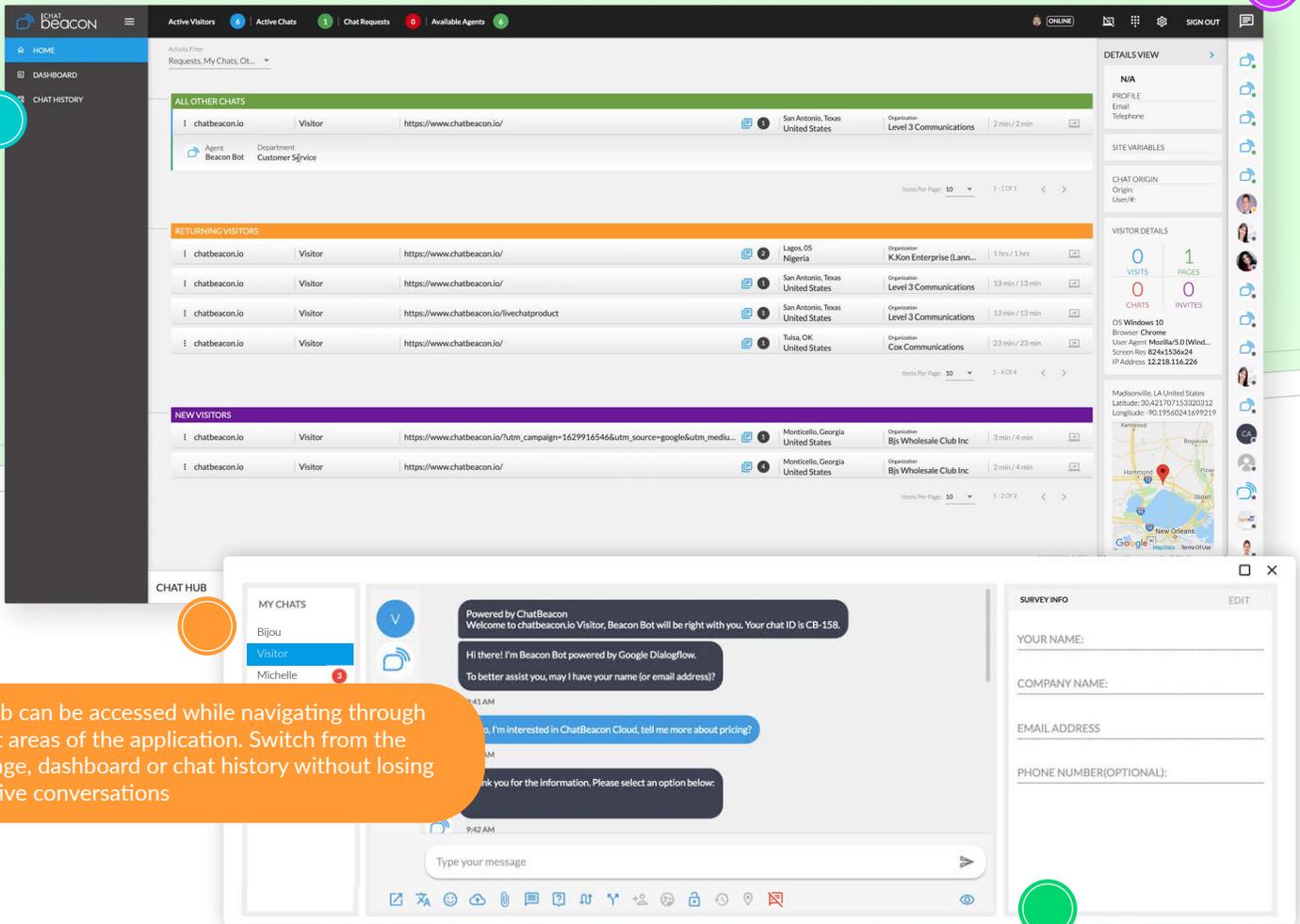


Navigation Bar gives you quick access to your chat history and website performance

Easy to use and doesn't require agents to read any documentation or additional training



ChatHub can be accessed while navigating through different areas of the application. Switch from the home page, dashboard or chat history without losing your active conversations

Operator can update the prechat survey from within the ChatHub

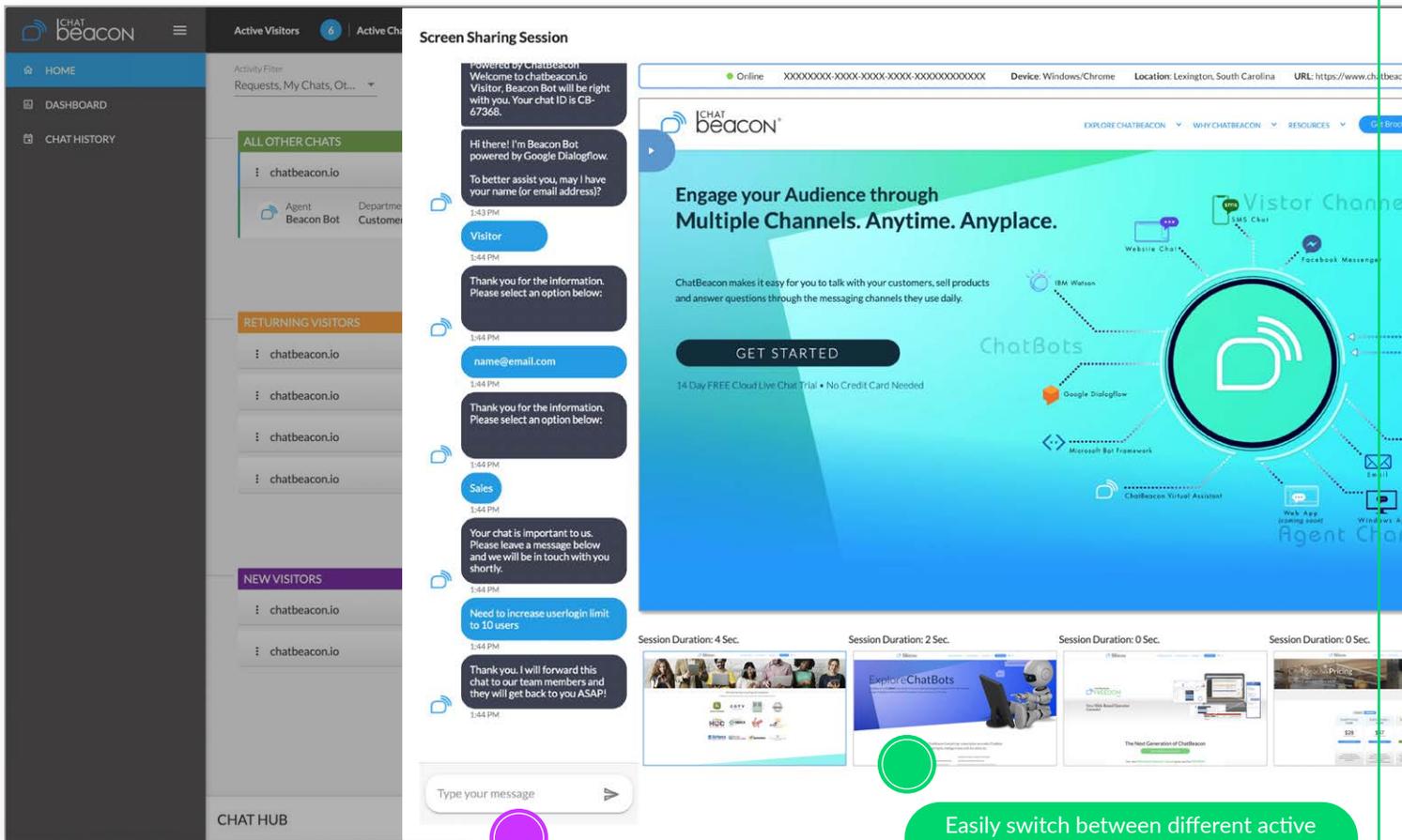
HIGHLIGHTED FEATURE

SMS Chat Messaging

- With SMS Chat, people can chat without visiting the website. They simply send a SMS text message to a designated business landline or toll-free number phone number (associated with a Department) and that will trigger a chat request for your chat agents of the associated department in the Agent Application.
- When chat is offline, the SMS Chat messages will be delivered via email to the specified Department's email address.
- Easily enable SMS Chat (text messaging) for any existing landline numbers or toll-free numbers without any downtime, or changes to your voice service or phone systems. We can also provide new SMS Phone numbers with any area codes or we can provide Toll-free numbers.

Unified Chat Channels

- Three chat channel options (Website chat, SMS chat, Facebook Messenger integration and Facebook chat integration). Your agents can answer chats from any of these channels straight from their Agent Application eliminating the need to employ extra staff to monitor them separately.
- Facebook users can start a live chat by sending a message via the Send Message button located on the company's Facebook business page. Their messages will be routed to their ChatBeacon account (to a department).



Operator can chat with the visitor while viewing their website session in real-time

Easily switch between different active Screen Share sessions by clicking on the thumbnails

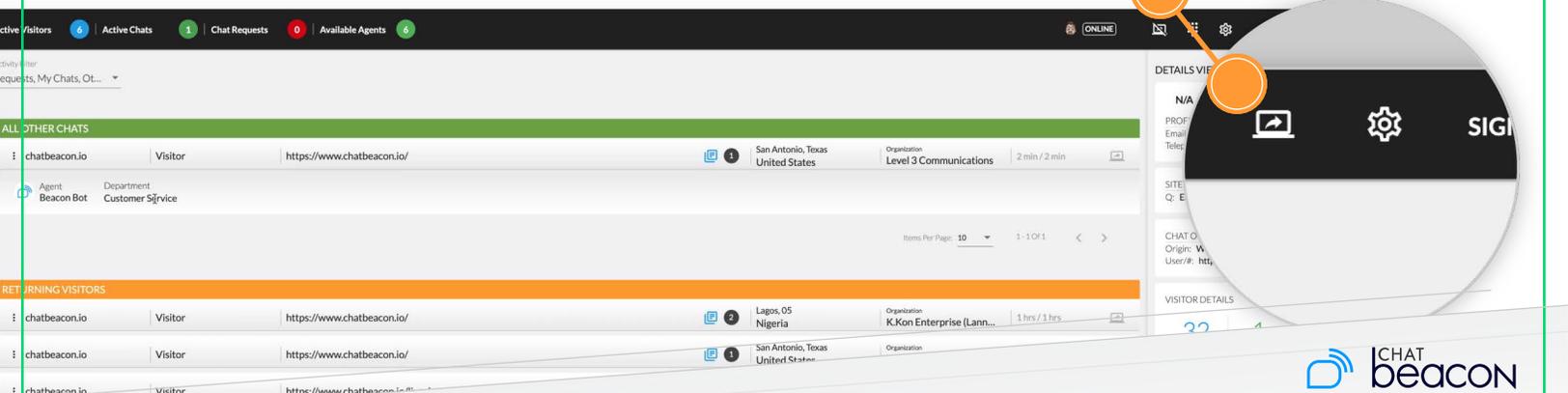


Effortless and Streamlined, our new Interactive Screen Share provides a collaborative approach to your visitors and customers as they browse through your website

INTERACTIVE SCREEN SHARE

- No Downloads required for the visitor.
- The Operators can view the customer's website session and mouse movements in real-time with 1 click (no permission needed); and control the visitor's mouse and keyboard within the browser (with permission).
- Highlight important areas on the customer's screen or highlight where to click.
- Browse, Scroll and Click together.
- Natively integrated in the Operator Console.
- Use ChatBeacon HERO and chat with the Visitor/Customer at the same time (same screen).

Operator can turn their screen share access on and off from the main task bar



CHAT HUB FEATURES

The ChatHub can be accessed while navigating through different areas of the application. Easily switch from the home page, to the dashboard and chat history without losing your active conversations.

Push URL

- Agents can automatically redirect the visitor's browser to a new web page without the visitor's interaction (even if the visitor is not in a chat conversation).
- Website visitors can be manually pushed to new pages, but they can also be automatically pushed to other web pages via our business rules (based on predefined triggers).

Translation

- ChatBeacon scans the first chat segments from the Visitor and detects the language automatically.
- ChatBeacon supports 52 languages and translation is done on the fly, automatically via the Google API.
- The Agents can easily enable the language translation manually and select a language from the list.

Emojis

- Our collection of emojis provide operators and visitors a tool to add a feeling of familiarity that can overcome the tone-less communication that can arise with chatting, adding a human touch.

File Transfer (available for Operators and Visitors to share files)

- Allows the Visitor to send files/images and documents to the Agent via simple drag and drop in their chat window.
- Optionally, the transferred files can be stored and these files can be accessible via Chat History.
- By default, the files transferred are only kept for the duration of the chat and they will be discarded once the Visitor leaves the website.

Canned Responses (account and operator canned responses)

- Agents can create and manage their own predefined shortcut messages.
- The ChatBeacon Admin can also create Account Canned Responses that are visible to all the Agents in the Account.

Chat Transfer to Operators, Departments, other sides

- Easily transfer chats from Operator to Operator or from an Operator to a Department.
- You may initiate a chat transfer to another department or website by clicking on the Transfer button in the ChatHub Panel toolbar, then you may select from your available options.

Request To Join (ask other departments to join your chat, even when you don't have permissions in the other departments).

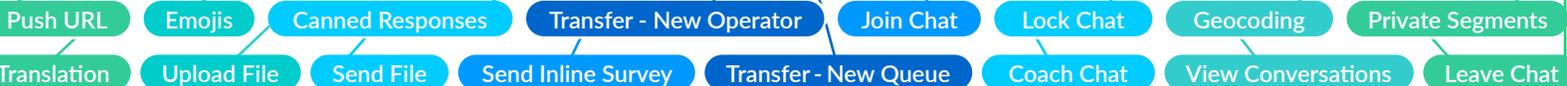
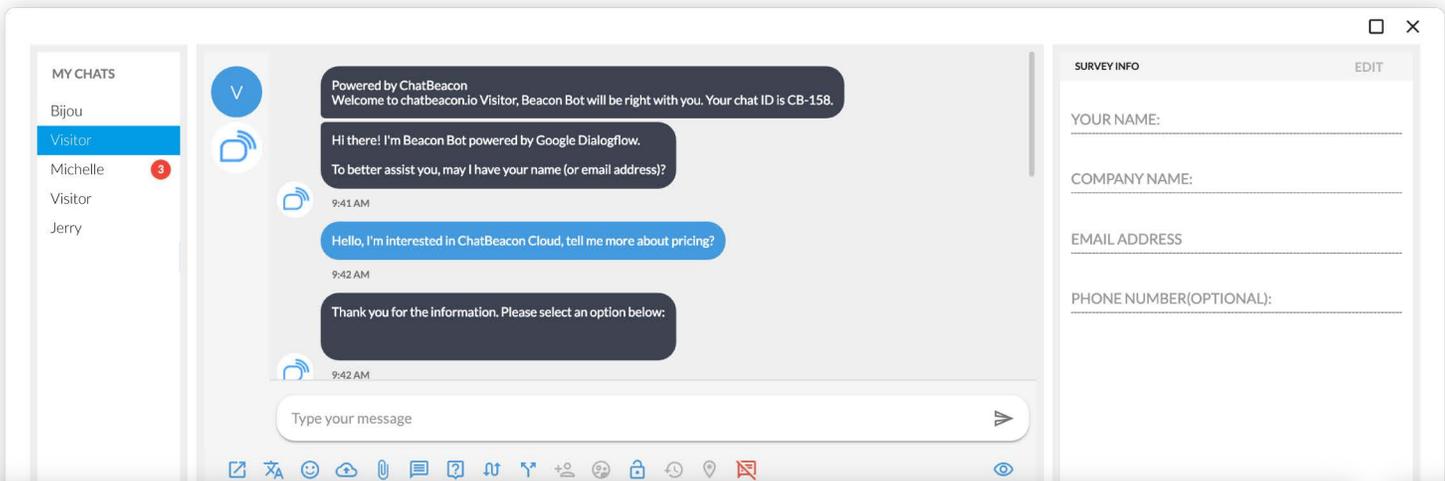
- Ex. Sales agent needs help from the Support queue, so the agent will send a Request To Join to Support, even if he/she doesn't have permissions in the Support Queue. By sending a "Request To Join" request to another department, the system will notify all available Operators in the new department to join the conversation. Once this request is accepted, other agents will no longer be able to accept the Request To Join as it has been completed.

Join

- Click on the chat you wish to join (in the Chats panel) and click "Join Chat icon" in the ChatHub.

Coach

A coach can send private messages to the other operator in the chat. The visitor will NOT know that you have entered the chat and are chatting with the operator.



Geolocation Lookup

- Visitor's IP address converted to City, State and County

Live Maps Reverse Geocoding

- The website visitor can now share their device location in the chat window. We can retrieve their Latitude and Longitude coordinates, then we convert their geographic coordinates into human-readable address. Their coordinates and address will also dynamically update in real-time while the Visitor is changing their physical location.

Lock Chat (make it private so only Operators with specific rights can view it)

- Chats can be taken "private" providing true privacy of the chat and will remain so throughout the session. For instance, upon escalation of the chat to a supervisor or tiered support.

Ban Visitors from chatting (hides the chat window in the visitor's browser)

- Prevent certain website visitors from being able to start a new chat.
- Manual or automated chat bans can be set directly from the Agent Application.

Operator can update the prechat survey from within the ChatHub

- Just click 'edit' in the chat survey field of ChatHub and edit the section you choose.

Chat Notes

- This great new feature has actually three different functions: First, it allows Agents to write "wrap-up" notes/comments regarding their chats. Second, these "chat" notes can be keyword "tagged" for easy search later on via the Agent Application (found under Chat History). Third, Agents can write notes and tags regarding visitors even if they haven't chatted.

Private chats (internal chats not visible to the customer)

- In order to send a private message to other Operators in chat, you MUST click on the Private Segments icon. You can toggle the Private button On and Off by clicking on the icon.

Peek Messaging

- This cool feature allows Agents to get a head start on their answers while in chat by letting them view each and every character that the visitor types in real-time...before it's actually sent! Agents can prepare responses as visitors' type, which saves valuable time.

The screenshot displays the ChatBeacon interface. On the left, a list of chat sessions is visible. The main area shows a chat window with a message from a visitor. A 'DETAILS VIEW' sidebar is open, displaying visitor information such as 'N/A' profile, 'SITE VARIABLES', 'CHAT ORIGIN', 'VISITOR DETAILS' (0 VISITS, 1 PAGES, 0 CHATS, 0 INVITES), and 'OS Windows 10'. A map shows the visitor's location in Madisonville, LA. A sidebar on the right contains icons for chat, settings, and a 'SIGN OUT' button. A 'SIGN OUT' button is also visible in the top right corner of the chat window. A 'MY CHATS' sidebar on the right shows a list of chat sessions with notification badges. A 'Type your message' input field is at the bottom of the chat window.

Easily toggle between multiple conversations

Access Visitor Details with Blue Arrow

Real-time notification badges to alert operator of new messages

Visitor details (Access with Blue Arrow in the upper right corner)

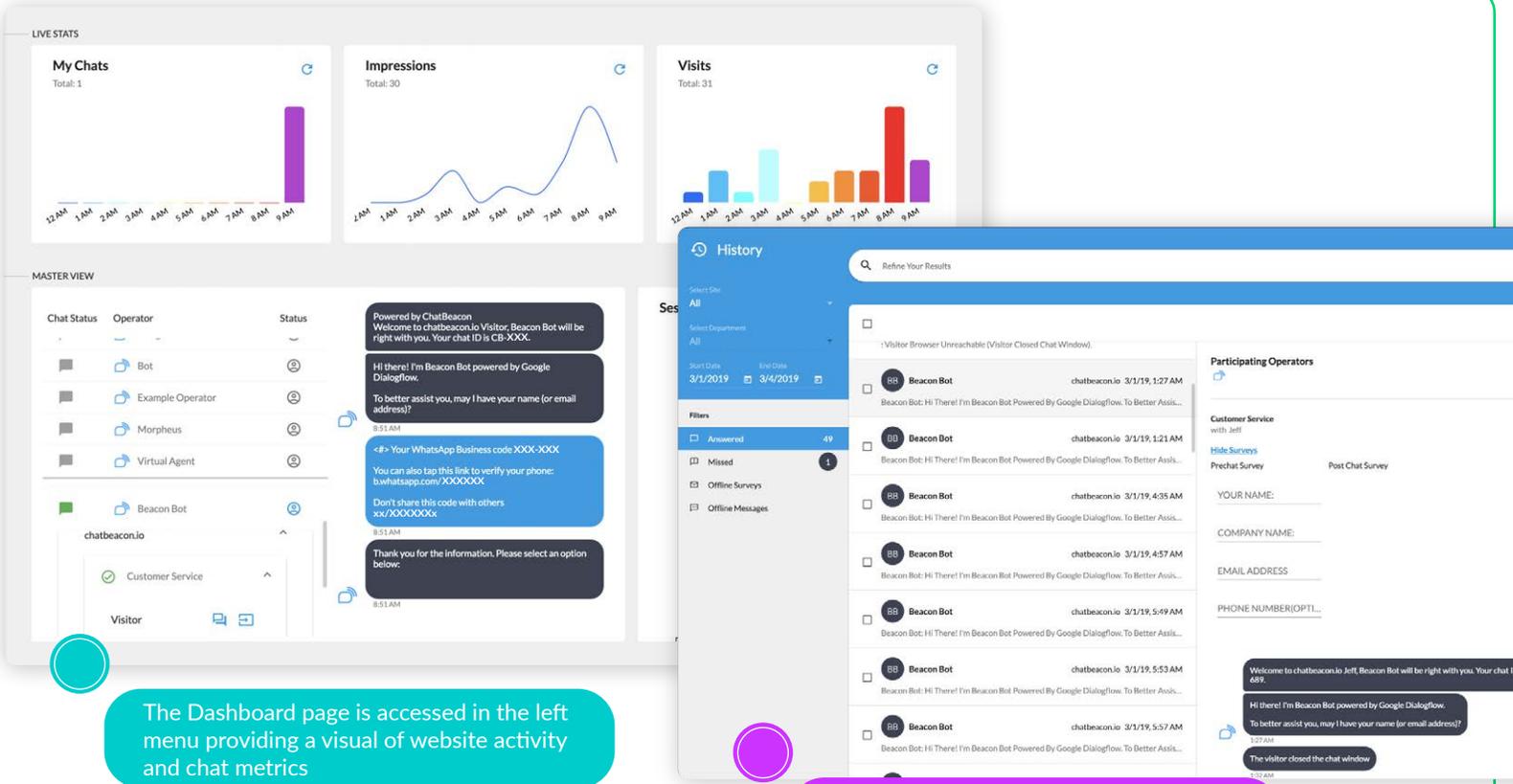
- site variables (customer information retrieved from their website or portal authenticated session).
- chat origin, previous history, etc
- chat history
- invites status
- visitor history

Operator Side Bar and Directory shows Operator's status and includes the IM Messaging system (internal Operator chat).

- The Operators' pictures (Avatar) Manageable from the ChatBeacon Admin Console
- The Operators' pictures (Avatar) will appear in the chat window when they accept a new chat request
- The Operators' pictures (Avatar) will also change after a chat transfer to a different Operator

Sign in to the Queue

- Manage chat availability for departments and websites
- Manage by clicking on the settings icon in the upper right corner > "Queue Sign-In status" tab



The Dashboard page is accessed in the left menu providing a visual of website activity and chat metrics

Chat History page gives you the ability to sort through chat history in multiple ways

Visitor Filtering

- Allows the Operator to filter what they want to see - Ex. hide all visitors and only display the chats

Operator availability management

- Operators can set their own status (online, away, back in 5 and out to lunch)

Chats, Operators and Visitor Reports (on the Dashboard page)

- Live Stats give you a looking your website activity and how visitors are interacting with you.
- Master View gives you a quick look at the status of all operators and quick views of chats by those operators.

Searchable Chat History

- Chats, offline messages, offline SMS messages - based on date and keywords filtered by websites and departments.

Active Top Bar

- Shows quick Live Metrics for the Active Visitors, Active Chats, Chat Requests and Available Agents.

Active Top Bar always gives you quick insights

Additional Valuable Chat Abilities

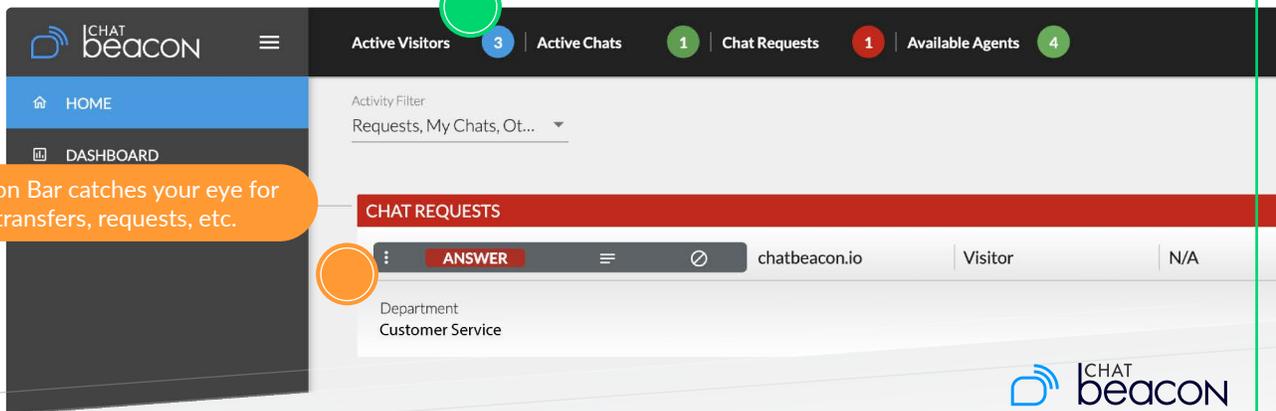
- Start instant chats with anyone on the website or SMS
- Send chat invites, including customized text invites.

Browser Compatibility

- All modern browsers including Chrome, Firefox, Safari and Edge.

Visual and Sound Notifications

- Operators have the ability to turn on/off selected sounds from the App. For example, you can turn off the bell sound that indicates that a new operator has logged into your account.
- The FREEDOM app also has browser desktop notifications available which means the application doesn't have to be on screen. The Operator will still be notified on new events, even when their browser is minimized.



Sliding Action Bar catches your eye for new chats, transfers, requests, etc.