



ABSOLUTE LIVE SUPPORT XE

A CUSTOMER SERVICE BUSINESS SOLUTION

PROVIDED BY DK WEB DESIGNS, LLC

A complete and feature packed live support software for increasing your sales, providing technical assistance, and increasing your customer's satisfaction by delivering Live Customer Service on your own web site!

Absolute Live Support is a customer support software developed by Xigla Software. It enables your web site visitors to instantaneously communicate with your customer service personnel. Web site visitors simply click a Live Support button and are connected with one of your customer service representatives. Your company representative then assists the visitor by providing information, links, graphics, or even guiding them through your web site.

Absolute Live Support can help you close the sale with customers who may be skeptical about purchasing online. Your live, personal attention demonstrates your commitment to providing great customer service. An opportune answer from one of your live support representatives may be just what your visitors need to close the sale!

You will reduce your costs with your representatives handling concurrent multiple calls instead of being limited to one conversation. By providing assistance online, you do not incur any telephone charges, thus lowering your phone bills drastically.

FROM SOFTWARE TO BUSINESS SOLUTION...

DK Web Designs, LLC brings technology to the business. We provide expertise in software systems consulting, customization, and integration. Our lines of business are focused on technologies that improve performance and reduce costs for organizations. DK Web Designs is dedicated to providing the highest level of service and support to our customers. Many companies say this, but few take the steps to ensure it. At DK Web Designs we have refined the process of systems integration and development into distinct processes.

DK Web Designs provides the overall solution by integrating the **Absolute Live Support** system into your organization's current website, customized to your specific needs and branded to your organization's look and feel.

ARE YOU AN SME?

If you are a small or mid-sized enterprise, does that mean you can't have the same technology as the Fortune 500 companies? As a customer of DK Web Designs, it's as if you have your very own in-house technology department. We provide affordable business technology solutions such as **Absolute Live Support** to help you create competitive advantage, reduce costs, and streamline your online sales and support services.

FEATURES

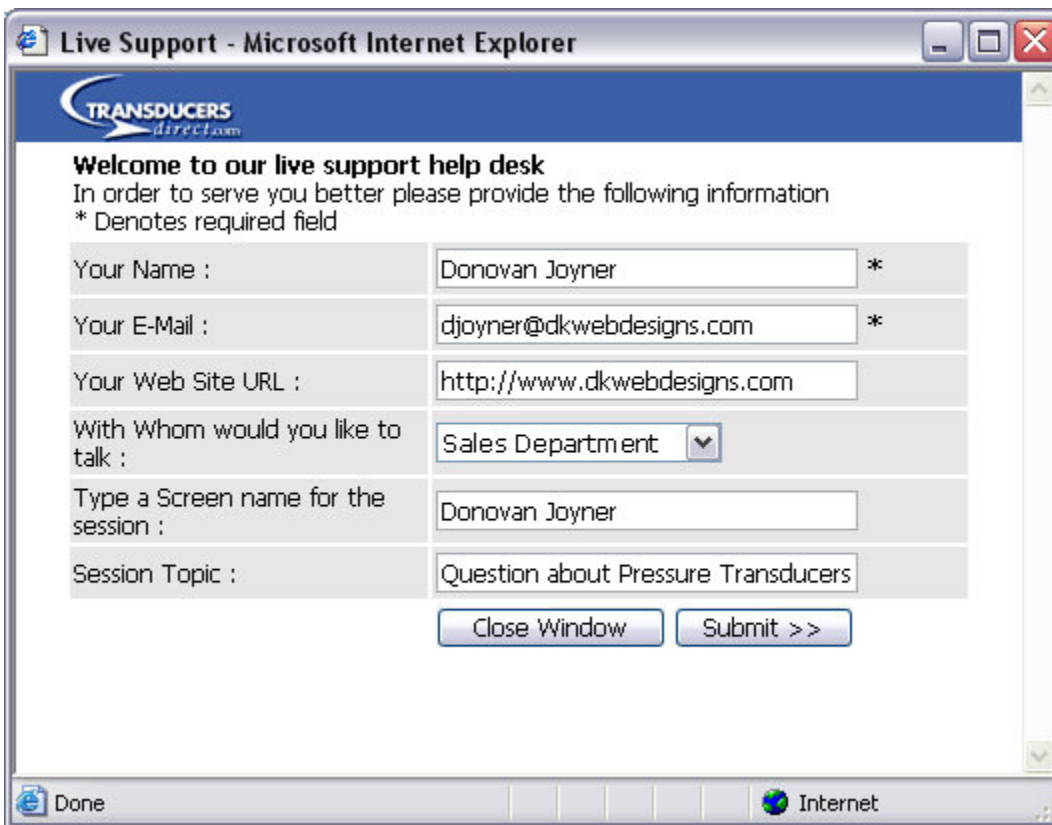
<p>Runs under your own domain and site It is not a hosted application. You don't have to pay any monthly fees or depend on a 3rd party company for live customer support to your customers.</p>	<p>Canned Responses and Commands Add any number of automated replies and commands, push images, messages and URL's by just selecting the command.</p>
<p>Unlimited number of Representatives and Departments: There are not built-in limits as to the number of representatives and departments. Get your whole company to work with the application. Add an unlimited number of departments and assign unlimited users to each department.</p>	<p>Automatic request handling Absolute Live Support automatically balances your calls to evenly distribute them among your on-line representatives per department! , additionally you can set how many requests each of your users can handle.</p>
<p>Completely web based Absolute Live Support is 100% web based, which means that it does not make use of any special ports and you can provide Support from ANY computer ANYWHERE.</p>	<p>Option to Transfer calls Transfer calls to others and any other department with just a click.</p>
<p>Live Monitor Web-based live monitor to check your incoming requests. Also a desktop launcher is included that connects to the system every time you start your PC but it's not required!</p>	<p>Party Is Typing Notify: Use this feature to know when your counterpart is typing a message.</p>
<p>Option to proactively initiate chats Now you can invite your visitors to chat and proactively provide support. Pull clients and increase your sales.</p>	<p>Optional Leave a message If customers can't reach you (your whole staff is busy or off-line) Absolute Live Support will prompt the customer to leave you a message!</p>
<p>Visitor Tracking Track your site visitors in real-time. Know who's on your site and doing what and for how long.</p>	<p>Offline/Online Status Icons Your customers will immediately know whether you're on-line or offline.</p>
<p>Send custom invitations to chat Imagine being able to prompt your visitors to chat by sending them an invitation about the page they're surfing! Your visitors won't receive a generic "Would you like to chat?" request, but a custom message about the page they're viewing.</p>	<p>Automatic transcript storage Review past conversations and requests!</p>
<p>Powerful Stats and reports Graphic charts and reports let you see exactly the number of requests per day, requests per department, system performance, and more!</p>	<p>Option to rate the request session Your customers can rate the support session at any time during the chat, plus your representative gets immediate feedback on how he/she is doing!</p>
	<p>Push Pages and files Send your visitors directly to the pages they're looking for send them files to maximize your customer's experience.</p>
	<p>Printable Transcripts Users can get printable versions of the chat transcripts with just a click.</p>

SCREEN SHOTS

This is an example of a button displayed on your web pages when customer support is active. An alternative button or no button can be displayed when customer support is not available.



The first box that is prompted for the user to fill out is their information, which department to chat with, and the topic of discussion.



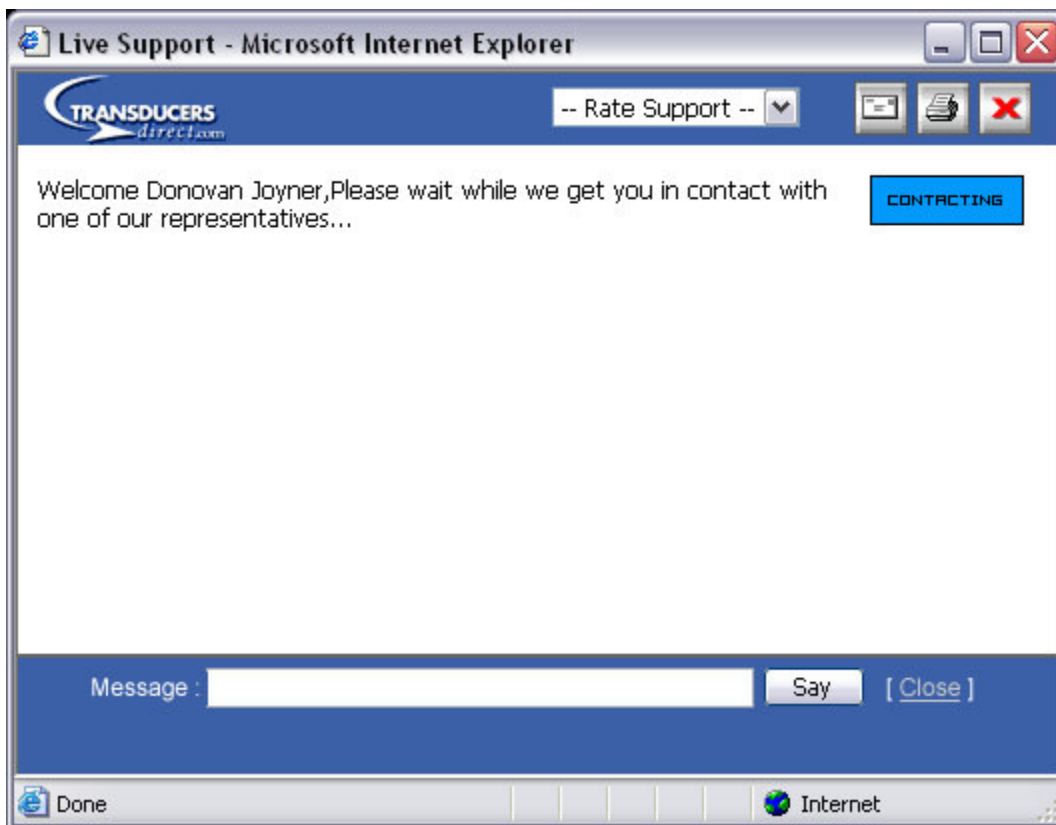
The screenshot shows a web browser window titled "Live Support - Microsoft Internet Explorer". The page header features the "TRANSDUCERS direct.com" logo. The main content area is titled "Welcome to our live support help desk" and includes the instruction "In order to serve you better please provide the following information" and a note "* Denotes required field". The form contains the following fields:

Your Name :	<input type="text" value="Donovan Joyner"/>	*
Your E-Mail :	<input type="text" value="djoyner@dkwebdesigns.com"/>	*
Your Web Site URL :	<input type="text" value="http://www.dkwebdesigns.com"/>	
With Whom would you like to talk :	<input type="text" value="Sales Department"/>	
Type a Screen name for the session :	<input type="text" value="Donovan Joyner"/>	
Session Topic :	<input type="text" value="Question about Pressure Transducers"/>	

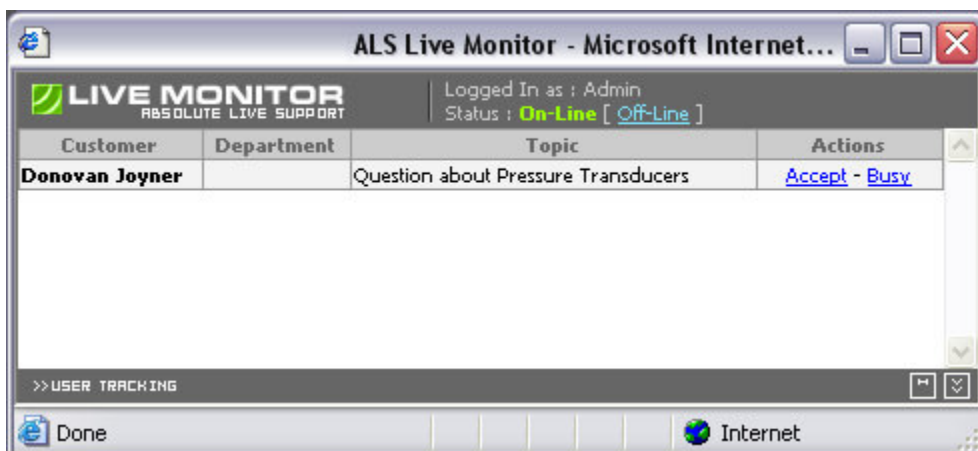
At the bottom of the form are two buttons: "Close Window" and "Submit >>". The browser's status bar at the bottom shows "Done" and "Internet".

SCREEN SHOTS (CONTINUED)

The user is then prompted with a chat window and is notified that an employee representative is being contacted.

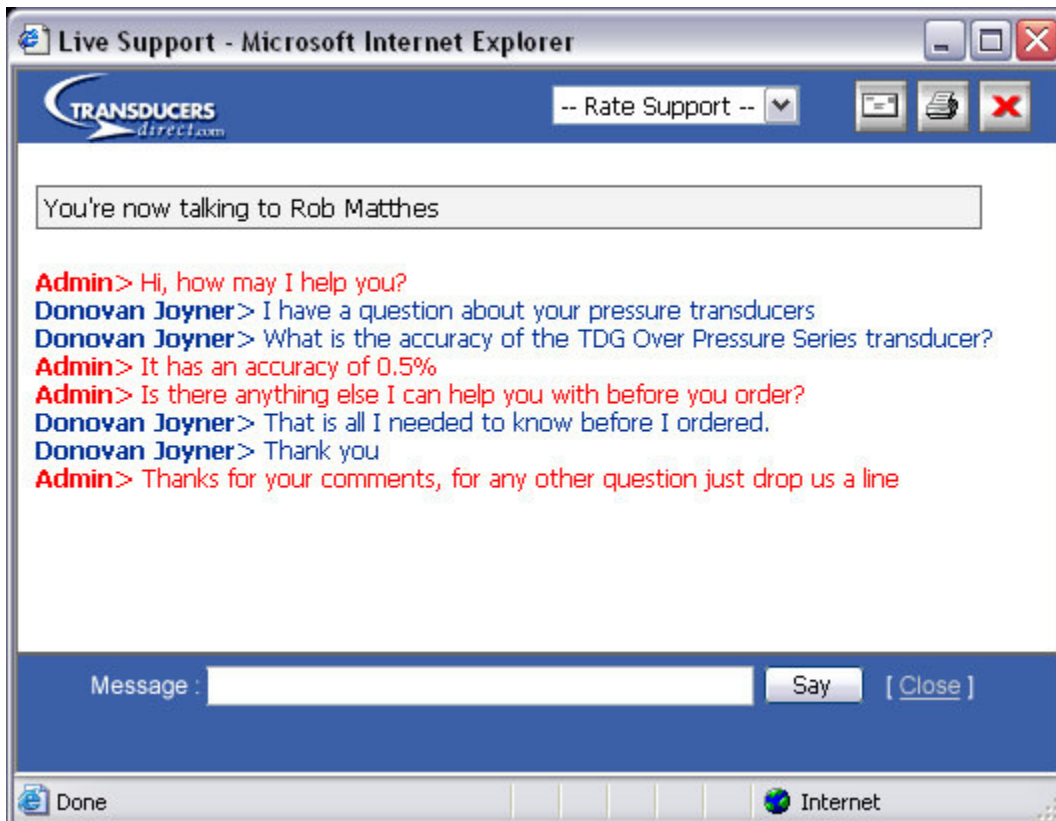


The employees that are actively receptive to receiving customer questions will have the below window active on their computer. The window will alert the employee that there is a pending customer chat request and can accept or decline the request.



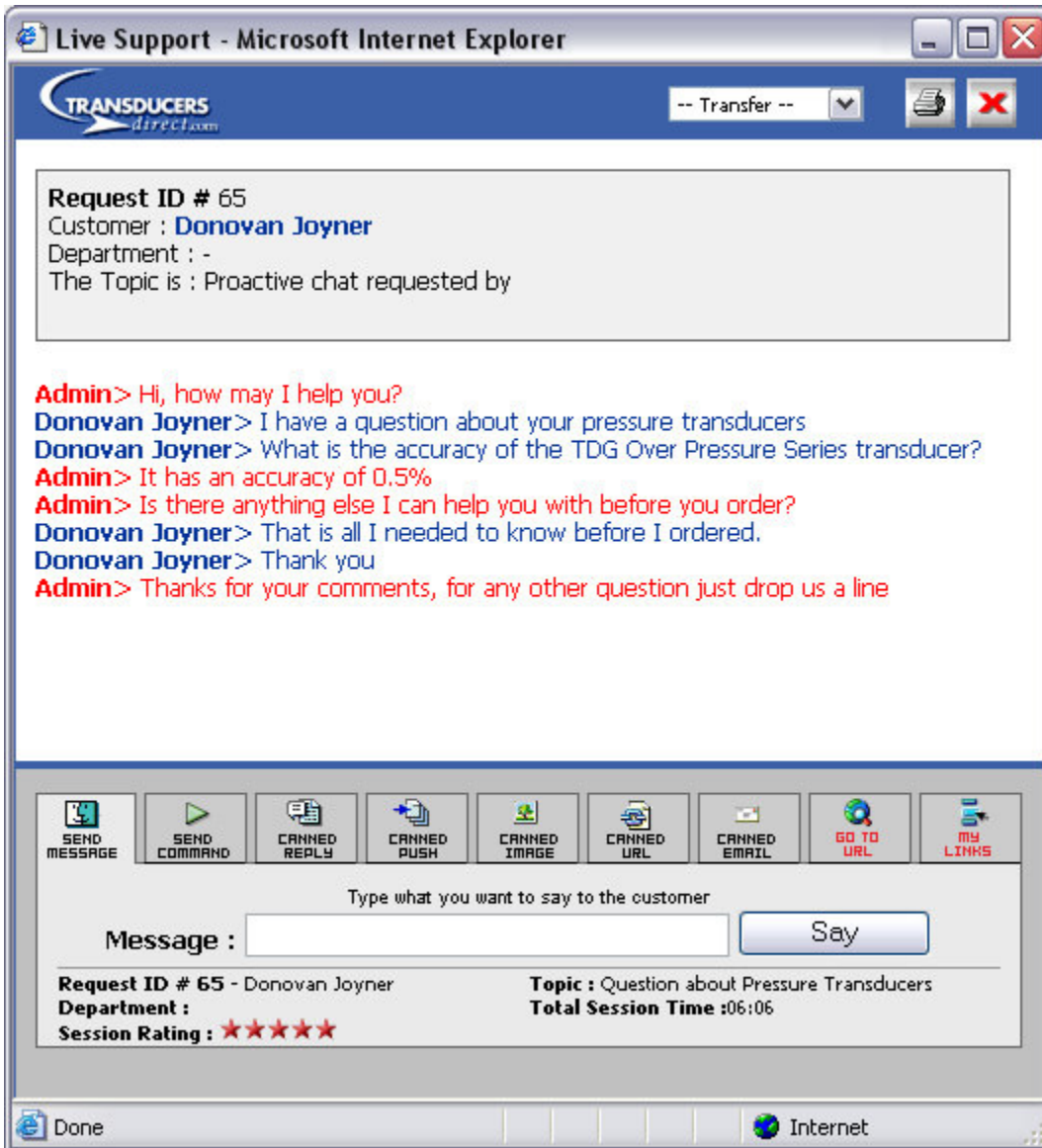
SCREEN SHOTS (CONTINUED)

The below window is the customer chat window with an example conversation.



SCREEN SHOTS (CONTINUED)

The below window is the employee representative chat window with an example conversation.



Request ID # 65
Customer : **Donovan Joyner**
Department : -
The Topic is : Proactive chat requested by

Admin> Hi, how may I help you?
Donovan Joyner> I have a question about your pressure transducers
Donovan Joyner> What is the accuracy of the TDG Over Pressure Series transducer?
Admin> It has an accuracy of 0.5%
Admin> Is there anything else I can help you with before you order?
Donovan Joyner> That is all I needed to know before I ordered.
Donovan Joyner> Thank you
Admin> Thanks for your comments, for any other question just drop us a line

SEND MESSAGE SEND COMMAND CANNED REPLY CANNED PUSH CANNED IMAGE CANNED URL CANNED EMAIL GO TO URL MY LINKS

Type what you want to say to the customer

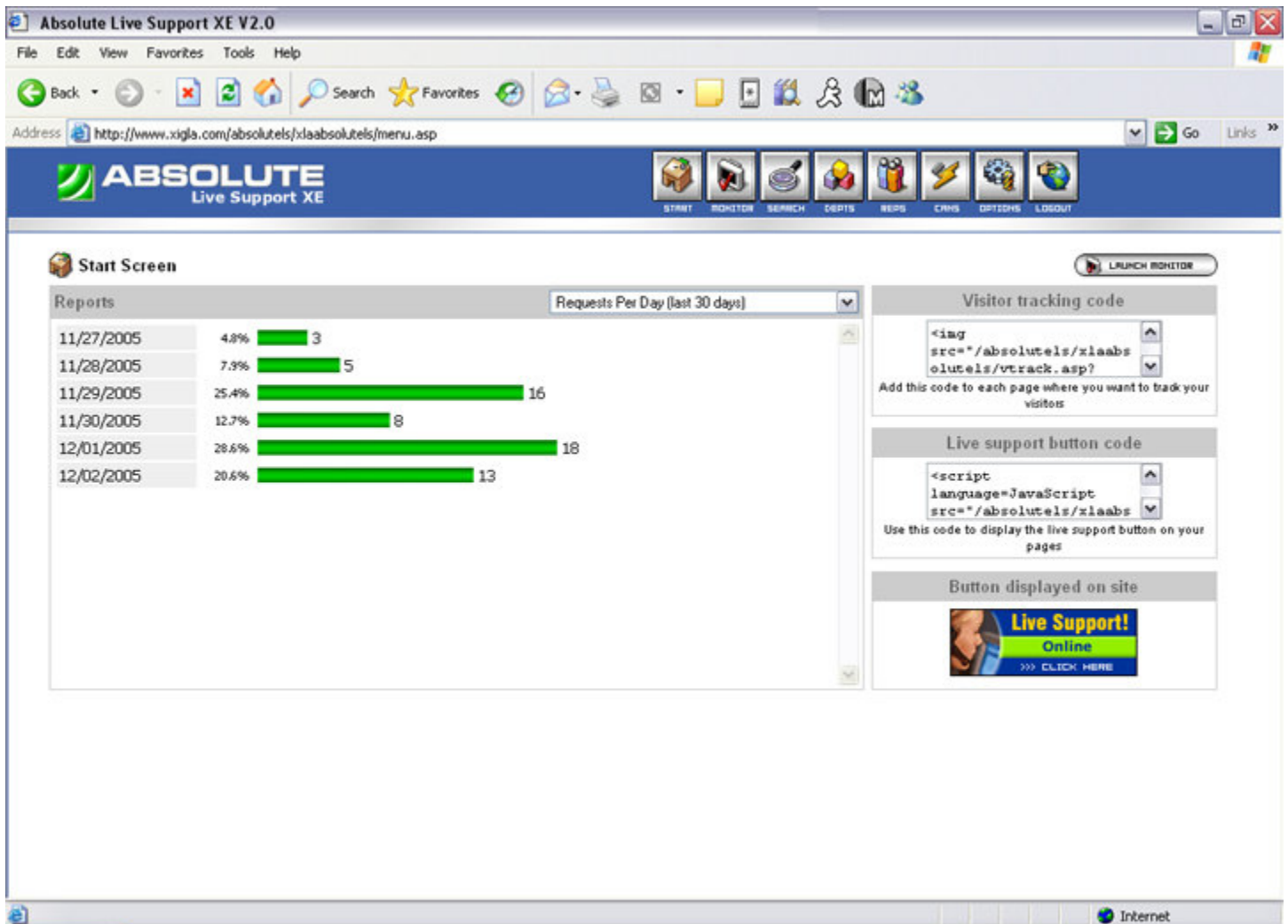
Message :

Request ID # 65 - Donovan Joyner **Topic :** Question about Pressure Transducers
Department : **Total Session Time :** 06:06
Session Rating : ★★★★★

Done Internet

SCREEN SHOTS (CONTINUED)

The below window is the administrative website for statistics, adding departments, representatives, canned replies, and also to launch the live monitor window.



The screenshot shows a web browser window titled "Absolute Live Support XE V2.0". The address bar displays "http://www.xigla.com/absolutels/xlaabsolutels/menu.asp". The page features a navigation menu with icons for START, REQUEST, SEARCH, DEPTS, REPS, CMRS, OPTIONS, and LOGOUT. The main content area is titled "Start Screen" and includes a "LAUNCH MONITOR" button.

Reports (Requests Per Day (last 30 days))

Date	Percentage	Count
11/27/2005	4.8%	3
11/28/2005	7.3%	5
11/29/2005	25.4%	16
11/30/2005	12.7%	8
12/01/2005	28.6%	18
12/02/2005	20.6%	13


Visitor tracking code

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Use this code to display the live support button on your pages

Button displayed on site



SYSTEM REQUIREMENTS

Requirements	
Web server	Absolute Live Support has been developed to run exclusively on web sites hosted on Windows Servers with Internet Information Server 5.0 or higher and ASP 3.0 Installed. No other Platforms are supported.
Database	Absolute Live Support supports both Microsoft Access and SQL Server 7 / 2000 databases.
Components	This application supports a wide range of 3rd party components: JMail, AspSmartMail, ASPEmail, ASPMail, DevMailer, SASMTPMail, CDONTS.
Web Browser	Internet Explorer 5.0 or higher on a windows based PC is required for the representatives chat sessions and system administration.
Additional Notes :	This system uses Javascript extensively, browsers with outdated script engines may not properly work with this application. Absolute Live Support has been tested with IE4.0+, NS6+ and Mozilla 1.1+

This is the end of the **Absolute Live Support** system article. If you have any questions or comments regarding this business solution that DK Web Designs, LLC can provide your company, please contact us.

DK Web Designs

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