

# ANSWERCHAT *Instant Customer Gratification<sup>SM</sup>*



## Your Website Chat and Live Customer Support Solution

**A**nswerChat is a complete Customer Service and website chat program.

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 start a conversation with you is click on the AnswerChat button on your website. They do not need to install any software or download anything new. Plus, if no one is available to chat with your customer, they will automatically be sent to an online email form to easily contact you.

When someone wants to chat with you, a new window will open up on your computer (and a telephone sound will be heard if you have a sound card and speakers), showing you the person's name and what page/screen they are visiting. You can then accept the chat, send the chat to the next operator in queue or a specific operator or your choosing, or send the visitor to an online email form.

Are you looking for a way to provide better customer support to the visitors to your website(s)? A way that will let you see who is visiting your website(s) and if they are a repeat visitor?

If so, AnswerChat can help you turn website visitors into website customers. And all you need in your office is an Internet connection, a few lines of HTML code on your website pages and AnswerChat!

**AnswerChat can enable your entire office support staff to easily chat with and watch your website(s) visitors.**

### \*Some AnswerChat Features:

- **Unlimited chats for one low monthly fee**
- Text chat with your website's visitors
- Track visitors to your site(s)
- Real time visitor counter box
- Automatic greeting phrase
- Customizable chat buttons and window
- Chat buttons let your visitors see if an operator is available
- Automatic email form if an operator is not available
- Option to accept chat, send to next operator in queue, send to a specific operator, or send an email form
- Automatically enable/disable at specified days and times
- Automatic away messages if all operators are not available
- Push web pages, graphics and files
- Email copies of chats to visitors
- Email signatures
- Sounds (selectable)
- New and Repeat visitor indicators
- See what page the visitor is on before chatting with them
- See what search term(s) (if any) used and referring site(s)
- Visitor chat names and emails saved automatically
- Administer chats
- Chats can be spread out among multiple operators
- Multiple chats can be open on one computer
- Specify routing of chats to operators
- Quick messages
- Quick Links
- Chats automatically go to the next operator, if not accepted
- Forward chats to another operator (automatically or manually)
- See the status of all your other operators and who is chatting
- View a log of all chats and visitors
- See traffic and stats of your entire site
- View reports of operator chat frequency and lengths
- Security option to block specific IP addresses from starting chats
- Internal chat amongst operators
- SSL128 bit encryption of chats
- Phone call requests
- Operators can proactively invite visitors to chat with them
- Administrators can join into an existing chat session
- Additional website statistics
- Chat logs keyword search

## AnswerChat Screen Shots:

### Website(s) information window

Current visitors on your website(s)

Your operators and their status

Website data of selected Visitor

**AnswerChat - Web Information**

File Tools Help

Settings Visitors Web Stats Chat Logs Reports Open Referrer Open Chat Request Chat Help Close

Operators:

- keith@home
- kmaurino [0]
- mike@home
- mike [0]
- Fludolf [0]
- sparg

GuestID	Start Time	Time Lapsed	Pages	Current Page
Guest-2707	4/1/2003 8:58:48 AM	0:0:43	1	http://www.pinknotesplus.com/
Guest-3201	4/1/2003 8:57:46 AM	0:0:45	1	http://www.pinknotesplus.com/new.htm

Guest Info Site Movement

Name: Guest-2707  
Host/IP: 209.113.179.230  
Last Visit:  
Last Chat:  
Chatted With:  
Current Page: http://www.pinknotesplus.com/  
Page Title: Pink Notes Plus(tm) v3.5 - Office Instant Messaging S...  
Referrer: http://www.google.com/search?hl=en&ie=utf-8&...  
Email:  
Browser: Microsoft Internet Explorer

Your customer's chat conversation text

Operator's chat conversation text

Quick messages, quick links, and current customer's web data

### Customer's Chat Window

Length of chat, who you are chatting with and the website they are visiting

### Operator's Chat Window

Text box to send images to customers

Text box to enter in pages and files to 'push' to customers

**AnswerChat**

File Options Help

Print Email Chat Forward Chat Open Browser End Chat Close

Chat started with: Chris - www.answerchat.com - 3/19/2003 9:21:38 AM  
Please wait for an operator to respond.  
Joseph: Welcome, my name is Joseph, how may I help you?  
Chris: I have some questions about AnswerChat?  
Joseph: ok, I can answer any questions you may have.  
Chris: How much does AnswerChat cost?  
Joseph: I will show you our pricing page...  
Joseph: push: http://www.answerchat.com/pricing.htm  
Chris: Thank you!  
Joseph: Can I help you with anything else?

Quick Messages Quick Links Guest Info Site Movement Past Chats

AnswerChat

- About
- AC Buttons
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URL: http://www.answerchat.com/pricing.htm Push Page View  
Image: http:// Send Image View

00:02:46 - www.answerchat.com - Chris 00:01:28

## How to Contact Us:

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To download a FREE 15 Day trial version of AnswerChat, visit our website at [www.AnswerChat.com](http://www.AnswerChat.com)

Technical Support is available by email, phone or chat 8:30am-4:30pm (Eastern Time) Mon-Fri