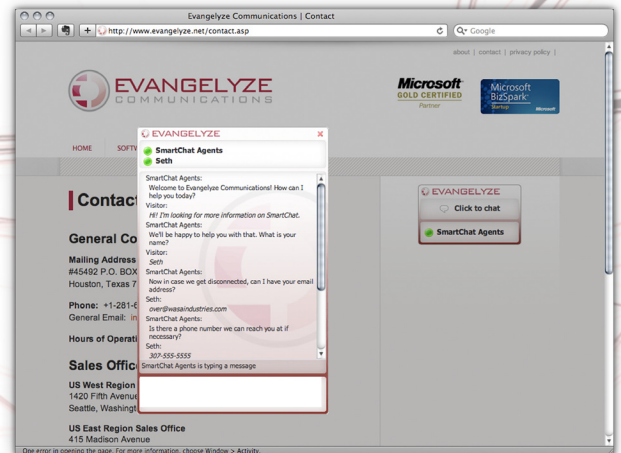


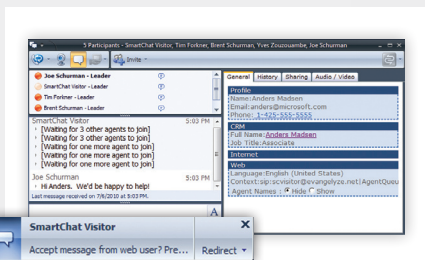


# SMARTCHAT

SmartChat provides the most innovative web-based communications solution leveraging Unified Communications software to enable organizations with the ability to offer chat, instant messaging, CRM (Customer Relationship Management) and application integration, along with streaming audio and video for customer support and relationship management to any web browser. With integrated communications with no software to install, web visitors are enabled to communicate with agents through simple or advanced routing along with the following out of the box features:



- Application Sharing
- Co-Browsing
- History Tracking
- Click-to-Call
- Integrated CRM
- User Profiling  
*(Known and Security Based)*
- Multi-Agent Conferencing
- Live Audio and Video

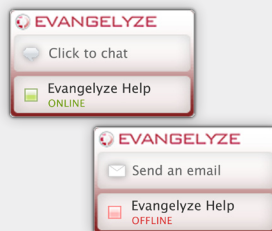


## APPLICATION INTELLIGENCE

SmartChat automatically presents the customer's contact data and browsing history to the agent so they are instantly aware of who they are communicating with and what the customer is likely to ask about as well as custom data from external applications such as CRM, inventory, order tracking, and financial systems. Agents also have the option to perform co-browsing with the customer, in order to provide a more personalized interactive experience.

## PRESENCE-AWARE

SmartChat uses Microsoft's Unified Communications presence engine to automatically indicate if agents are available for a chat session. If a customer accesses the system outside of service hours the site automatically updates to send an e-mail or perform other actions.



## A GLOBAL EXPERIENCE

SmartChat operates within in any internet, extranet, or intranet environment and has been tested with all major browsers. It also features portal integration with Microsoft SharePoint Server and support for any web server. SmartChat requires no additional software installation for the customer.

SmartChat is priced by agent-based licensing and includes all of the out-of-the box features listed above. Additional customizations or development licenses are available for purchase and are priced separately. For pricing information, please contact us at [evansales@evangelyze.net](mailto:evansales@evangelyze.net).

## WANT TO SEE A DEMO?

Get in touch:



[evansales@evangelyze.net](mailto:evansales@evangelyze.net)  
1-888-881-3826