



Interactive Communication Solution

Its adoption leads to increased productivity, cost savings, sales growth and happier customers

ColligoNet Business Chat is the premier instant messaging solution for business. Communication demands of employees, vendors and customers are met and exceeded in a simple and highly secure manner.

Architected as an industry first “tri-mode” solution, ColligoNet Business Chat seamlessly integrates all facets of instant messaging. Operators can interact with website visitors in the Sales/Support Mode, securely communicate inside the organization in the People mode, and enter a permission-based Conference Room.

ColligoNet Business Chat is platform independent, operating flawlessly on either Windows or Mac OS. Delivered as software as a service (SaaS), the thin (2 MB) Java™ Desktop client works with the website, and even runs from an e-mail signature!

Built on the revolutionary ColligoNet system, businesses are empowered to customize & configure their chat environments, making real-time changes with the push of a button.

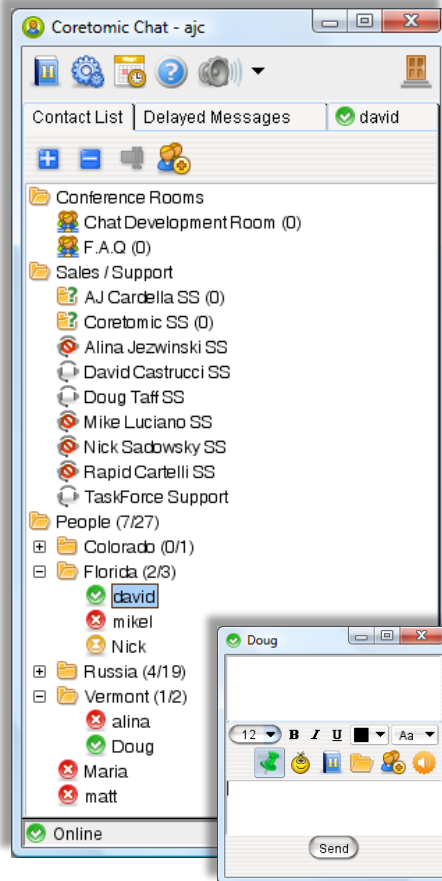
ColligoNet Business Chat is a closed, secure network, so administrators can add or delete users, as well as assign permissions within the program.

All communications are archived, allowing for searchable history by keyword, user, user group, and conference room.

ColligoNet Business Chat is a must-have for business as the next-generation of college graduates enters the workforce.

The Value of Chat

- Bring distributed business together
- Increase productivity
- Blended synchronous/asynchronous
- Data collection, metrics
- Community & learning
- Capture hot leads, increase sales
- Enhance customer support
- Broadcast messages to large groups



Tri-Mode Architecture

Sales/Support:

- Direct Connection at the website between customer and a sales/support agent
- Logically routes the call based on initial setup, availability of agent and from where the request was made on the website
- Agents can transfer the call, invite teammates into the call and pull past communications
- Track visitor activity on the site (footprints) and direct to appropriate locations using page push
- Custom form creation for times when no agents are available or online
- E-Mail and SMS (Text) delivery of form results
- Auto-responders with custom template creation

People:

- Internal communications in a secure, closed network
- User point-of-presence
- Delayed messaging allow team leaders to broadcast messages at a specific time

Conference Rooms:

- Virtual room with permission based accessibility and communication
- Running history of dialogue



ColligoNet Business Chat

Business Productivity Solutions

Superior Architecture

Tri-Mode Design	<input checked="" type="checkbox"/>
Integrated Desktop/Website/E-Mail	<input checked="" type="checkbox"/>
Platform Independent (Windows/Mac OS)	<input checked="" type="checkbox"/>
Dynamically Configurable Chat Environments	<input checked="" type="checkbox"/>
Secure, Closed Network	<input checked="" type="checkbox"/>
Custom Routing (Availability, Round-Robin etc.)	<input checked="" type="checkbox"/>
Different Configurations Across Website	<input checked="" type="checkbox"/>
Offline Messaging	<input checked="" type="checkbox"/>
Drag and Drop, Tabbed Chat Windows	<input checked="" type="checkbox"/>

Robust Features

User Generated Knowledge Center	<input checked="" type="checkbox"/>
File Transfer	<input checked="" type="checkbox"/>
Searchable Historical Communications	<input checked="" type="checkbox"/>
Custom Status Settings	<input checked="" type="checkbox"/>
Custom Sounds, Fonts, Backgrounds, Emoticons	<input checked="" type="checkbox"/>
Attention Getting User "Nudge"	<input checked="" type="checkbox"/>
Delayed Messaging – Broadcast to a Group	<input checked="" type="checkbox"/>

Unmatched Sales/Support

Direct Connection to Appropriate Agent	<input checked="" type="checkbox"/>
Call Transfer	<input checked="" type="checkbox"/>
Invite Teammates into Call	<input checked="" type="checkbox"/>
Page Push, Dynamically Changing Browser	<input checked="" type="checkbox"/>
Footprints to Track Movement , Collect Data	<input checked="" type="checkbox"/>
Custom, Lead-Capturing Forms	<input checked="" type="checkbox"/>
Form Results E-Mail or SMS Delivery	<input checked="" type="checkbox"/>
Custom E-Mail Auto-Responders	<input checked="" type="checkbox"/>
Trace, Track, Study, Learn from Call History	<input checked="" type="checkbox"/>

Communication Advantages

Sense of Presence	<input checked="" type="checkbox"/>
Increased Productivity (Many Sessions at Once)	<input checked="" type="checkbox"/>
Reduce Project Delays	<input checked="" type="checkbox"/>
Integration, Collaboration with all Stakeholders	<input checked="" type="checkbox"/>
Self-Service Access to Business	<input checked="" type="checkbox"/>
Synchronous/Asynchronous Communication	<input checked="" type="checkbox"/>
Significant Cost Reduction	<input checked="" type="checkbox"/>

Applications

Dealer Networks/Distributed Sales Teams

- Allow dealers to communicate to corporate in an easy, fast, productive, and secure manner
- Corporation/Manufacturer empowered to broadcast sales & marketing messages to their base of dealers or distributed sales team

Promotions

- Integration to mini-sites/e-cards, etc. for sales & support
- Capture leads, build users in the database, collect data, gather metrics

Secure Internal Communications

- Increased productivity of distributed businesses
- User point-of-presence reduces communication delays

Social Networking

- Build online communities
- Conduct e-learning, seminars, conferences

Subscription Based Support

- Payment schedule for increased customer service/satisfaction index
- Lower support costs by reducing call center resources

