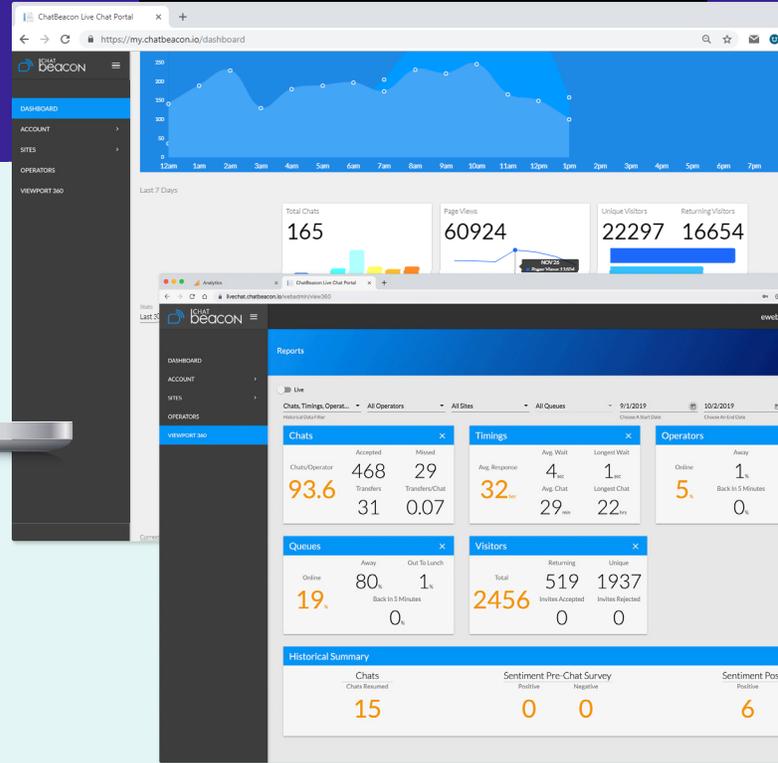
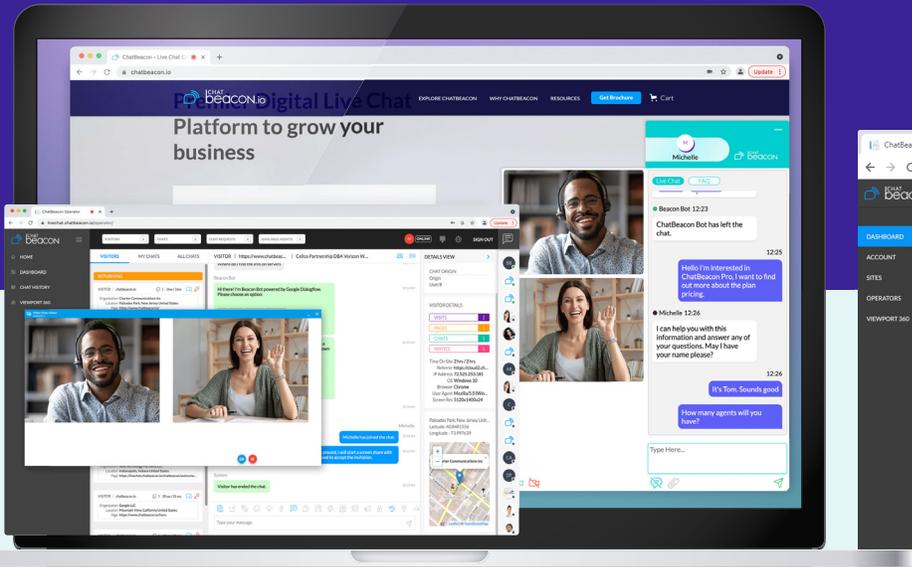


# ChatBeacon® Pro

## Digital Chat Platform

### MANAGEMENT PORTAL WITH VIEWPORT 360°

Through the management portal you are able to access your chat information; giving you a full look at all agents & their productivity.



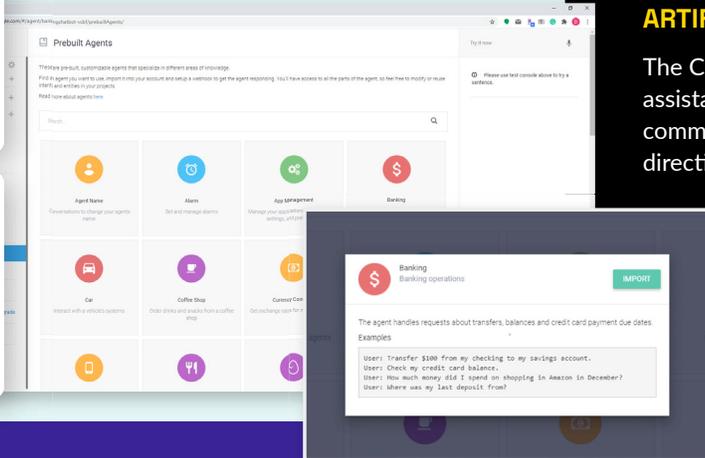
### VIDEO CHAT

Embrace customer relationships in a no-contact situation with our new **Video Chat** that connects you to your customers in the way they communicate in everyday life. Without having to download anything, operators can quickly initiate Video Chat with just 1-click in the fully integrated ChatBeacon visitor chat window. We also work on all the popular mobile devices to provide your visitors help on the go.

Reinvent your digital presence with the new ChatBeacon Pro Digital Chat Platform. Deploy our chat window in 2 minutes on your website, and take advantage of our pre-built AI ChatBots, Screen Share, Video Chat, Voice, and much more.

Hi there! I'm Beacon Bot powered by Google Dialogflow. Please choose an option:

- Sales
- Support
- Live Agent
- Just looking
- Try our Banking ChatBot Demo



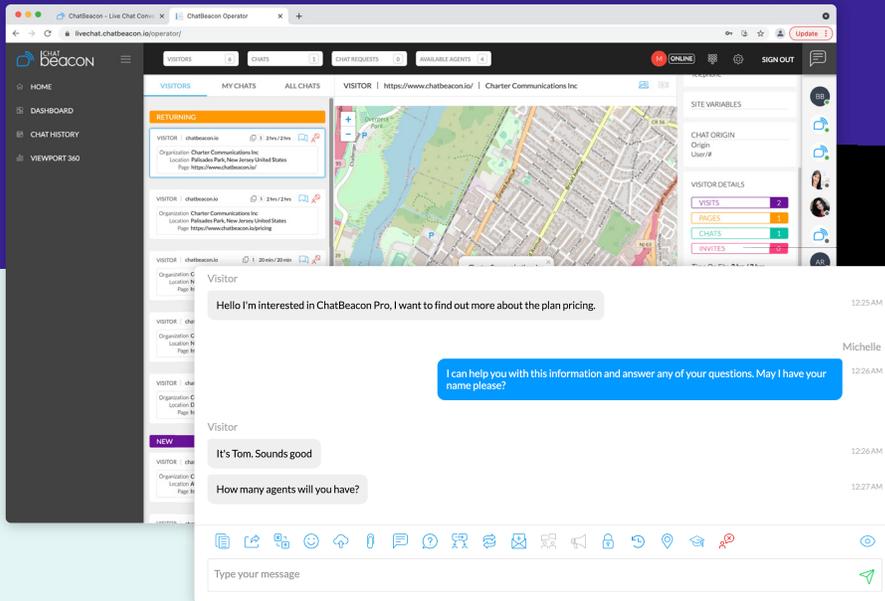
### ARTIFICIAL INTELLIGENCE CHAT BOT

The ChatBeacon ChatBot is your ultimate assistant! By providing automated answers to common questions you streamline the process, directing visitors to Agents and Departments as needed. They work so you don't have to.



# ChatBeacon® Pro Digital Chat Platform

Live Chat for Work and Working Remotely!

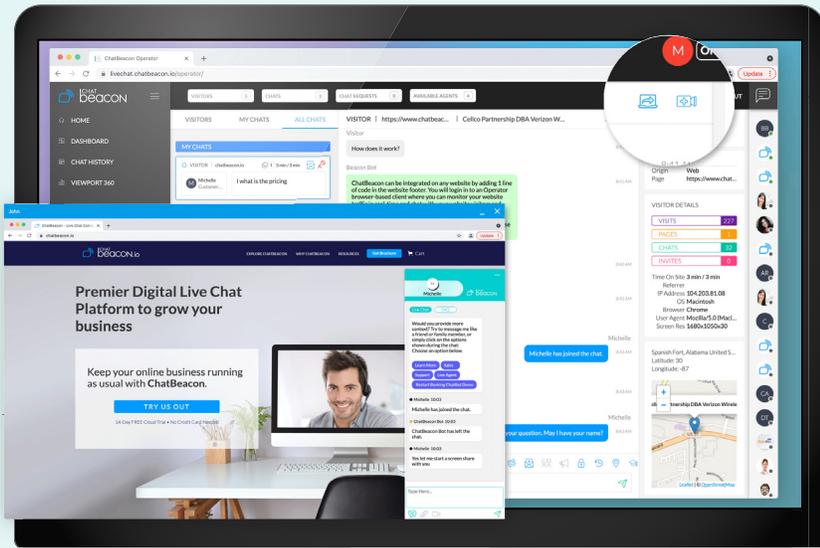
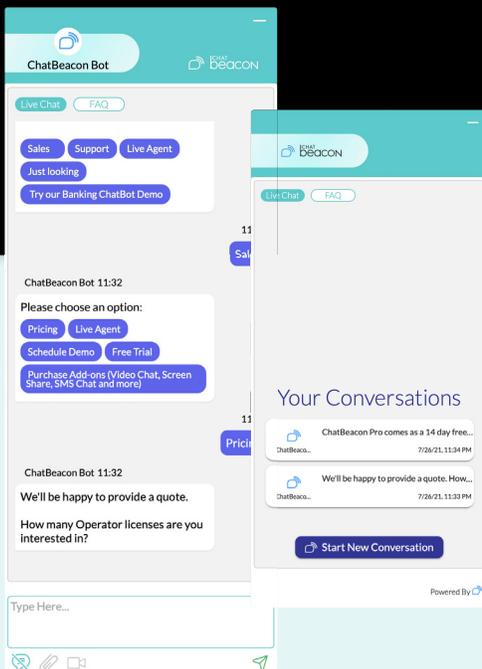


## WEB BASED AGENTS APP

With no download required, simply login into the Agent app with any browser and service your customers from anywhere, anytime. Included with all plans.

## CHATBEACON CONVERSATIONS

Bring chats back to life with Conversations! A customizable chat window with a live conversational chat dashboard for your website. We have optimized the window for mobile devices to keep visitors chatting on the go. With one-click, your visitors can now pickup conversations where they left off on your website.



## SCREEN SHARE

Effortless and Streamlined, our new Interactive Screen Share provides a collaborative approach to your visitors and customers as they browse through your website. With nothing to download for your visitor, you can provide immediate assistance when they need it with the ability to browse, scroll and click together.

# ChatBeacon® Pro

## HIGHLIGHTED FEATURES

### CHATBEACON CHATBOTS AND CHATBEACON VIRTUAL ASSISTANT

Automatically serve your website visitors without a subscription to a third-party chatbot platform. Active 24/7, or set to a specific schedule, the ChatBeacon Virtual Assistant uses quick replies, triggers, and actions from the Business Rules feature to auto-answer commonly asked questions sent from your chat window.

- One, two, or multiple departments or websites
- FREE with ChatBeacon PRO

### SMS CHAT MESSAGING

With SMS Chat, people can chat without visiting the website. They simply send a SMS text message to a designated phone number (associated with a Dept) and that will trigger a chat request for your chat agents in the Agent Application.

- When chat is offline, the SMS Chat messages will be delivered via email to the specified Department's email address.
- Enable 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.



### CHATBEACON AGENT CHANNELS

SMS Chat and Email Chat for Agents. Agents can answer chats on the go, without the need to login into the desktop console or download an app, or login into new Web app.

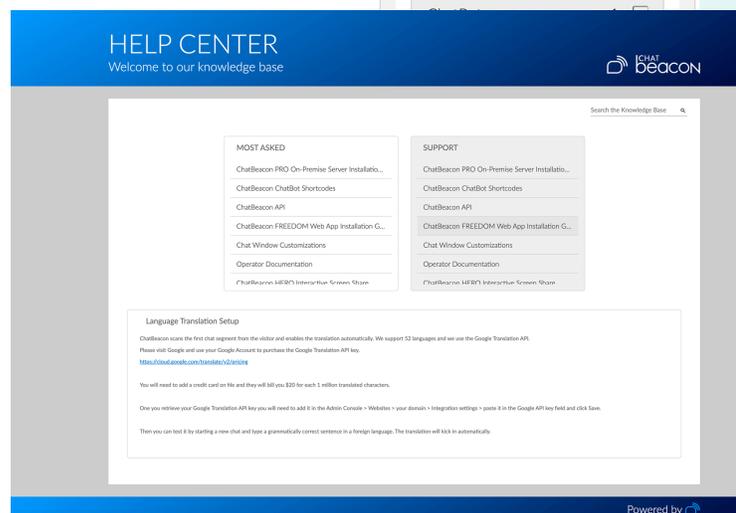
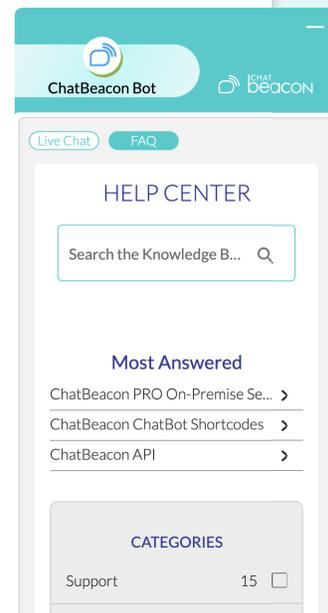
- The ChatBeacon ChatBot can automatically answer all incoming messages, then (if needed) transfer them to a specific department, where Agents can conveniently reply to chats from their cell phones (via SMS or email application).

- Mobile Agents can accept new chat requests and chat transfers from their respective departments via email or SMS and set their chat availability with hashtag commands (#online, #offline, and #status).

### CHATBEACON KNOWLEDGE BASE

Deploy a knowledge base portal with KB articles and FAQs in an instant. Lightning fast knowledge base integration will add your KB Articles and Categories within the chat window. This self-service option will empower your website visitors and Agents by giving quick access to articles and other informative content.

- Within seconds, you can add your KB articles in the ChatBeacon Management Portal and they will be automatically published in the Knowledge Base portal and ChatBeacon chat window.
- KB Articles and categories are easily managed via the Management Portal and can be added per website.



### CHATBEACON ONBOARDING

ChatBeacon Pro includes Agent Training, ChatBot setup assistance and a designated account manager.

# ChatBeacon® Pro

## REPORTING AND ANALYTICS

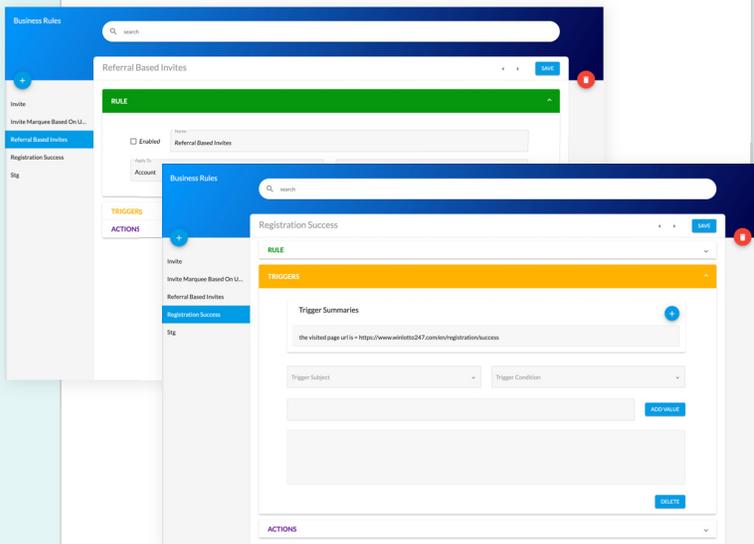
### MANAGEMENT PORTAL WITH VIEWPORT 360°

Management Portal gives the Admins the ability to manage:

- canned responses
- password policies
- operators, passwords and chat permissions
- website and departments chat settings
- business hours
- business rules (chat invites, automated instant chats and more)
- ChatBots, SMS Video, Screen Share, Voice and Translation integrations.
- chat routing, chat limits, business hours
- chat window customizations
- reports via ViewPort360
- GDPR compliance
- Knowledgebase Articles
- other advanced settings.

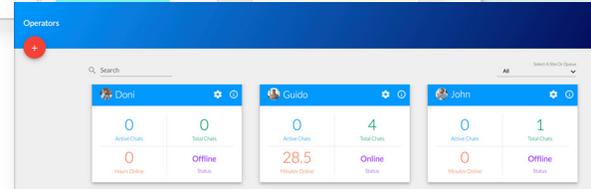
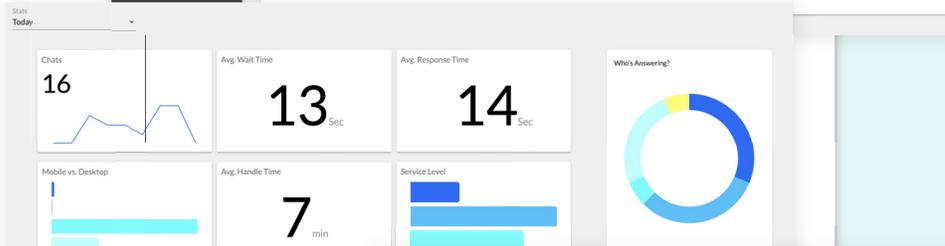
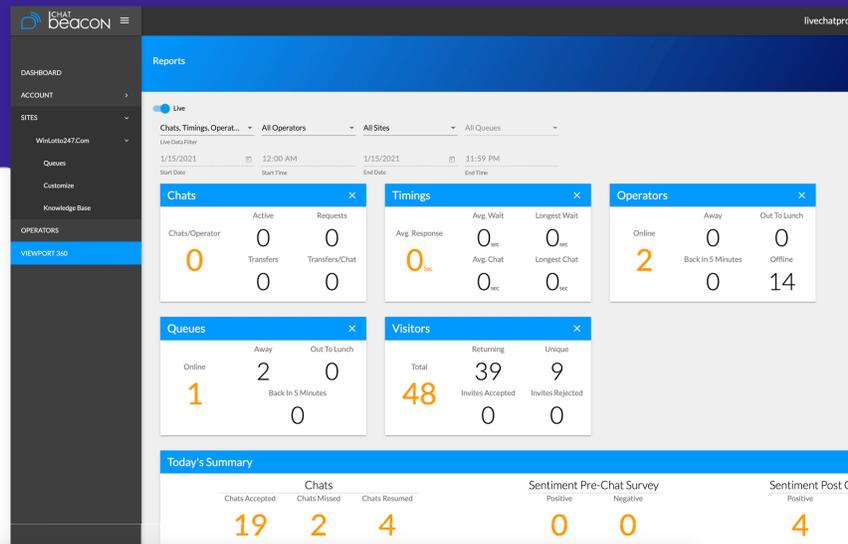
### Business Rules Manager

- Our latest update includes tons of new triggers and actions.
- Automatically transfer or route chats based on the visitor's profile (geolocation, chat origin, chat messages and more).
- Enable marquee messages with custom invites or content-specific messages on different website pages.



### Business Hours

- Scheduled chat status customizable per department based on your hours of operations.
- Never worry about the Agents forgetting to set their status to Online, or Offline.



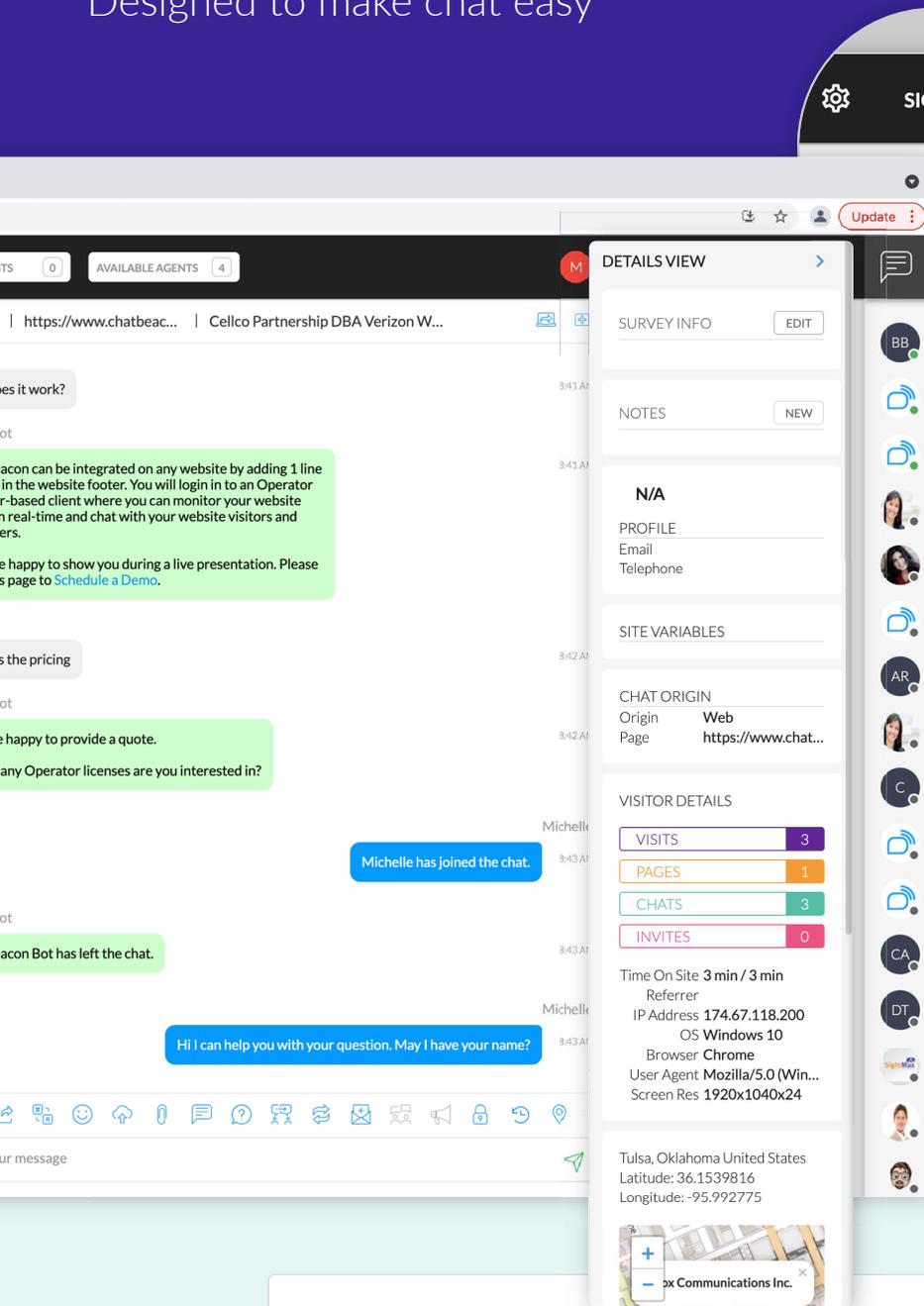
### ANALYTICS

We can track all (website) visitor activity on the website including the following stats:

- New or Returning Visitor
- Number of Previous Visits
- Number of previous chats along with all chat transcripts
- What page the visitor is currently viewing
- Location on the Map, mkllo8'9[0-
- ChatBeacon stores all the visitor and chat information in a database and can be accessed via the ChatBeacon Agent Application and Management Portal.
- Access 8 types of reports and sub-reports to view relevant chat metrics.
- Reporting data can be easily exported to CSV, Excel or PDF documents.
- Agent Login/Logout and status change reports in the Management Portal

# ChatBeacon® Pro | A LOOK INSIDE

Designed to make chat easy



## VISITOR GEOLOCATION AND FIRMOGRAPHICS

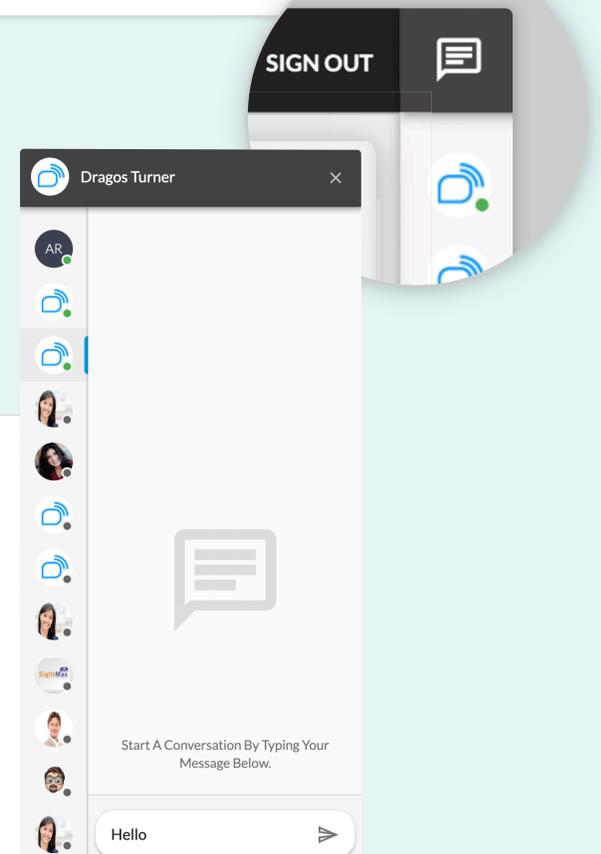
The Visitor Details tab (accessed through the Blue Arrow Button) contains the Visitor Profile and will automatically display the Referrer Details, IP Details, Session Details and Customer Variables.

ChatBeacon detects the Visitor's IP address, geolocation information and many other details. By using the company name associated with the IP address, we are presenting additional information related to the company and customer, including their social media profiles (if available).

## INTERNAL AGENT MESSAGING SYSTEM

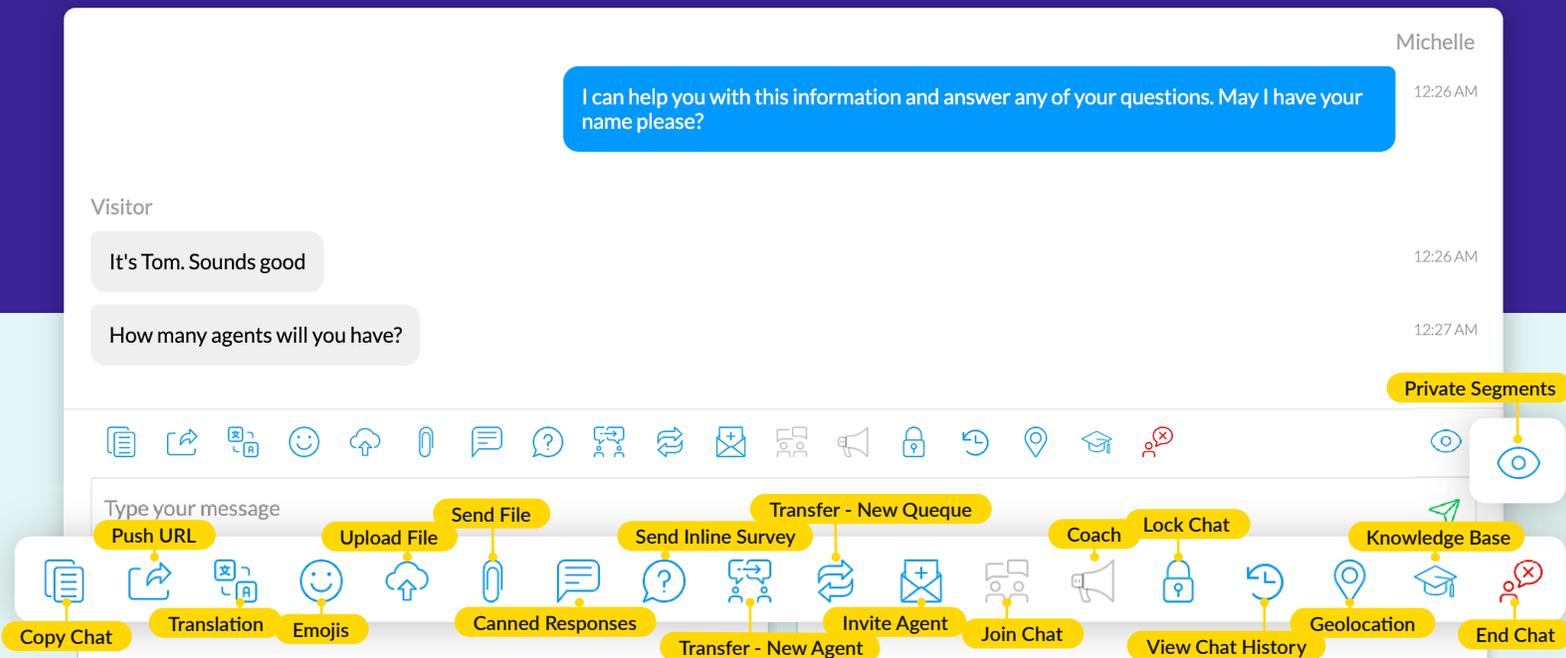
Agents can use our secure internal messaging system to send private messages to other agents. This is a great feature to be used for chat escalation, or before making a chat transfer to another agent.

The messaging is accessible from the right side no matter the tab you are in so you can see it while still chatting with a visitor or looking at chat history.



# ChatBeacon® Pro | A LOOK INSIDE

Designed to make chat easy



## CHAT HUB FEATURES

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

### Push URL

- Agents can automatically redirect the customer's browser to a new web page without their 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).

### Automated Language 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 too add a feeling of familiarity that can overcome the tone-less communication that can arise with chatting, adding a human touch.

### File Transfer (Agent:send file and Visitor:upload file)

- 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 & agent 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 Agents, Departments, other sides

- You may transfer a visitor while in a live chat to another queue or domain by clicking on the 'Transfer button' in the ChatHub panel. Then select from your available options.
- Allows you to transfer chats from one agent to another, as well as across sites and across queue/departments.

### Invite To Join (ask other departments to join your chat, even if you don't have permissions in other departments).

- Ex. Sales agent needs help from the Support queue, so the agent will send a Invite To Join to Support, even if he/she doesn't have permissions in the Support Queue.

### Join

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

# ChatBeacon® Pro

## Core Features

### 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.

### 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.

### Multiple Departments with Routing

- Operators can have multiple chats at the same time and be assigned to one or more departments or websites.
- Routing from one operator to another, as well as across sites and across queue/departments.

### 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.

### Spell-checker

- The spell-checker is available for all the chats with the Visitors and the Agent IM messages.
- Within the Agent Application misspelled words are underlined so the Agent can right click on the word and select the correct spelling.

### Searchable Chat History

- With the power of our creative data mining development processes, you can search chats, offline messages & offline SMS messages by chat name, email address, terms contained in the body of chat sessions, chat tags or on any combination of the search fields, for *Example*: search for chat name, "Eric", with an email address sales@ChatBeacon.io; search term of "iPhone™"; date range of June 1, 2013 through June 9, 2014. ChatBeacon will then begin the search, bringing up chats that match the exact criteria.

### Chat Invites with Automation

- Automate chat invites via business rules by predefining conditions that trigger chat invites.
- Agents can also send manual chat invites.
- The chat Invite graphics are customizable to reflect look and feel of your websites and brand.

- Text Chat Invites are also available which pop up a short message to your website visitors offering a discount, coupon or custom message hence providing a “call to action” without active chat taking place.

### Mobile Chat Window

- Chat window optimized for all devices and screens (mobile, desktop)
- Mobile friendly and responsive chat window is compatible with all websites (Wordpress, Shopify, Magento, PHP, .NET websites, and more) and all modern browsers.
- Legacy support for all previous chat windows, including previous graphic customizations

### Technology Updates

- ChatBeacon uses .NET 4.8 Framework

### Agent Application Themes and Improvements

- Modern Agent Application UI theme
- Complete overhaul of the ChatBeacon Agent Application
- Visitors are now organized based on their website and chat activity (In Chat, Requested, Ended, Returning and Everyone Else)
- Windows 10 support for the ChatBeacon Agent Application

### Chat Features and Enhancements

- Cross-site chat transfers
- Improved formula for the Intelligent Chat Routing
- User-friendly website variables in the ChatBeacon Agent Application
- Single Sign-On Options
- Windows 10 app notification system was added in the new Operator Console.

### Advanced Development

- Open Architecture System
- Easily use the new ChatBeacon API to integrate an existing Phone system, so it automatically synchronizes the agent status between the phone system and the ChatBeacon account.
- Financial institutions can integrate ChatBeacon with their existing online banking portals to automatically pass customer information from Server to Server while bypassing the customer's browser.

## CHATBEACON LIVE CHAT INTEGRATION

- Integration of ChatBeacon to your website is done simply by adding our chat javascript to your website.
- You can monitor website visitors on multiple websites,

# ChatBeacon® Pro

## Core Features

answer chat requests from multiple websites, all while being logged into the same ChatBeacon Agent Application.

- In regards to the Chat Window itself, you can either use our Inline Chat Window, the Static Chat button or “Live Chat” text link anywhere on your website.
- The “Live Chat” text link can also be added on third-party portals hosted by your vendors. The text links are simple hyperlinks that point to the ChatBeacon Chat Server using HTTPS encrypted via SSL).
- Fully customizable chat window: you can customize the images, CSS and javascript files.
- All customizations can be done per website, including having a different chat window “look and feel” for each website.

### Website Integration Options:

- **Inline Chat Window:** This chat window shows in the bottom right corner of the website and will follow the visitor as they navigate through the website without interrupting an active chat.
- **Pop-up Chat Window:** A new browser window will appear and is not be blocked by popup blockers.
- **Static Chat button:** You may place the chat button icon anywhere on your website.
- **Live Chat text link** that can be added anywhere on the website; when clicked, it will show the Pop-up Chat Window.

## ADVANCED CUSTOMER ENGAGEMENT

### Intelligent Chat Routing

- Automated chat routing based upon an Agent Priority list, or based on the previous Agent chat activity.
- Chat distribution that will make sure all the Agents are used evenly

### Algorithm details

*Phase 1:* Operators with 0 chats will receive 1 chat. After all Operators received a chat, then phase 2 kicks in.

*Phase 2:* ChatBeacon will create a list of candidates based on: status online, signed into the queue, under the concurrent chat limit, outside of the wrap up time since the last ended chat, then will go through the following factors and rules:

1. Active Chat Count in real-time > lowest chat count gets the next chat. This doesn't use login time and it is calculated in real-time.

2. If Active Chat count is equal > then it will use the Average Chat Duration for their Active Chats > lowest Active Chat Duration gets the next chat. If they don't have any Active Chats, then it will check the last ended chat duration. Lowest duration gets the chat.
3. If this is a returning customer, chat goes to the same operator if they are available (Signed into the queue, operator status online) > applied at all times.
4. No Consecutive Chats > An Operator will not receive 2 consecutive chats unless the chat comes from a returning customer (Rule 3 has priority over this).

### Forced Chats

- Gives the Agent the ability to start a chat with the Visitor, without an invite or interaction from the Visitor.

### Business Rules and Triggers

- Combine 32 rules and triggers that will automatically run and invite customers to chat, push them to other pages, send emails and more.
- Some important triggers: Visitor Idle on website, Idle in Chat, Visitor Lands on a specific URL, geolocation triggers.
- Email scripting that will send automated messages containing chat information and transcripts.
- The Custom Site Variables have been added to the Business Rules as Rule Triggers Profile Variables where an Agent with Admin rights can create automatic Business Rules that will proactively invite the Visitor to chat, push the them to another URL, send an email, send chat invites (regular and custom text invites), alert Agents and much more.

### Hide the Chat Window

- Our advanced options will enable you to hide the chat window on your website when there are no Agents available for chat, or when you wish to engage the website visitors when you are ready.
- You can hide the chat window when the chat is Online or Offline
- The Visitor will only be able to chat after you invite them to chat if you hide the online chat window.

### Customized Sound Notifications

- Different sound notifications for new chat requests can be set for specific departments.
- Distinguish chats from premium or paid customers with specific new chat requests sounds.

# ChatBeacon® Pro

## Core Features

### IMPROVED AGENT FUNCTIONS AND INSIGHT

#### Web Based Agent Application

- Web based Agent Application compatible with all modern browsers.

#### Agent Aliases

- Agents can set a custom Agent name that differs from their Active Directory username, or their Login Name.
- The Agent Alias will be visible in the Visitor chat, while both Alias name and Login name will be visible to all Agents.

#### Agent Custom Status

- Agents can set a custom status in the Agent Application reflecting their current status or chat availability.

#### Agent Avatars

- Manageable from the ChatBeacon Admin App, the Admin can upload photos into the Admin App.
- An Agent's photo will appear in the Visitor Chat Window when the chat request is accepted.
- The Agent photo will update if the chat is transferred to a different Agent.

#### Enhanced Visitor Panel

- Monitor your website(s) traffic in real-time and see where the visitors are going on your website.
- You will be able to see what website they are on, their previous chat history, previous chat name, what keywords they used to get to your website, referring domain, organization name, country, state, city, the URL of their current page, plus many other session details (idle time, number of pages visited, operating system details and much more).
- This panel also enables you to see additional customer variables from the customer's authenticated session on your website. *Example:* Your online banking customer logged in on your portal; the Visitor panel will display their Account number, SSN, email address and any other variables that you connected with ChatBeacon.

#### Enhanced Chat Transcripts

- Time stamps available in the emailed chat transcripts.
- The PreChat Survey information is included in all emailed chat transcripts.
- Customers can request the chat transcript to be emailed to them.

#### Bad Word filter (Block Visitor, Agent & Database)

- Customizable regular expression engine.
- Can block foul language.

### Chat Overflow

- This feature transfers any unanswered chat to another department automatically if the Agents in the first department did not answer in the allotted time, and will continue to do so until the chat is answered.

### QuickView HyperChat (Dynamic Canned Response Engine)

- During a live chat session and based on the first few characters typed by the Agent, a list of common responses used in previous chats will pop up and the Agent will select the appropriate response. This speeds up the Agent's response time and increases the Agent's ability to handle more concurrent chats. Consider this a real-time dynamic Canned Response Engine.

### Peek Messaging (Spy)

- 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.

### Chat Notes and Chat Keywords Tagging

- 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 Historical Chat History). Third, Agents can write notes and tags regarding visitors even if they haven't chatted.

### Ban Visitors from chat

- 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.

### Customizable Chat Surveys

- PreChat, PostChat and Offline Surveys are available in the Chat Window.
- You can customize all of the survey fields and make them optional or required.
- Advanced survey reports are available based on the Visitor selection in the survey.
- The Surveys can also be auto-populated with customer variables and they can also be skipped, or automatically submitted.

# ChatBeacon® Pro

## Core Features

### PUSH Pages

- Agents can automatically redirect the customer's browser to a new web page without their 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).

### STREAMLINED THIRD-PARTY INTEGRATION

#### Zapier.com Bridge to connect ChatBeacon to over 300 third party applications

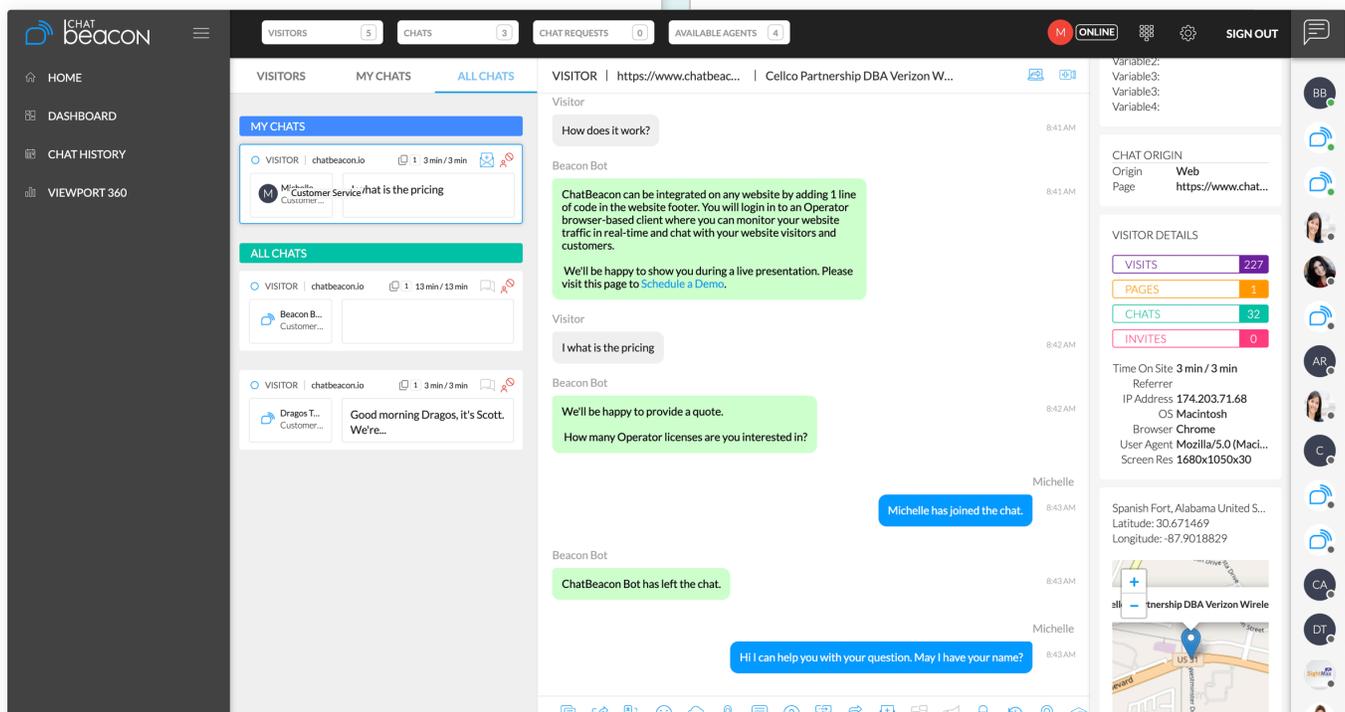
- With our new Zapier integration ChatBeacon now connects to over 300 third-party applications allowing you to automate CRM, Email, and Ticketing with ease! By using the visitor data collected via ChatBeacon the process is completely automated!

#### ChatBeacon API available for developers

- Developers can use our API to integrate with third-party applications, such as CRMs, phone systems and other databases.
- Phone system integration: You can easily synchronize the Agent Chat Status with the Agent Phone status.

### AND MORE...

- Unlimited chats.
- Operators can have multiple chats at the same time and be assigned to one or more departments or websites.
- Unlimited chat data storage.
- Ability to capture offline messages from the Web Chat Window, Offline SMS messages and respond via SMS directly from the Agent application.
- Hide the Chat Button or Inline chat window when offline.
- You can set the maximum number of chats per Operator.
- Deploy chat across unlimited domains.
- Manual and automated chat invites.
- Auto-invite based on time on site.
- Real-time visitor monitoring - View all Visitors on the website in real-time, where they are coming from, what pages they are visiting and much more).
- Email transcript - Email the chat transcript automatically at the end of the chat.
- Customizable Agent Notifications
- Cobrowse (passive) - Displays the webpage the Visitor is currently viewing on the website.
- Chat Data Purging - Removes data automatically after a certain number of days.
- Display multiple departments in the Prechat Survey; chat requests will be routed based upon the customer's selection.
- Agents have the ability to override or update the survey information with the information they collect during their conversations.



# ChatBeacon® Pro

## Security Features

### Security Features

- FIPS Certification support for the ChatBeacon Server and ChatBeacon Admin App Federal Information Processing Standards (FIPS) are publicly announced standards developed by the United States federal government for use in computer systems by non-military government agencies and government contractors.

### Credit Card and Account numbers filtering

- Filter credit card numbers in the database, Agent Applications and chat window (###)
- Filter credit card information and account numbers in the chat transcripts sent via email
- Agents can also specify an Alias or a Display name when using their AD credentials.

### Lock Chat (Private chats)

- 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.

### Agent Group Abilities (Enable/disable features per Agent group)

- The ChatBeacon Admin has the ability to create Group Levels and assign special abilities and/or Restrictions.
- Chat abilities: Join chat, Accept New Chats, View Non-participating Chats, Send link, Coach Chats, Lock Chat, Push Page, Transfer chat
- Session abilities: Co browse, Release Visitor Ban, Send Invites, Virtual Earth, Ban Visitors, Send Text Invites, Lockup Session Chats
- Agent Abilities: Manage Business Rules, Retrieve Reports, View Private Chats, use Twitter, Login to Facebook, Perform Chat history search.

### Website Custom Variables Automation

- View additional visitor account information from their website authenticated session.
- Website Variables (Ex. Username, first name, last name, Customer ID) can be added to the ChatBeacon Admin App at the "site level". By doing this, additional customer/visitor information will automatically be displayed in the Agent Application Visitor Panel when your customers are logged into your website.
- Website Variables can be used as "triggers" in the Automated Business Rules.
- Website Custom Variables are also available in the Reporting Dashboard and Visitor Activity Report.
- Agents can add Website Variables to the Agent Application Visitor Panel.

### LIVE CHAT SECURITY

ChatBeacon CLOUD Servers are hosted with a SOC3 Certified datacenter, that provides the highest security, high performance, fast and resilient Servers globally. Here is some information for your review:

All communication from your website to our ChatBeacon CLOUD Server and the connection between your Agents and the Server is based upon standard HTTP (port 80) and HTTPS (port 443). Website visitors do not need to install any software or use any special protocols in order to chat. All the chat/visitor data is encrypted and then stored in a SQL database residing on a private SQL Server (not facing the public). Live chat sessions are encrypted with a SSL Certificate, using a trusted public certificate authority (CA) to ensure the authenticity of the ChatBeacon CLOUD Server to both parties.

1. The ChatBeacon CLOUD also has the Advanced Expression Engine that can block credit cards, SSN numbers and many other expressions.
2. ChatBeacon Single SignOn: ChatBeacon has developed a new Single SignOn (SSO) feature where your authenticated member's session is verified before starting a new chat and ChatBeacon will receive all the information regarding their account.
3. Advanced website variables allow for easy automation of the PreChat Survey using the Visitor's existing account information from your website. "ChatBeacon Live Chat", and the ChatBeacon.

### Personal Information Masking

Masking Private Non-Public Information - All information handled by SSI is considered private and held to the highest level of security. With the built-in masking feature developed in ChatBeacon LOCAL, SSI is able to accommodate your security and privacy requirements, e.g. Gramm-Leach-Bliley Act (GLBA), Payment Card Industry Data Security Standard (PCI-DSS).

When private non-public information is collected from your web site visitors it can be masked before the data transfers to our SSI hosted databases. To accomplish this objective, SSI has developed a configurable masking method that alters every string of classified information defined by you as non-public (such as credit card or Social Security Numbers) to characters that have no special meaning (i.e. xxx). For example, you may opt to define every string of numbers in credit card format as data that requires masking. In such cases the credit card number will be replaced with a string of characters when it is transferred to the SSI

# ChatBeacon<sup>®</sup> Pro

## Security Features

database. Thus, 0000-1111-2222-3333 will become xxxx-xxxx-xxxx-- xxxx.

Note: The masking process is irreversible and once executed, the data will no longer be available nor will it be stored in its original format. This masking feature helps to support PCI-DSS requirements.

### LIVE CHAT AGENT SECURITY - LOGIN POLICY

In order to maintain secure User management of the direct users of ChatBeacon Live Chat, Agents and Administrators access the system with their own unique User Name and Password. According to the individuals' skill set and authorization level, permissions are also established and controlled. This also allows for activity audit trails and full reporting of each user.

All chat Agents will login in the ChatBeacon Agent Application via HTTPS and their connection to the ChatBeacon CLOUD Server will be encrypted with a SSL Certificate.

Each Agent will have their own login credentials and will authenticate with a username and password.

Additionally, ChatBeacon CLOUD Server offers Active Directory integration for the Agent logins providing superior Agent Access Security. The Agents can login with their existing Windows session credentials and the ChatBeacon CLOUD Server will check their credentials against your Active Directory domain.

### Chat and Data Encryption

The service provided by ChatBeacon Live Chat is "live chat" for websites. This process includes all live chat sessions that take place between your live chat Agents and website visitors. It also includes the monitoring of visitors on any page of your website to which you have placed the "ChatBeacon Monitor Code."

All data collected from live chat sessions and visitors browsing pages on your website is collected for the purpose of determining which visitors to engage. This can be based upon current visitor history, potential customers, geographic information, keywords, zip code and more. Data is transferred from the visitor's browser to the ChatBeacon CLOUD Server using the HTTPS protocol. All the chat/visitor data is encrypted and then stored in a SQL database residing on a private SQL Server (not facing the public). Live chat sessions are encrypted with SSL

Certificate, using a trusted public certificate authority (CA) to ensure the authenticity of the ChatBeacon CLOUD Server to both parties.

To summarize, all the chat communications are encrypted via HTTPS with a SSL Certificate. The connection between the Agents to the ChatBeacon CLOUD Server is encrypted; the connection between the website visitor chat window to the ChatBeacon CLOUD Server is also encrypted. The Agents can use their login credentials (username and password) or they can use the Active Directory authentication for the ChatBeacon Agent Application login window.

### SECURE DATA STORAGE

All live chat transcripts and visitor information collected from ChatBeacon Live Chat is encrypted and stored within the ChatBeacon CLOUD Server for an unlimited amount of time unless specified. In order to provide your company with the upmost management security, access to data is managed solely by SmartMax Software, Inc., thus eliminating unauthorized access to confidential and secure data.

### INFRASTRUCTURE AND NETWORK SECURITY

The ChatBeacon CLOUD Servers are hosted with a SOC3 Certified datacenter, including network, infrastructure and architecture have multiple protection layers of security the ensure the highest level of protection. Network uptime is 99.89% with no more than 10 hours of downtime annually. In reality, there is no significant downtime for the ChatBeacon CLOUD solution.

All communication via ChatBeacon CLOUD Servers passes through access list enabled routers and by doing so, blocks the majority of suspicious or unwanted website traffic, as well as, network based attacks and protects the next layers of security in place. Website traffic that is allowed in by the routers has been screened and confirms live chat session integrity as only HTTP and HTTPS protocols are allowed into or out of the network.