

netCare Live Help™

Convert Visitors Into Clients with Real-time, Secure, Online Chat

NetLiance's netCare Live Help is a real-time online chat system crafted to help you sell your product online and/or give superior customer support service. With just a click of their mouse, your web site visitors can easily contact your customer service or call centers for live assistance right from their own web browser.

netCare Live Help enables you to see who is visiting your web site, respond to requests for assistance from web site visitors and even proactively offer them help with the "Invite" option. This functionality gives you the ability to offer an unparalleled real-time sales and customer service experience even over a secure (SSL) connection to comply with your privacy policies.

Online chat systems are known to increase online conversion rates significantly. Combine that with the full branding, seamless integration and rich features of netCare Live Help, and you can see how easy it is to start extracting more ROI from every click-through to your web site or portal.

Operator Console Features

- Easy, intuitive desktop console
- Secure - requires username and password
- Powerful spell checker
- Store and push URLs, images, and messages to visitors
- Transfer files to visitors right from the operator console
- Real time Visitor Monitoring - displays visitor's IP, host name, referrer, city, etc.
- See visitors move through your site
- Maintain chats with multiple visitors
- Transfer visitors from one operator to another
- Invite visitors to chat
- Typing indicator so both visitor and operator know when the other is typing
- Offline messages from visitors only accessible via the operator console
- Operator room for operator-only chat
- Visual and audio alerts
- View visitor's presence and chat status

Technical, Security Features

- Optional Secure Server (SSL) to comply with privacy policies, e.g. HIPAA
- System access requires username and password
- Offline messages sent by visitors stored on secure servers and only accessible via an operator console
- AJAX enabled - no page refreshes
- No additional software or plug-ins required
- Chat logging & transcript history
- High reliability and high load support
- Custom tailored by NetLiance to your brand and web site's look and feel

Visitor Features

- Easy, intuitive GUI - emoticons, rich text
- Fast - even on slow connections
- Can receive files, URLs, images directly from operator
- Can leave messages for offline operators

Fast, Easy, Cost-Effective

Start Now!

For more information, visit <http://www.NetCareLiveHelp.com>

To get started today, call 1-877-459-6709



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