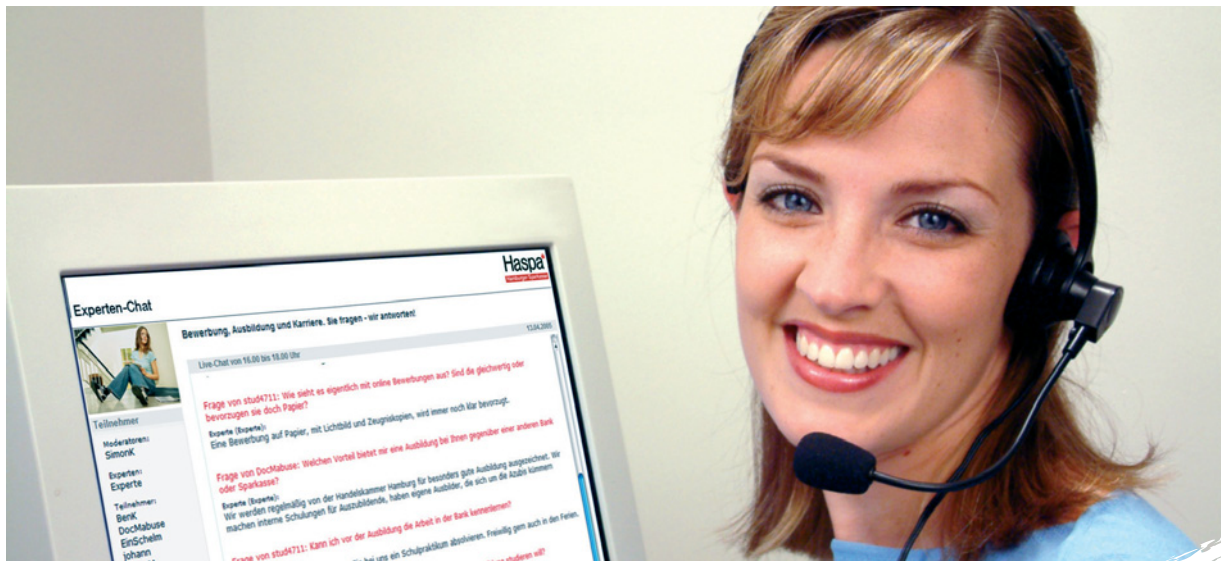




## Communication Connects.



### Why Chatjet.

A potential customer can rapidly feel left alone on your Web site. If visitors don't find the answers to their specific questions, they will quickly look elsewhere – and possibly find themselves on the Web site of your competitors.

Studies show that the patience of most Web surfers is fairly limited. Hurdles, such as filling out a contact form or reaching for other mediums such the telephone, are often seen as too high and are not attempted.

This is where Chatjet comes in. Online consultation provides your Web site with the missing human components, the connections between your company and the potential customer. Thanks to a perfect chat integrated into your Web site formats, the visitor is

always just a mouse-click away from a contact person. In addition to simplifying the contact process, online consultation also provides true added value for both the customer and the operator.

With its help, the consultant can send the customer additional documents that are relevant for him or answer frequently asked questions using pre-prepared text blocks. This helps potential customers make rapid and uncomplicated decisions.

The Computerman GmbH, manufacturer of the Chatjet System, is a full service provider. It creates, designs, installs and takes care of your chat solution customized to meet your requirements.

## What Chatjet offers you.

- **Independent, efficient server software**  
The software was optimized for short reaction times, even with very high visitor numbers.
- **Immediately usable**  
It isn't even necessary to install third-party software (plug-ins, applets, or other) on the client computers – only a web browser is required.
- **Database support**  
All usual database backends for user authentication are supported.
- **Load distribution and clustering**  
Even with extreme high visitor numbers, smooth communication is ensured.
- **Update in running operation**  
Adjustments can be made without interrupting the chat.
- **Complete remote administration**
- **Arbitrary number of chat rooms**  
As many chat rooms as you want, the number of chat rooms available simultaneously is not subject to restriction.
- **Individual configuration**  
Each chat room can be individually adapted the way you want and to suit its purpose.
- **Moderation**  
A moderator can control and monitor all activities in a chat room.
- **Granting user rights**  
Individual adjustments can be made with regard to the functions that each user plans to use.
- **Secure chatting via SSL encryption**
- **File transfer**
- **Perfect adaptation to corporate design**  
The layout can be completely changed according to your needs and desires.
- **Polls and surveys**  
In moderated chats, the moderators can begin surveys among the participants that are assessed interactively in real-time using bar diagrams.

## Special features for live support.



### An example for the backend consultant.

The left side lists the available consultants and the interested parties waiting. The current discussions that the consultant is holding are displayed in the lower section.

- **Multi-user consultation**  
Each consultant can correspond with numerous interested parties simultaneously. In case of new questions, the chatwindow of the respective user is highlighted in order to simplify the overview for the consultant.
- **Consultant groups**  
Consultants can take part in groups on various topics. If an interested party enters the support chat, he or she selects a topic and is automatically connected to the right consultant.
- **Waiting line**  
All interested parties are placed in a waiting line on a particular topic. When the consultant is ready, he or she selects the next person in this line.

## Technical requirements

- **Server:**  
Windows or Linux (x86),  
free IP address,  
root account
- **Client:**  
Web browser  
(e.g. Internet Explorer, Netscape, Firefox, Safari)

## Development, Sale and Support

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