ANSWERCHAT Instant Customer Gratification

Your Website Chat and Live Customer Support Solution

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!

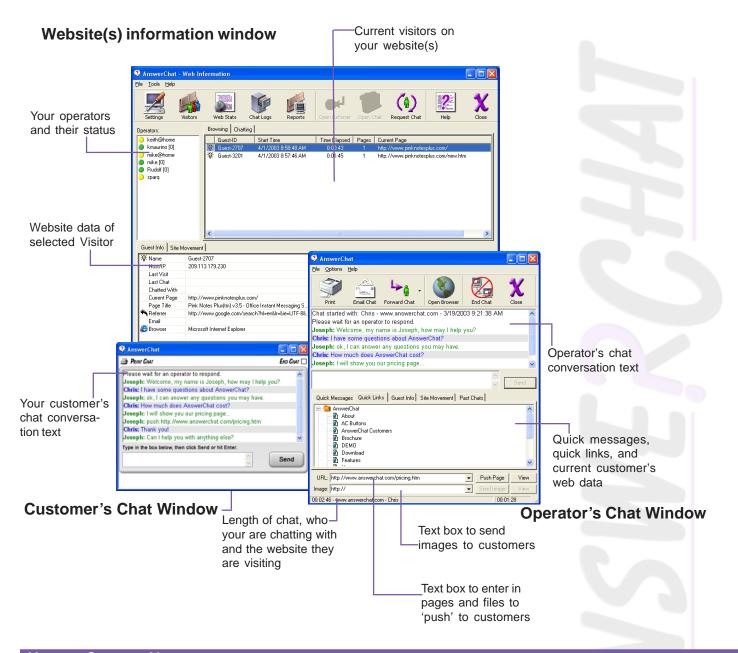
AnswerChat can enable your entire office support staff to easily chat with and watch your website(s) visitors.

*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:



How to Contact Us:

Alpha Media, Inc. 42 Central Drive Farmingdale, NY 11735-1202

Phone: 631-777-5500 **Fax:** 631-777-5599

Email: info@answerchat.com **Web:** www.answerchat.com

To download a FREE 15 Day trial version of AnswerChat, visit our website at www.AnswerChat.com

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