

## Vertrieb für D-A-CH:

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## Live chat software and real-time website monitoring

The **live chat module** combines a set of comprehensive features, including live chat (via your end-user's web browser), real-time visitor monitoring, conferencing and much more.

## Staff and support agent all-in-one desktop application

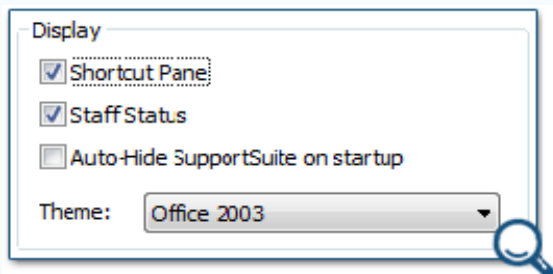
The **LiveResponse Desktop Application** is an application built for Microsoft Windows that integrates with your support desk. It allows staff members to monitor website visitors and engage in chat with both visitors and other staff members.

The desktop application is provided as part of both the SupportSuite and LiveResponse packages and is free for you to distribute to as many of your staff members as you'd like.

### Integrated web browser

The application integrates a fully functioning web browser, with an address bar, forward and backward navigation controls and the ability to store favorite links in the toolbar. Direct links to the staff control panel enable your staff users to manage the support desk from within the application.

### Highly customizable

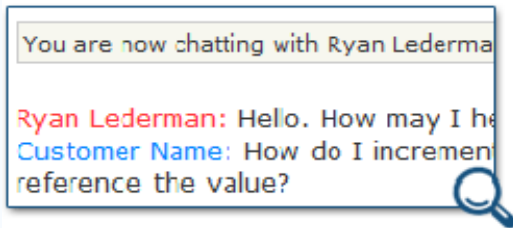


The interface is highly customizable - toolbars, buttons and panes can be organized to each person's liking. Notification preferences (new chat alerts and sound notifications) and network options are also configurable.

## Live chat software and live support software

Break down the virtual barrier by engaging site visitors in real conversation. A "live chat" button can be placed on any page of your website as well as on the support desk home page. Visitors can request a live chat session, or a staff user can proactively request to chat with the visitor (see below). Visitors only need a web browser to chat, and since the live chat system utilizes AJAX, no page reloads are required, creating a fluid and seamless chat experience.

## Chat seamlessly with your visitors through their web browser

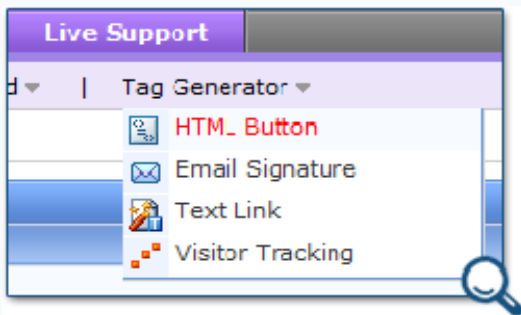


Using AJAX technology (no page refreshes required), the chat experience is as fluid as with your favorite instant messenger, supported in all major browsers. Two-way notices indicate who is typing out a message. The chat area supports special formatting for images, code and links.

## Live support departments

A number of distinct and separate live support departments can be created, with staff users or groups of staff users assigned to certain departments. This allows customers to be properly routed to the correct staff member when they need assistance.

## Live chat status button on any web page



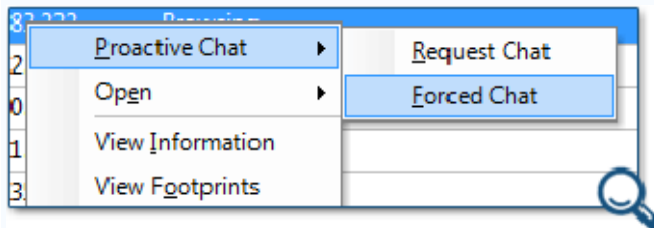
Live chat buttons can be automatically generated to reflect the availability of live support for displaying on any web page.

These special buttons allow your staff members to choose when they appear to be available to take live chat requests. When no staff members are available to chat, customers are automatically redirected to a special 'leave a message' page upon clicking the button.

Integrating a button into your existing web pages is simple. A special button generator does the work for you - all you need to do is copy and paste the automatically-generated HTML code into your web page's source.

Any visitors who load a page which has a live chat button placed on it can be monitored and engaged in chat.

## Be proactive, every visitor can count as a lead and be turned into a sale



Utilize proactive chat features to make the sale - your staff users can be the one to request a chat with your site visitors to pre-emptively offer guidance or assisted browsing, just like on a shop floor.

Request to start a chat session by politely asking the visitor if they would like to chat, or take a more aggressive approach and "force" a chat session with the visitor.

## Live chat department statuses (online, offline, away, back shortly)

Much like a typical instant messaging program, operators can set themselves to be online, offline, away or back shortly. When set to away or back shortly, the operator will not receive new chat requests.

## Chat routing, queuing and transfers

A round-robin chat queuing system manages incoming chat requests from site visitors. Chat requests will initially be sent to the first available staff operator that is not marked as busy or away. If after a specified amount of time the operator does not accept the chat request, it will be routed to the next available operator, until the request is accepted and a chat session has begun.

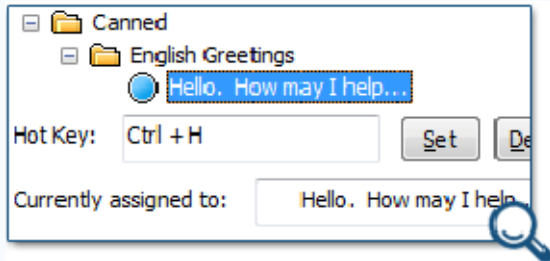
You can configure the amount of attempts the system should make to connect the visitor with an operator, before requesting the visitor to leave a message (which will be immediately posted to the support desk).

Chats can be transferred between operators, and other operators can be invited into a chat (in conference mode).

## Conference mode and staff-to-staff chats

Multiple operators can participate in a chat with a website visitor (called conference mode). Staff-to-staff chats are also supported (simply double-click the name of the operator you wish to begin a chat with).

## Canned (pre-defined) responses and hot-key shortcuts



Canned responses (for greetings, links, commonly used phrases and answers) can be created and organized into folders, sorted by category, type or however you see fit.

An integrated toolbar menu will populate itself with the support desk's stored canned responses, enabling one-click access to common statements and answers.

Customizable hot keys (such as ALT + Y) can be configured and assigned to certain canned responses, reducing response times and making it easier for operators to manage multiple concurrent chats.


## Automatic inline spell checking


If enabled, the inline spell checker automatically checks for and highlights spelling errors in the text typed by operators.

## Real-time visitor monitoring

Monitor website visitors in real-time across your entire support desk or from any page that displays a live chat status button or visitor tracking code. You can monitor visitor footprints (which pages have been visited), the time spent on your web pages as well as other detailed user information such as country (represented by a small flag), screen size, browser, operating system, referrer and search engine information.

## Website visitor monitoring across multiple websites

Chatter ID	Status	Departm
200.13.235.206	Browsing	
216.175.188.204	Browsing	
24.16.1.181	 Browsing	



As well as monitoring support desk visitors, visitors to any web page which holds a live chat status button or visitor tracking code can be monitored from within the desktop application. This allows for seamless integration with the rest of your organizations sites.

## Search engine referral tracking and keyword detection

<b>Color Depth:</b>	32		
<b>Resolution:</b>	1280x994		
<b>Country:</b>	United States		
<b>Search Engine:</b>	Google		
<b>Search Query:</b>	what is support.com software		
<b>Information</b>	Footprints	Notes	History

If a visitor has been referred by a major search engine, this will be made clear in the visitor listing pane. The keywords they used in their search query will also be mined and displayed (if available) under the visitor information pane.

## Track navigation and click footprints

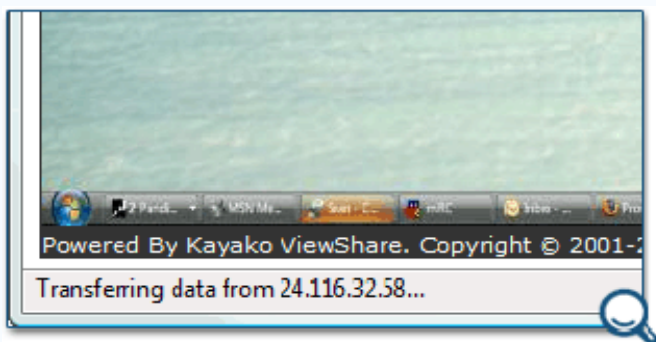
Footprints		
Page Title	IDS_LRVURHURL	Referrer
Purchase ? Pricing	<a href="http://www.kayako.com/product=supportsuite">http://www.kayako.com/product=supportsuite</a>	
Kayako SupportSuite ? Support desk software (ticket, e-mail, live chat, self-help)	<a href="http://www.kayako.com/">http://www.kayako.com/</a>	<a href="http://www.kayako.com/hl=en&amp;q=">http://www.kayako.com/hl=en&amp;q=</a>

A visitor's click history and the time spent on each page can be tracked.

This allows your operators to gauge a good sense of what the visitor is interested in and what material she has viewed already.

## ViewShare desktop sharing

### Broadcast your desktop with visitors, without any additional software



Using ViewShare, staff operators can broadcast their screen to the visitor's web browser, guiding them through a complex task or perhaps giving a presentation.

Visitors can only view a desktop stream, they cannot control anything. No third party software is required.

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