

ANSWERCHAT

from



Alpha Media, Inc.
AnswerChat Version 1 – User Manual

Alpha Media, Inc.
42 Central Drive
Farmingdale, NY 11735-1202
Phone: 631-777-5500
Fax: 631-777-5599

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Introduction

AnswerChat is a complete Customer Relations Management (CRM) tool. With AnswerChat when a customer visits your website they can instantly see if someone is available to chat with them. And all they need to do to chat with you is click on the AnswerChat button on your website. They do not need to install any software or to download anything new. They just need to have a browser with Java enabled. Plus, if no one is available to chat with your customer, they will automatically be sent an email form to easily contact you.

AnswerChat gives your entire office network the ability to easily except chat requests from any location on your website. When someone wants to chat with you a new window will open up on your computer telling you the persons name, email address (if entered) and what page they are on. You can then accept the call, send the call to another operator, or send the visitor to an email form.

With AnswerChat you can also track the movement of visitors to your website and instantly see when you have new visitors and what pages they are looking at. Plus, logs are kept for all of the traffic on your site, so you can get reports of all of the daily activity on your site.

How AnswerChat Works

With AnswerChat there are three different parts to the software. There is the AnswerChat chat window, which is used by your customers through their browser. The chat window is a Java applet, which can be used on any platform, through any browser that is Java enabled. There is the Operator client that can runs on any 32bit Windows operating system. This is what gets installed on your computers so people in your office can accept calls. Plus, there are the web stats and logs.

The way AnswerChat works is, when someone visiting your website sees the AnswerChat button they can instantly see if someone is available to help them. They can tell this because the AnswerChat button automatically changes on your site, depending on whether or not operators are available to accept calls. When someone clicks on the AnswerChat button and makes a request to chat with an operator, AnswerChat then finds an operator to accept the call. To do this AnswerChat first calls either the operator that you have with the highest priority or the operator who is next inline to chat with someone. This depends on the way you have AnswerChat setup. If an operator does not respond to a request to chat within 15 seconds it then skips that request and forwards it to the next available operator. It does this until either an operator accepts the chat, or if no operators accept the chat it then sends that person an email form to easily send there question by email.

Requirements

The following requirements must be on each computer that you install the AnswerChat software on:

- Your operating system must be Windows 95/98/Me or NT/2000/XP
- You must have some type of Internet connection
- 32 Megs of Ram
- Pentium I Processor or Higher

Your Account and Operators

With AnswerChat you need to have one account setup for each website you would like to use AnswerChat with. Within an account you can add as many Operators as you would like. Each person in your office, who wants to use AnswerChat, needs to have his or her own individual Operator name. If you have not created an account and at least one Operator you, can do so on our website at <http://www.AnswerChat.com/download.htm>.

Installation

If you have not already downloaded the most recent version of the AnswerChat installation, you can do so by going to <http://www.AnswerChat.com/download.htm>. **The installation file needs to be run on each computer that you want to use the AnswerChat with.**

First, close any windows or applications that you may have open. Then, startup the installation program by double-clicking on the installation file (for example ac100.exe) that you downloaded from our website, or got on a CD-ROM. After installation is complete you may need to restart the computer for all the new settings to take affect.

When the computer is done rebooting after the installation, the AnswerChat login screen will open up automatically. Enter your Operator name and password and then click the “Sign On” button to start using AnswerChat. Once you are logged in you will see the AnswerChat icon in the Windows System Tray (next to the clock) and you can now start accepting chat requests.

AnswerChat Login Screen



AnswerChat v1.03 - Sign On

ANSWERCHAT

To sign on, please enter your Operator Name and Password.
If you do not have an AnswerChat Operator Name and Account, click on the create account button below.

Operator Name:

Password:

Save Password

Automatically sign on when AnswerChat is loaded

Help Sign On

Create a New AnswerChat Account

AnswerChat button

The final step involved in setting up AnswerChat is to place an AnswerChat button on your website. The AnswerChat button can be placed on as many pages as you would like, and can be customized to fit your website. To add the button to your website you need to place some HTML code on the page(s) of your site. To get this HTML code all you need to do is click the right-mouse button on the AnswerChat icon in the system tray, and then select “Add AnswerChat Button”. Your browser will then open up and display the text for the AnswerChat button. Simply copy and paste this code on your website page(s), where desired.

AnswerChat Operator

AnswerChat does a lot more than just letting you chat with visitors to your website. One of AnswerChat's main features is the Web Data window. This window will let you see who is currently on your site, what page they are looking at, what pages they have already visited, what site referred them to your site, and much more.

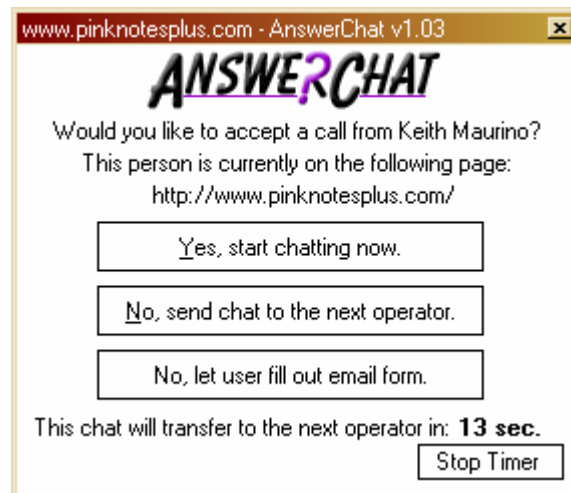
Web Data Window

To open up the Web Data window you can either click the right-mouse button on the AC icon in the system tray and select "AnswerChat Live Web Info" or just click the left-mouse button on the AnswerChat icon. This window displays a number of different things.

- ❖ Which Operators are currently logged in
- ❖ Who is currently browsing your site
- ❖ Chat conversations that are open and who is chatting
- ❖ Selected Guest Info
- ❖ Site Movement for a selected guest

Operator Chat Window

When someone makes a request to chat the following (typical) window will open up on the Operators computer:



A ringing sound will play and the Operator now has three options. He or she can accept the chat, send the chat to the next available Operator, or send the visitor to an email form if it is not convenient to chat at this time. If one of those three options is not selected within 15 seconds, AnswerChat will automatically send that chat to the next available Operator. If no other Operators are available, then the person will be sent to the email form.

Once the Operator chooses to accept the chat request, a new chat window will open up, and the chat session may begin. A welcome text greeting will be automatically sent to the visitor, as soon as the chat session begins. By default, the welcome message will say, “Welcome, my name is _____, how may I help you?”.

That chat window consists of a number of different features. The main part of the window is the chat box portion plus:

- ❖ Quick Links – you can create your own list of links/URL’s that you commonly use to push to people you are chatting with.
- ❖ Quick Messages – gives you the ability to easily and quickly send common text that you often use.
- ❖ Guest Info – this gives detailed information about the person you are chatting with, like their name, email address, the last time they visited, the last time they chatted with you, who they chatted with, the current page they are on, the referrer for that page, and what browser they are using.
- ❖ Site Movement – this gives a list of all of the pages that the person you are chatting with has recently visited and what pages referred them.
- ❖ Push Pages - enables you to easily send any type of file that you can view through a browser to the person you are chatting with.

AnswerChat Settings

AnswerChat has a wide variety of settings, allowing you to customize it for your company's best operation. You can customize all of your account and operator settings by doing one of the following; either click the right-mouse button on the AnswerChat icon in the system tray and select "Settings..." or go to www.AnswerChat.com and click on the "Your Account" button.

Account Settings

Each of the following settings can be customized to however you would like. These settings are used to improve the ease and quickness of use of AnswerChat.

- ❖ Quick Links - you can create your own list of links/URL's that you commonly use to push to people you are chatting with.
- ❖ Quick Messages- gives you the ability to easily and quickly send common text that you often use.
- ❖ Away Messages – this is the message that is displayed when a person clicks on the AnswerChat button, but no Operator is available to chat.
- ❖ General – these your common account settings, like email address, phone, fax, etc.
- ❖ Operators – this is the list of Operators who can except chats inside of an account.
- ❖ Display – this page lets you customize how AnswerChat looks on your site. You can change the AnswerChat button and the color of the chat window to match the rest of your site.
- ❖ IP Blocking – if you want to block specific computer addresses from being able to chat with people in your office you can do so on this page if you know their computers IP address.

Operator Name

If you would like to display a different name then your Operator name while chatting, you can do so by changing the display name field in your Operator settings.

Initial Greeting

The initial greeting is the first line of text that gets sent once a chat is accepted. This text can be anything you would like. The default greeting is set to, "Welcome, my name is #name#, how may I help you?". In the greeting where it says "#name#", that gets replaced by whatever name you have in the Operator name field.

Email Signature

AnswerChat automatically sends out a transcript of all of the email conversations to the visitor you are chatting with, if they entered their email address in the start chatting form. At the bottom of this email you can customize the signature that will appear by changing the email signature field. The signature can be any length. By default, the signature is your name, company name and email address.

Available Times

AnswerChat can automatically enable and disable itself at anytime that you would like. By default, AnswerChat is set to always stay on. But, for example, if your companies work hours are from 9-5 then you can setup AnswerChat to automatically turn itself on every Monday through Friday from 9am-5pm, and stay shut-off all day on Saturday and Sunday. What this allows you to do is have AnswerChat running on your computer at all times, but chat requests will not pop up on your screen while you are not in the office. These dates and times can all be customized to your particular work schedule.

You can also manual enable and disable AnswerChat at anytime of the day from the AC icon in the system tray. To do this just click the right-mouse button on the AC icon and select Enable or Disable My AnswerChat. This give you the option to shut-off chat requests on your computer if you are in a meeting are just do not want to be bothered at a particular time.

Website Stats

AnswerChat keeps track of everyone you chat with and all of the pages that are viewed on your site. To view these visitor logs you can do either one of the following: Click the right-mouse button on the AnswerChat icon in the system tray, and then select “Your Website Stats...” or go to www.AnswerChat.com and click on the “Your Account” button to login, and then select the website stats link.

Page Stats

Whenever you go to look at your websites stats, it defaults to the current stats for that day. These stats are instantly updated whenever you refresh this page. You can also view stats for previous days by using the pull down box at the top of that screen, and selecting the appropriate date. The stats for your websites are displayed as follows:

- ❖ Real Pages Viewed – this is equal to the number of total pages viewed minus any pages that you may have viewed through your browser.
- ❖ Total Pages Viewed
- ❖ Number of Unique Users
- ❖ Users who visited only one page
- ❖ Users who viewed more than one page
- ❖ Top 10 Requested Pages
- ❖ Top 10 Referring Pages

Visitors

The Visitors page gives a list of each person that anyone in your company has chatted. It keeps track of all of the following customer info:

- ❖ Name
- ❖ Email address
- ❖ Last chat date
- ❖ Account
- ❖ Chatted with
- ❖ IP/Host address