



SMARTFINDER

SmartFinder combines the power of web chat and keyword tagging technology in the marketplace by leveraging an integrated Subject Matter Expert (SME) finder routing engine to allow web visitors to chat with experts based on specific subject matter listed on a web page, wiki, blog, or any presentation data on the Internet using any web browser. Through SmartFinder, web visitors can learn more about specific subjects, reference keywords, and chat with experts who can assist with the relevant subject matter researched.

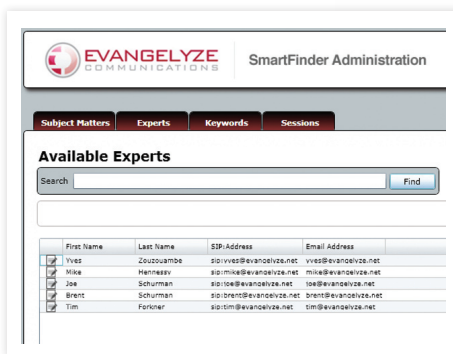
About EvangelYZe Communications

EvangelYZe Communications (EC) is a global voice and unified communications products and services. EC is comprised of award-winning and internationally-recognized Information Technology industry, enabling the organization to become a leading Reseller (VAR). EC's elite professional services division provides pre-sales and Communications products and solutions that provide business value, not just development of new voice communications and collaboration technologies and increasing market share to Microsoft and its partners worldwide, while increasing

Unified Communications
Discover the efficiency in communicating in the 21st century
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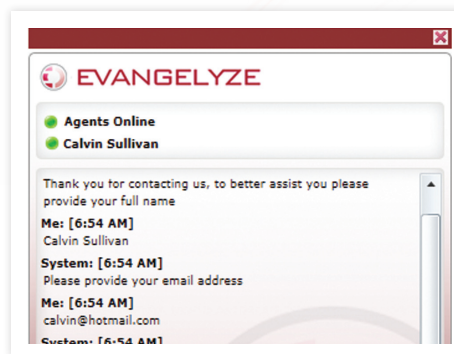
SMART TAGGING

SmartFinder's Subject Matter Expert (SME) tagging allows organizations who have any web presence with data to tag specific keywords in the text of the site and align each keyword with specific Subject Matter Experts (SME), who can then communicate with web visitors to provide expert support and knowledge transfer via Chat/Instant Messaging. Keywords are tagged and anchored with a customizable User Interface (UI) icon or simply underlined with or without color to provide the web visitor a clear identifier that a specific set of text or keywords can be further referenced.



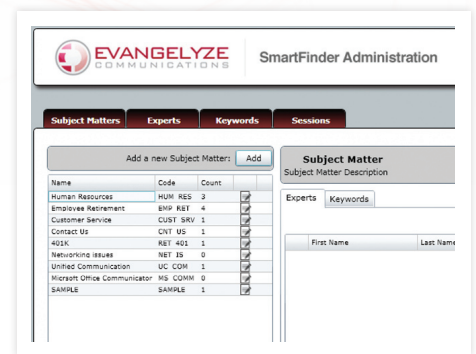
LIVE SUBJECT MATTER EXPERTS

Combining the power of Microsoft's Unified Communications platform, Microsoft Visual Studio, and the Unified Communications Managed API (UCMA) technology, SmartFinder provides the most innovative and integrated live chat interface for web visitors via any web browser through Microsoft Silverlight. The SmartFinder chat window requires no software to install for the web visitor and through SmartFinder's Subject Matter Expert (SME) routing engine, web visitors are engaged in single or multi-party Chat/Instant Messaging with live Subject Matter Experts (SME).



COMMUNICATOR INTEGRATION

SmartFinder provides Subject Matter Experts (SME) an integrated contact center solution for web-based chat through the Microsoft Communicator client to further an organization's investment in the Microsoft Unified Communications platform. The Microsoft Communicator window is expanded to provide the Subject Matter Expert (SME) with the relevant information about the web visitor, allowing the SME to provide expert feedback to the visitor in need of support leveraging the out-of-the box features of Microsoft Communicator.



ADMINISTRATION & CUSTOMIZATION

Through the SmartFinder administration console, administrators have the ability to create Subject Matter keywords, assign keywords to content-rich pages, align Subject Matter Experts (SME) with each relevant topic, and provide administrators with the ability to watch and manage live in-session chats occurring real-time. SmartFinder's reporting service enables finite detailed reporting on all relevant data within the system as well. SmartFinder's open customization capabilities allow for new reporting elements and User Interface customizations to easily be created and deployed across web properties.

For additional SmartFinder information, please contact us at evansales@evangelYZe.net.

WANT TO SEE A DEMO?

Get in touch:



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