

## NETOP™ Live WEB-CALL™

### Secure Online Web Call

Netop Live Web-Call gives you a competitive edge by providing live online customer service on your Website. Connect one-on-one with customers, partners and clients using live text chat, Web cams, audio, video, desktop sharing, and remote control. The one-button "push to talk" feature connects customers and agents in a secure and flexible online environment

### Click to call

Connect with your online customers in new and profitable ways. The call button on your Website connects customers - live and online - with your service representatives using text chat, audio, video, and more.

### Easy to implement

No extra hardware is needed. Netop gives you everything you need to integrate the service on your site and begin receiving calls right away - in a secure and flexible environment.

### An all-in-one solution

With Netop Live Web-Call you'll be ready to receive calls, start online collaboration, deliver excellent customer service and chat live with Web site visitors or between employees from their desktops.

### Multi-layered security

Built with the security demands of financial services firms in mind, Web-Call lets you communicate with confidence. Encryption ensures data security, and Web-Call can be deployed inside your firewall, adding another layer of security.

#### BENEFITS

- Increase online sales
- Differentiate from your competition
- Collaborate with customers and staff
- Respond more quickly
- Bolster customer service
- Leverage online training
- Reduce travel expense
- Secure logging for compliance
- Increase customer conversions
- Triple customer inquiries

*"With Netop Live Web-Call you can communicate, conference and share vital information securely with your customers, colleagues, and consultants right from your Website - anyone, anywhere, anytime."*

## FEATURES

### Voice over IP

High quality "Voice over IP" technology allows both Web site visitors and company representatives to be heard and seen live and online with no additional phone bills.

### One click communication

Just one click of the "call" button on your Web site downloads an applet that puts visitors, customers, partners and clients in immediate touch with your company.

### Take "texting" to a new level

Take advantage of text-chat -- the fastest growing communications tool today. Web visitors initiate a real time chat with your company, including multiple parties, from anywhere in the world.

### Share desktops and applications securely

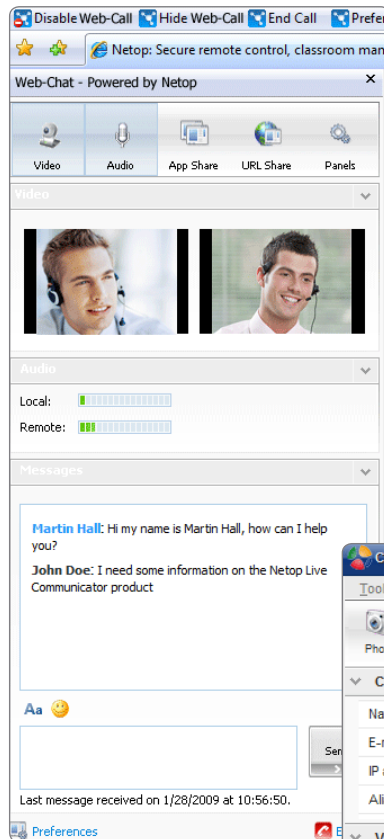
With approval, company representatives have the ability to take over the desktop or applications of another user in order to troubleshoot a problem or provide online training.

### Collaborate and co-browse

Co-browse the Internet and work together online in a secure, real-time environment. Extend the capabilities for employee and customer training, sales meetings, marketing presentations, analyst reports, and more.

### Conference anywhere, any time

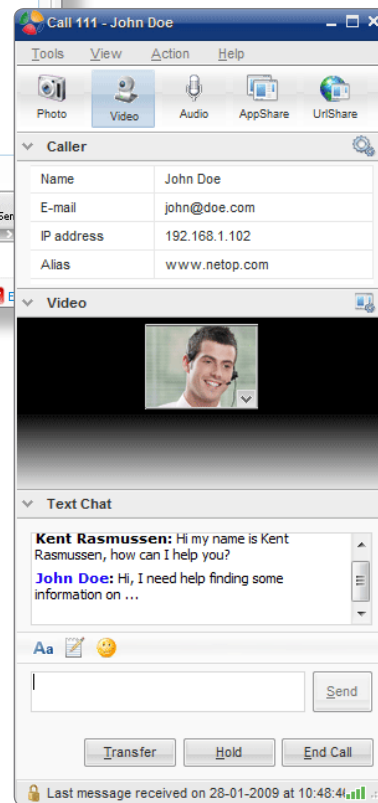
Around the world or just across town -- the only place you can do business everywhere at once is on the Internet. Set up Web conferences on-the-fly for any number of participants.



### 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
- "Secure-certified" by one of the world's leading management consulting firms
- Resident behind your firewall or in a hosted environment at our secure data center
- Automated logging and archiving of all interactions
- Username and password access



## NETOP LIVE WEB-CALL REQUIREMENTS

### Recommended hardware (minimum):

- Chat only: Pentium III 1 GHz PC with minimum 256 MB RAM
- Advanced multimedia functionality: Pentium4 1.6 GHz multimedia PC with minimum 512 MB RAM
- Headset or speaker and microphone combination
- Web camera

### Recommended software:

- Microsoft Windows XP service pack 2 or Vista
- Microsoft Internet Explorer 6.0 (SP2) or later or Firefox 2.03
- Internet connection

### Port requirements:

- Initialization: Port 443 and 80: SSL Secure Connection Port HTTPS (external)
- Communication: Port 443: SSL Secure Connection Port HTTPS (external)



[www.netop.com](http://www.netop.com)