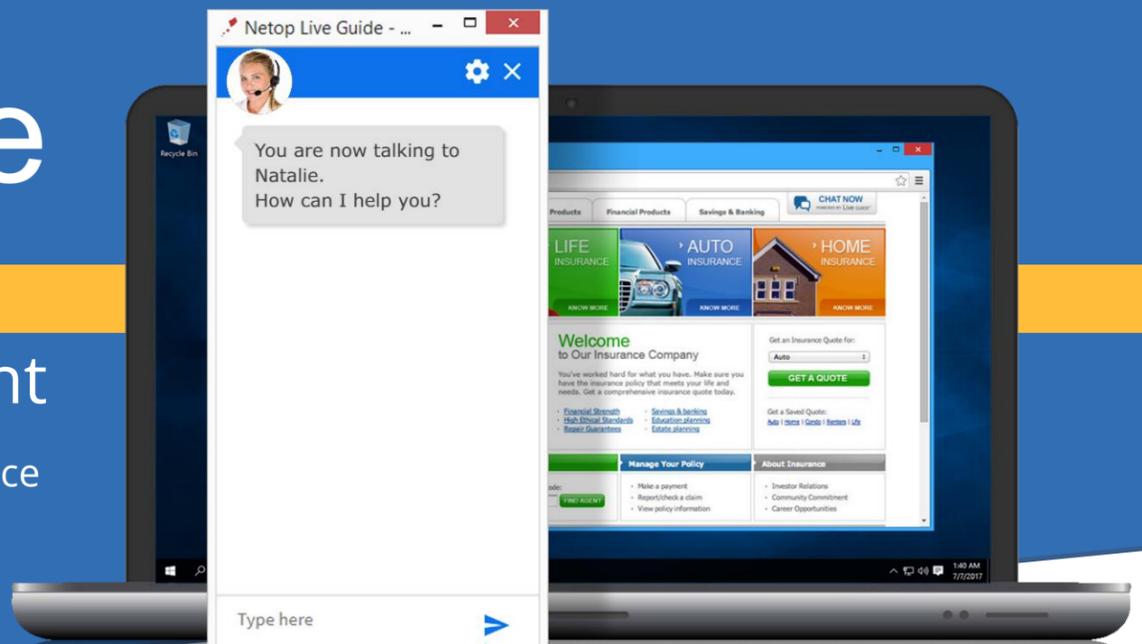


NETOP Live Guide

Live Chat

for customer engagement

designed to optimize online customer service



Special 28-Day Extended Trial

Given the challenging situation caused by the COVID-19 pandemic, we want to lend a helping hand to businesses everywhere. You are welcome to try [Live Guide Chat](#) for free for up to 28 days. We decided to extend our usual 14-day trial period in order for you to get a better idea of how we can further help your company. Contact us at liveguide@netop.com or access Liveguidechat.com.

Get immediate results

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.

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 & 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



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

FIRST SAVINGS BANK NORTHWEST

ISAE 3402 Report

Assures customers of the quality of support service, procedures and internal controls

Personalized expertise

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

Prepared responses

Handle frequently asked questions with pre-approved automated responses

Increased intelligence

Automatically see where your visitor is coming from, which page they started chat from, and other critical support data

Complete chat logging

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

Chat from email and social media

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

Export data via API

Provide an overview of logged customer data and data collected through forms

Enterprise-level security

All chats are SSL encrypted to prevent unauthorized access

Audio and video chat

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

Data Privacy Compliance

Ensures that your and your customers' data are safe

Multi-platform Support

Connect with your customers no matter what platform they are browsing from

Co-browsing

View customers' browser screens and add notes on their current page. Push pages to direct customers to specific resources

Chat Preview

Follow text in progress as your customers type their query

Comprehensive reporting

Multi-metric reports on individual campaigns, departments and operators

Intelligent Routing

Easily transfer customers to the correct department or subject matter experts



Secure Live Chat Solution

Tailor-made for you

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, multidevice, 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.

Live Guide System Requirements

Software:

- OS: Windows 8.1 or later/ Mac OS 10.10.5 or later
- Browser: Internet Explorer 11 or later/ Firefox / Safari / Microsoft Edge / Chrome (all current)
- Mobile: iOS 10 or later, default browser; Android 7.0 or later, default browser.

Hardware

- (Operator & Administrator):
- Pentium 4 1.6 Ghz/1GB RAM
- Mac G4 1.33 Ghz/1GB RAM

Internet speed:

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

Port requirements: • Open ports 443 and 80 (TCP/IP)