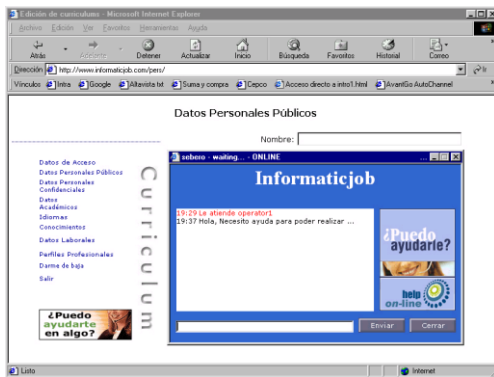


## About HelpOn-line.com

HelpOn-line.com is a Web based service that creates a direct communication channel between the users of your website and a specialized agent that will attend to all their needs and guide them through the website.



## For whom

On the current scenario where 8 in every 10 purchase attempt fails and one-third of the transactions need telephone assistance (according to the ATKearney consultant), this product was created for those Websites that need to be closer to the clients and have a better and more reliable service.

## Service advantages

HelpOn-line offers:

- ✦ Coverage up to 24 hours a day, 7 days a week.
- ✦ Reporting agents specialized on your Website with the necessary formation to provide users support on your key-pages and on more complex processes.

- ✦ **Flexibility.** HelpOn-line is an adjustable service. It can grow or decrease depending on the current needs for the Website.
- ✦ The HelpOn-line service is **realtime monitorable**, providing to the client statistics about the most viewed pages, the number of agents giving support, etc.
- ✦ **Minimum cost/time.** HelpOn-line is a service with a quick answer to the demand, with highly competitive costs. Here are some of the implemented procedures:
  - We give formation to the agents and specialize them in the website usage and singularities.
  - We prepare the arguments and the basic responses.
  - A implementation functionality test is performed.
- ✦ **Webtracking management** allow questions like:
  - What happens when a visit enters your website?
  - Where are produced more errors?
  - Which pages are the most visited?
  - Where is the problematic zone?
- ✦ HelpOn-line is a 100% configurable service to the look & feel of your WebSite. The links are made according to your webpage's style and you may decide where to put the links related to the service.
- ✦ **Multi-language service.**
- ✦ **Proactive or reactive response.** With our management tool we can PUSH a support conversation without being necessary the intervention of the visitor.
- ✦ **Scalable pricing.** Services can be hired by consults, exclusive service, on-site or not exclusive services.