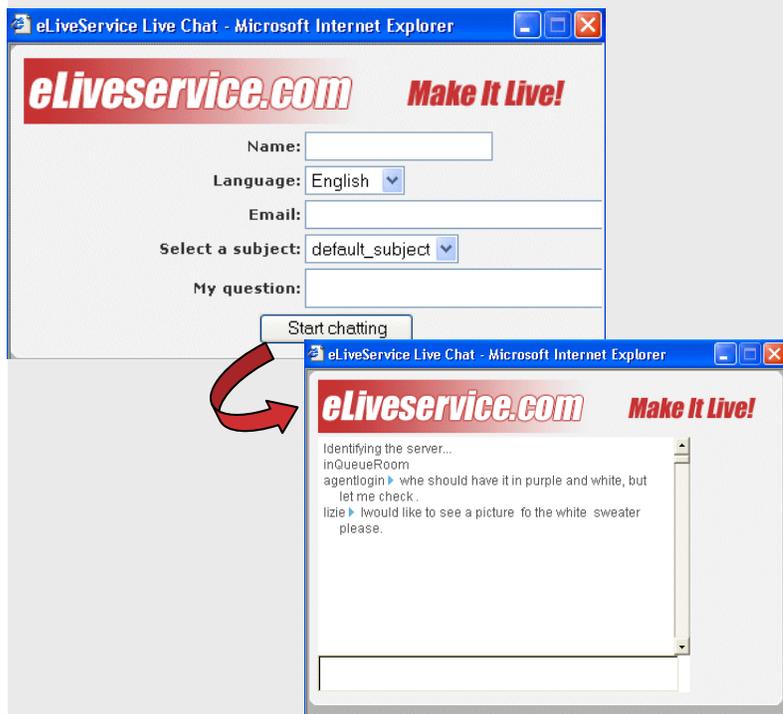# eLiveService

Offer live customer service on your website

What is eLiveService?

eLiveService brings human interaction into your website by enabling your customers or partners to instantly exchange messages with your company representatives.

All your visitors have to do is click a "Live Help Button" on your website to contact operators and get immediate assistance every time they need it.

Why offer online assistance on your website?

In today's web-based storefronts, where competitors linger a mere mouse-click away, eLiveService helps e-commerce sites:

- **Assist and engage web customers at crucial moments during each visit**
- **Close sales more quickly**
- **reduce the number of abandoned shopping carts**
- **Increase customer satisfaction**
- **Offer high quality service and maintain a significant competitive advantage**
- **Learn about your visitors**
- **Strengthen relationships with e-partners**

Live assistance that suits all your needs

Whether on your website or your intranet, eLiveService can also be used for various live assistance applications such as:

- **Pre-sales assistance**
- **Technical support**
- **e-helpdesk**
- **e-consulting**
- **e-learning**

Key figures

35 % of the on-line consumers assert that they would buy more if they had the possibility of contacting directly a salesman.
(Interactive NFO Dated)

67 % of the Internet users who do their on-line shopping do not go at the end of their command due to the lack of information.
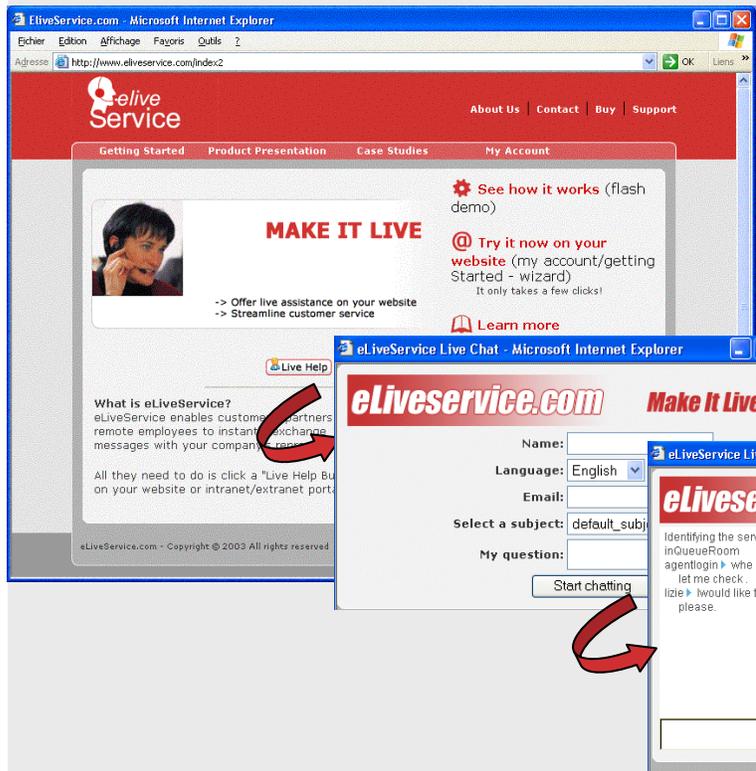(Forrester Research)

The traditional call centers represent significant spending for companies and 85% of these companies are not satisfied by ROI.
1,6 Md$ is the amount of the on-line interrupted deals due to of lack of available customer.
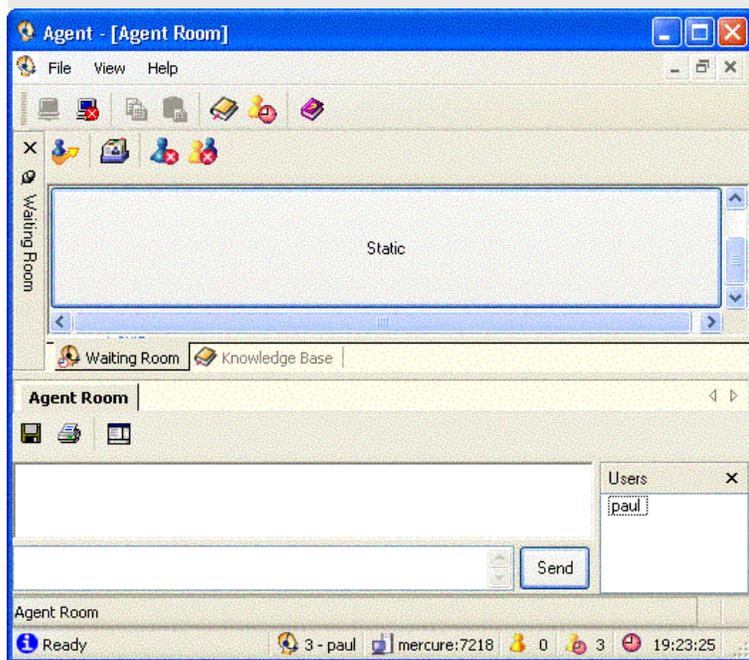(Evaluation of Datamonitor)

How it works?

It's so easy for customers!

Whenever they need help or assistance, customers only have to click a button on your website to call one of your representatives and ask questions live.

ElilveService.com - Microsoft Internet Explorer

Fichier   Edition   Affichage   Favoris   Outils   ?

Adresse http://www.eliveservice.com/index2   OK   Liens »

eLive Service

About Us | Contact | Buy | Support

Getting Started   Product Presentation   Case Studies   My Account

MAKE IT LIVE

✿ See how it works (flash demo)
@ Try it now on your website (my account/getting Started - wizard)
It only takes a few clicks!

-> Offer live assistance on your website
-> Streamline customer service

Live Help

📖 Learn more

What is eLiveService?
eLiveService enables custome partners remote employees to instant exchange messages with your company repre

All they need to do is click a "Live Help Bu on your website or intranet/extranet port

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eLiveService Live Chat - Microsoft Internet Explorer

eliveservice.com   Make It Live!

Name:
Language: English
Email:
Select a subject: default_subj
My question:

Start chatting

Personalize your pop up window!
with logos, banners or any graphic you like.

eLiveService Live Chat - Microsoft Internet Explorer

eliveservice.com   Make It Live!

Identifying the server...
inQueueRoom
agentlogin ▶ whe should have it in purple and white, but let me check .
lizie ▶ Iwould like to see a picture fo the white sweater please.

Your visitors chat live with your representatives!

Easy to adopt for operators

eLiveService provides with a features-rich agent console for operators to easily and conveniently manage questions and therefore offer the best service to your customers.

Agent - [Agent Room]

File   View   Help

Static

🧑 Waiting Room   📗 Knowledge Base

Agent Room

Users   ✕
paul

Send

Agent Room

🔵 Ready   3 - paul   mercure:7218   0   3   19:23:25

ð *Push web pages to visitors*

ð *View Visitor tracking information*

ð *Use a shared Knowledge Base to find answers*

ð *Transfer a visitor to other agents*

ð *Talk with other agents in a dedicated room*

ð *Enjoy advanced accessibility functions*

ð *Save and e-mail a conversation transcript*

ð *Kick undesirable visitors*

ð *Be alerted when a new message comes in*

ð *Handle several users simultaneously*

product sheet

eLiveService 3.0

eLiveService

eLiveService can be hosted

You can start using the service within minutes!

It is very quick to get the service up and running.
All you need to do is go to www.eliveservice.com, and click **Getting Started**.

Then it is only a 3 steps process as shown on the right before you can actually start providing real-time answers to your online customers.

1: Open your account

2: Configure your visitor interface

No hardware nor server software to install

You do not need to install and maintain any additional hardware or server software at home.
eLiveService takes care of everything and provides customers with a reliable service 24 x 7.

3: Generate the visitor page for your site

Low cost and flexible service

According to your needs, you can buy seats for operators any time either for a 3 month period or a year.
eLiveService guarantees low prices while enjoying service quality and reliability.

product sheet

eLiveService 3.0

eLiveService's standalone server software

eLiveService also enables you to install a server software within your company, which is based on the eLiveEngine ™ technology. This option ensures control over the system while answering major IT concerns such as security and integration within an existing framework . Here is a features overview for a solution at home:

Multi-platform server
eLiveEngine can be installed on all platforms: Windows, Sun Solaris, Linux.

Security
eLiveEngine answers the demand from such industries as financial services, e-banking and e-trading where security is a bottom line requirement.
Customers can, therefore, benefit from:
User authentication to access the server
Message archiving
SSL support

Proxy /firewall compatibility
For companies whose server is located outside the corporate network, eLiveService's http tunneling module still allows visitors to connect to the server from behind a proxy or firewall while enabling control on in and out information exchanges.

High performance & scalability
eLiveService is based on a multithreaded architecture that takes advantage of a multiprocessor machine to support high load.

Integration with corporate IT systems
eLiveService is designed to fit corporate IT systems. For instance, if you are already using a specific database or directory for your mail server, you may as well connect it with your eLiveService server. eLiveService already provides an embedded database which can be replaced with an Oracle, mySQL or SQL database.

Evolutivity & Connectivity
While developing eLiveEngine, eLiveSercice's development team has made sure customers would always be able to extend in the future the power of the application they implement today. eLiveEngine therefore guarantees evolutivity and connectivity by providing advanced developers with optional modules for :

 -SMS connectivity
 -Voice communication
 -Custom module such as existing directories/legacy databases, integration, alerts, real-time translation..
Please contact us if such requirements are yours.

Central management
The web-based administration interface enables IT administrators to easily manage the server from any computer connected to your network.
From the web-based administration interface IT administrators can create and manage operator groups, operator accounts configure the look and set up topics for the visitor interface, generate the code for the applet .

Flexibility on client side
There is no need for customers to install any additional client software on their machine : anyone can initiate a conversation simply using a web browser.

Enhanced user experience
Whether java applets or desktop-based, client applications provide employees with a user-friendly interface, skin support, multilingual support, text, colors, fonts and emoticons.

Customization & branding
eLiveEngine answers the demand for branding and customization to suit corporate graphical charters and a corporate "look and feel".
Company developers can modify the look of client applets and web pages. It enables them to add logos, banners and other graphics, and define their own icons.

Internationalization
eLiveEngine addresses enterprise concerns about enabling communication whatever language is used. When logging on to initiate an instant communication session, users may choose a language ranging from English to Chinese.
Moreover it is able to integrate third-party translation services for employees thanks to an optional server SDK.
Please contact us for translation facilities.

eLiveService

eLiveService : solutions for all businesses

Our solution is used for:

e-banking

e-learning

retail sales

ISP and telco operators

media

entertainment

government /administration

recruitment

travel

Our customers:

Selftrade

UCLA

Sony Music

France Telecom

Cable and Wireless

Alcatel

Toyota

US Army

AT&T

Accenture

Selftrade

IBM

product sheet

eLiveService 3.0