NETOP™
Live GUIDE™ 5
Rich Media Chat for Your Web Site

Netop Live Guide is the live chat solution that offers businesses a wide range of personal communication features on their web sites including two-way text, audio and video chat. Now it's easy to engage in a live, real-time dialogue between your company and visitors to your web site. Live Guide's full feature set, advanced reporting capability and industry-leading operator interface are designed for usability and efficiency, resulting in increased conversion rates, lower service costs and improved customer satisfaction.

Convert visitors into customers

Get closer to your customers. With Live Guide, your sales team can transform prospects into customers with one-on-one chat, video and audio. Captivate your web site visitors by instantly answering questions and engaging in dialogue, leading to higher sales and more satisfied customers.

Increase efficiency, reduce costs

Customer service teams execute three to four times as many inquiries via live web interactions than by e-mail or phone. Shorter wait times mean faster closing and more transactions per staff hour. Gain a competitive edge by providing immediate, efficient and personal service directly on your web site.

Not just customer service, real service

Give visitors access to your best product experts, instantly. Answer questions, help customers navigate your site and quickly explain product features and options. Built-in help desk features allow you to remotely assist customers on their computers.
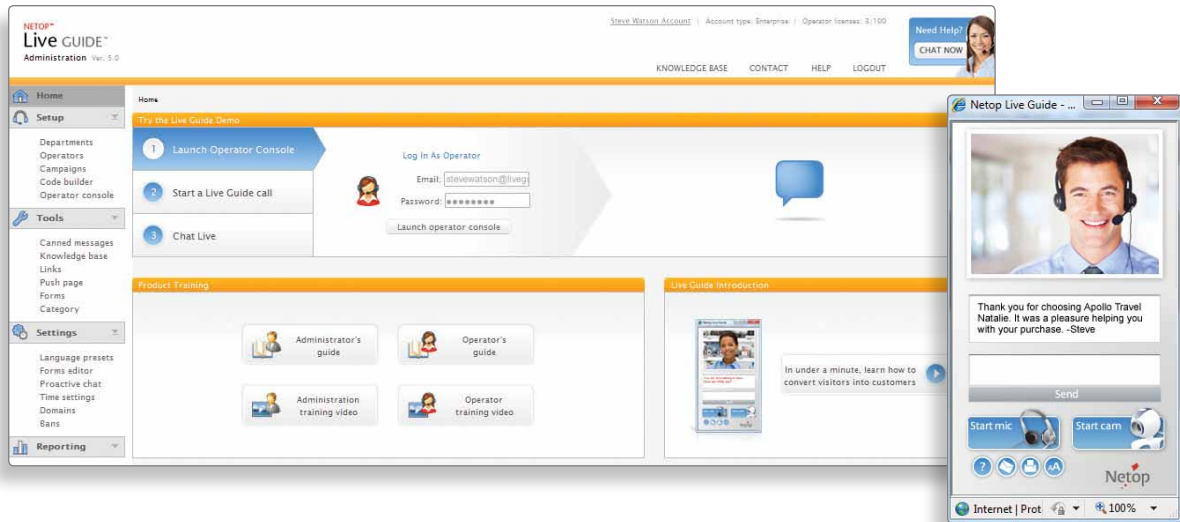
Why should you choose Live Guide?

Because Live Guide gives you the best in live chat technology, on the broadest platform, with industry-leading usability so that you reach more customers, more efficiently. Netop Live Guide even works with email communications and social media. No other live chat solution provides such a comprehensive, easy-to-use set of tools for customer interaction with no download required.

RESULTS

- **Reach more customers**
- **Generate higher quality leads**
- **Increase online sales**
- **Bolster cross-selling**
- **Reduce customer service costs**
- **Increase contact center efficiency**
- **Faster response times**
- **Better customer experience**
- **Higher customer satisfaction**

"Netop Live has increased our service efficiency by a minimum of 100%, as we can manage an average of 5-6 chats in the time that it takes to conduct one telephone conversation."

- STEPHAN ROSENKILDE, E-COMMERCE, SAS

FEATURES

Proactive chat
Convert visitors into happy customers by providing proactive online sales support. Start a chat with any visitor who needs help. Increase sales and customer satisfaction.

Expertise on demand
Present visitors with online expert advice from anywhere on your site. Give the visitor the same experience they encounter in a physical store.

Click to chat from email & social media
Transform marketing campaigns into engaging conversations. Embed "click to chat" functionality right in an email, online ad or in social media, and connect customers to your sales team instantly.

Easy two-way chat, audio, video
Move seamlessly from a simple chat dialog with your visitors to a full video and audio experience directly from your web site. Instantly communicate face-to-face with no download required.

Lead visitors to web pages
Direct visitors' screens to any desired URL or web site for additional product features, information or demonstrations.

Display customer information
Live Guide gives you the ability to see your visitor's geographical location and company information so you can provide more customized and personal communication.

Automated responses
Handle multiple visitors at the same time by using you own library of approved, pre-written messages that allow automated, swift and efficient replies.

Stored history & logs
All chat history is stored in the Live Guide system for later use. See every previous conversation and question the next time your customer contacts your company so each staff member can provide excellent service every time.

Easy to get started
Based on Adobe Flash, Live Guide requires no download or installation for administrators, operators or visitors. Live Guide can be used almost anywhere as 98% of browsers have Flash.

Comprehensive reporting
Gain deeper insight into customer behavior and improve contact center efficiency with advanced reporting tools that make it easy to monitor key metrics.

High security
Live Guide is built on a highly secure platform that safeguards the data and privacy of each user. SSL encryption prevents unauthorized data access. Live Guide is a fully hosted solution provided from our secure data center.

SECURITY AND COMPLIANCE

Our products are designed with leading edge technology and built to meet the security and compliance needs of the most heavily regulated industries.

- SSL encrypted, preventing unauthorized data access
- Live Guide is a fully hosted solution provided from our secure data center

NETOP LIVE GUIDE REQUIREMENTS

Operator Console
Recommended hardware (minimum):
- Pentium4 1.6Ghz/1GB RAM
- Mac G4 1.33Ghz/1GB RAM

Recommended software:
- OS: Windows XP SP3 / Windows Vista / Windows 7 / Mac OS 10.5 / MAC OS 10.6
- Browser: FireFox 3.0 or later / Internet Explorer 7.0 or later / Safari 3.0 or later
- Adobe Flash Player: Flash Player 10.0.22.87 or later (to achieve maximum security we recommend an upgrade to latest release available)

Customer Console
Recommended hardware (minimum):
- Pentium4 1.6Ghz/1GB RAM
- Mac G4 1.33Ghz/1GB RAM

Recommended software:
- OS: Windows XP SP3 / Windows Vista / Windows 7 / Mac OS 10.5 / MAC OS 10.6
- Browser: FireFox 3.0 or later / Internet Explorer 7.0 or later / Safari 3.0 or later
- Adobe Flash Player: Flash Player 10.0.22.87 or later (to achieve maximum security we recommend an upgrade to latest release available)

Administration
Recommended software:
- OS: Windows XP SP3 / Windows Vista / Windows 7 / Mac OS 10.5/MAC OS 10.6
- Browser: FireFox 3.0 or later/ Internet Explorer 7.0 or later / Opera 9 or later / Chrome 3 or later

Remote Support
Recommended hardware (minimum):
- OS requirement plus additional 16 MB memory

Recommended software:
- OS (Guest/Host): Windows XP SP3 / Windows Vista / Windows 7
- Browser: Internet Explorer 7.0 or later

www.netop.com