

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



## Your Website Chat and Live Customer Support Solution

**A**nswerChat is a complete Customer Service and Live Website support tool.

With AnswerChat, when a customer visits your website they can instantly see if an operator is available to chat with them. All a visitor needs to do to is click on the AnswerChat button on your website. Visitors do not need to install any software or plug-ins. All that is needed is a Java enabled browser. Plus, if no one is available to chat with your visitor, they will automatically be sent to an email form to easily contact customer service by email.

When a visitor wants to chat with you, a new window will open up on your computer screen telling you the person's name and what page they are on. You can then accept the call, forward the call to another operator, or send them to an email form.

Are you looking for a way to provide better customer support to the visitors to your website? A way that will keep customers from abandoning their online shopping carts?

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 customer support staff to easily chat with and watch your website(s) visitors.**

### Some AnswerChat Features:

- Chat with your website(s) visitors
- Track visitors to your site
- Chats can be spread-out among multiple operators
- Each operator can handle multiple chats
- Logs of your chats are saved automatically
- Automatic greeting phrase
- Quick messages to easily send canned responses to customers
- Quick links that can be pushed to customers
- Customizable chat buttons and window
- The chat button lets your visitors know if an operator is available or not, automatically
- Automatic email form if an operator is not available
- Push web pages, graphics and files

- Email signatures
- Sounds
- Option to accept calls, send to next operator, or send visitor to an email form
- Calls automatically go to next operator if no timely response to a chat request
- Automatically enable and disable at specified days and times
- Automatic away message if all operators are not available
- Forward chats to another operator (automatically or manually)
- You can see the status of all your other operators and who they are chatting with
- Security option to block specific IP address from chatting with them
- New visitor indicator
- See what pages customers have viewed on your site, before chatting with you
- See what search term(s) (if any) used and referring site(s)
- Email chat session to visitor
- Supervisor may monitor live chat sessions
- Internal chat amongst operators
- User chat names and emails saved automatically (no need to re-type)
- AnswerChat will automatically disconnect you if you shut-off or lose your internet connection and then re-enable you when the connection is back
- **Unlimited chats for one low monthly fee!**

## AnswerChat Screen Shots:

**Website(s) information window**

**Current visitor(s) on your website(s)**

**Your operators and their status**

**Website data of selected Visitor**

**Your customer's chat conversation text**

**Customer's Chat Window**

**Operator's chat conversation text**

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

**Operator's Chat Window**

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

**Text box to send images to customers**

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

The screenshot displays the AnswerChat v1.11 interface. At the top, there's a 'Web Information' window showing a list of visitors with columns for Guest ID, Start Time, Time Elapsed, Pages, and Current Page. Below this is a 'Guest Info' window for a selected visitor named Sharon, showing details like Host/IP, Last Visit, and Current Page. The main interface features a chat window with a list of operators (e.g., igoldberg, keith@phone) and a chat history area. A separate window shows a chat conversation between a customer (Chris) and an operator (Keith). At the bottom, there are input fields for sending text and images, and a 'Quick Links' section with various pre-written messages.

## How to Contact Us:

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To download a **FREE 30 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