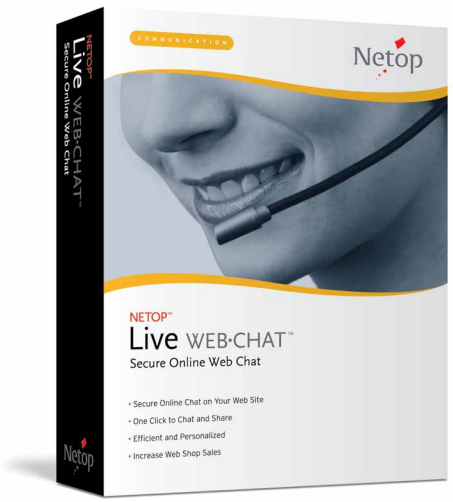
COMMUNICATION



NETOP™ Live WEB·CHAT™

Secure Online Web Chat

With Netop Live Web-Chat you can realize the power of real time collaboration without technical or geographic boundaries. Begin a real time chat with anyone available, including multiple parties. In a few simple steps your customers, colleagues and coworkers are communicating and collaborating from anywhere – whether they are across the hall or across the world.

Collaboration without boundaries

Chat securely with anyone, anywhere, anytime. Even if your company has offices in multiple locations or countries, you can do business everywhere at once with Netop Live Web-Chat.

Expertise on demand

Gather the right resources together at the right time. Begin a real time chat with anyone individually or with a group. Connect key personnel and expertise on demand via your Web site.

Leverage chat technology

Text-chat is the fastest growing communications tool available today and is quickly becoming a preferred method of communication. Leverage the benefits of this growing technology using Netop Live Web-Chat.

Logging and archive

Build with the demands of financial services firms in mind, Netop Live Web-Chat meets the demands of the most highly regulated industries. Sessions are logged and archived for compliance and audit purposes.

BENEFITS

- Enhance customer dialogue
- Increase call center efficiency
- Provide more personalized service
- Bolster online support
- Gain a competitive edge
- Collaborate securely online
- Leverage resources and expertise
- Plug and play implementation

"Collaborate without boundaries and leverage the many advantages of real time chat ...right on your Web site."

FEATURES

Customer service at the Web 2.0 level
Just one click of the call button on your Web site brings your customers in direct contact with one of your customer service representatives via live chat.

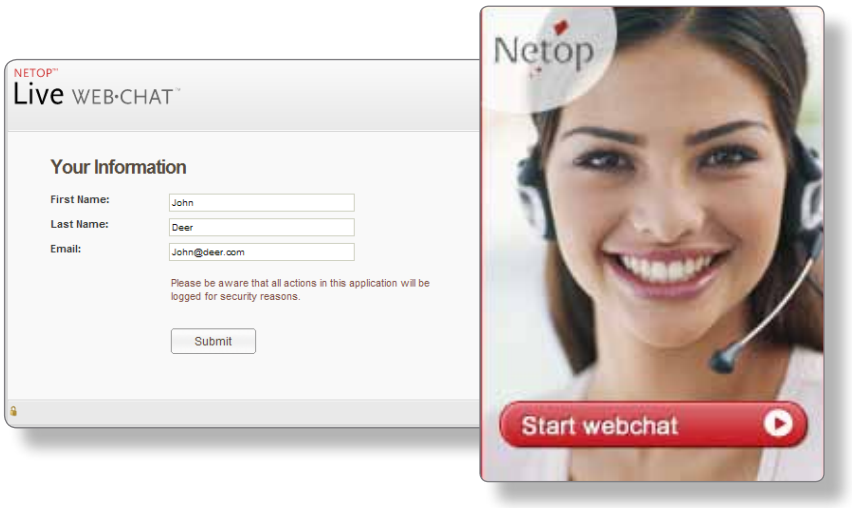
Increase call center efficiency
Not only are customer service employees able to process three to four times as many inquiries via live chat as by traditional means, they are also more likely to bring in additional sales.

Increase online sales
Establish a brand new dimension to customer service. While your competition continues to use passive click advertising, you build a competitive edge by providing a live, two-way dialog between customers and sales representatives.

Connect expertise and resources on demand
Begin a real time chat with anyone available -- anytime and anywhere. Connecting is easy.

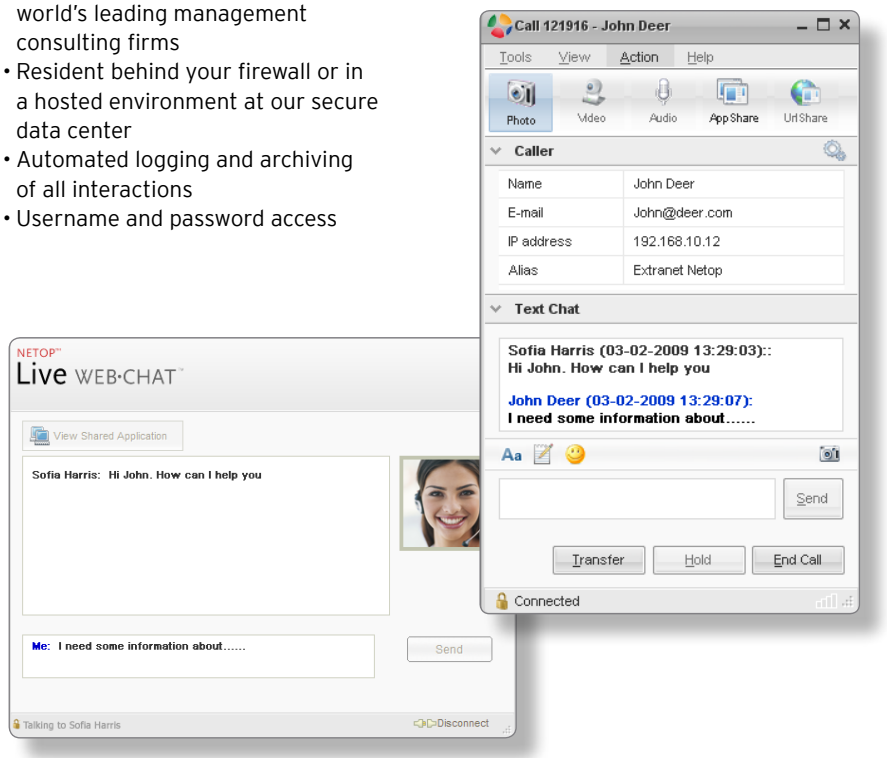
Share desktops and data
Take "chat" to a new level. The moderator can share his or her desktop with the caller (with permission, of course), providing an ideal tool for online support, training and more.

Chat with security and confidence
Netop Live Web-Chat is built upon our "certified secure" platform. All interactions are safeguarded with a high level of encryption and sessions are automatically archived for compliance and audit purposes.



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-CHAT REQUIREMENTS

Recommended hardware (minimum):
- Pentium III 1 GHz multimedia PC with minimum 256 MB RAM

Recommended software:
- Microsoft Internet Explorer 6.0 or later, Firefox 2.0 or later, Opera 8.0 or later, Safari 3.0 or later

Port requirements:
- Port 443: SSL Secure Connection Port HTTPS (external)

Netop

www.netop.com

Headquartered in Denmark, Netop has offices in China, Germany, Switzerland, the United Kingdom and the United States.