ALPHA MEDIA

ANSWER CHAT Instant Customer Gratification

Your Website Chat and Live Customer Support Solution

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 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!

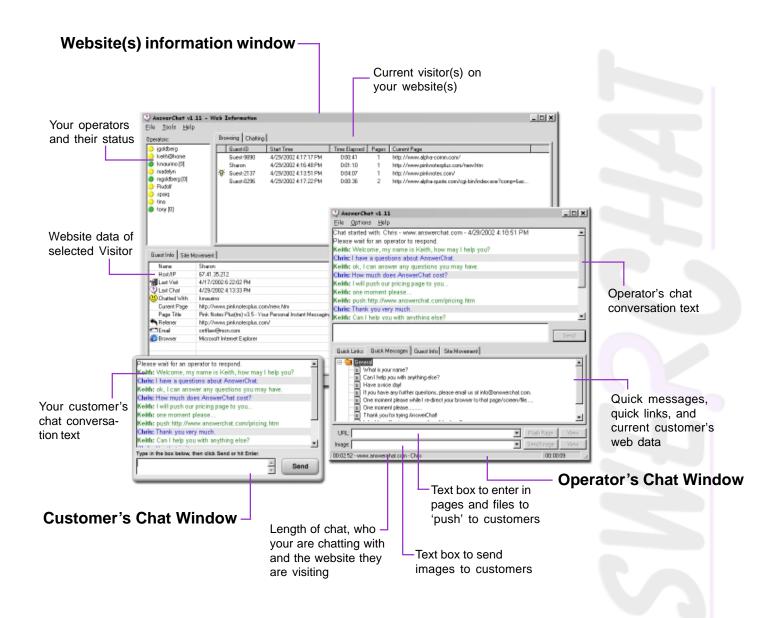
AnswerChat can enable your entire customer support staff to easily chat with and watch your website(s) visitors.

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 retype)
- 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:



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