

## HELPSWITCH FEATURES: VERSION COMPARISON

Features	Description	Standard	Professional	Corporate
Text chat	Provide live support to clients instantaneously on demand	Y	Y	Y
Keymaps	Support sending pre-defined messages with a single keystroke	Y	Y	Y
Linkmaps	Allow agent to send a HTML link with a few keystrokes	Y	Y	Y
Online agent roster	Show the online status of all agents	Y	Y	Y
Chat transfer	Incoming chat can be transferred to another agent (e.g. second level of support or expert)	Y	Y	Y
Chat conferencing	Incoming chat can be supported by multiple agents	Y	Y	Y
File transfer	Support file transfer from agents to clients, and from clients to agents upon authorization	Y	Y	Y
Multilingual support	Support English and French for GUI. Multilingual messages.	Y	Y	Y
Private messaging for agents	Chat internally among agents & supervisors	Y	Y	Y
Agent scheduling by skill sets	Incoming chat can be assigned to agents depending on skills or departments	Y	Y	Y
FAQ integration	Support integration with your FAQ database by sending HTML links to specific questions and answers. Consistency & no duplication.	Y	Y	Y
Dynamic chat availability	Show chat availability dynamically on your web site, based on agent availability	Y	Y	Y
Security	SSL encryption for all messages between clients and agents	Y	Y	Y
Online chat history	Allow agents to search chat history within a certain period	7 days	14 days	30 days
Multiple chat sessions per agent	Each agent can simultaneously handle multiple incoming chats	3	5	8
Customizable client UI	Client UI can be customized: logo, labels and layouts	N	Y	Y
Remote client shutdown	Allow an agent to shut down a remote client window	N	Y	Y
On-demand reporting	Standard reports can be generated on demand, e.g. average waiting time, average chat duration, number of sessions per agent	N	Y	Y
On-hold scripts	Provide pre-defined messages displayed to clients waiting for an agent to become available	N	N	Y
Custom reports	HelpSwitch consultants can assist you in specifying special report meeting your special needs	N	N	Y
Sticky notes	Allow searchable comments to be attached to a chat session	N	N	Y
Geo location	Show geographical location of online clients	N	N	Y
Ticket/incidence numbers	Show all prior chat transcripts relating to a ticket or incidence number. Chat history is searchable by ticket numbers.	N	N	Y
Membership integration	Support integration of membership ID and API	N	N	Y
Database archive	HelpSwitch will send to its customers, backup of SQL database on chat history (in XML format) on a periodic basis	N	N	Y
Supervisor monitoring	Supervisor can monitor chat sessions of agents for training and quality assurance purposes	N	N	Y
Closing management	Allow supervisors to shut down further queuing, while allowing clients already in queue to be served	N	N	Y