

Integrated Customer Communications Management
Powerful and flexible proactive invitation engine
Live Chat, Click-to-Call, Email Management, Active Co-Browsing, and Remote Control from the same interface
Tier 1 Datacenter with guaranteed 99.95% uptime



- Thousands of customers, worldwide
- Guaranteed 99.95% uptime
- The industry's best value
- Fully deploys in days
- 24/7 support
- Proven installs across vertical markets

Contact Bold Software

1938 N. Woodlawn
Suite 410
Wichita, KS 67208

www.boldsoft.com

info@boldsoft.com

866.753.9933
316.630.9933

All Website Communications in one Console

The BoldCCM solution empowers enterprises to maintain control over website communication operations. Best-in-class live chat, click-to-call, inbound email management, active co-browsing, and remote control are all available with a simple click.

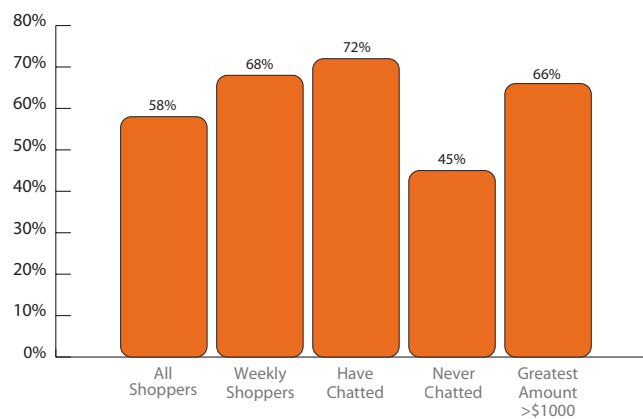
Accelerated ROI

Each BoldCCM suite delivers rapid ROI because they deploy easily, provide intuitive tools for fast optimization, and are remarkably priced.

Domain Expertise & Industry Leadership

Bold Software is driving new understanding in the website communications industry by working with entrepreneurial enterprises and through the fielding of relevant research. Learnings from these efforts are translated into professional services best practices and BoldCCM product enhancements.

% of Respondents More Likely to Purchase Because of Live Chat



Bold Software's most recent research revealed that chat is more likely to positively influence purchasing behavior among more frequent shoppers. This finding was part of the impetus to significantly improve BoldCCM's proactive invitation engine including the ability to differentiate between first time visitors and repeat shoppers.

Features & Benefits

Intuitive Interface

The integrated BoldCCM client includes a rich layout and intuitive navigation making it easy for operators to learn quickly.

"I highly doubt we would be where we are today without BoldCCM's live chat and email management features. I just can't imagine doing the volume we do without these products."

-ApplianceZone.com

Powerful Monitoring & Invitation Engine

BoldCCM monitors visitors in real time and provides users with the ability to proactively connect with online prospects based on a particular behavior or a series of actions.

Active Co-Browsing and Full Remote Control

Critical functionality for both sales and support teams, operators can assist prospects directly with a screen and pointer sharing capability or by directly controlling the target PC. Sessions can be seamlessly transferred enabling world-class support in tiered environments. The underlying technology creates no obtrusive pop-ups, making customers feel immediately at ease.

Click-to-Call

Web initiated phone connections are the next step in superior sales and support. Combined with visitor information and our proactive invite engine, BoldCall is a best-in-class solution and fully integrated in BoldCCM.

Integrated Email Management

It is estimated that 50% of inbound sales emails are never answered. BoldCCM's team-based email application allows companies of any size to organize, route, and report on their email communications.

Robust Reporting

Make continual improvements to operations using hundreds of out-of-the-box reports including overviews and detailed SLA metrics.

Automated Chat Distribution:

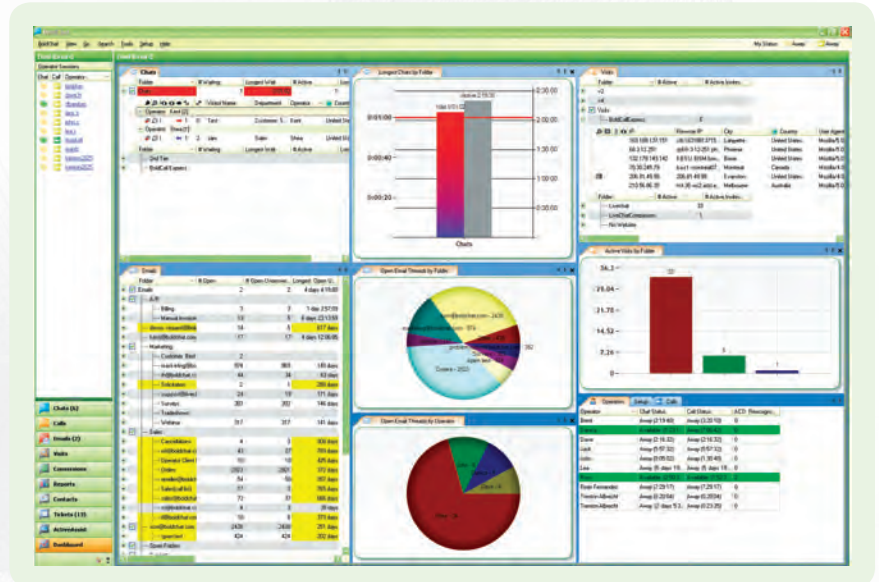
Optimize your chat operation. Auto-assign and re-assign chats, set queue limits, and limit concurrent chats.

Management Dashboard:

Get an immediate overview of your entire communication infrastructure from one screen—chats, click calls, emails, operator status, and more.

Products

Two BoldCCM suites are available to meet the needs of any sized enterprise.



BoldCCM Dashboard

BOLDCCM FUNCTIONS/FEATURES	\$99 SMB Suite	\$199 Enterprise Suite
Chat	✓	✓
Click-to-Call	✓	✓
Email Management	✓	✓
Active Co-Browsing	✓	✓
Remote Control	✓	✓
Customizable buttons and windows	✓	✓
Searchable canned messages	✓	✓
Real time website visitor monitoring	✓	✓
Intelligent Invitation Engine	✓	✓
128 bit SSL encryption	✓	✓
Search engine and keyword reporting	✓	✓
Salesforce® Integration	✓	✓
Automated chat distribution	✓	✓
Supervisory dashboard	✓	✓
Productivity Reporting	✓	✓
SLA Reporting	✓	✓