



### Sound Familiar?

*It's a hectic day on the phones, working to solve your customers' problems. The phone rings and it is one of your company's top customers, wanting to know why his shipment did not arrive yesterday. He needs the product to fulfill critical orders. The problem is, you don't work in customer service, you work in technical support. Instead of trying to transfer him to a customer service representative and risking further aggravation by putting him on hold or getting voice mail, you use OAISYS Chat and resolve his problem as soon as possible.*

With OAISYS Chat, the solution is simple; send an instant text message about the customer's question to an individual person, group or all users. Chat allows you to communicate with workers in your office using your PC and get critical information without disturbing them or the call they are on. Your customer's problem gets solved in a timely and efficient manner.

### The Power of OAISYS

Using the OAISYS Net Server to administer messaging, OAISYS Chat provides a simple means to silently communicate with others. Unlike e-mail, Chat's instant messages appear automatically on the recipient's computer for immediate response. Chat allows a user to correspond with others even when they are on the phone. The broadcast feature allows you to send relevant or urgent messages to an individual, group or all Chat users. Remote employees can utilize Chat through a wide area network (WAN) or the Internet. Chat provides even more functionality to OAISYS Net Phone and Group DSS, allowing you to send messages directly from those applications.

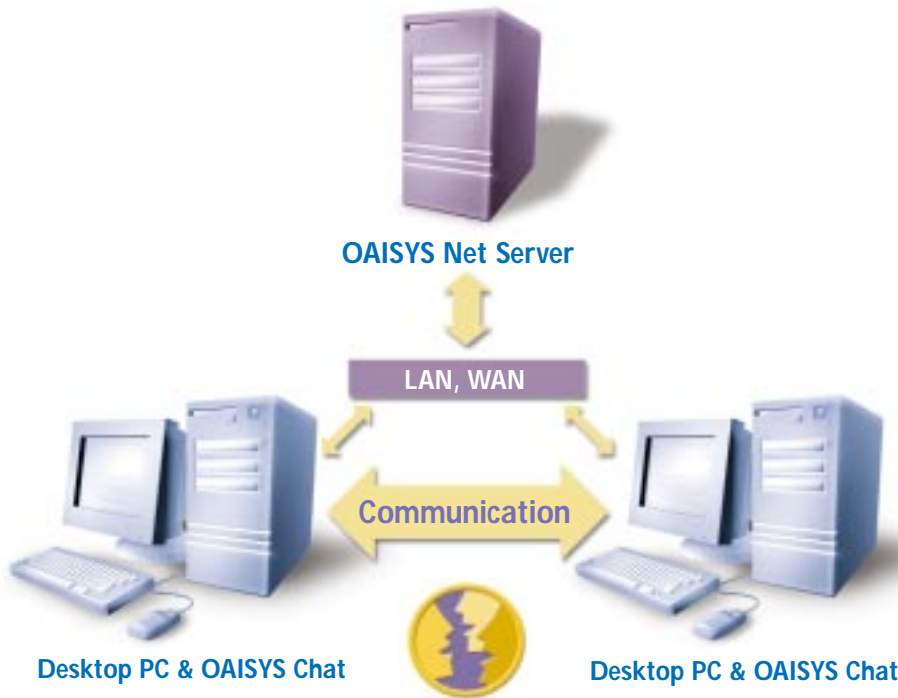
### Timely, Relevant Communication

OAISYS Chat is a powerful, easy-to-use software program that enhances internal communication between members of a group (call center agents, technical support, etc.) Whether the information you seek is with the person sitting in the office next door, down the hall or in another building, important information is communicated instantly. OAISYS Chat is a real-time interactive communication tool for your business.

Take customer service to the next level and improve internal communication, productivity and efficiency with OAISYS Chat.

*Enhancing Business Communication  
Through Technology*





OAISSYS Chat installs on a computer and allows typewritten communication with other users through a local area network (LAN), wide area network (WAN) or the Internet and the OAISSYS Net Server.

**System Requirements:**

- OAISSYS Net Server software
- IBM compatible PC
- Windows 95/Windows 98/Windows NT/ Windows 2000
- Minimum Pentium/66 MHz
- 10 Mb free disk space

**Applications:**

- **Intra-Office Communications:** Take care of important situations with other employees while they are on a phone call or without leaving your desk. The broadcast feature allows you to send out an alert to a specific group or all users.
- **Call-Center/Telemarketing Training:** Chat can be used as a training tool to walk new employees through live calls. Training is focused and concentrated and employee performance is improved.
- **Customer Service:** Quickly receive answers to caller's questions by using Chat to get the information needed from someone else in the office. Customer issues are resolved in less time, reducing the number of callbacks.

Features	Functions	Benefits
Instant text messaging	Provides instantaneous text messages between 2 users	Non-intrusive to phone customer when user gets alerted Improves internal communication Improves productivity and reduces response time to critical situations
Broadcast message	Send an urgent or relevant message to an individual, group or all OAISSYS Chat users at the same time	Eliminates the use of intrusive overhead paging or the untimely reading of e-mails.
Programmable response buttons	Programmable buttons with commonly used phrases or sentences to reply	Customize buttons to fit your specific needs. Saves time typing by instantly sending repetitive responses such as "Take a message" or "Transfer the call to me"
Integrates with OAISSYS Group DSS & Net Phone	Initiate a Chat conversation from OAISSYS Group DSS and Net Phone.	Increase efficiency and customer service by utilizing Chat features in other OAISSYS applications
Log file	Records and saves Chat conversations into a text file	Documents the conversation for future use and review
Do-Not-Disturb	User-controlled option to prevent Chat conversation. Member can also input a specific message such as "Out of Office."	Prevents interruption of other applications or high-priority conversations and tasks
Date/Time stamp	Stamps each line of Chat conversation with date and/or time	Provides additional information in call log if needed for future use and review
Alerts	Subtle tones and sounds to alert of incoming chat request or conversation	Subtle tones and sounds are non-intrusive to recipient's phone conversation or other tasks
Sort names	Allows sorting of all logged on users by extension or name	Easily view all users by preference