

BOLDCHAT® Features



Highlights • Thousands of customers, worldwide • Highly customizable buttons, windows, & invites • Reliable 99.99% uptime • The industry's best value • Fully deploys in days • 24/7 support • Proven installs across vertical markets •

"Live chat enables us to not only convert at a significantly higher rate, it also enables us to up-sell. We typically see a 20 percent increase in average order value among customers who chat versus shoppers who purchase online without chat assistance."

-Jon Abt, Abt.com

Engage Website Visitors

Our live chat tools are a proven technology for increasing website sales and improving customer service. Using BoldChat, businesses can quickly and effectively engage visitors on their website. In fact, an astounding 1 in 5 Internet shoppers prefer live chat over any other communication method*. If you ignore this segment of the population you could be sending 20% of your website visitors away. Review the features list at right to find out which aligns with your needs.

The BoldChat Interface

The BoldChat application is intuitive and easy to learn because it is built around common user interface paradigms. This facilitates fast ramp-up time so you can spend valuable time training on your own products. The UI itself is customizable and is described by users as "simple to learn."

And, no matter which edition of BoldChat you choose, your agents have options. They can access BoldChat in one of three ways:

- Intuitive PC client application (download onto as many PCs as you like)
- Handy web client
- iPhone app

Features Comparison Chart	Basic \$99/yr	Pro \$499/yr	Premier \$999/yr	Enterprise CALL FOR PRICING
Major Functions				
Deploy across unlimited domains	X	X	X	X
Chat	X	X	X	X
Passive browser sharing	X	X	X	X
Reporting engine & scheduler		X	X	X
Active browser sharing w/ form fill		X	X	X
SMS Management				X
Email Management				X
Click-to-Call				X
Integrated Workspace				X
Supervisor Dashboard				X
Individual Features				
Floating chat button	X	X	X	X
Customizable buttons and windows	X	X	X	X
Manual proactive chat invitations	X	X	X	X
Insert image, spell checking, & typing indicator	X	X	X	X
Searchable canned messages	X	X	X	X
Real time visitor monitoring	X**	X	X	X
Basic summary reporting	X	X	X	X
Post chat survey, email transcript, offline email form	X	X	X	X
Customizable agent alerts	X	X	X	X
Sale Recovery technology	X	X	X	X
Automatic time on site invitation	X	X	X	X
Proactive invitation rules engine		X	X	X
Skill routing		X	X	X
Adaptive Messaging			X	X
Automatic chat distribution/ load balancing			X	X
Advanced agent reporting			X	X
Salesforce integration module			X	X

*The Effectiveness of Live Chat Technology, a survey of Internet shoppers 2011

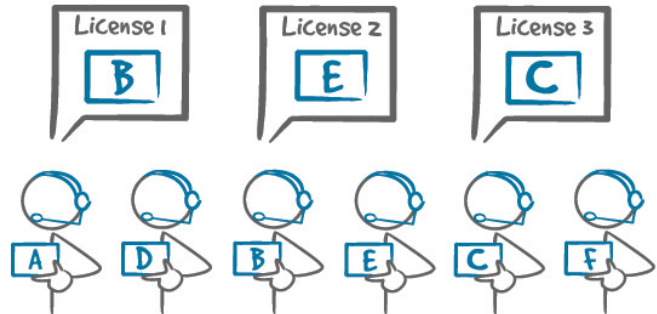
** Basic is limited to 2,500 visitor records per month per agent license.

BOLDCHAT® Features



Concurrent Pricing:

You can setup as many operators as you'd like, but you'll be limited to the number of operators logged into the system at the same time. For example, you might purchase 3 concurrent licenses, but setup 8 total operators. In this case, any 3 of the 8 operators can be logged in at the same time. If one logs out, then another may login.



Basic

\$99 per year/
per agent
\$9/month

BoldChat Basic is a low cost live chat solution with fully customizable windows and buttons. The product offers visitor monitoring, Sale Recovery™ technology, multiple operator logins, and a time-on-site proactive invitation.

- \$99/year/agent or \$9/month/agent
- Good for small deployments (limited to 2,500 visitors per month with each license)
- Fully customizable
- 24/7 chat and SMS support

Pro

\$499 per year/
per agent
\$49/month

BoldChat Pro is a fully featured and powerful chat product offering a complete proactive invitation engine. Robust reporting and detailed analytics make this a great choice for any site wanting to drive more conversions using live chat.

- \$499/year/agent or 49/month/agent
- Ideal for deployments up to 10 agents
- Engage more visitors with proactive chat rules
- Optimization reporting
- 24/7 chat support, business hours phone support

Premier

\$999 per year/
per agent
\$99/month

BoldChat Premiere is our most feature-rich chat-only solution. It includes all the power of BoldChat Pro, plus a chat distribution engine allowing you to achieve optimal efficiencies in multi-operator chat environments. A natural language processing algorithm aids operators by "reading" inbound chat messages so that the most appropriate canned response is within reach.

- \$999/year/agent or \$99/month/agent
- Good for 10+ agent deployments
- Adaptive Messaging™ puts the right canned response in front of the agent automatically
- Load balancing distribution of chats
- Advanced agent reporting

Enterprise

Contact us
for customized
pricing

This integrated suite is tailored for businesses who want to offer website visitors a multitude of contact methods. It's our most feature rich, including chat, click-to-call, email management, SMS text management, SLA reporting, Salesforce® integration, and a supervisory dashboard.

- Supervisory dashboard
- Good for 10+ agent deployments
- Integrated Agent Workspace
- Email Management
- SMS Text Management
- Click-to-Call

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