

## e-office WebChat enable chat on your website!



Ever felt the need to communicate directly with your web users instead of seeing them as anonymous numbers pop-up in the visitor statistics of your website?  
What about connecting your available sales or expert teams directly to an online customer with an urgent question?

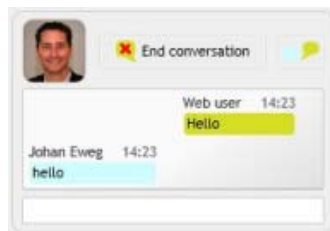
With the e-office WebChat solution you are in business. This new solution enables your organisation to chat with your web users directly.

### groups and presence

The definition of groups in your Active Directory makes the e-office WebChat solution even more powerful. To improve the chance a web user contacts someone that is able to answer a question, this solution uses the Microsoft Office Communications Server 2007 R2® (OCSR2) *presence* functionality. Presence enables people in your organisation to communicate based on their current status, e.g. *out-of-office* or *available*.

e-office WebChat automatically connects the web user to a person in the defined group

with the presence status *available*. In other words: a web user is only transferred to a person that is able to answer the question.



### rules

The rule 'connect the web user to a person that is available in the group sales' is an example of the numerous possibilities. Rules can be applied to your specific business requirements.

### comprehensive feature list

- ✓ group presence (when one user of the group is online, the group is online)
- ✓ contextual collaboration

- ✓ support for Microsoft SharePoint 2010 and other webservers
- ✓ integrated presence information
- ✓ SaaS compatible
- ✓ fully configurable and customizable
- ✓ can be embedded in your website
- ✓ typings indicator

### prerequisites

- ✓ Microsoft Silverlight 2.0/ 3.0
- ✓ Microsoft OCS 2007/ OCS 2007R2
- ✓ IE 7.0/8.0, Chrome, Firefox

### benefits

- ✓ direct communication between web user and people in your organisation
- ✓ improved communication
- ✓ more customer contact
- ✓ better usage of your OCS solution
- ✓ software as a service by e-office

### contact details

e-office  
Duwboot 20  
3991 CD Houten, The Netherlands

<http://products.e-office.com/webchat-nl-2>