transactions occur on different days); in case a transaction directly affects your sales volume, this can also be logged and evaluated statistically; there is also an correlation between transactions and operators who talked (live chat) to the respective visitor before a conversion occurred

Undo Function

delete single events (e.g. to cleanup statistics)

Affiliate Program Function

using this function, you may make certain campaign/conversion tracking statistics available to selected registered users (see below) through a password protected access; in that case, the campaign could be run through the web sites of the affiliated party, thereby making prosperities directly visible and allowing transparent payments between the involved parties; unlimited number of affiliates

Marketing Tools

target visitors and open surveys, banners or web sites for the visitor selectively - completely independent of a chat session

Monitoring

it is displayed to you, whether or not a visitor clicked a banner or took part in your survey, as well as what answer was picked

Marketing Configuration

easy and fully web based configuration of marketing events - including a survey editor

Design Adjustments

surveys can be adjusted to match the design of the respective web site

Layer-based Banners and Surveys

use HTML layers to open banner ads and surveys (circumvents "popup blockers")

Marketing Statistics

overall analysis and statistics of single marketing events

Auto Marketing

start marketing events automatically for new visitors (can be restricted to certain pages of your web site)

Newsletter Interface

visitor can sign up for your newsletter, if desired, when requesting a transcript or filling out the contact form (mail or web interface for your newsletter sign up)

Operators (Support Staff)

OpChat2Go

minimized version of the operator chat for mobile phones/smartphones/PDAs

Busy Mode

during a chat session, operators can set their status to "busy" (can also happen automatically), thereby blocking any further queries; after the chat session terminates, the status will be set back to normal; if no operators is set to "active" anymore and at least one operator is set to "busy", a busy button can be displayed to the visitors, instead of the online button, which in turn can be linked to a contact form or a predefined message

FAQ Area

FAQs (frequently asked questions) are reducing the service load for your online advisors and aid as customer service during downtimes, especially

FAQ Online Editor

no programming skills required

Arbitrary Structure

create sections and subsections as needed; move articles to other sections if necessary

Secondary Language

FAQ section is also available in the secondary language; different section structure possible

Images

FAQ articles can contain images (screenshot, chart, product photo, ...)

Versatile Integration

link in startup window, in contact form and directly on your web site

Search Function

additional search terms can be defined for each article

E-Mail Function

visitor can get a copy of every FAQ article via e-mail

Rating Function

visitor can rate every FAQ article (disengageable); rating statistics available

Top FAQs

the 3, 5 or 10 most frequently asked questions can be displayed on the main page of your FAQ area

New FAQs

the 3, 5 or 10 most recently changed articles can be displayed on the main page of your FAQ area

API Link-Up

API functions that can be used to output FAQs directly on your web site (without popup windows, example)

Internal FAQs/Knowledge Database

restrict selected FAQ articles or subsections to operators; operators can copy article paragraphs to their chat input form by a single click

FAQs for Registered Users

restrict selected FAQ articles or subsections to registered users (see above)

FAQ Statistics

FAQ accesses and ratings; analysis of search queries in the FAQ section

Desktop Apps and Mobile Monitor

Mobile Monitor

for your smartphone – displays:

- current number of visitors
- current number of operators, number of inactive operators
- username and login date of the respective operators
- number of running chat sessions/number of unserved chat requests
- total number of visitors of the current day
- total number of web page impressions for the current day
- total number of chat sessions for the current day
- campaign and conversion tracking statistics for the current day
- shopping cart statistic for the current day (starting from Business edition)

AVAILABLE FEATURES FROM BUSINESS EDITION

Visitor Monitor

Shopping Cart Monitoring

you can see how many products your visitors have in their shopping carts (including the product values); the associated statistics encompass completed and cancelled purchases, average total value and number of products for every purchase, as well products that were not purchased, among other things

Chat Functions

Web Client

direct chat integration into Web pages without a popup window ([learn more](#))

Chat Notification

invocation of an predefined URL in the background - e.g. send SMS or push notifications to your phone

Cobrowsing

enables your support staff to surf together with a visitor through web sites across the Internet; during this shared browsing session, the online advisor is able to hint the visitor towards arbitrary elements of the page with arrows, as well as fill out forms

Online Queries

use the additional visitor infos to retrieve additional data (e.g. the address) via an user-defined online query

Transcript Export

push-based XML export of chat transcripts (e.g. for import into CRM systems)

Chat Indexing

Support staff can keyword each chat and select the keywords from a predefined tree

JavaScript Messages

chat windows send JavaScript messages about their status (chat window opened, chat started, ...) to the web site (can be used for analytics purposes for example)

Operators (Support Staff)

Operator Priorities

operators with B priority are notified about chat requests only if no operators with A priority are available

Internal Operators

internal operator cannot receive chat session requests directly from a visitor, but only indirectly through accepting a chat transfer from another operator; helps to implement a second-level support populated only by internal operators, only to be queried if complex problems arise, instead of having their time "wasted" on "regular" customer support issues

Statistics Groups

group operators for statistical purposes regardless of their department memberships

Login/Working Hours Statistics

review work time of operators, departments and statistics groups, optional chat-time overlay, tabular and graphical statistics, CSV and Excel® export

Chat Duration Statistics

daily or monthly view of the total chat duration for every operator

Retired Operators

retired operators remain in all statistics and in the chat history, but don't count against the current operator limit

Departments

map your divisional structures to the Live Support system using departments; operators can be assigned to specific or all departments

Choose Department

department selection boxes in chat startup window and contact form (disengageable)

Hidden Departments

single departments can be excluded from the selection boxes mentioned above

Department-Specific Settings

- online, offline and busy chat button
- logo (if department is integrated in/linked from a web page directly)
- department name in secondary language
- welcome messages in startup window
- department phrases (see above)
- e-mail address for contact forms and chat transcripts
- e-mail signature (added to visitor transcripts)
- additional contact form fields

Department-Specific Statistics

- chats per month, week, weekday, day and hour
- visits/page impressions per month, week, weekday, day and hour
- working hours statistics

Registered Users (Visitors with Login Details)

Visitors with Login Details

it is possible to assign login details (username and password) to regular chat users (e.g. regular customers); if such a visitor logs on a chat session with his login details, you will know immediately that you are dealing with a special/specific user

Time Credits/Chats as a Charged Service

you may define time credits for registered users, which then can be used up through chatting (i.e. once the time credit is used up, no more chat sessions are possible)

Chat History

registered users can review all their previous chat sessions in a password-protected area (disengageable, includes a search function)

Change Password

registrierte Benutzer können Ihr Kennwort selber ändern (abschaltbar)

API Link-Up

add/edit/delete registered users and their time credits using API functions

* if passed

** requires acceptance of "cookies" from your domain (usually the case)

*** clickstreams and messages to visitors are saved for 60 days for capacity reasons; operator-2-operator messages are saved for 90 days (you can configure longer periods in the Download Version!)

**** requires integration in all your web pages (an "invisible" integration, i.e. without a chat button, is possible)

+ this product uses the IP-to-Country Database provided by WebHosting.Info (<http://www.webhosting.info>), available from <http://ip-to-country.webhosting.info>

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