

What is it?

The total Web support solution

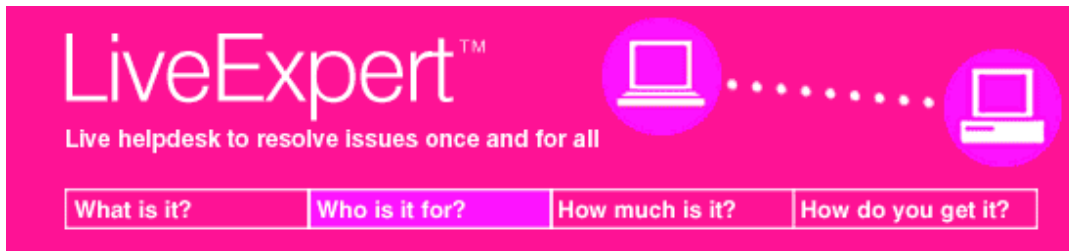
Now you have everything you need to crack helpdesk issues fast, fully and definitively. HelpCaster's LiveExpert equips you with the most powerful array of support tools available in one, easy-to-use package. It includes:

- Instant self-serve knowledge base search engine
- Live text chat that can handle up to five concurrent sessions per agent
- Content push that lets your agents deliver digital content to the customer's browser
- Customizable queue handling that incorporates your business rules
- Full collaboration with desktop sharing available on demand when you need it

You can escalate a service request from self-service, through interactive chat to full desktop sharing in a single seamless session. Take a customer to the service level that resolves an issue most cost-effectively. And imagine the jump in customer satisfaction when you eliminate repetitive handling cycles. Save yourself the cost of email management and your customer the pain of waiting. LiveExpert's self-serve autoresponse engine is so effective that routine enquiries are answered in seconds without no need for human intervention.

One simple control console lets you administer the entire system with ease. Manage knowledge base content, monitor and control queuing and generate reports on the fly—all from a single administration interface. Your entire Web support infrastructure is at your fingertips.





Who is it for?

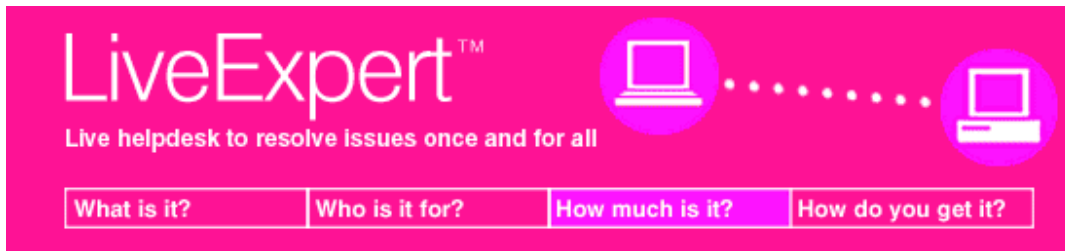
For serious providers of online support only

LiveExpert has been designed to fully exploit the rich informational and interactive potential of the Internet for remote issue resolution. This is the most powerful helpdesk application available for Web support. Agents will need Windows-based PC's with sound. LiveExpert is therefore not an option for telephony centres; HelpCaster's WebTalk will connect Web users directly with existing telephone networks.

Support providers accustomed to telephony-only centres, where everything has to be explained verbally, are often surprised at how digital content—pushed to a customer's browser—can accelerate issue resolution. A picture can be worth a thousand words. In many cases, the agent can push just the document the customer needs, for reading on their own time, and conclude the session. LiveExpert is particularly well-suited to support providers who can take advantage of the rich-media and interactive potential of the Web to close issues more quickly and with higher levels of customer satisfaction. Industries that benefit include:

- Computer technical support—using desktop sharing as a second level recourse
- Financial services—using content push for account presentment, product information and forms
- Travel and hospitality—using online product presentation and booking
- Medical and pharmaceutical—to push advisory documentation to patients or customers
- Government agencies, for forms presentment and information services
- Internal support—from knowledge base reference to on-the-fly conferencing

LiveExpert can be customized to suit a wide range of business models; don't hesitate to contact HelpCaster to explore how it could be used to best advantage with your own organization.



How much is it?

Transform the economies of support

LiveExpert gives you the advantage of on-demand pricing—you pay for what you use. Now you have tight alignment between the value your service desk provides and its cost at any given time; you can demonstrate performance measures with precision. LiveExpert is a hosted solution; that means no need for investment in software or hardware. All you need are PC's with Web access for your agents. (If you want to use LiveExpert's audio capabilities, you'll need headsets.)

Cost saving with AutoResponder

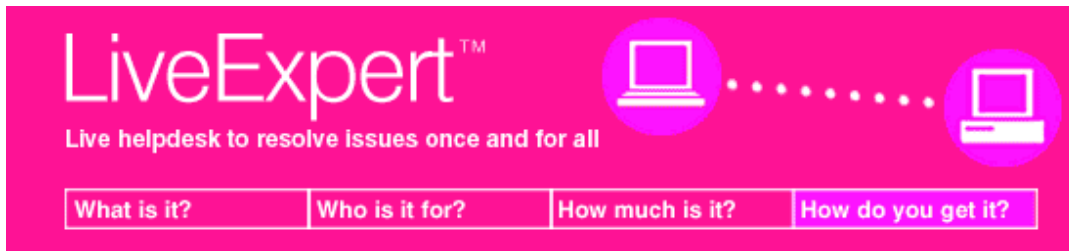
There will be an initial fee to set-up your knowledge database, but thereafter the cost per enquiry is negligible. But your real gain will be in taking out costs of existing channels that are far less efficient. One travel sector user reduced email handling by 98%! You will find that your knowledge base becomes smarter the more your Web visitors use it, so that you'll get continually improving effectiveness with more enquiries being resolved in self-serve, without recourse to a live agent.

Multichat live interaction

When requests do escalate to live interaction, your cost is only for each session. No seat charge. No time limit. Just one low session charge. With LiveExpert's chat interface, an agent can handle up to five sessions at the same time (two or three is a more realistic expectation for most agents.) Armed with good push content, and with the ability to handle multiple sessions, you'll probably find your agents showing higher productivity than when on the phone.

Full collaboration just when you need it

Licensing your agents for Web collaboration can be an expensive proposition. But now LiveExpert gives you on-demand access to this powerful tool when you need it for high level support. Use self-service autoreponse and chat to resolve lower level issues, saving Web collaboration for those complex issues that need its power and justify the cost.



How do you get it ?

What you will need...

Your only technical requirements are Windows-based PC's with an Internet connection, running Internet Explorer 6.0+ browsers. The technical implementation of LiveExpert is simple; once you subscribe, your systems will be ready to go. But to get optimal value from LiveExpert, you will want to fully prepare your human and knowledge assets.

Setting up your AutoResponder database

The content of the knowledge database is unique to you. You can start right away using existing content from your FAQ's or other sources. But the secret of AutoResponder's effectiveness is in continuing management; the system learns from your customers' queries, so you can keep your knowledge base responsive to your customers' attitudes and needs.

Preparing your interactive specialists

LiveExpert gives you vast flexibility in customizing your queue logic. You can flow topical queries to specialists, direct to first and second level helpdesks, handle out-of-hours requests and so forth. LiveExpert technicians are ready to help you plan your customizations. Live online training is provided to all of your agents. And to take full advantage of the rich media potential of the Web, HelpCaster specialists will help you prepare comprehensive push content, ready at your agents' fingertips to help customers when they need it.