ZaZaChat™

beta 1.0

Revolutionary Web Based Live Chat Support System
Helping website operators convert their website visitors to customers.
Bring Life to your web site!

Did You know?
You can request a feature added to ZaZaCHAT by posting a "Request a Feature" post at ZaZaSoftware@Forums

Did You hear?
You can invite a visitor to join Customer Service chat by a click of a button using the Operator Control Panel

Are You aware?
ZaZaCHAT allows You to monitor demographics of your visitors in real time(Location,IP,Host Name,Referrer)

ZaZaChat - F.A.Q.

There are a few things you can do and places you can go to get help. Here are some starting points.

1. Take a quick tour of ZaZaCHAT
2. Read ZaZaCHAT Features List
3. Have a look at the ZaZaCHAT Forums
4. Look through the Frequently Asked Questions (FAQ) below
5. Get in touch with us by email.

FAQ

General ZaZaCHAT Questions

What is ZaZaCHAT?
Who should use ZaZaCHAT?
What is BETA 1.0 and why is it next to ZaZaCHAT logo?
Will ZaZaCHAT always be free?
Why is ZaZaCHAT the best live help tool on the market today?

ZaZaCHAT Features

Is web traffic data provided in real time?
Can i install ZaZaCHAT on multiple sites/eBay auctions using one ZaZaCHAT Account?
Is there a limit of Operators registered/logged in under one ZaZaCHAT account?
What happens when i invite a visitor to chat using ZaZaCHAT operator's control panel?
What happens when there are no operators logged in to a ZaZaCHAT account?
How will operator be notified when a visitor starts a chat session?
How much information will i know about my visitors?
Should operator be watching the screen all the time to monitor visitors?

What is ZaZaCHAT?
ZaZaCHAT is Web Based Live Chat Support System. It is used to Provide Live Help to a site visitors via Online Chat It also allows to monitor web traffic in real time and examine visitor's demographics.

Who should use ZaZaCHAT?
Webmasters and active eBay sellers will greatly benefit from using ZaZaCHAT since it adds human touch to your web site or an eBay auction listing. If a visitor has any questions concerning your product or service just by clicking a ZaZaCHAT button installed on your web site or an eBay auction he/she will get live help via online chat provided by ZaZaCHAT.
It works just like a customer service 800 number but instead of calling your visitors will get in touch with your Customer Service representatives(web site operators) instantly via online chat, thanks to ZaZaCHAT!

What is BETA 1.0 and why is it next to ZaZaCHAT logo?
BETA is a version of an application that is made available prior to the official release for the purposes of

testing. The last software testing phase before a production rollout.
ZaZaCHAT's development has been completed on February 22 of 2006, ZaZaCHAT is going to be in BETA for 2-6 month before its official release. While ZaZaCHAT is in BETA, please enjoy all its features absolutely free of charge and with no limit!

Will ZaZaCHAT always be free?
Yes, there will always be a free version of ZaZaCHAT. It will be limited in certain ways and you get more with your paid subscription.

Why ZaZaCHAT is the best live help tool on the market today?
Right from the start you'll be amazed with how easy ZaZaCHAT is to use. Operator's panel is optimized for a quick and efficient use. Preset sentences like "Hello, how may i help you?" and others are sent with a click of a button. But the best feature is that ZaZaCHAT Operator's control panel is Web Based. That means there are no installs that have to be done on your computer, simply login to the Operator's panel and start providing Live Help to you visitors! No annoying updates, access your panel anytime anywhere! You can have a cup of coffee in an Internet Cafe by the beach and be providing live help to your site visitors at the same time! Is that cool or what?

Is web traffic data provided in real time?
Yes, all web site / eBay auction visitors traffic provided in real time.

Can i install ZaZaCHAT on multiple sites/eBay auctions using one ZaZaCHAT Account?
Once you created ZaZaCHAT account you'll be given a block of HTML code that you can install on as many web sites / eBay auction listing as you like.

Is there a limit of Operators registered/logged in under one ZaZaCHAT account?
There is no limit.

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What happens when i invite a visitor to chat using ZaZaCHAT operator's control panel?
An unblockable popup is displayed to a visitor inviting him/her to join the chat.
Click Here to see a demo

What happens when there are no operators logged in to a ZaZaCHAT account?
If no operators are logged in to help visitors then ZaZaCHAT button on your web site or an eBay auction will say "Live Chat is closed. Click Here to leave a message" and if visitor decides to leave a message he/she needs to click on it to be directed to Contact Form. Email will be sent directly to ZaZaCHAT account holder. Also if there are no operators logged in and you have Auto Chat Invitation set up on some of your web pages the Invitation popup will not be displayed!

How will operator be notified when a visitor starts a chat session?
Operator's Control Panel uses color codes to help you easily operate ZaZaCHAT. Here they are:

🔴- Visitor waiting for chat
🟡- Visitor waiting for response
🟢- Operator waiting for response
🟣- Visitor chatted and disconnected
⚫- Visitor has no chatting activity

How much information will i know about my visitors?
You'll know a lot!

1. Visit Time
2. Full Name
3. Email
4. Current Page
5. Page Title
6. IP Address
7. Host
8. Referrer
9. Browser
10. Version
11. Platform
12. Java Enabled?
13. Country
14. Language

Should operator be watching the screen all the time to monitor visitors?
Absolutely not. Operator logs in to ZaZaCHAT account, switches his/her status to "Online", and can freely open another browser window to browse internet or do any other work on his/her computer. If there is a visitor on the site who requested a chat session to be started, the Operator's Panel browser window will get focus(if minimized, it'll start flashing in the taskbar) to notify Operator of a change in visitor's status.