

BOLDCHAT[®] Premier

Highlights

- Thousands of customers, worldwide
- Guaranteed 99.95% uptime
- The industry's best value
- Fully deploys in days
- 24/7 support
- Proven installs across vertical markets

BoldChat Premier

A chat-only solution for larger deployments

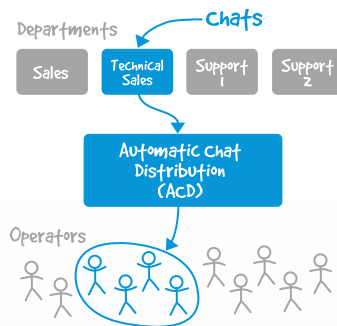
BoldChat Premier is our most robust live chat product built for multi-operator installations.

Premier-only Features

Besides an unlimited proactive invitation rules engine, Sale Recovery™ technology, active co-browsing, Salesforce® integration, and the other powerful features found in other editions, BoldChat Premier also includes several specialized features:

ACD: Automatic Chat Distribution

In higher volume settings, the ability to balance workload across the chat operation is critical. The ACD engine, in combination with foldering, departments, and permissioning allows administrators to route incoming chats to the most available and most appropriate agent. Automated in-queue messaging provides regular touch points for visitors waiting to be assisted.



Adaptive Messaging

Increase speed and accuracy of agent response. Through a proprietary natural language processing algorithm, adaptive messaging ensures that the most appropriate canned response is at the agent's fingertips. Triggered by incoming messages from the visitor, outgoing responses by the agent, and/or targeted keywords highlighted by the agent, adaptive messaging queries, in real time, the entire library of canned responses and presents the agent with the best matches.

Adaptive messaging gets smarter over time because it tracks the chosen message for each query and stores it across the entire account. Every agent's interactions contribute to the feature's ability to 'learn' with every chat.

SLA Analysis and Agent Productivity Reporting

By virtue of distributing chats automatically and intelligently through the ACD, administrators get access to powerful reporting not available in other BoldChat editions. Reporting templates include chat answer times broken down by thirty second increments, unanswered times, and chat duration. Operator level productivity reporting is also included enabling supervisors to identify training opportunities and superlative performance.

Specifications	Premier Edition, Shared Infrastructure	Premier Edition, Dedicated Servers
Concurrent License Cost	\$99	From \$299
Premium 24/7 Support	Free	Free
Guaranteed Uptime	99.95%	99.99%
Chat Connection Domain*	livechat.boldchat	Customized to your specification
Advanced Chat-Text Analytics Connector	None	Included
Contractual Terms	Acceptance of standard terms & client click agreement.	Negotiated individually
Implementation Services	Optional Packages Available	Customized to your deployment
License Minimum	1	50

Licensing

Pricing is based on the number of simultaneously logged in users. Firms are free to install the Bold Software application on as many PCs as they wish – the only limitation is on the number of agents logged in concurrently.

*This refers to the connection activity referenced in the browser window when a chat is connecting. (Usually located in the bottom left corner of the chat window.)

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BoldChat Enterprise

Multi-communication solution for dedicated website teams

For e-commerce and other high volume sites, work queue management, powerful agent tools, and supervisory oversight are requirements for success. BoldChat Enterprise provides a website communication operation with everything it needs to maximize utilization, and deliver superlative service to visitors.

BoldChat Enterprise-only Features

Besides an unlimited proactive invitation rules engine, adaptive messaging technology, active co-browsing, ACD, and many other powerful features found in other editions, BoldChat Enterprise also includes several specialized features:

Click-to-Call

Web initiated phone connections are the next step in superior sales and support. Combined with visitor information and our proactive invite engine, BoldCall is a best-in-class solution and fully integrated in BoldChat.

Integrated Email Management

It is estimated that 50% of inbound sales emails are never answered. BoldChat's teambased email application allows companies to organize, route, escalate, respond, and report on their email communications.

SMS Management

Offering customers the ability to text for support is fast, inexpensive, and quickly becoming a preferred communication method across demographics. The asynchronous nature of texting rapidly enables agent multi-tasking, increasing efficiency while simultaneously maintaining high levels of customer satisfaction. BoldChat Enterprise allows you to automatically provision texting phone numbers in your area code and you can manage inbound texts just like an email or chat.

Management Dashboard

Get an immediate overview of your entire communication infrastructure from one screen: chats, click-to-calls, emails, operator status, and more.



Management Dashboard

Specifications	BoldChat Enterprise Edition, Shared Infrastructure	BoldChat Enterprise Edition, Dedicated Servers
Concurrent License Cost	Contact us for customized pricing	Contact us for customized pricing
Premium 24/7 Support	Free	Free
Guaranteed Uptime	99.95%	99.99%
Chat Connection Domain*	livechat.boldchat	Customized to your specification
Advanced Chat-Text Analytics Connector	None	Included
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