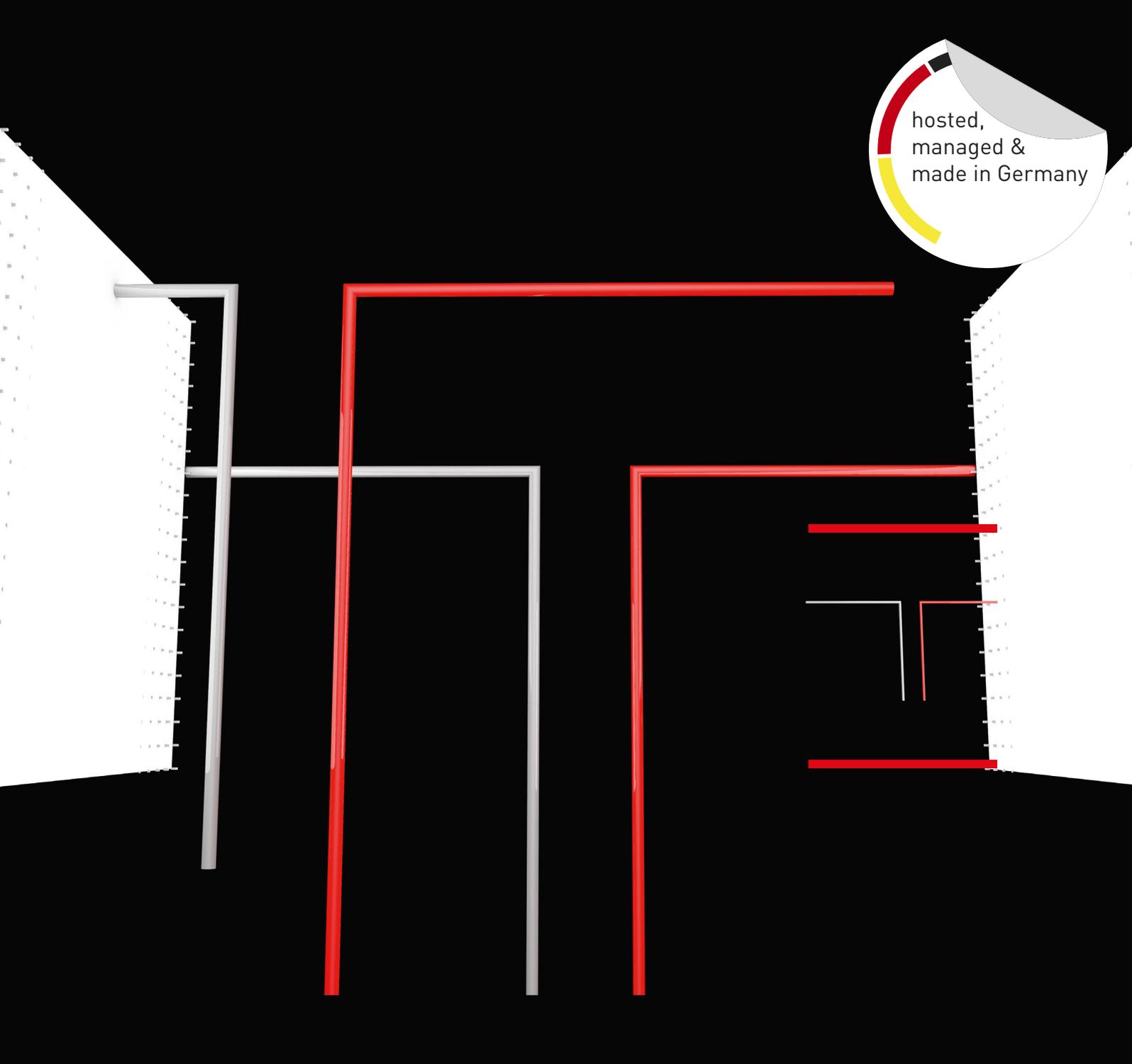




hosted,  
managed &  
made in Germany



# LIVE SUPPORT MANAGER

Live support on your homepage via chat, video, call, co-browsing and WhatsApp

Test it now for 4 weeks without  
obligation!

**4Com**  
Service. Productivity. Provider.

Trusted  
Cloud 

Herausgeber Bundesministerium  
für Wirtschaft und Energie in  
Zusammenarbeit mit dem  
Kompetenznetzwerk Trusted  
Cloud e.V.



## LIVE SUPPORT MANAGER

## SOLUTION

### BENEFITS OF THE 4Com LIVE SUPPORT MANAGER

- **Live support in the Internet**  
By using chat, video chat, phone and co-browsing, you are immediately available for the visitors of your website to answer questions, help with orders or filling out forms.
- **Fully integrated into 4Com Suite and Client**  
Skill-based and multi-site distribution of all support requests and handling of all channels in only one Client. Modular expansion of numerous additional options and more 4Com solutions.
- **Focusing on the essentials**  
You delight your customers, win new customers and lower the online purchase cancellations by using the live support. The conversion rate increases.
- **Higher staff efficiency**  
Involve your service staff during underload situations and increase their efficiency. You can integrate an unlimited number of staff members in the live support.
- **Comprehensive evaluation options**  
The 4Com Cockpit, the analysis center of the 4Com Suite, is available for evaluation. You evaluate service incidents end-to-end and analyze the data stock in real time.
- **Simple utilization concept**  
You can use the 4Com Live Support Manager as a cloud-based managed service – alternatively also from your private cloud. Accounting is done via the pay-per-use principle.

### Live support in the Internet

Each year online retailers, banks, insurance companies or utilities lose substantial sales potential, because at the crucial moment, customers are missing support on the website. The consequence: Urgent questions remain unsolved; important information is missing and the purchase or contract process is canceled. By using the 4Com Live Support Manager, a cloud based live support software via chat, video chat, call, co-browsing and WhatsApp is available for your homepage.

### Address customers and prospects online

Personal live support increases customer satisfaction on your website: Customers and prospects get easily and directly in contact with you and inquiries can be answered. In turn, you have the possibility to help insecure customers during a personal conversation, to accompany decisions in real time and to dismantle purchase barriers. Experience shows that website visitors, who receive quick answers to urgent questions, visit your site more often, stay longer, buy more and show more confidence in the company.

### Integration

The 4Com Live Support Manager includes the handling of service requests via call, chat, video chat, co-browsing and WhatsApp. The solution can easily be integrated into your website via JavaScript and HTML code. The integration of additional domains is possible for a reasonable price. The 4Com Live Support Manager is fully integrated in the 4Com Professional Client and the 4Com Suite, like the 4Com Multichannel ACD. Thereby, new opportunities arise for direct communication with the customers and prospects as well as clear advantages for routing, quality assurance, reporting and workload of your representatives. With the 4Com Live Support Manager you reduce costs, increase staff productivity and sales.

# CONFIGURATION

## Operation

In the 4Com Live Support Manager you can adjust as many users and groups as requested. The users can work at different locations and for several groups at the same time. The menu offers highly flexible setting options like fixed or dynamic queues, fixed or individually modifiable wrap-up times, default and special overflow rules and contact reasons. The user-friendly web interface provides an ergonomic menu. With its customized views and favorites it improves usability.

**Tip:** Do not only include the live support note on your website, but also in your emails – for example when sending a confirmation message! That way, you also offer your email contacts an immediate, personal support – in ideal case so routed that the customer reaches exactly that contact person with whom he or she already had email contact.

## Teaser

Your consultation offer is displayed to the website visitors via the teaser, directly on the website – for example with the headline “Live chat”, “Live support” or “Do you have any questions?” (see image on the right side). In the teaser, you can represent all communication channels which you currently offer for live consultation, e.g. chat, video, co-browsing, WhatsApp or call by indicating the phone number of the service hotline or a callback offer. Each channel can be contracted separately. At this point you can already ask for visitors’ information (like name or customer number) via form fields and use them for the following routing. If the visitor accepts the support offer the chat window opens. At the same time, the 4Com system assigns the contact request to a service representative (user).

## How does the teaser behave on your website?

4Com provides the teaser for the live support offer as Java script which is integrated into the source code of the relevant website. You decide, where and when the teaser is to be seen: on every domain website or only on particular sites

(like products, contracts or the cart), always and immediately or only at certain times. The behavior of the webpage visitor can trigger also (time spent on the webpage or intention to leave). Other rules can be: The number of users, estimated waiting time, number of queue slots.

## Adaption to your corporate design

The teaser can be displayed completely or in a scaled-down version with symbols. To open the full teaser, use mouseover. The teaser can be attached to the edge of the screen, directly in the screen or just pop up. Teaser layout can be designed according to your corporate design. 4Com provides you with default layouts, that you can adjust related to color, font, frame and images. For a completely individual design, insert the teaser via a self-generated HTML code – 4Com is happy to manage this for surcharge! The design possibilities also apply for the support window, for example the chat.

## Visitor information

You decide whether or not the visitor has to fill out a registration form in the teaser and what information (like name, phone number or request) will be required. Mandatory fields can freely be defined. All the information can be used for subsequent routing.



Do you have any questions?

 +49 (0) 511 940 827 413 824

 Callback service

 WhatsApp: +49 (0) 160 - 951 641 80

 oekostrom@demo.4com.de

 Live chat

 Audio chat

 Video chat

 Live support



# PROFESSIONAL CLIENT

## You need training?

4Com Academy offers customized training and instruction!  
Learn more: [www.4Com.de/akademie](http://www.4Com.de/akademie)

## Handling in the Professional Client

Incoming service requests are distributed via the 4Com system and handled in the 4Com Professional Client by your staff members. If the requesting visitor is recognized by the system due to the previous input of name, phone number, email address or customer number from the website, the personal data as well as the contact

history are automatically available to the user. Alternatively, the user can retrieve the personal data manually. The contact history includes all previous cross-channel contacts. In addition, the entry URL is shown to the user and can be directly accessed. The other communication channels are available by one click. The user can use the preset text modules and guidelines. All service requests are handled in one Client.

The screenshot displays the 4Com Professional Client interface. The main window is titled "Professional Client 6.1.5.54 (Nicolas Rückert)". It features a chat window on the left with a conversation between Nico Lamprecht and Hans Hansen. The chat history shows messages from 9. Februar 2016. Below the chat is a list of staff members with their names and status icons. The right side of the interface contains several panels: "Text modules" with a search bar and a table of modules; "Contact history" with a search bar and a table of contact records; and a "Mini view" showing a call log for "katrin lange" with a "Processing" status. The bottom of the interface has a status bar with "4comfullsizedemoacd", "ACD connection", and "Busy (email)".

Name	Content	Attachments
Change tariff	Sehr geehrte(r) Herr/ Frau [{{Nachname}}]  Vielen Dank für Ihr Interesse an unsere neuen Strom-Tarifen.  Gern senden wir Ihnen hierzu das entsprechende Informationsmaterial zu.	

Date	Channel	Group	Comment / su...	
01.07.2016 14:13	Call			
12.05.2016 13:39	Email		AW: Change power	show
10.05.2016 17:14	Email		AW: Change power	show

View	Filter	
✓ Clausen, Alexandra	✗ Rückert, Nicole	✗ Becker, Timo
✓ Herrmann, Andreas	✗ Bührer, Sabine	✗ Baltauf, Max
✗ Stromberg, Birgit	✗ Seifert, Tanja	✗ Odenthal, Lena
✗ Graf, Gernot	✗ Kundenrückgewinnung	✗ E-Mail Verteiler Webanfragen
✗ Stromberg, Birgit	✗ Seifert, Tanja	✗ Odenthal, Lena
✗ Graf, Gernot	✗ Kundenrückgewinnung	✗ E-Mail Verteiler Webanfragen
✓ Herrmann, Andreas	✗ Bührer, Sabine	✗ Baltauf, Max
✓ Herrmann, Andreas	✗ Bührer, Sabine	✗ Baltauf, Max
✗ Lehnhoff, Lars	✗ Steinke, Ulf	✗ Thiel, Frank

The Live Support Manager is fully integrated in the 4Com Client, so that your users can handle all channels in one Client – no matter whether chat, video, co-browsing, email or call. The representation of the windows in the Client is variable.

# CHANNELS

## Online Monitor & wallboard

The Online Monitor provides information about current service contacts and key figures of the group. Key figures, like service level or availability, are reinforced by monitor warning lamps in the colors green, yellow and red. If the user handles a request, he or she is marked with the status "busy". After the service contact has ended and a contact reason was allocated, the user is back in the status "ready" or "wrap-up".

**Tip:** To display this information to all staff members, use the wallboard for large monitors!

## Chat

Chat is the default support service. The chat requests are distributed multi-site to available users according to customized routing options. The user accepts the request in the Client and handles it there. The visitor chats in the browser pop-up. The user can use preset text modules via drag and drop. A rule-based automation to start each chat with the question „What can I do for you?“ is envisaged.

Users can forward chats including conversation history to other users/groups. In addition, documents (attachments) can be shared and visitors can be routed to web pages via "page push".

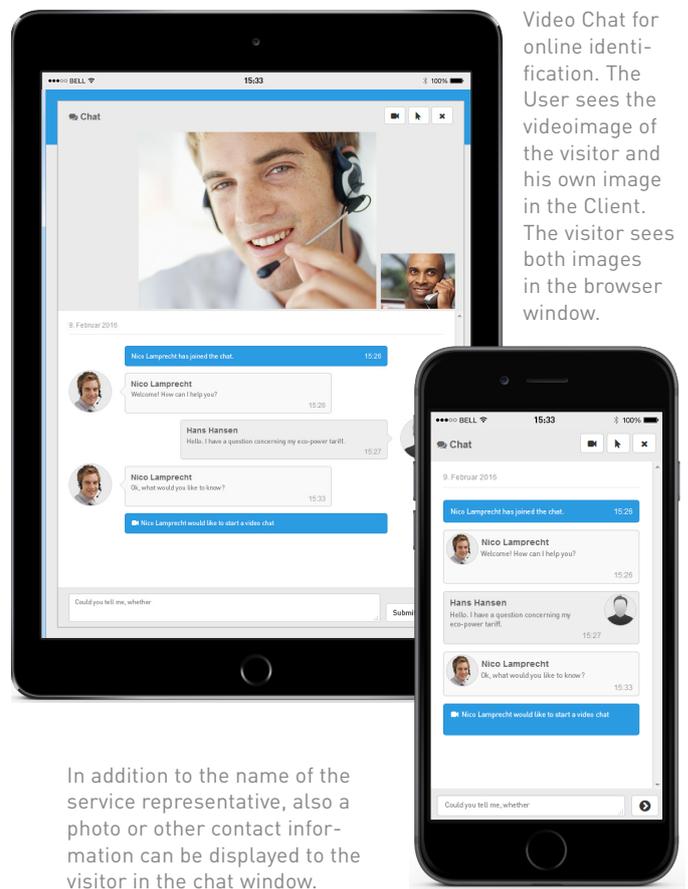
4Com offers a innovative capacity model: It allows simultaneous editing of multiple chats to optimize employee utilization according to availability and work load. All chats are saved for quality assurance. The visitor can download the chat protocol.

## Video chat

Complement your range of support services through video chat - either as a single solution or as an addition to a text chat or phone call. To do this, the user needs the Client and a webcam, the visitor a webcam and a current, WebRTC capable browser. Plugins or downloads are not necessary. When the user starts the video chat, the visitor has to agree to the connection in order to protect privacy. You can record video chats via screen and/or call recording for quality assurance.

## Call

For call handling you indicate the phone number of your hotline or a callback offer in the teaser. In addition, website visitors can optionally use the direct voice communication via the Internet at the touch of a button (WebRTC). To do so, the user uses his phone or the VoIP Client. Internet calls are distributed, like all other calls, multi-site and skill-based. The user can also call the visitor directly via the Client. The necessary phone number is recorded, for instance, automatically or manually at the request or it derives from the personal data record. You can extend an existing call connection to video or co-browsing or a chat/video chat/co-browsing connection to call. All call-related functions like forwarding, conference, call recording etc. are available.



Video Chat for online identification. The User sees the videoimage of the visitor and his own image in the Client. The visitor sees both images in the browser window.

In addition to the name of the service representative, also a photo or other contact information can be displayed to the visitor in the chat window.



## ADDITIONAL OPTIONS

### Call evaluation tool

In the 4Com call evaluation tool the support recordings can be played back, commented and evaluated via online forms. For tutorials and training different evaluation areas with graduated permissions for users and trainers are available. Links to external web pages (like e-learning systems) can be integrated.

### Screen & call recording and monitoring

You can record chat, video and co-browsing supports with the 4Com Screen & Call Recording. Also monitoring is possible. The screen and call recordings are available via FTP or web download for 28 days.

### Integration with other 4Com solutions

The Live Support Manager is fully integrated in the 4Com Suite.

- The connection to the **4Com Customer Feedback** allows guiding visitors immediately after the end of the live support to an automatic customer survey on the web via a link.
- With the **4Com Multichannel ACD** you can handle also written requests (emails, fax messages, letters, jobs, messages on Facebook, Twitter and WhatsApp).
- With the **4Com Messenger** you can automatically send messages (like confirmations) via email, fax, SMS, mail and WhatsApp.
- With **4Com AI & Bots** you have intelligent chat, FAQ, email and messenger bots for the automatic handling of customer requests.

## GENERAL CONDITIONS

### Security

The 4Com systems are located air-conditioned, fitted with exterior protection, secured with an emergency power supply and password protected within the central networks auf our partner carriers. Every single system operates self-sufficiently. Check routines ensure an extremely high level of availability.

### Encryption and data protection

4Com assures its customers data privacy according to the "4Com Privacy Policy with Data Security Policy for Principals"

and signs the appropriate statements on request.

### Support and maintenance

The monthly base fee includes the full hardware and software maintenance of the 4Com Messenger. You are provided with a 24 hour hotline for reporting malfunctions with a defined reaction time of 30 minutes. We ensure a smooth around-the-clock operation. Set-up support enquiries can be made free-of-charge during normal office hours.

### Capacity

4Com provides sufficient capacity for each customer according to their instructions.

### Updates

The system is being continuously developed. Several times per year you will automatically receive updates with new functions. Any functions requiring payment are optional.

### Contract period

Unless otherwise agreed, the period of notice is 14 days to the end of the month.

03/2019

# CREATING SERVICE EXCELLENCE

As an innovation-driven company 4Com designs all-in-one solutions to optimize service contacts. We commit ourselves completely to our customer needs since 1994. The web-based modular designed and multi-site solutions are available via the cloud, or on-premise via the private cloud. Our customers leverage the pay-per-use-principle without investment risks. Maintenance, support and regularly updates are included in the monthly basic fee.

The technical implementation of workflows and processes is committed completely to our customer needs. As we are focused on technology, our highly specialized software engineers and developers perform and design customizations in due time.

Furthermore we focus on user-friendly and optimized web interfaces. Our customers may configure and modify the settings in order to meet new challenges in a timely manner. As part of our "joint administration-concept" our solution architects are the direct contact for all issues - such as change requests, queries or adjustments.

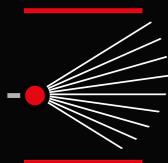
# 4Com SUITE

- Multichannel ACD
- Outbound Manager
- Email Management
- Service Numbers
- Cockpit
- Screen- & Call-Recording
- Customer Feedback
- Workforce Management
- Messenger
- Self Services
- Multimedia Wallboard
- Live Support Manager
- Social-Media Integration
- IVR
- Corporate Call Assistant
- Conference
- Bots & AI
- Audio Production

Customers who benefits from the 4Com Live Support Manager choose also:



**E-MAIL  
MANAGEMENT**



**MULTICHANNEL  
ACD**



**COCKPIT**



**CUSTOMER  
FEEDBACK**

4Com GmbH & Co. KG  
Hamburger Allee 23  
30161 Hannover  
Germany  
solutions@4Com.de  
Fon +49 (0) 511 300 399 - 03  
Fax +49 (0) 511 300 399 - 99

[www.4Com.de](http://www.4Com.de)

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