



1 Introduction

Whether it's for online shopping or in search of information: The internet has developed into a huge global market place. The choice is enormous and the next offer is nearly always only a mouse click away. Those who have questions, need quick answers. Those who are looking for something, want to find it quickly. And those who communicate with others, want to do so directly, without detours. Time is a scarce commodity on the World Wide Web. And only seconds decide whether a visitor stays on your website or decides in favour of your competitors.

Would you buy in a shop where none of the staff take any notice of you?

Besides what is on offer on the web, the subject of customer service is becoming more and more important. With SupportChat you are ensuring that your website users find their way around in a flash. Quick and direct. When answering questions, as well as while completing a transaction on your website. You are ensuring perfect service and satisfied customers. And all this without a lot of time and money, expensive investments in hardware or software and without the user having to install additional tools or plugins into their browser*. SupportChat can even be easily integrated into existing customer relation management systems.

* for Microsoft Internet Explorer and Netscape from version 3 upwards

2 Live Text-Dialogue

Whether we are talking about navigation, the search for individual pieces of information or an online purchase; sometimes a small tip or the right instructions are enough to make surfing easier. But who likes to reach for the telephone and call a support number? Or writes an e-mail that may take days to be answered? Are there no alternatives that give immediate online support?

If you have a question whilst in the internet
would you reach for the telephone?

With SupportChat you create a direct line to your website users. Via Live Text-Dialogue the user can communicate directly with support and ask individual questions. This means for them quick help just by pressing a key. And in the event that there is no support available (e. g. at night), there is also the additional possibility of leaving a message. This will then be answered by mail as soon as possible.



eSupport - Microsoft Internet

Deutsche Post 

Andreas: Herzlich Willkommen
Herr Mueller, was kann ich für
tun?

Herr Mueller:
Wa

eSUPPORT



Sie sind verbunden mit
Andreas.

Sup

Senden Beend

SupportChat 3

3 Push-Technology

The internet has made many things possible for the first time. In a multimedia world, diverse information in the form of documents, pictures, music, videos, etc. is available. It is however, necessary to find and select it before it is of use. It would be much more practical if others would take care of this and you only got exactly the information you require.

Are you one of those people who likes to look for something?

SupportChat makes it possible for your website users to receive individual information simply by pressing a key. Whether it is graphics, sound, animation or forms: thanks to the push-technology the user receives from you exactly what he requires. Without downloading or Mail-Programme, simply via the existing internet connection. Even whole websites can be sent straightforwardly this way.



4 Co-Browsing

Sometimes it is quite useful to be able to ask the way. This also applies to the internet. Therefore, it would be helpful if somebody was by your side while you surf. Somebody who shows you how to reach your destination faster. For example, when you are dealing with individual information on offer. Or filling out forms and shopping in the online shop.

Wouldn't it be good if you were shown what's what on the internet?

With SupportChat your support employees will become scouts on your website. Co-Browsing enables agent and visitor to surf parallel in real time. The user can follow each and every step on their screen in the process, and can therefore be led through each offer. It is also possible to fill in forms or to use the shopping basket together.

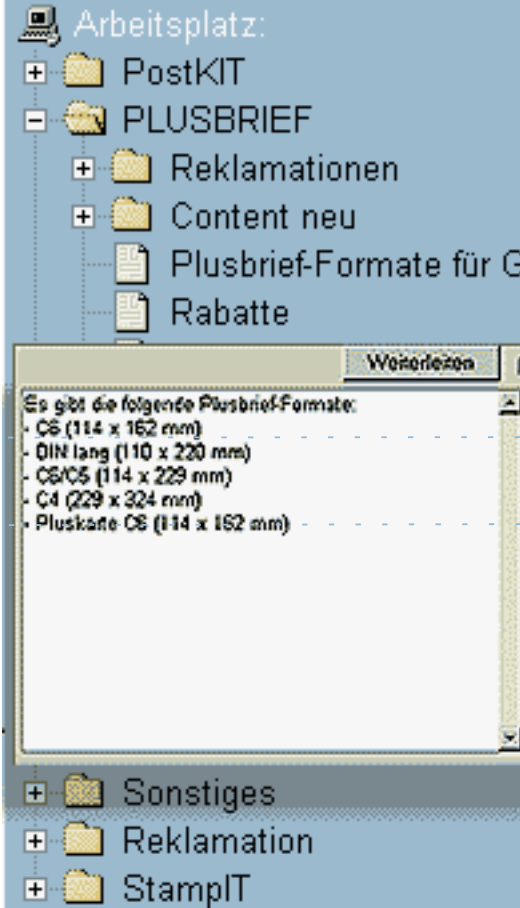


5 FAQs

Often the same questions arise on many websites and online offers. But who ensures that they are answered as quickly as possible? In the so-called FAQ areas page-long texts often have to be read. Quite often with the result that the required subjects are not dealt with. It would be simpler if you could always get the right answer directly.

When you have questions, don't you want to have the answers as quickly as possible?

The right answer just by pressing a key? No problem! With SupportChat your support agents can fall back on a multitude of pre-defined answers to the most frequently asked questions. This does not only ensure that your website users are helped quickly, but also relieves the workload in support. And since questions change with time, the FAQ database can of course be constantly extended and changed to suit individual requirements.



6.1 Versatility/practicality

SupportChat also offers numerous advantages that make your service and support agents' work easier on a day-to-day basis.

Highly efficient functions such as channel management, whereby up to four users can be dealt with at the same time, the forwarding of enquiries to other service employees or specialists or individual configuration possibilities enable short reaction times and the clear management of user enquiries. This not only optimises the customer service, but also saves time. And not only that. Additionally, all enquiries and dialogues are archived clearly. This allows for the constant extension of automated answers and gives your company valuable information, data and statistics about your websites users and customers.



6.2 SupportChat – for perfect service and satisfied customers

An overview of the most important SupportChat functions:

Channel management: Comfortable and clear management and handling of up to four users at the same time

Forwarding function: Allows the forwarding of user enquiries to other agents and enables quick and competent answers.

Back office functions: Individual configuration of colours and fonts and comfortable management of agents.

Statistics module: Information, data and evaluations on enquiries, users and customers of your website.

Dialogue archiving: Automatic archiving of all enquiries and dialogues – enables, for example, the continual updating and extension of pre-defined answers (FAQs).

Home office capability: SupportChat can be operated anywhere which makes it especially suitable for teleworking.

Compatible with Avatar-Technology: SupportChat can be combined with virtual agents to automate the answering of questions.



7 ASP-Principle

SupportChat does not require your company to make high investments or lengthy conversions. The programme can be simply used via the internet with your existing hardware and software. All you need is a fast internet access (e. g. ADSL) and the current version of the Microsoft Internet Explorer. We take care of the rest.

High-quality technology does not have to cost the earth

With SupportChat you can not only fall back on highly efficient hardware and software. The programme also ensures a high degree of data security. You don't even have to take care of the maintenance and operation of the server or of programme updates. These things happen automatically. And should your company grow, SupportChat can be extended anytime without involving a lot of time and money.

We don't want to persuade you, ...

For customer satisfaction and commitment: Competent service that helps your website users quickly and straightforwardly- directly on your website and without having to change the medium (e. g. telephone).

Saves support time and costs: Up to four users can easily be dealt with at the same time. Additionally, you have the possibility to answer frequently asked questions using pre-defined answers simply by pressing a key.

No high investments: The necessary hardware and software can be used via the internet- without additional tools or plug-ins and with high data security.

Always state-of-the-art technology: SupportChat is permanently updated and developed further. Programme updates as well as server maintenance are carried out automatically.

Trouble-free integration into existing websites: SupportChat can be integrated into any website within a short space of time – even the layout can be adapted.

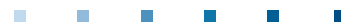
For customer management overlapping different media with CRM-systems: SupportChat can be easily integrated into existing customer relation management systems and forms the perfect supplement for the management and establishment of customer data such as customer history, customer profile, contact data, etc.

Quick set-up and connection: SupportChat can be integrated and connected for your company within a few days.

Statistics about users and customers: SupportChat offers numerous possibilities to evaluate user and customer profiles, data and information.

Operates anywhere: As the software is used via the normal internet access, it can be used almost anywhere and is therefore, suitable for teleworking. It can be used ideally, for example, to assist your support team at peak times.

... but to convince you.



If you would like to know more about SupportChat,
we would be happy to help.

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