



### Search strategies

Providers/clients	Multiple providers and their clients can be run independently of each other on a TrueTALK server.	<input checked="" type="checkbox"/>
Load balancing	Intelligent ACD control to ensure even load distribution between all online Live Operators.	<input checked="" type="checkbox"/>
Log-off	The TrueTALK server deals with Live Operator server logoffs. The Live Operator will not be logged off as long as a chat session is active. If a Live Operator wants to log off, the request is processed and no further chats will be initiated.	<input checked="" type="checkbox"/>
Logfiles	All dialog content is fully logged.	<input checked="" type="checkbox"/>

### Admin desktop

Access administration	Administrators and Live Operators log on using a user ID and password.	<input checked="" type="checkbox"/>
Access rights	Depending on the assigned authorisation (Admin-Level or Live-Operator), access is only possible to the given user interface (Admin-Desktop/Agent-Desktop).	<input checked="" type="checkbox"/>

## Features & Benefits

Configuration	<ul style="list-style-type: none"> <li>• Agent desktop settings are defined using the "Properties" tab. The following can be configured:               <ul style="list-style-type: none"> <li>- Texts</li> <li>- Colors</li> <li>- Agent GUI images</li> </ul> </li> <li>• For each hot button, the following options can be configured:               <ul style="list-style-type: none"> <li>- Overflow yes/no</li> <li>- Maximum queue size</li> </ul> </li> <li>• Available languages for the user interface: German, English, Swedish, Norwegian and Finnish; other languages can be configured (language lists)</li> <li>• Flexible and function-related right assignment at provider and clientele level</li> </ul>	<input checked="" type="checkbox"/>
Data administration	<ul style="list-style-type: none"> <li>• All settings are recorded centrally. Administrators can choose to work directly within a table or use a hierarchical structure.</li> <li>• Data changes can be sent directly to all Live Operators currently logged on to the system.</li> </ul>	<input checked="" type="checkbox"/>
Pre-defined responses	User-friendly recording of pre-defined answers and push links (web addresses).	<input checked="" type="checkbox"/>
<b>Agent desktop</b>		
Concurrent chats	Each Live Operator can carry out up to four concurrent chats. The number of maximum concurrent chats can be defined individually for each Live Operator.	<input checked="" type="checkbox"/>
Layout	<ul style="list-style-type: none"> <li>• The different desktop sections can be moved and resized</li> <li>• The font size can be modified</li> <li>• Text module contents and push links are displayed as tool tips</li> <li>• Visual marking of each new client question can be configured</li> </ul>	<input checked="" type="checkbox"/>

## Features & Benefits

Configuration	<ul style="list-style-type: none"> <li>Available languages for the user interface: German, English, Swedish, Norwegian and Finnish; other languages can be configured (language lists)</li> <li>Automatic chat start can be configured (only in connection with IQ integration)</li> </ul>	☑
Dialog history	The full dialog history is displayed for each chat. Active chats can be saved and printed.	☑
Pre-defined responses	Selection of pre-defined responses and push links, organized according to subject area.	☑
Log-off function	The Live Operator can end a chat session, e.g. if the chat client's behavior is considered 'unreasonable'.	☑
New chat clients?	An audio or visual signal tells the Live Operator that a new chat client has arrived.	☑

### Chat interface

Flexible customization	<ul style="list-style-type: none"> <li>The layout (colors, font, size etc.) and the integration of graphics and/or animation can be defined as required.</li> <li>The text used to greet chat clients can be configured as required.</li> </ul>	☑
Chat survey	Chat storage/print-out is possible	☑
Chat end	Security enquiry when chat is closed	☑

## Features & Benefits

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### External information

novomind IQ Agent™ integration	A direct connection between novomind TrueTALK™ and novomind IQ™, enabling 100% internet support.	☑
Database access	The back office connector enables the integration of third party systems.	☑

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### Statistics

Online	<ul style="list-style-type: none"> <li>• Statistics can be generated according to a series of customizable selection criteria</li> <li>• Evaluation of:               <ul style="list-style-type: none"> <li>- Proportion of successfully initiated chat sessions</li> <li>- Service level</li> <li>- Chat length for completed and interrupted chat sessions</li> </ul> </li> <li>• Monitoring of Live Operator workload</li> <li>• Transfer of defined timeframe from one/the last report to all subsequent reports</li> <li>• New column for the "Chat Content" report: "Chat end" (sessions ended in the normal way or terminated due to a timeout)</li> </ul>	☑
Offline	Statistics can be generated according to a series of customizable selection criteria and downloaded in CSV format to the local PC	☑

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### Technology

Java	<ul style="list-style-type: none"> <li>• Admin desktop and Agent desktop have been developed using Java</li> <li>• Tomcat 4 = JDK 1.2 / Java plug-in 1.3 – 5.0</li> </ul>	☑
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## Features & Benefits

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Relational database	All data is recorded in a database (Oracle, MaxDB)	<input checked="" type="checkbox"/>
JDBC	A database connection is carried out via JDBC	<input checked="" type="checkbox"/>
Multi-platform	TrueTALK server: Windows NT, Solaris	<input checked="" type="checkbox"/>

### Licenses

Models	End customer license ASP license	<input checked="" type="checkbox"/>
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