EVANGELYZE COMMUNICATIONS

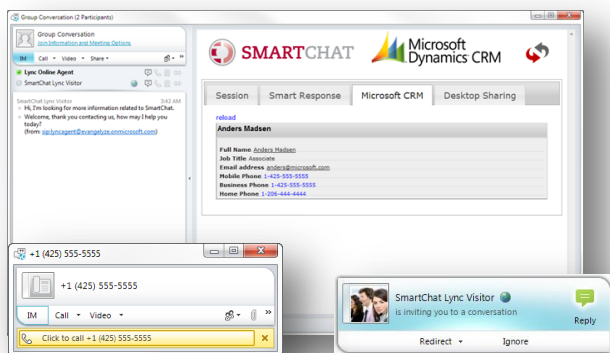# SMARTCHAT

R3

# Live Web Chat for Microsoft® Lync™

Connecting Web Visitors to Live Agents through Unified Communications

Why pay more for chat software when you already have Microsoft Lync™? By integrating Live Web Chat with Microsoft Lync and Lync Online™, organizations can connect Agents, Subject Matter Experts, Help Desk, and Customer Service and Sales Representatives instantly to their online web visitors adding unlimited capability.

Web Visitor Features

- Live Web Chat Interface
- Microsoft Lync™ Presence
- Customizable Web Chat Window & Skins
- Accessible from any Browser & Device*
- SharePoint™ Support

- Chat Transcripts (Email)*
- Chat Surveys*
- Chat Questionnaire*
- Web Co-Browsing*
- Application Sharing
- Full CSS & Theme customization*
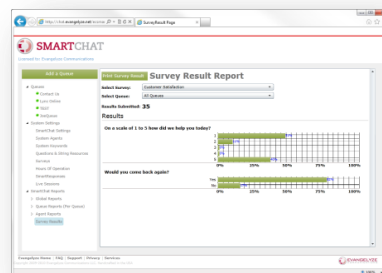
*R3 New Features
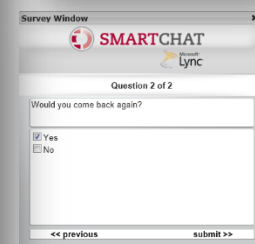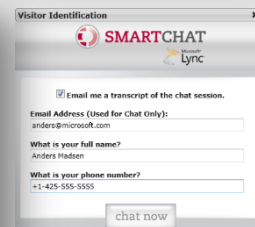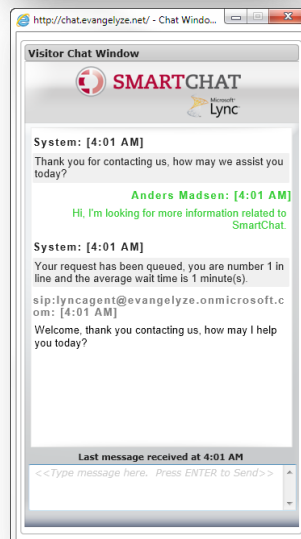
Lync Client Features

- Lync & Lync Online™* SmartChat Extension
- Drag-n-Drop Multiple Agents (Group Chat)
- Web Visitor Profile
- Agent Dashboard
- Smart Responses*

- Click-to-Call Escalation
- Federation*
- Application Sharing
- Web Co-Browsing*
- Dynamics CRM™ Integration
- CSS Customization*

*R3 New Features

Administrative Features

- Queue Management
- Agent Management
- Live Agent Monitoring
- Advanced Routing

- Archiving & Compliance
- Reporting & Analysis*
- Chat Survey Results*
- Application Plug-ins

*R3 New Features

Microsoft® Dynamics™ CRM   Microsoft® Office 365   Microsoft® Lync Server 2010   Microsoft® Lync Online   jQuery write less, do more.   Microsoft® Visual Studio®

Want to see a demo? SmartChat us at www.evangelyze.net!