



NETOP™
Live GUIDE™
Live Chat for Customer Engagement

Netop Live Guide is designed to optimize online customer service - combining text, audio, and video chat to create a new service channel. With Live Guide, your service team can rapidly respond to inquiries, efficiently route conversations, easily escalate to remote control and thoroughly record interactions. Secure, easy-to-use and cloud-based, Live Guide can be deployed anywhere on your site and in social media in just a few minutes.

"I can't think of any technology that we've implemented that was easier."

FIRST SAVINGS BANK NORTHWEST

Increase efficiency and reduce costs

Customer service and support teams manage three to four times as many inquiries when using chat than by email or phone. Shorter wait times combined with faster resolution means a better bottom line for your department and greater satisfaction for your customers.

Full-featured, easy-to-implement SaaS

From video chat to remote access, from multi-metric reporting to proactive chat, Live Guide has all of the features and functions that your business needs. We've designed Live Guide to be easy to implement and use without sacrificing functionality.

Instant online engagement

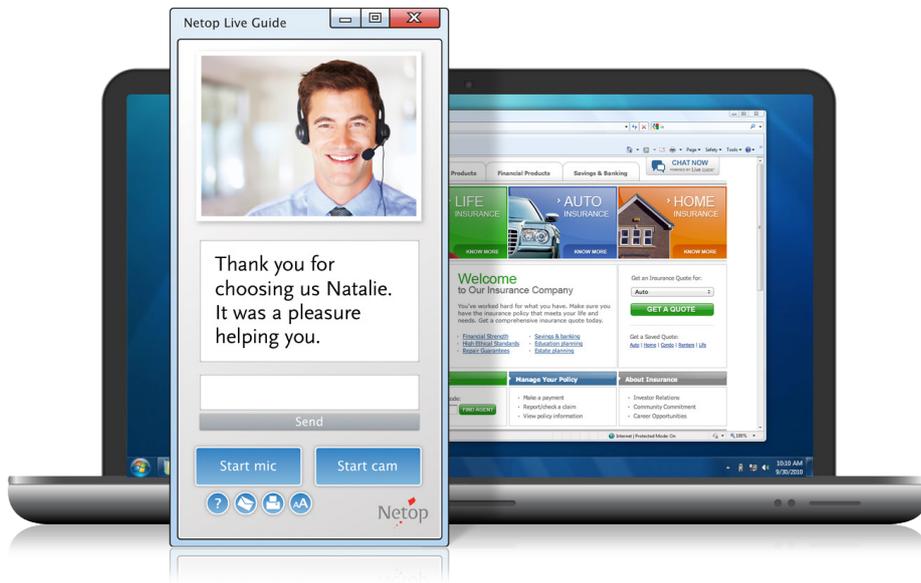
You can deploy a Live Guide chat campaign anywhere you can put a link - on your website, in electronic documents, emails, online ads and social media campaigns. From anywhere on the web, you can instantly engage your customers face-to-face.

A trusted solution

No other company has more experience building secure remote connections than Netop. We've used our expertise serving the world's most heavily regulated companies to make Live Guide the most secure and reliable chat solution available.

BENEFITS

- **Instantly get face-to-face with customers through online audio and video chat**
- **Manage inquiries three to four times more efficiently than by phone or email**
- **Escalate easily to co-browsing or remote control sessions for faster issue resolution**
- **Use pre-chat forms and intelligent routing to connect customers with the right resources**
- **Intuitive interface and easy implementation mean your team can be chatting in minutes**



Features

Audio and video chat

Move seamlessly from a simple text chat to a full video and audio conversation - no download required

Remote access

For faster call resolution, escalate to remote access of customer machines with just a few clicks

Mobile support

Switch automatically between HTML5 and Flash to support customers no matter what devices they use

Proactive chat

Convert visitors into happy customers by providing proactive online sales support

Chat from email & social media

Transform marketing campaigns into engaging conversations - chat from within ads, email, and social media

Increased intelligence

Automatically see where your visitor is coming from, their IP address and other critical support data

Pre-chat forms

Require additional information from customers prior to initiating a chat

Intelligent routing

Easily transfer customers to the correct department or subject matter experts

Automated responses

Handle frequently asked questions with pre-approved automated responses

Co-browsing

View customers' browser screens or share your own. Push pages to direct customers to specific resources.

Personalized expertise

Give the visitor the same level of service they'd expect meeting you in person

Complete chat logging

Access customer histories, text of previous chats and service metrics from the administrator or operator console

Comprehensive reporting

Multi-metric reports on individual campaigns, departments and operators

API integration

Use our API to integrate chat data with ticketing, analytics, CRM and other business systems

Enterprise-level security

All chats are SSL encrypted to prevent unauthorized access

One Single, Secure Service Channel

Netop provides a single, secure channel for online personal service and world-class technical support. Our goal is to provide your company with a consolidated solution for comprehensive, multi-device, real-time communication to anyone, anywhere, anytime.

Our service channel consists of two products, Netop Remote Control and Netop Live Guide. You can explore the products by finding out more on our website. We can tailor a solution that readily scales with the needs of your organization and easily integrates with other services.

NETOP LIVE GUIDE SYSTEM REQUIREMENTS

Hardware (Operator and Administrator):

- Pentium4 1.6 Ghz/1GB RAM
- Mac G4 1.33 Ghz/1GB RAM

Software:

- OS: Windows XP SP3 / Windows Vista / Windows 7 / Windows 8 / Mac OS 10.5 / MAC OS 10.6 / MAC OS 10.7
- Browser: Internet Explorer 7.0 or later / Firefox (current) / Safari (current) / Chrome (current)
- Adobe Flash Player: 10.0.22.87 or later

- Mobile: iOS 5.1.1 or later, default browser; Android 4.0.4 or later, default browser.

Internet speed:

- Text chat: 128K
- Audio chat: 512K
- Video chat: 768K

Port requirements

- Ports 443 and 80 (TCP/IP) must be open.
- If audio and video are configured to run with encryption set to none or low, port 1935 must be open



www.netop.com