****** Please Print Before Visiting Our Demo Site ******

"LIVE SUPPORT" DEMO

1. Click on "See a Demo".
2. Click on "Sign In".
3. What you see is what a company Sales or Help Desk Rep would see when logged on.
4. The titles in the left column are defined as follows:

    a. *My Request:* These are the actual live conversations that get sent to all Users when logged on. The number next to the title defines the number of conversations waiting for a response from a User.
    b. *My Conversation:* This is a history file of only the Users' past conversations.
    c. *Messages:* When a customer click on the "Offline" Image on a company's website (after hours when no one is logged on), and the customer leaves a message, it is stored here until a User follows up and answers the customer's email.
    d. *Notifier:* This is a free, optional software that we provide that can be downloaded into a User's computer. The Notifier is used when Users want a pop-up to notify them of an incoming conversation. The Notifier also "rings" when that option is selected.
    e. *Help:* A guide to the PierTech Live Software.
    f. *Admin Tools:* These tools are only available to the Administrator(s) of the software. Normally, this is an IT Director, Customer Service Mgr. or Sales Mgr.
    g. *System History:* This is a listing of "all" conversations from all Users.
    h. *Support Integration:* This is where the company's customized software created and Images are selected for a company's website (this area is normally worked on by the company's web designer).
    i. *Create User:* This is where each User is created and passwords are developed.
    j. *Manage Users:* In this section, Users can be edited and deleted when necessary.
    k. *Create Groups*: A Group or Company Department must be created before a User is created. This will allow the web visitor to choose what department they want to chat with. This is what makes PierTech Live unique. For example, if a school has 6-departments, one being Admissions, and the web visitor clicks on the Admissions Dept., then only the Users "assigned" to the Admissions Dept. will receive the conversation.
    l. *Help:* A guide to the PierTech Live Software.

5. Across the top, the User can review their account and sign out when they need to log off.
6. To start a conversation, click on "Click here to simulate a User engaging in a chat session" located under the word Integration in the center of the page. Enter the information requested, and hit "Send Question". NOTE: You are now performing both roles, web visitor and Customer Service Rep (alias User). At this point, you will notice under "My Request" in the User screen, that a number 1 appears.
7. Click on "My Request", then click on the "question" shown, highlighted in yellow.

8. *Conversing with Yourself in the Demo:* Now you will be able to converse as a web visitor and User. NOTE: When conversing in real time, Users should make their comments short and to the point so the web visitor does not lose interest.

KNOWLEDGE BASE SOFTWARE DEMO

1. Click on Knowledge Base Tab.
2. Create an Article Title.
3. Create an Article and Save.
4. All words are searchable. Try one!

For more information or if you would like a personal demonstration please contact our Sales Dept. at #1-877-776-1114 or email at support@PGIonlineChat.com