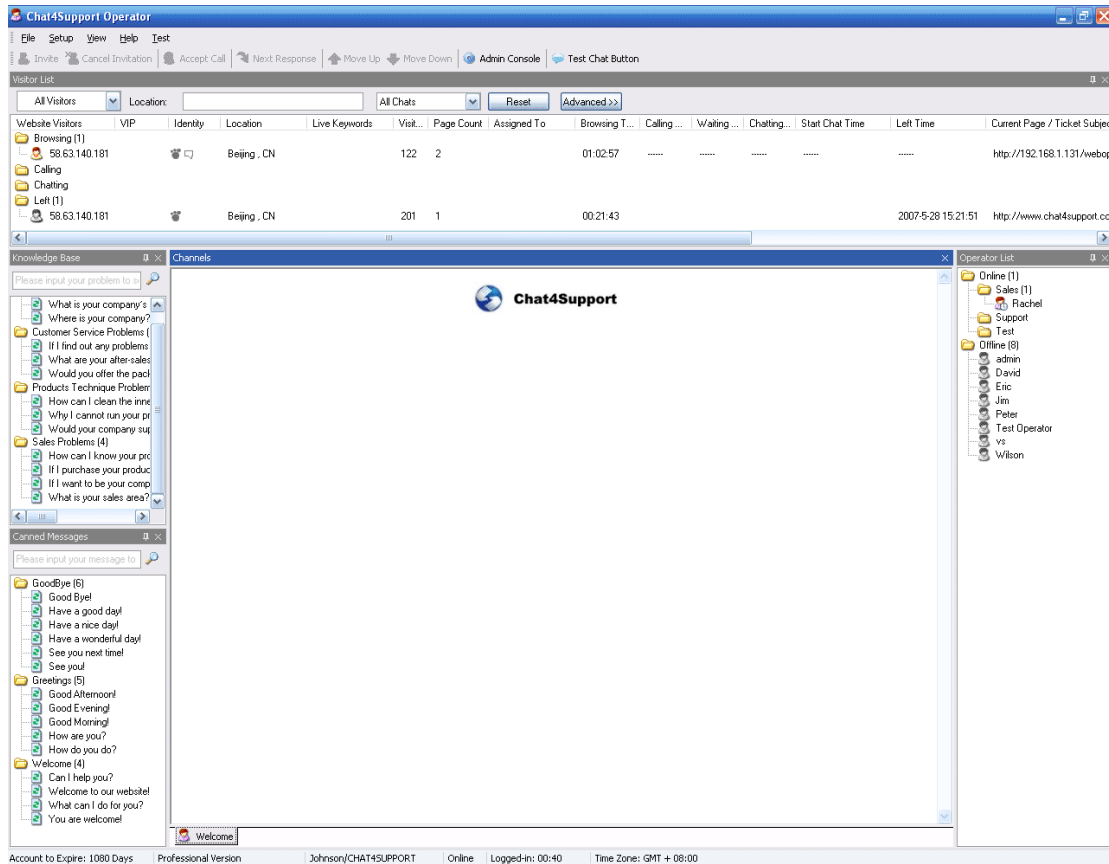


1. Chat4Support Introduction

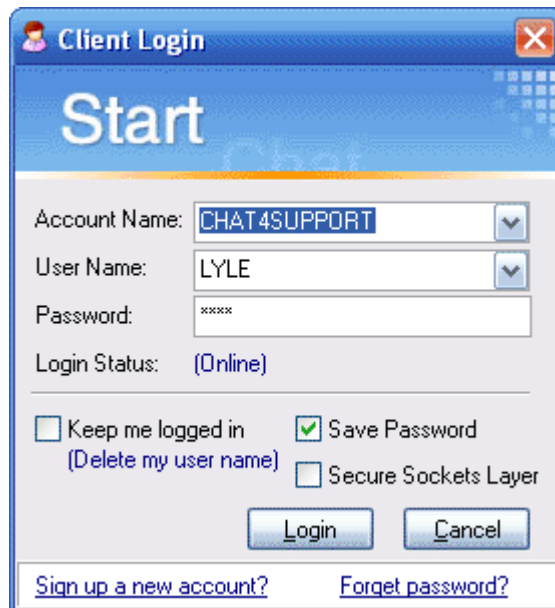


Chat4Support is a CodingBest product that helps businesses to improve their sales and customer service on the Internet. Website visitors just only need to click on the chat button. There is no need to install or download any software, and website visitors can chat in time with operators.

Chat4Support helps operators in companies or organizations chat with visitors about business, monitor website traffic, and analyze the data of website traffic through search engine and keyword ranking. These will effectively increase sales of products and dramatically reduce costs of companies.

2. Log-in Interface

Main Menu → “File” → “Login...”



“Account Name”: The name which user uses to register Chat4Support, which is the only one in the server data.

“User Name”: The name is used for user to log in the site.

“Password”: Is used for user to log in.

“Login Status”: There are four status after user logs in: Online, Away, Busy, Hidden.

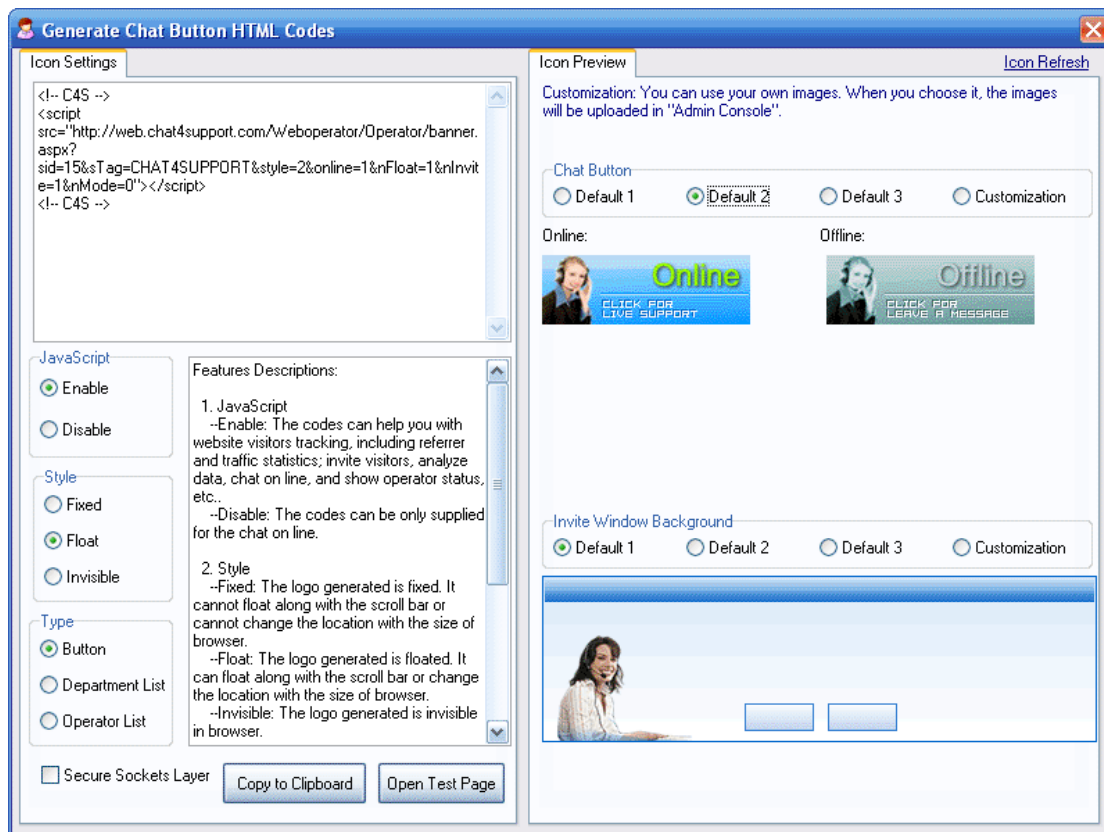
“Keep me logged in”: When running Chat4Support next time, you can log in automatically with the information used last time.

“Save Password”: Whenever you log in, there is no need to input password again.

“Secure Sockets Layer”: Use SSL to transfer data.

3. Generate chat button HTML

Main Menu → “Set Up” → “Generate chat button HTML...”



“Icon Settings”

“JavaScript”

- Enable: The codes can help you with website visitors tracking, including referrer and traffic statistics; invite visitors, analyze data, chat on line, and show operator status, etc..
- Disable: The codes can be only supplied for the chat on line.

“Style”

- Fixed: The logo generated is fixed. It cannot float along with the scroll bar or cannot change the location with the size of browser.
- Float: The logo generated is floated. It can float along with the scroll bar or change the location with the size of browser.
- Invisible: The logo generated is invisible in the browser.

“Type”

- Button: The icon generated is a general button. When you click the button, you can call all the operators who are online.
- Department List: The icon generated is a department list. When you click one of department, you can just only call the operators in that department online.
- Operator List: The icon generated is a operator list. When you click one of operators, you

can just only call that operator.

“Secure Sockets Layer”: The chat page uses SSL to transfer information.

“Copy to Clipboard”: Copy the chat button HTML codes to the clipboard, which helps you to paste the codes.

“Open Test Page”: Generate and open a test page according to your settings, in order that you can preview the effect of your settings.

“Icon Preview”

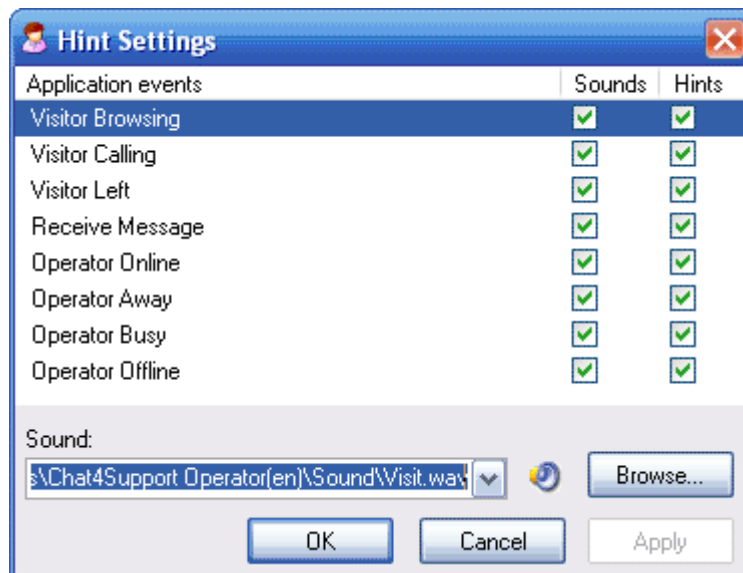
“Icon Refresh”: Download and refresh the chat button icon and invitation window background.

“Chat Button”: Choose the style of chat button.

“Invite window background”: Choose the style of invite window background

4. Hint Settings

Main Menu → “Set Up” → “Hint Settings...”



Chat4Support has a perfect system of hint setting. When using Chat4Support, user can also do other work. When there is a new message or event that needs operators to deal with, there are varieties of hints (Bubble window, Sound hints, and Flashing logo). Also, user can customize all the hint settings.

5. Tool Bar



“Invite” button: Select the visitor you want to chat in the visitor list, and click this button to send invitation to visitor.

“Cancel Invitation” button: Click this button to cancel the invitation that visitor do not accept. And the invitation window will disappear automatically.

“Accept Call” button: Click it to accept the invitation from visitor, and a new chat window will appear automatically.

“Next Response” button: Click this button to automatically shift to the chat window that you need to respond.

“Move Up” button: Click this button to move the selected visitor up in the visitor list.

“Move Down” button: Click this button to move the selected visitor down in the visitor list.

“Admin Console” button: Click this button to log in the admin console to maintain your site.

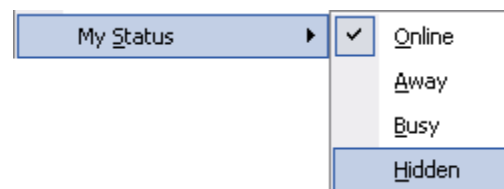
“Test Chat Button” button: Click this button to open a test button for chatting according to the defaulted settings.


6. Status Bar


Account to Expire: 1081 Days Professional Version Johnson/CHAT4SUPPORT Online Logged-in: 00:44 Time Zone: GMT + 08:00


Status Bar can show all the site information when you log in, and record your logging time.


7. My Status




 **Online:** Operator is online at present, to provide customer services for visitors. Once there is one operator is online, the chat button in the website shows online status. Visitor can chat with operator in time.

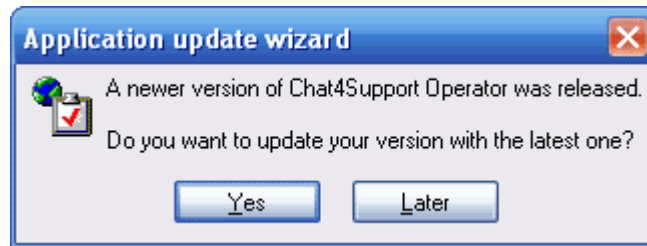
 **Busy:** Operator is busy at present. Visitor can leave messages. When all operators are busy, the chat button in the website shows offline status. If visitor click the chat button, it will pop-up a window for visitor to leave messages.

 **Away:** Operator is away at present. Visitor can leave messages. When all operators are away, the chat button in the website shows offline status. If visitor click the chat button, it will pop-up a window for visitor to leave messages.

 **Hidden:** Operator is hidden. Visitors and other operators cannot see whether this operator log in or not.

 **Logout:** Operator does not log in at present. When there is something wrong with the network, it cannot connect to the server. So it displays logging-out status.

8. Application Update

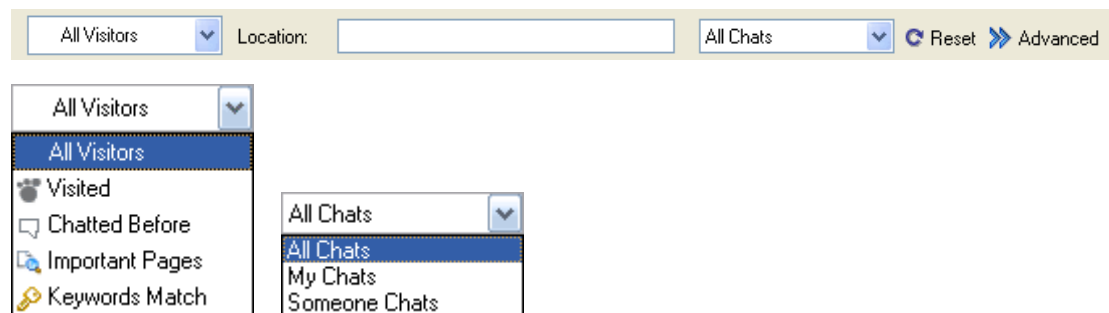


Chat4Support offers a feature for automatic upgrading. When you run the application, the system will automatically check the latest version for you. If there is a latest one, you can click “Yes” to download the newest version.

9. Visitor Filter

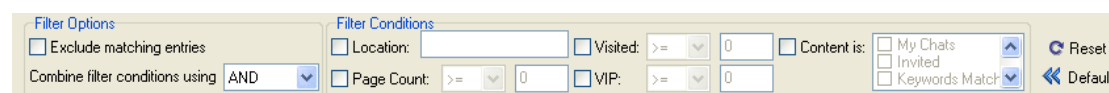
Filter the visitor who accords with your settings in the visitor list.

Simple Filter:



This feature can help you rapidly filter the visitor who accords with “Visited”, “Chatted Before”, “Important pages”, or “Keywords Match” in the visitor list. Also you can filter the visitor through location or the chats belong to “My Chats” or “Someone Chats”.

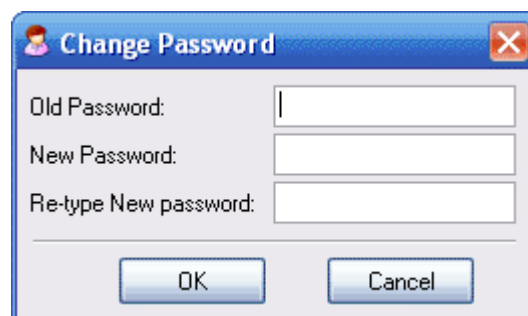
Advanced Filter:



Here you can filter the visitor according to any combining conditions you set.

10. Change Password

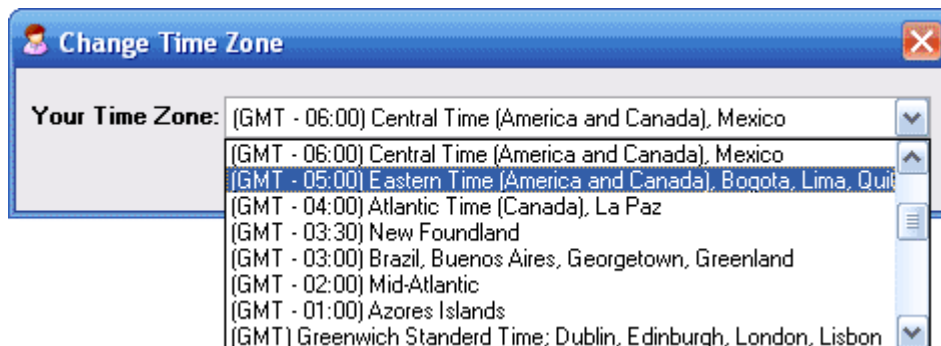
Main Menu → “Set Up” → “Change Password...”



Change the old password with new one and click “OK”. New password will become effective at once.

11. Set up Time Zone

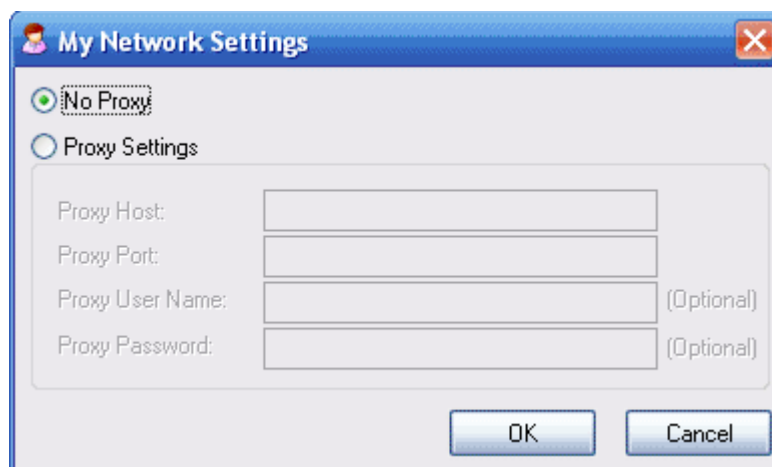
Main Menu → “Set Up” → “Change Time Zone...”



Here you can set up the time zone which is used in user's area.

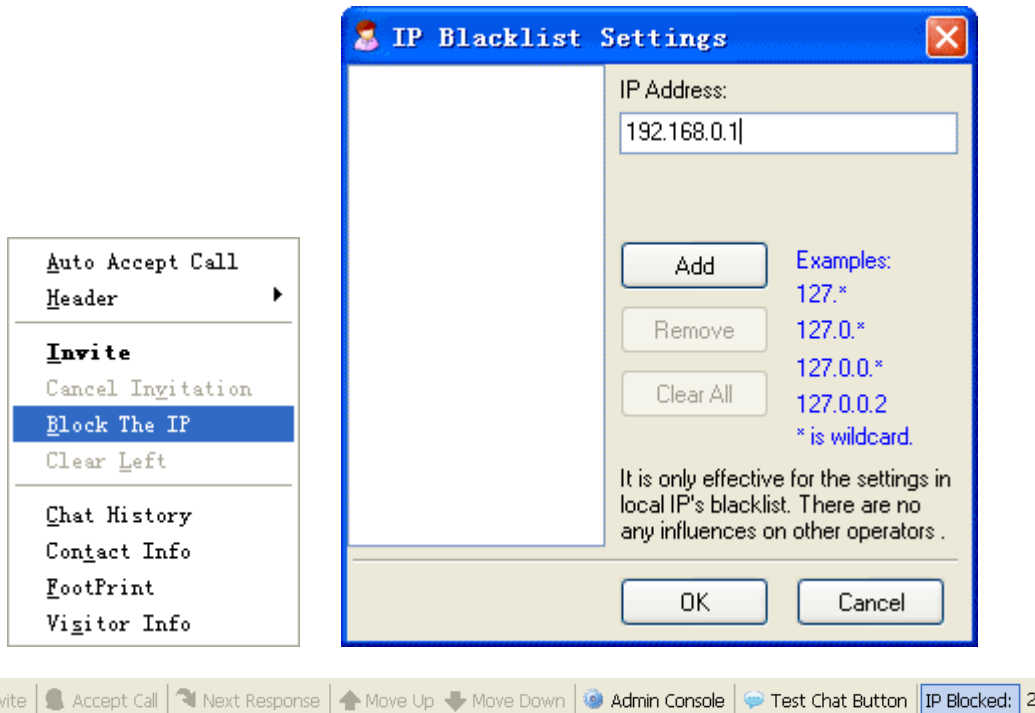
12. Network Settings

Main Menu → “Set Up” → “My Network Settings...”



Chat4Support allows user to customize proxy server. It is defaulted no Proxy in the system. User can edit it by own need.

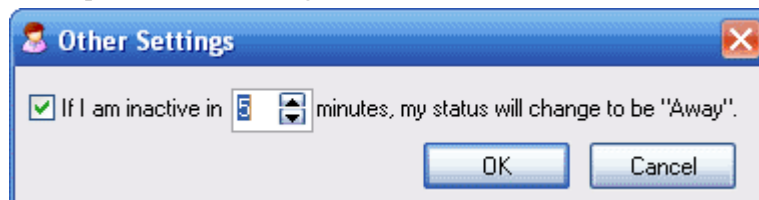
13. Main Menu → “Set Up” → “IP Blacklist Settings...”



This feature is useful for you to block some malicious visitors. When you add the malicious visitor's IP address to your IP Blacklist List, or right click the mouse on the visitor's name in the visitor list, and choose "Block the IP", the visitor's IP will be added into the IP Blacklist. The number of visitors who are blocked will be added and displayed in "IP Blocked" of the tool bar.

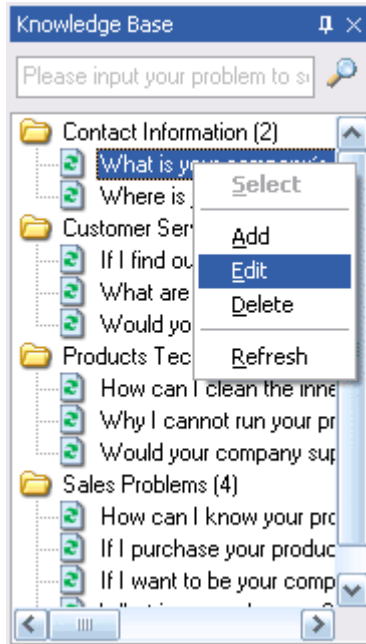
14. Other Settings

Main Menu → "Set Up" → "Other Settings..."

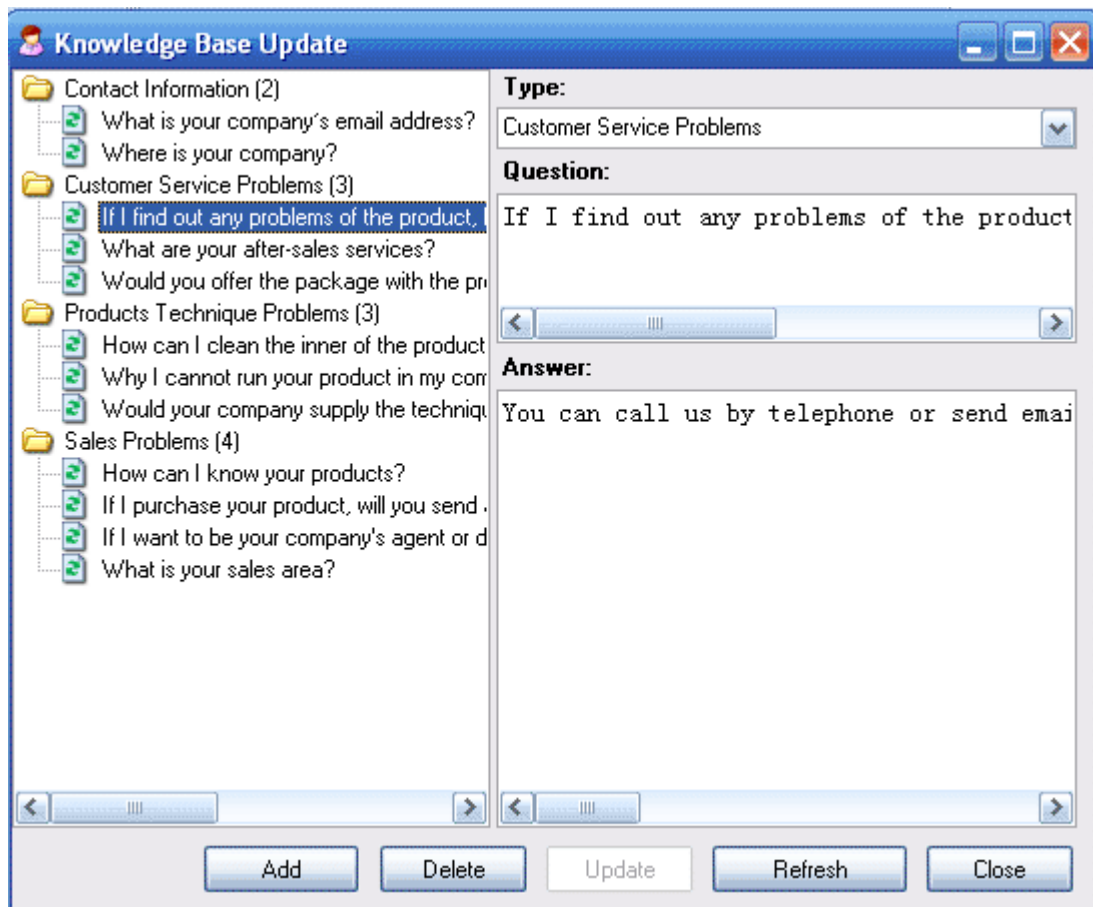


It is defaulted that if the operator is inactive in 5 minutes, the status will change to be "Away".

15. Add, Edit, Delete Knowledge Base (Canned Message)



Right click the mouse on knowledge base list (canned message list), and choose Add or Edit, a window shown below will appear. Here you can add, delete, update and acquire data from the server.




16. Tool bar in chat window





 Push Image: Click this button to send the URL of pictures to the visitor you are chatting with.


After visitor receives the URL, a thumbnail will appear in the chat window. When visitor click it, an original picture will appear in a new web page.


 Push Web: Click this button to send URL of the web page to the visitor you are chatting with.


After visitor receives the URL, a new web page will pop-up automatically and redirect visitor's browser to the URL.

 File Transferring: Click this button to send files to the visitor you are chatting with. If the files are photos, visitor can preview them. JPEG, GIF, BMP, PNG, Adobe Acrobat, WinRAR, WinZip, Text, Microsoft Word, Microsoft Excel are supported


 Dialog's Time Switch: Display the time in the front of each chat message in the chat window.


 Save As: Save all dialog contents of this chat.


 Print: Print out all dialog contents of this chat.

 Spell Check: Check the spellings when you type and automatically mark red waves under spelling mistakes.


 Arial Font Name: Change the fonts of the words you input.


 10 Font size: Change the font sizes of the words you input.


 Bold: Change the selected fonts you input to be bold ones.

 Italic: Change the selected fonts you input to be italic ones.

 Underline: Add an underline below the selected words.

 Black Font Color: Change the colors of the selected fonts with the appointed ones.

 Multiple Chat Sessions: Click this button to invite other online operators to join in the present chat.

 Chat Transfer: Click this button to transfer the present chat with visitor to other operators.



Skype Call Phone: Select or input a phone number, which will transfer the Skype programmer and make the phone number an auto-dial one.

17. Review Visitor's Information



Right click the mouse on any visitor's IP, and click Chat History, Contact Info, Footprint or Visitor Info. A window below will appear. You can review the chat history with this visitor, or the footprint and information of the visitor. Also, you can upload the information of this visitor to the server, in order to effectively identify next time when the same visitor browses your website.

Visitor Info

ID: SOSM4YMB0IXN3IANOF3W
Name: 75.72.101.93
IP: 75.72.101.93
Country: US
City:
Time Zone: (GMT - 05:00) Eastern Time (America and Canada), Bogota, Lima, Quito
Language: en-us,en;q=0.5
OS: Windows XP
Screen Size: 1280x960
Screen Color: 32 bit
Browser: Firefox 2.0.0.4
URL: <http://www.chat4support.com/>
Current Page Title: Chat4Support -- Free Live Chat Software, Website traffic Monitoring and Visitor Tracking,Keyword Analysis Solutions
Referer:
Keyword:
Keyword Match: No
VIP:
Visited: 1
Chatted Before: No
Important Page: No
Status:
Start Time: 2007-6-26 19:06:49

18. Manage Operators

Tool Bar → "Admin Console" → "User Setup" → "Operator"

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Chat4Support Live Chat & Visitor Tracking Solutions

Chat4Support enables you to live chat with website visitors, monitor site traffic, and analyze website visitors activities, including their search engine and keyword usage.

- Chat4Support News
- Site Info
- User Setup
 - Operator
 - Department
- Content Manager
- Rules
- Visitor Experience
- Support Ticket System
- Report & Log
- Traffic Analysis
- Logout

Welcome:LYLE(chat4support)

Add New Operator

User Name	Nickname	Department	Last Login	Previlege	Email	Login	Disable
admin	admin	Test	5/30/2007	admin	admin@chat4support.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>
eric	Eric	Support	3/23/2007	admin	partnership@chat4support.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Jinsong	Jim	Support	12/20/2006	admin	jinsong@global.t-bird.edu	<input type="checkbox"/>	<input checked="" type="checkbox"/>
LYLE	Johnson	Support	5/30/2007	admin	lyle_98@hotmail.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>
PETA	Peter	Support	5/28/2007	admin	peta@21cn.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>
RACHEL	Rachel	Sales	5/30/2007	admin	Rachel@chat4support.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>
SISHA	David	Support	5/30/2007	admin	sissha@21cn.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Test	Test Operator	Test	5/8/2007	operator	test@test.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>
VS	vs	Support	5/30/2007	admin	lymph2000@hotmail.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>
WILSON	Wilson	Support	5/28/2007	admin	wilson@chat4support.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>

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- Chat4Support News
- Site Info
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- Rules
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- Support Ticket System
- Report & Log
- Traffic Analysis
- Logout

Welcome:LYLE(chat4support)

Add New Operator

User Name:

Nickname:

Password:

Re-type password:

Email:

Login: Enable

Department:

Previlege:

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This page is for you to manage operators' information, including user name, nick name, password, email, department, privilege and so on. You can also add, edit, delete operators in the site, or lock someone to prevent he/her logging in.

19. Manage Departments

Tool Bar → "Admin Console" → "User Setup" → "Department"

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Chat4Support

Live Chat & Visitor Tracking Solutions

Chat4Support enables you to live chat with website visitors, monitor site traffic, and analyze website visitors activities, including their search engine and keyword usage.

- Chat4Support News
- Site Info
- User Setup
 - Operator
 - Department
- Content Manager
- Rules
- Visitor Experience
- Support Ticket System
- Report & Log
- Traffic Analysis
- Logout

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Chat4Support News : User Setup : Department

[Add New Department](#)

Department

Support

Sales

Test

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- Chat4Support News
- Site Info
- User Setup
 - Operator
 - Department
- Content Manager
- Rules
- Visitor Experience
- Support Ticket System
- Report & Log
- Traffic Analysis
- Logout

Welcome:LYLE(chat4support)

Chat4Support News : User Setup : Department : Add

Department Name:

[Back](#) [Save](#)

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This page is for you to manage departments' information. Here you can add, edit, or delete departments in the site.

20. Set up Keywords

Tool Bar → "Admin Console" → "Rules" → "Keyword Match"

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Chat4Support Live Chat & Visitor Tracking Solutions

Chat4Support enables you to live chat with website visitors, monitor site traffic, and analyze website visitors activities, including their search engine and keyword usage.

- Chat4Support News
- Site Info
- User Setup
- Content Manager
- Rules
 - Keyword Match
 - Important Page
- Visitor Experience
- Support Ticket System
- Report & Log
- Traffic Analysis
- Logout

Welcome:LYLE(chat4support)

Chat4Support News : Rules : Keyword Match

You may pre-set a keyword list related to your business. When a visitor goes to your website by using a search keyword that matches the keyword or keyword phrase in the list, you can identify this hot prospect immediately.

Keyword: Exact

Keyword	isExact
<input checked="" type="checkbox"/> chat	<input type="checkbox"/>
<input checked="" type="checkbox"/> help	<input type="checkbox"/>
<input checked="" type="checkbox"/> support	<input type="checkbox"/>
<input checked="" type="checkbox"/> web	<input type="checkbox"/>
<input checked="" type="checkbox"/> live	<input type="checkbox"/>
<input checked="" type="checkbox"/> free	<input type="checkbox"/>
<input checked="" type="checkbox"/> download	<input type="checkbox"/>
<input checked="" type="checkbox"/> message	<input type="checkbox"/>
<input checked="" type="checkbox"/> Ticket	<input type="checkbox"/>

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This page is for you to set the keywords. When user is using the keywords which is matched with that one you have set, it will be displayed in the visitor list that the keywords are matched.

21. Set up Important Pages

Tool Bar → “Admin Console” → “Rules” → “Important Page”

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Chat4Support Live Chat & Visitor Tracking Solutions

Chat4Support enables you to live chat with website visitors, monitor site traffic, and analyze website visitors activities, including their search engine and keyword usage.

- Chat4Support News
- Site Info
- User Setup
- Content Manager
- Rules
 - Keyword Match
 - Important Page
- Visitor Experience
- Support Ticket System
- Report & Log
- Traffic Analysis
- Logout

Welcome:LYLE(chat4support)

Chat4Support News : Rules : Important Page

Page Url S e.g. www.yourdomain.com/order.html

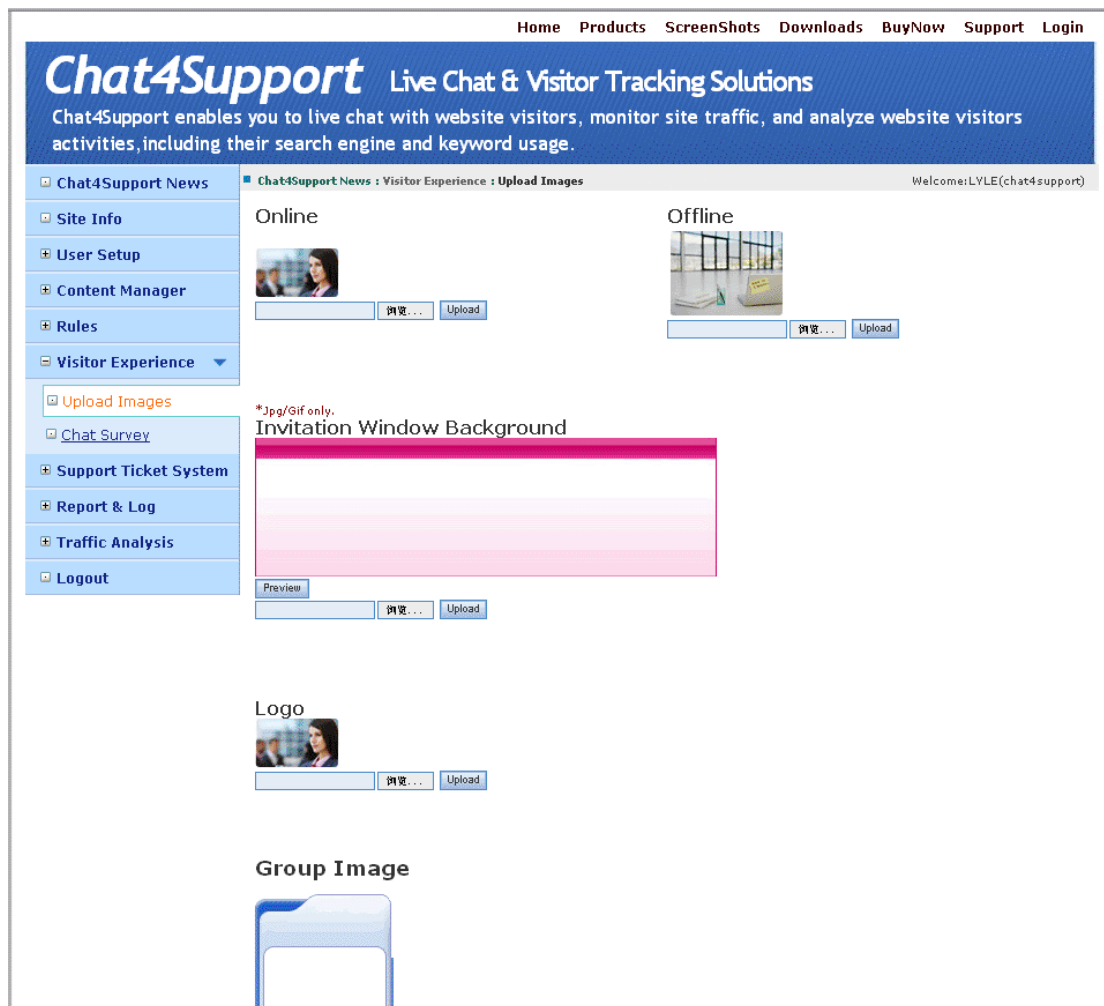
Page Url	Duration Time (s)
<input checked="" type="checkbox"/> download	2
<input checked="" type="checkbox"/> screenshots	120
<input checked="" type="checkbox"/> buynow	60

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This page is for you to manage the important pages. Here you can inquire whether visitor ever browses the important page that you have set. Here you can add, edit or delete important pages in the site.

22. Upload Images

Tool Bar → “Admin Console” → “Visitor Experience” → “Upload Images”



This page is for you to upload and manage the site images.

“Online”: When operator is online, the chat button will be displayed with online image.

“Offline”: When operator is offline, the chat button will be displayed with offline image.

“Invitation Window Background”: When operator invites visitor, visitor can see the image of invitation window background in the browsing page.

“Logo”: Display the logo at the top of visitor chat page. Here you can upload your company’s logo.

“Group Image”: Change the background image of operator list.

23. Manage Survey

Tool Bar → “Admin Console” → “Visitor Experience” → “Chat Survey”

Chat4Support Live Chat & Visitor Tracking Solutions

Chat4Support enables you to live chat with website visitors, monitor site traffic, and analyze website visitors activities, including their search engine and keyword usage.

- Chat4Support News
- Site Info
- User Setup
- Content Manager
- Rules
- Visitor Experience
 - Upload Images
 - Chat Survey
- Support Ticket System
- Report & Log
- Traffic Analysis
- Logout

Chat4Support News : Visitor Experience : Chat Survey Welcome:LYLE(chat4support)

Temp Name	Type	Date Time	Enable	Preview
<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> ddds	Pre-chat	2/22/2007 8:47:32 AM	<input type="checkbox"/>	Preview

Chat4Support Live Chat & Visitor Tracking Solutions

Chat4Support enables you to live chat with website visitors, monitor site traffic, and analyze website visitors activities, including their search engine and keyword usage.

- Chat4Support News
- Site Info
- User Setup
- Content Manager
- Rules
- Visitor Experience
 - Upload Images
 - Chat Survey
- Support Ticket System
- Report & Log
- Traffic Analysis
- Logout

Chat4Support News : Visitor Experience : Chat Survey Welcome:LYLE(chat4support)

Template Name:

Template Type:

Enable

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Chat4Support Live Chat & Visitor Tracking Solutions

Chat4Support enables you to live chat with website visitors, monitor site traffic, and analyze website visitors activities, including their search engine and keyword usage.

Chat4Support News : Visitor Experience : Chat Survey : Chat Survey Add Welcome:LYLE(chat4support)

Add Survey Components: Survey Question

Title	Component Type	Size	Required	Default Value	Value List	Annotation
<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Idea Type	Survey Question	200	<input type="checkbox"/>			

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This page is for you to manage pre-chat and post-chat surveys. Here you can add basic information in the pre-chat survey or satisfaction in the survey after chat. The styles and contents of these surveys can be customized.

24. Support Ticket System

Tool Bar → “Admin Console” → “Support Ticket System” → “Ticket Management”

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Chat4Support Live Chat & Visitor Tracking Solutions

Chat4Support enables you to live chat with website visitors, monitor site traffic, and analyze website visitors activities, including their search engine and keyword usage.

Chat4Support News : Support Ticket System : Ticket Management Welcome:LYLE(chat4support)

(Please check the selection box above to select the ticket you wish to make changes.)

All Open Ticket

Select	Status	Subject	Catalog	Visitor's Email	Assign To	Createtime	LastUpdate
<input type="checkbox"/>		THANK you had done great work	support	thehealths@rediffmail.com	All	5/28/2007	5/28/2007
<input type="checkbox"/>		df	support	rachel@chat4support.com	All	5/28/2007	5/28/2007
<input type="checkbox"/>		pricing	sales	jcherwak@vtttool.com	All	5/25/2007	5/25/2007
<input type="checkbox"/>		costs	sales	info@lassany.com	All	5/24/2007	5/24/2007
<input type="checkbox"/>		dsadsad	support	dj_saserseri@hotmail.com	All	5/24/2007	5/24/2007
<input type="checkbox"/>		SSL warning	support	mail@superwebs.co.uk	All	5/19/2007	5/19/2007
<input type="checkbox"/>		yardim!!	support	evil_tamer@hotmail.com	All	5/17/2007	5/17/2007
<input type="checkbox"/>		in contest to the product	support	lohitaksha@yahoo.co.in	All	5/1/2007	5/8/2007
<input type="checkbox"/>		Mount for my projector	support	avargas35@hotmail.com	All	4/10/2007	4/10/2007
<input type="checkbox"/>		Problem	support	hwhitfield@whiteoakacademyschool.com	All	3/30/2007	3/30/2007

1 | 2 | 3 | 4 | > | >> | 1 | go

Re-assigned to: Select Control:

You may create a ticket for a known visitor on your own initiative and send a notice to the visitor at the same time.

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This page is for you to manage, assign, or reply to the problems that visitors leave in the site.

Tool Bar → “Admin Console” → “Support Ticket System” → “Ticket Catalog”

This page is for you to add, edit or delete the catalog of the problems that visitors leave.

25. Chat Statistics Report

After chats are finished, do statistics about chat quality of operators.

Tool Bar → “Admin Console” → “Report & Log” → “Chat Statistic Report”

Date	Succ. Chats / Total Chats	Succ. Chats / Total Visitors	Chats / Total Visitors	Chats	Succ.Chats	Invite Count	Responses	Chat Closed by Visitor	Chat Closed by Oper.	Total Visitors
5/30/2007	84.6%	15.3%	18.1%	13	11	6	15	9	4	72
5/29/2007	50%	1.5%	3.1%	2	1	0	0	0	2	65
5/28/2007	50%	1.1%	2.2%	2	1	0	0	0	2	90
5/25/2007	100%	4.1%	4.1%	2	2	0	0	0	2	49
5/24/2007	0%	0%	2%	1	0	0	0	0	1	51
5/23/2007	0%	0%	2.2%	1	0	0	0	0	1	46
5/22/2007	6.7%	3.4%	51.7%	30	2	0	0	0	30	58
5/21/2007	50%	2.8%	5.6%	2	1	0	0	0	2	36
5/18/2007	100%	10.6%	10.6%	5	5	1	0	0	5	47
5/17/2007	100%	11.1%	11.1%	5	5	3	0	0	5	45

Tool Bar → “Admin Console” → “Report & Log” → “Success Chat Report”

The screenshot shows the 'Success Chat Report' page in the Chat4Support admin console. The page header includes navigation links: Home, Products, ScreenShots, Downloads, BuyNow, Support, Login. The main header features the Chat4Support logo and tagline: 'Live Chat & Visitor Tracking Solutions'. Below this, a sub-header reads: 'Chat4Support enables you to live chat with website visitors, monitor site traffic, and analyze website visitors activities, including their search engine and keyword usage.' The left sidebar contains a menu with categories: Chat4Support News, Site Info, User Setup, Content Manager, Rules, Visitor Experience, Support Ticket System, Report & Log (expanded), Traffic Analysis, and Logout. Under 'Report & Log', 'Success Chat Report' is selected. The main content area shows a date range filter for 4/30/2007 to 5/31/2007 and a search bar. Below the filter is a table with the following columns: Oper. Name, Visitor IP, Country, City, Start Time, Duration, Wait Time (s), Scoring, Responses, Avg. Respond Time(s), Max. Respond Time(s), Bytes, Chat Closed by Visitor, and Initiated by. The table contains 10 rows of chat records.

Oper. Name	Visitor IP	Country	City	Start Time	Duration	Wait Time (s)	Scoring	Responses	Avg. Respond Time(s)	Max. Respond Time(s)	Bytes	Chat Closed by Visitor	Initiated by
Rachel	58.32.189.196	CN	Shanghai	5/30/2007 8:09:12 AM	00:13:17	19	-1	10	33	80	824	<input checked="" type="checkbox"/>	Visitor
Johnson	59.42.54.35	CN	Beijing	5/30/2007 3:57:10 AM	00:00:14	0	-1	0	0	0	0	<input checked="" type="checkbox"/>	Operator
Johnson	59.42.54.35	CN	Beijing	5/30/2007 3:56:06 AM	00:00:05	0	-1	0	0	0	0	<input checked="" type="checkbox"/>	Operator
Johnson	59.42.54.35	CN	Beijing	5/30/2007 3:14:52 AM	00:01:03	0	-1	0	0	0	3	<input checked="" type="checkbox"/>	Operator
Johnson	59.42.54.35	CN	Beijing	5/30/2007 3:11:27 AM	00:00:40	0	-1	0	0	0	0	<input checked="" type="checkbox"/>	Operator
Rachel	58.32.189.196	CN	Shanghai	5/30/2007 3:10:27 AM	00:00:23	12	-1	0	0	0	0	<input checked="" type="checkbox"/>	Visitor
Johnson	59.42.54.35	CN	Beijing	5/30/2007 3:09:09 AM	00:00:14	0	-1	0	0	0	0	<input checked="" type="checkbox"/>	Operator
Rachel	58.32.189.196	CN	Shanghai	5/30/2007 3:06:39 AM	00:03:25	9	-1	5	11	41	228	<input checked="" type="checkbox"/>	Visitor

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Tool Bar → “Admin Console” → “Report & Log” → “Missing Chat Report”

The screenshot shows the 'Missing Call Report' page in the Chat4Support admin console. The page header and main header are identical to the previous screenshot. The left sidebar menu is the same, but 'Missing Call Report' is selected under the 'Report & Log' category. The main content area shows the same date range filter (4/30/2007 to 5/31/2007) and search bar. Below the filter is a table with the following columns: IP, Country, City, Start Time, Duration, Online Oper., Away Oper., Busy Oper., and Hide Oper. The table contains 10 rows of missing call records. At the bottom of the table, there are pagination controls: 1 | 2 | 3 | 4 | 5 | > | >>.

IP	Country	City	Start Time	Duration	Online Oper.	Away Oper.	Busy Oper.	Hide Oper.
			5/30/2007 8:25:18 AM					
58.32.189.196	CN	Shanghai	5/30/2007 3:11:00 AM	00:00:06	Johnson(0),David(0),Rachel(0)			
			5/29/2007 9:23:07 AM	00:20:12				
			5/28/2007 3:24:54 AM	00:00:28				
			5/24/2007 1:07:31 AM	00:00:39				
			5/23/2007 8:05:16 AM	00:38:31				
			5/22/2007 7:54:05 AM	00:00:08				
			5/22/2007 7:52:19 AM	00:00:30				
			5/22/2007 7:51:44 AM	00:00:03				
			5/22/2007 7:50:47 AM	00:00:47				

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Tool Bar → “Admin Console” → “Report & Log” → “Operator Statistics Report”

[Home](#) [Products](#) [ScreenShots](#) [Downloads](#) [BuyNow](#) [Support](#) [Login](#)

Chat4Support Live Chat & Visitor Tracking Solutions

Chat4Support enables you to live chat with website visitors, monitor site traffic, and analyze website visitors activities, including their search engine and keyword usage.

- Chat4Support News
- Site Info
- User Setup
- Content Manager
- Rules
- Visitor Experience
- Support Ticket System
- Report & Log
- Chat Statistics Report
- Success Chat Report
- Missing Call Report
- Operator Statistics Report
- Operator Login Report
- Chat History
- Traffic Analysis
- Logout

Welcome:LYLE(chat4support)

4/30/2007 00:00:00 - 5/31/2007 00:00:00 GTM+0

Nickname	Chats	Chat Invitations	Total Chat Time	Bytes	Responses	Max. ResponseTime	Avg. ResponseTime	Avg. Oper. Scoring	Total Online Time
vs	9	0	00:07:38	99	0	0	0	0	03:30:20
admin	2	0	00:00:00	0	0	0	0	0	00:18:30
Johnson	33	6	00:00:15	3	0	0	0	0	09:26:01
Peter	17	0	00:01:21	0	0	0	0	0	21:08:25
Wilson	9	0	00:00:25	0	0	121	10	0	06:11:42
David	3	0	00:01:21	0	0	0	0	0	01:30:26
Rachel	42	5	00:09:30	1151	15	116	5	0	13:50:26
Test Operator	2	0	00:00:03	0	0	0	0	0	00:04:12

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Tool Bar → “Admin Console” → “Report & Log” → “Operator Login Report”

[Home](#) [Products](#) [ScreenShots](#) [Downloads](#) [BuyNow](#) [Support](#) [Login](#)

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- Success Chat Report
- Missing Call Report
- Operator Statistics Report
- Operator Login Report
- Chat History
- Traffic Analysis
- Logout

Welcome:LYLE(chat4support)

4/30/2007 00:00:00 - 5/31/2007 00:00:00 GTM+0

admin

Nickname	IP	Create Date	Logout Date	Duration
admin	58.63.137.154	5/14/2007 9:01:52 AM	5/14/2007 9:50:18 AM	00:48:25
admin	59.42.42.207	5/15/2007 2:05:03 AM	5/15/2007 2:23:03 AM	00:17:59
admin	58.63.135.227	5/15/2007 7:42:44 AM	5/15/2007 7:43:13 AM	00:00:28
admin	59.42.54.132	5/18/2007 2:09:58 AM	5/18/2007 2:13:41 AM	00:03:42
admin	58.63.140.181	5/28/2007 8:51:22 AM	5/28/2007 9:21:21 AM	00:29:58
admin	59.42.43.48	5/29/2007 1:38:27 AM	5/29/2007 2:06:48 AM	00:28:21
admin	58.63.133.218	5/29/2007 9:07:25 AM	5/29/2007 9:36:27 AM	00:29:01
admin	59.42.57.122	5/30/2007 6:52:03 AM	5/30/2007 7:19:05 AM	00:27:01

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Tool Bar → “Admin Console” → “Report & Log” → “Chat History”

Home Products ScreenShots Downloads BuyNow Support Login

Chat4Support Live Chat & Visitor Tracking Solutions

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- Chat4Support News
- Site Info
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- Rules
- Visitor Experience
- Support Ticket System
- Report & Log
 - Chat Statistics Report
 - Success Chat Report
 - Missing Call Report
 - Operator Statistics Report
 - Operator Login Report
 - Chat History
- Traffic Analysis
- Logout

Welcome:LYLE(chat4support)

Chat4Support News : Report & Log : Chat History

Chat Date Between: Johnson

Start Time	End Time	Url
5/30/2007 3:57:10 AM	5/30/2007 3:57:24 AM	http://www.chat4support.com/
5/30/2007 3:56:06 AM	5/30/2007 3:56:11 AM	http://www.chat4support.com/
5/30/2007 3:14:52 AM	5/30/2007 3:15:55 AM	http://www.chat4support.com/
5/30/2007 3:11:27 AM	5/30/2007 3:12:07 AM	http://www.chat4support.com/
5/30/2007 3:09:09 AM	5/30/2007 3:09:23 AM	http://www.chat4support.com/
5/29/2007 9:17:35 AM	5/29/2007 9:36:27 AM	
5/28/2007 8:51:26 AM	5/28/2007 8:51:41 AM	
5/28/2007 8:49:08 AM	5/28/2007 8:49:20 AM	
5/28/2007 8:18:59 AM	5/28/2007 8:19:33 AM	file://C:\Program Files\Chat4Support Operator(en)\Data\ChatButton.html
5/28/2007 8:17:36 AM	5/28/2007 8:17:53 AM	

1 2 3 4

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26. Traffic Analysis

Here you can make analysis about variety of visitors' information in the site, and display all kinds of graphs or tables,

Tool Bar → "Admin Console" → "Traffic Analysis" → "Website Visitor"

Home Products ScreenShots Downloads BuyNow Support Login

Chat4Support Live Chat & Visitor Tracking Solutions

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- Chat4Support News
- Site Info
- User Setup
- Content Manager
- Rules
- Visitor Experience
- Support Ticket System
- Report & Log
- Traffic Analysis
 - Website Visitors
 - Recent Traffic Data
 - History Data Search
 - Keyword & Referrer
 - Resource Accessed
 - Time Zone
 - Other Information
 - Logout

Welcome:LYLE(chat4support)

Chat4Support News : Traffic Analysis : Website Visitors

Summary

Timeframe	IPs	Views
Total	7463	14053
Today	57	69
Yesterday	69	73
This Month	1467	2693
This Year	7095	12259

Last 100 Visitors

Visitor Tag	IP	City	Country	Keyword	Visit Time	Page Count
ERY84AP6WTPWOGIX7L44	218.19.250.18	Beijing	CN		5/30/2007 8:29:16 AM	1
Q8AQ1QZ263BDNZETS4O	58.32.189.196	Shanghai	CN		5/30/2007 8:25:14 AM	1
O06BJGP72706H8ILLNF6	59.42.57.122	Beijing	CN		5/30/2007 8:15:34 AM	1
Q8AQ1QZ263BDNZETS4O	58.32.189.196	Shanghai	CN		5/30/2007 8:09:02 AM	1
QDWKFFR13NS4RX8MJ0ES	84.12.103.74	Stoke Mandeville	GB	live assistant	5/30/2007 8:06:09 AM	1
V9EV19Q31NGLV59JRI6J	58.32.189.196	Shanghai	CN		5/30/2007 7:51:13 AM	1
0MAXJINS9F3RBU1JLNR9	59.42.57.122	Beijing	CN		5/30/2007 7:49:02 AM	1
NZJDB59PKNGIMXHQCVB	59.42.57.122	Beijing	CN		5/30/2007 7:21:44 AM	1
0MAXJINS9F3RBU1JLNR9	59.42.57.122	Beijing	CN		5/30/2007 7:07:59 AM	1
O06BJGP72706H8ILLNF6	59.42.57.122	Beijing	CN		5/30/2007 7:01:25 AM	2

1 2 3 4 5 6 7 8 9 10

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Tool Bar → “Admin Console” → “Traffic Analysis” → “Recent Traffic Data”

Home Products ScreenShots Downloads BuyNow Support Login

Chat4Support Live Chat & Visitor Tracking Solutions

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- Chat4Support News
- Site Info
- User Setup
- Content Manager
- Rules
- Visitor Experience
- Support Ticket System
- Report & Log
- Traffic Analysis
 - Website Visitors
 - Recent Traffic Data
 - History Data Search
 - Keyword & Referrer
 - Resource Accessed
 - Time Zone
 - Other Information
 - Logout

Welcome:LYLE(chat4support)

Chat4Support News : Traffic Analysis : Recent Traffic Data

Latest 12 Months Latest 31 Days Latest 24 Hours

5/29/2007 6:00:00 PM - 5/30/2007 5:00:00 PM

Time Zone = GMT+8

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Tool Bar → “Admin Console” → “Traffic Analysis” → “History Data Search”

Chat4Support Live Chat & Visitor Tracking Solutions

Chat4Support enables you to live chat with website visitors, monitor site traffic, and analyze website visitors activities, including their search engine and keyword usage.

Chat4Support News

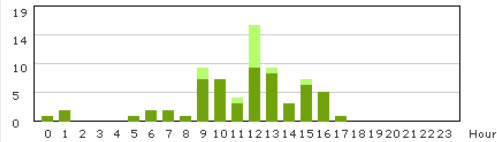
Chat4Support News : Traffic Analysis : History Data Search

Welcome:LYLE(chat4support)

- Site Info
- User Setup
- Content Manager
- Rules
- Visitor Experience
- Support Ticket System
- Report & Log
- Traffic Analysis**
 - Website Visitors
 - Recent Traffic Data
 - History Data Search**
 - Keyword & Referrer
 - Resource Accessed
 - Time Zone
 - Other Information
- Logout

Year Month Day 2007 05 30 Search

5/29/2007 1:00:00 AM - 5/30/2007 12:00:00 AM



Time Zone = GMT+8

Tool Bar → “Admin Console” → “Traffic Analysis” → “keyword & Referrer”

Chat4Support Live Chat & Visitor Tracking Solutions

Chat4Support enables you to live chat with website visitors, monitor site traffic, and analyze website visitors activities, including their search engine and keyword usage.

- Chat4Support News
- Site Info
- User Setup
- Content Manager
- Rules
- Visitor Experience
- Support Ticket System
- Report & Log
- Traffic Analysis**
 - Website Visitors
 - Recent Traffic Data
 - History Data Search
 - Keyword & Referrer**
 - Resource Accessed
 - Time Zone
 - Other Information
- Logout

Chat4Support News : Traffic Analysis : Keyword & Referrer Welcome:LYLE(chat4support)

Keyword Split Keyword Referrer Domain Short Domain Referrer

4/30/2007 - 5/30/2007 View Statistics Chart Time Zone = GMT+0

Keyword Analysis

- live chat software (4.71%)
- live help (4.14%)
- chat4support (3.95%)
- live support (3.2%)
- live person (1.88%)
- free live support (1.63%)
- PHP live (1.63%)
- free live chat software (1.51%)
- live chat (1.51%)
- free live chat support (1.13%)
- chat software (0.94%)
- Other (73.63%)

Keyword	Count	Last Visit Date
live chat software	25	5/28/2007
live help	22	5/29/2007
chat4support	21	5/28/2007
live support	17	5/29/2007
live person	10	5/24/2007
PHP live	9	5/30/2007
free live support	9	5/28/2007
live chat	8	5/29/2007
free live chat software	8	5/26/2007
free live chat support	6	5/24/2007

1 2 3 4 5 6 7 8 9 10 ... > >> 1 90

Tool Bar → “Admin Console” → “Traffic Analysis” → “Resource Accessed”

Chat4Support Live Chat & Visitor Tracking Solutions

Chat4Support enables you to live chat with website visitors, monitor site traffic, and analyze website visitors activities, including their search engine and keyword usage.

- Chat4Support News
- Site Info
- User Setup
- Content Manager
- Rules
- Visitor Experience
- Support Ticket System
- Report & Log
- Traffic Analysis**
 - Website Visitors
 - Recent Traffic Data
 - History Data Search
 - Keyword & Referrer
 - Resource Accessed**
 - Time Zone
 - Other Information
- Logout

Chat4Support News : Traffic Analysis : Resource Accessed Welcome!LYLE(chat4support)

Page Domain

4/30/2007 - 5/30/2007 Search View Statistics Chart Time Zone = GMT+0

Page Analysis

Page	Count	Last Visit Date
http://www.chat4support.com/	590	5/30/2007
http://www.chat4support.com/Download.asp	284	5/15/2007
http://www.chat4support.com/index.asp	195	5/30/2007
http://www.chat4support.com/BuyNow.asp	160	5/14/2007
http://www.chat4support.com/Products.asp	154	5/14/2007
http://www.chat4support.com/Screenshots.asp	151	5/14/2007
http://www.chat4support.com/ProductFeatures.asp	117	5/14/2007
http://www.chat4support.com/Support.asp	78	5/14/2007
http://www.chat4support.com/UsageScenarios.asp	48	5/14/2007
http://www.chat4support.com/FAQ.asp	42	5/14/2007

1 2 3 4 5 6 7 8 9 10 ... > >> 1 90

Tool Bar → “Admin Console” → “Traffic Analysis” → “Time Zone”

Chat4Support Live Chat & Visitor Tracking Solutions

Chat4Support enables you to live chat with website visitors, monitor site traffic, and analyze website visitors activities, including their search engine and keyword usage.

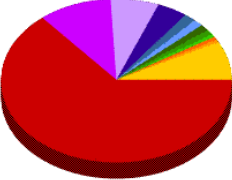
- Chat4Support News
- Site Info
- User Setup
- Content Manager
- Rules
- Visitor Experience
- Support Ticket System
- Report & Log
- Traffic Analysis
 - Website Visitors
 - Recent Traffic Data
 - History Data Search
 - Keyword & Referrer
 - Resource Accessed
 - Time Zone
 - Other Information
- Logout

Chat4Support News : Traffic Analysis : Time Zone Welcome:LVLE(chat4support)

Language
Region
Time Zone

-
Time Zone = GMT+0

Language Analysis



- en-us (61.09%)
- zh-cn (12.75%)
- en-gb (9.29%)
- tr (4.86%)
- en (1.69%)
- fr (1.25%)
- en-au (1.11%)
- en-ca (0.88%)
- ko (0.52%)
- tr-tr (0.52%)
- ar-eg (0.44%)
- Other (5.6%)

Language	Count
en-us	829
zh-cn	173
en-gb	126
tr	66
en	23
fr	17
en-au	15
en-ca	12
ko	7
tr-tr	7
ar-eg	6
ja	6
nl-be	6
de-DE	6
pt	5
he-il	5
pt-br	3

Tool Bar → “Admin Console” → “Traffic Analysis” → “Other Information”

Chat4Support Live Chat & Visitor Tracking Solutions

Chat4Support enables you to live chat with website visitors, monitor site traffic, and analyze website visitors activities, including their search engine and keyword usage.

Chat4Support News

Chat4Support News : Traffic Analysis : Other Information

Welcome:LYLE(chat4support)

- Site Info
- User Setup
- Content Manager
- Rules
- Visitor Experience
- Support Ticket System
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IP Header Color Depth Browser Screen Resolution System

4/30/2007 - 5/30/2007 Search Time Zone = GMT+0

IP Header Analysis

59.42	(11.27%)
58.63	(4.57%)
67.164	(1.69%)
71.93	(1.47%)
65.29	(1.18%)
71.96	(0.96%)
86.133	(0.96%)
85.101	(0.88%)
84.9	(0.88%)
58.32	(0.81%)
88.235	(0.66%)
Other	(74.65%)

IP Header	Count
59.42	153
58.63	62
67.164	23
71.93	20
65.29	16
86.133	13
71.96	13
84.9	12
85.101	12
58.32	11

<< < 1 2 3 4 5 6 7 8 9 10 ... >> >>> 1 90