

e-office WebChat enable chat on your website!



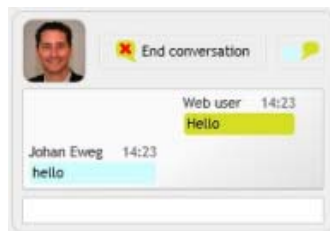
Ever felt the need to communicate directly with your web users instead of seeing them as anonymous numbers pop-up in the visitor statistics of your website?
What about connecting your available sales or expert teams directly to an online customer with an urgent question?

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

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