

AliveChat 3.0 Beta (FREEWARE) Product Specifications Sheet

www.websitealive.com

Thank you for your interest in WebsiteAlive's newest release of AliveChat. In this document you will find information about AliveChat 3.0, and on how to obtain a license to use AliveChat 3.0 free of charge while it is in Beta Release.

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1. **Overview**

AliveChat is WebsiteAlive's flagship live customer support solution. Now, any online business small or large can utilize this software to connect with their visitors in a real-time chat session to support products, initiate sales, and increase overall call center efficiency.

AliveChat is a 100% web-based, ASP (Application Service Provider) solution, and currently runs under a monthly subscription model (However, AliveChat 3.0 Beta is 100% free, and classified as FREEWARE). The software is hosted by WebsiteAlive's servers which are housed in world class data centre facilities at ThePlanet (www.theplanet.com). This means there is nothing to download and install on your end, eliminating the need to configure web and database servers along with other network infrastructure elements such as firewalls and DNS. In essence, you will be able to start answering calls from your web site within minutes just by inserting code onto your web pages and logging into the AliveChat Operator Console from a secure login page.

2. **Getting Started - License Registration**

To start, you will need an administrator account. With this account, you can create departments and operators, and set up your entire AliveChat call center. To obtain your AliveChat 3.0 Beta administrator account, visit the registration page found at: <http://www.websitealive.com/registration.asp>.

3. **Installation**

Installation requires minimal knowledge of HTML. Once you create your administrator account, you will be able to create departments and operators. Once that is complete, you will need to generate code to place within the web pages on your site you want AliveChat to interact with. More information can be found after you log into your administrator account.

4. **Feature Overview**

Here are some of the basic features found in AliveChat 3.0 Beta:

Call Queue

Visitors are queued on a first come first serve (FIFO) basis, then transferred to ACD when operators are available.

Multiple Departments

Create multiple departments for your organization and assign each operator to handle requests from that department.

Automatic Call Distribution (ACD)

Routes calls to operator with the least chat volume, providing efficient load balancing of incoming calls. This also ensures that online operators receive equal call volume.

Typing Indicator

A 'user is typing' message indicator will appear which allows the other party to know when you are typing.

Push URLs

Sometimes a web page already has the answers your customers are looking for. The agent can automatically direct the customer's browser to a specific URL.

Hotkeys

Customizable hotkeys are saved phrases that allow frequent questions to be answered quickly and easily by agents.

Auto-Greetings

When calls are accepted, programmable greetings respond immediately to welcome customer inquiries.

Customizable Fonts

This feature brings a little flare into the conversation with colors, font types, and sizes.

Chat History for Customer

Customers have the option of having the conversation log sent to them via e-mail. This is useful when customers receive a set of instructions from the agent to follow.

Chat Histories with Sort Capabilities

This means faster connections, and more scalable design to handle high loads of day to day traffic. Using sort queries, an operator can look up a specific chat event.

Operator-Operator Chat

Operators within the same company can see if other operators are online. When operators logon, they are automatically loaded into the operator chat room.

Multi-line Option

Operators have the choice of keeping only 1 line open or as many as 10 to accept customer calls.

Call Transfer

Sometimes certain agents/operators may not be equipped to answer a question. AliveChat can easily transfer the customer to another operator.

Proactive Invites

Proactively send chat invitations to visitors browsing your site.

Referrer and Entry URLs

Find out where your customers are coming from and the search terms they use to find your site.

Please visit our web site for more feature updates.

5. Notes

AliveChat 3.0 Beta is offered for a limited time. Although the time frame available for this version is uncertain, WebsiteAlive will notify all registered AliveChat 3.0 Beta users sixty (60) days before the offer is over. In other words, you will be guaranteed up to sixty (60) days usage of AliveChat 3.0 Beta as FREEWARE.

When the AliveChat 3.0 Beta FREEWARE offer is over, existing users of AliveChat 3.0 Beta will still be able to continue with a free license. The next version that will be classified as FREEWARE is AliveChat LITE FREE. The only restriction is that there be 1 operator seat concurrently connected per company.

As AliveChat 3.0 Beta is completed, WebsiteAlive will introduce the entire AliveChat 3.0 product line:

AliveChat LITE FREE (FREEWARE) - 1 operator seat license per company. Unlimited usage at no charge.

AliveChat LITE - 3 operator seat license. Unlimited usage for a monthly rate.

AliveChat PRO - 6 operator seat license. Unlimited usage for a monthly rate.

AliveChat SERVER - details to be announced.

As of this time, the prices for the above options are not published. AliveChat LITE and PRO will be available in SHAREWARE, so that users can evaluate these versions through a free usage-based trial.

Please visit our web site for more details and updates.

6. **Contact Information**

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