

Interactive Chat Communication Solution

Its adoption leads to explosive productivity, cost savings, revenue increases, and satisfied customers.

319 NetWorks Unite enables businesses to communicate collaboratively among employees, vendors, and customers in a simple, secure, and productive manner. Its unique “tri-mode” allows system users to interact with customers in the Sales/Support mode; securely communicate among trusted members of the enterprise in the People mode; and enter into a permission-based virtual meeting in the Conference Room mode.

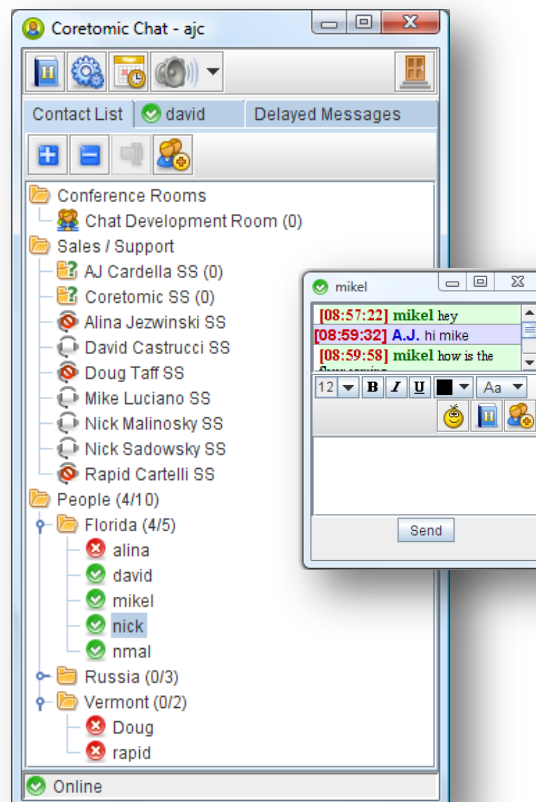
Its design is accomplished in one thin (2 MB) Java Desktop client. 319 NetWorks Unite is platform independent, working flawlessly on any operating system. Delivered as software as a service (SaaS), 319 NetWorks Unite can be deployed onto any existing website, and even operates from a link in an e-mail signature.

Built on the revolutionary 319 NetWorks system, business professionals are empowered to customize & configure their chat environments at any time, making real-time changes with the push of a button. Communications are archived on the server, allowing for searchable history by keyword, user, user group, and chat room.

319 NetWorks Unite possesses the traits of the most successful tools in social digital communications:

- Duality of synchronous (real-time) & asynchronous communication
- User Point of Presence
- Reduction of inhibitions, language barriers broken down

In occupying these characteristics, 319 NetWorks Unite was built specifically for business. The benefits that chat communications possess in the social arena have been designed for the corporate environment in 319 NetWorks Unite.



Tri-Mode Architecture

Sales/Support:

- Direct connection between customer at the website and sales/support agent
- Businesses set up their system to route the call logically based on their preferences
- Agents can transfer the call and bring teammates into the call
- If no agents are available, easily create a custom, lead-capturing form that will build users in the database and will send an e-mail auto-response based on their preferences

People:

- Internal real-time communications within businesses on a secure closed network
- Point of Presence of users, allowing for greater effectiveness of communication
- Trusted users can access only the chat groups of which they are members of

Conference Rooms:

- Virtual room with permission-based communication
- Applicable users can join the room at any time, contributing to the communication
- Depending on permissions, users may or may not be able to view and/or contribute

Superior Architecture

Tri-Mode Design	<input checked="" type="checkbox"/>
Integrated Modes	<input checked="" type="checkbox"/>
Thin (2 MB) Java Desktop Component	<input checked="" type="checkbox"/>
Web Component	<input checked="" type="checkbox"/>
E-Mail Signature Component	<input checked="" type="checkbox"/>
Platform Independent	<input checked="" type="checkbox"/>
Dynamically Configurable Chat Environments	<input checked="" type="checkbox"/>
Customizable Logical Call Routing Engine	<input checked="" type="checkbox"/>
Archived Communications	<input checked="" type="checkbox"/>

Robust Features

Offline Messaging	<input checked="" type="checkbox"/>
Delayed Messaging	<input checked="" type="checkbox"/>
Searchable Historical Communications	<input checked="" type="checkbox"/>
Custom Status Settings	<input checked="" type="checkbox"/>
Drag and Drop Tabbed Chatting	<input checked="" type="checkbox"/>
Custom Sounds, Fonts, Backgrounds	<input checked="" type="checkbox"/>
Business Emoticons	<input checked="" type="checkbox"/>

Unparalleled Sales/Support Mode

Direct, Real-Time Connection to Appropriate Agent	<input checked="" type="checkbox"/>
Dispersed Configurations across areas of Website	<input checked="" type="checkbox"/>
Call Transfer	<input checked="" type="checkbox"/>
Invite Teammates into Call	<input checked="" type="checkbox"/>
Page Push to Visitor, Dynamically Changing Browser	<input checked="" type="checkbox"/>
Footprints Display Data, Track Movement on Site	<input checked="" type="checkbox"/>
Custom, Lead-Capturing Forms	<input checked="" type="checkbox"/>
Auto-Responders	<input checked="" type="checkbox"/>
Trace, Track, Study, Learn from Sales/Support Calls	<input checked="" type="checkbox"/>

Communication Advantages

Sense of Presence	<input checked="" type="checkbox"/>
Increased Productivity (Many Sessions at Once)	<input checked="" type="checkbox"/>
Reduce Project Delays	<input checked="" type="checkbox"/>
Integration, collaboration with all parties in business	<input checked="" type="checkbox"/>
Self-Service Access to Business	<input checked="" type="checkbox"/>
Blended Synchronous/Asynchronous Communication	<input checked="" type="checkbox"/>
Learning from Communication History	<input checked="" type="checkbox"/>

Applications



Automotive

- Connect to sales/support/service/finance, dispersed across website, resulting in a greater customer satisfaction index
- Significantly increase internal productivity at the store level through the integration of dealership management and personnel in a team-friendly environment

Real Estate

- Direct connection to appropriate agent at the website property listing
- Capture the client at the peak moment, eliminate lost sales

Property Management

- Enhanced communication between landlord and tenant with point of presence known
- Build communities among residents to increase value proposition of property

Sports

- Communication interaction amongst fans and sports players
- Build social networks, enrich fan experience

Subscription Based Support

- Payment schedule for increased customer service level via chat
- Lower the cost of customer service by reducing call center bodies

Dealer Networks

- Seamless communications from manufacturer broadcasted out to dealer network
- Increase dealer mindshare & number of meaningful communications

Secure Internal Communications

- Increase productivity of distributed businesses
- Change the way businesses operate while increasing economies of scale

