

Ace Operator Hosting Service Application

Please enter the following information so that we can set up your account for hosting Ace Operator. All fields with ending with (*) are needed to process your order.

General Information

*!! This information will **not** be visible to users (as it is only used for administration reasons, not for help).*

Name of your company or organization (*): _____

(If you are not a part of a company, please enter your name above.)

Postal address of your company including the state/province and the country (*):

Web site URL(*): _____

Name and E-mail address of the primary contact (*):

(All e-mails to our Customer Support must be sent from the above e-mail for us to respond. If we have to contact you for any reason, we will use the above e-mail address.)

Name and E-mail address of the billing contact (*):

(The invoices and receipts will be emailed to this person.)

Invoicing address for your company if different from above and any other Identification information your company needs on invoices and receipts for tax purposes (*):

Operator Information

This section specifies information for your representatives ("operators") who login to the Ace Operator system and interact with visitor to your website.

Please fill out the information below for each operator. If your operators will be assigned a common email address or they will have the same Additional Information (for example, a title of "Counselor") or the same Full Name, you may fill that in once and remove those lines for the subsequent operator definitions. Additionally, if you have many operators and they follow a numbered pattern for the Preferred Login ID, you can specify the first one and indicate "Up to X" rather than typing each one.

The "Full Name" is the name that the chatting visitor will see on the conversation screen.

Operator 1

Preferred Login ID: _____
Full Name (*): _____
E-mail Address: _____
Additional Information: _____

Operator 2

Preferred Login ID: _____
Full Name (*): _____
E-mail Address: _____
Additional Information: _____

ETC.

Preferred Login ID: _____
Full Name (*): _____
E-mail Address: _____

Additional Information: _____

Preferred Login ID: _____

Full Name (*): _____

E-mail Address: _____

Additional Information: _____

Preferred Login ID: _____

Full Name (*): _____

E-mail Address: _____

Additional Information: _____

Etc.

Operator Group Information & Behavior

The name you would like to give your group: _____

(ie, support, sales, hotline, etc.)

The number of visitor sessions one operator can handle at a time (*): _____

Where would you like the chat transcripts to be e-mailed?

To the operator(s) handling the call (*): Y/N

To the online users (visitors) (*): Y/N

To additional e-mail address(es). Specify the E-mail address(es):

Heading text: _____

(This text will appear on the top of the chat screens).

Specify the default language: _____

(Applies to menu items, screen labels, and pop-up messages for both operators and online visitors).

Please attach a logo of your company. The logo will appear on the chat screens. The logo should preferably have a square dimension (equal width and height). The logo will be compressed to 75X75 pixels. During the compression, some data may be lost. It is best to send a 75X75 pixel logo in order for it not to happen. The logos may be encoded in GIF, JPG or BMP format.

When no operators are available, an online visitor who clicks on the "Live Help" button can leave a message. Enter the email address to which these messages should be sent: _____

Explanation that you would like your online visitors to see when no operators are logged in (the visitor may enter a text message in this case which will be emailed to the above address):

Explanation that you would like your online visitors to see when all operators are busy and other visitors are already waiting for an available operator - this is a "Please try again later" situation (the visitor may enter a text message in this case which will be emailed to the above address):

Should the online visitor be able to see information about the operator s/he is chatting with? (E-mail address, operator 'Additional Information' if specified above) (*): Y/N

Should the online visitor be able to send a webpage to the operator?
(the visitor specifies a URL and the webpage pops up on the operator's
computer): (*) : Y/N

Should the online visitor be able to 'buzz' the operator? (the operator
will hear a buzzing or ringing sound if his/her computer's audio is
enabled): (*) : Y/N

Canned, or Predefined, Messages

Enter any canned text messages your operators will frequently send
below along with each one's title which is the message identifier that
the operator will see in a list of predefined messages that s/he can
send.

(Please note that the text message may not include a newline character.)

Example:

Text Message: Hello, and welcome to XYZ. How may I help you today?

Title: Welcome Greeting

Text Message: _____

Title: _____

Text Message: _____

Title: _____

Text Message: _____

Title: _____

Text Message: _____

Title: _____

Text Message: _____

Title: _____

Text Message: _____

Title: _____

Etc.

Enter any web pages your operators will frequently send below along with each one's title which is the message identifier that the operator will see in a list of predefined messages that s/he can send.

(For the web page URL, please make sure that the URL is valid. We will not check it for you).

Example:

Web Page URL: <http://www.xyz.com>

Title: Company Home Page

Web Page URL: _____

Title: _____

Web Page URL: _____

Title: _____

Web Page URL: _____

Title: _____

Web Page URL: _____

Title: _____

Web Page URL: _____

Title: _____

Web Page URL: _____

Title: _____

Etc.

Thank you.

QUIK Computing team.