

NETOP™ Live GUIDE™ Flash Based Web Communication

Netop Live Guide is a unique communication platform that offers easy-to-use chat, audio, remote support and video via the Internet. Now it's easy to engage in a live, real-time dialogue between your organization and visitors to your Web site. Netop Live Guide provides a strong feature set that allows your company to increase conversion rates, lower service costs and increase 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 dialog, 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 technology, on the best platform with the least amount of hassle. No other solution provides such a comprehensive, easy-to-use set of tools for customer interaction with no download required. Based on the outstanding Adobe Flash platform, you can be confident that Live Guide will work on any computer.

RESULTS

- Increase online sales
- Respond immediately to opportunity
- Increase your order size
- Bolster cross-selling
- Shorten the sales cycle
- Get closer to customers
- Save money with online training
- Reduce operating costs

"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

Easy two-way chat from your Web site

Netop Live Guide allows your customer to chat with representatives in a simple and familiar instant message interface. Because Live Guide uses Adobe Flash technology, everyone on every platform can use all features.

Online Collaboration

Direct your customer's screen to any desired URL or Web site for additional product features, information or demonstrations.

Multimedia experience

Move seamlessly from a simple chat dialog with your customers to a full video and audio experience directly from your Web site. Instantly communicate face-to-face with no download required.

Automated responses

Streamline your customer responses by using pre-written messages and a Knowledge Base that allow automated, swift and efficient replies.

Proactive chat

Convert potential customers into buying customers by providing immediate service based on buying behavior. Start a chat with any customer who needs guidance to increase your closed sales and customer satisfaction.

Expertise on demand

Present the customer with expert advice from anywhere on your site. Live Guide can route the chat to the right person in your organization depending on the question or department.

Remote Support

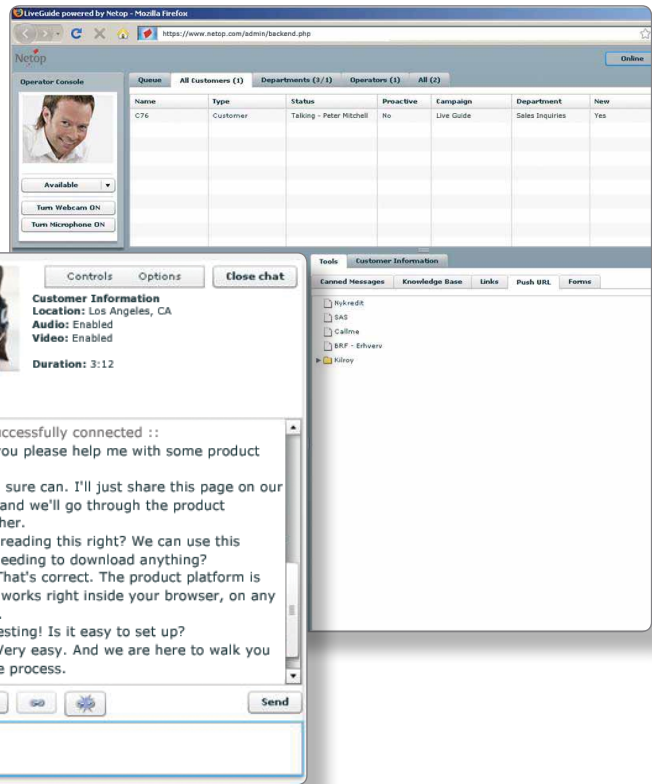
Offer remote support services to website visitors that enable you to see a problem on their screen for quick troubleshooting. Remotely control their mouse and keyboard to resolve any support or sales issues efficiently.

Geolocation

Live Guide gives you the ability to see your customer's geographic location so you can provide custom services.

Stored history and logs

All chat history is stored in the system for later use. See every previous customer conversation so that your team can provide excellent service every time.



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

OS: Windows Recommended software:

- 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
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Recommended software:

- OS: Windows XP SP3 / Windows Vista / Windows 7 / Mac OS 10.5 / MAC OS 10.6
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- 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



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