**eZnetCHAT Content**

**Home Page:**

Let’s have a chat! An eZnetCHAT for Your Website

Create an account with eZnetChat for a better communication experience for your business

Get instant connections for both your employees and customers to enjoy.

**ABOUT PAGE**

The Dynamo Designers of the Virtual Stacks Systems™ team have done it again with the cloud-based internet Instant Messaging solution that is eZnetCHAT!

eZnetCHAT is a cloud based internet solution that can be added to any application as a helpful and productive widget connecting your office. The widget brings instant messaging to your business’ employees and customers. Kick your success level up a notch with the real-time communication widget designed specifically for on-the-go business professionals.

eZnetCHAT is user-friendly and easy to operate for both internal and external usage. Employees can sign in and be ready to assist anyone in cue immediately. As seen with eZnet CRM and other Virtual Stacks Systems’ services, advanced automation allows for a more reliable and authoritative Instant Messaging mastery, transfer ability and Ticket creation operation.

**Widget Your Way**

Have simple Plugin-n-Begin technology at your fingertips with eZnetCHAT. Start using it immediately with the easy to implement features and connectivity. Chat with any visitors that may have questions you can easily answer for them right away. Cut down on calls and wait times with this helpful application.

**Chat in Numbers**

Link your contact list or easily add new colleagues and friends to any chat conversation whether you open it immediately or is already in progress. Cut out the frustration of back and forth correspondence between multiple parties by grouping interested parties in one group chat. No information or steps are lost when all parties are privy to all important communication efforts.

**Why Do I Need eZnetCHAT?**

Help should always be on the way! As customers, we all want answers to the questions that slow us down. Customers expect:

* Tickets resolved in a timely fashion
* Confusing applications walked through
* Explanations of advanced features
* Friendly & progressive interactions
* Shorter wait times

Reliable customer service is an integral component of successful business practices. There is no greater way to create happy customers than to remain accessible and easy to communicate with. There is also no greater way to create loyal customers at the same time than to be held accountable on a real-time level.

Keep your management and traveling or intercontinental executives in the loop and able to run operations from remote areas.

Already a Virtual Stacks customer? That makes it even stronger integration and aesthetic perfection.

**SERVICES PAGE**

eZnetCHAT is an effortless Website Plugin with easy integration!

**Chatting Tools:**

* Dashboard
* Shortcuts
* Cloud capable
* Chatting Tags
* Timeline generation
* Notifications
* Settings Management

**Manage Employees & Groups:**

* Employee permissions management
* Group/Department management
* Interchangeable or employee add-ins of chat conversations

**Quality Customer Service:**

* Reports monitoring your customer service progression
* Quality control of customer support team
* Rate or grade the caliber of your support
* Google Analytics

**Arrange Chat Windows/Conversations:**

* Multiple Users (Internal)
* Visitor Chat (Based on Permissions)
* End a Chat
* Transfer a Chat to a coworker/superior
* Create Tickets
* Create Leads
* Review detailed Offline Messages
* Status Change capability
* Private Commenting

**eZnetCHAT Features also include:**

* Accepting Chat Requests
* Ignore/Rejecting Chat Requests
* Creating Chat Reports
* Managing Chat History

**Customize Your Chat**:

* Color Scheme
* Logos & Labels
* Social Media Action Buttons
* Language Settings

**Offline Capability:**

Continue to offer extraordinary accountability by never missing correspondence attempts. Even when you are not signed in, the system initiates a record of Offline Messages that includes the Date, Time and a brief message.

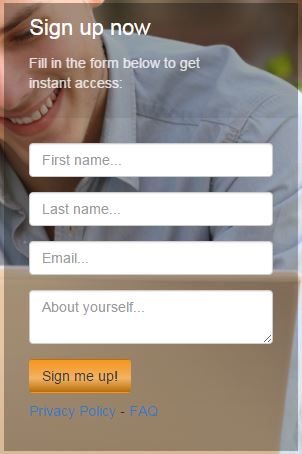
* Offline Form
* Transcript Addition
* Filters

**FAQ**

**Where do I start?**

Simply Sign Up by entering your First and Last Name, Email address, a brief description for your profile and begin creating a Username and Password to begin!





**Can I use eZnetCHAT to Instant Message my coworkers?**

Absolutely! The better informed and connected your team is, the better you can represent your organization and build trust internally and externally.

**Do I need to have a large business to use eZnetCHAT?**

Not at all. The easy-to-use widget can be added to any website that communicates with consumers for any reason. Even a one person operation can capitalize on the use of eZnetCHAT.

**Can I try it out first?**

Yes, we offer a Free 30 day trial to anyone interested in seeing how beneficial eZnetCHAT truly is.

**Can I make the chat window fit my website’s theme?**

Definitely! Feel free to customize your chat experience to reflect the best design and scheme for your already established theme.

**Which Pricing option should I choose?**

Selecting the best Price Plan for your business or website depends on how many chat conversations and employee users you plan to enroll.

**Basic** – Free and best for individuals or very small businesses.

**Standard** – Just $15 per month and ideal for small businesses and start-ups

**Enterprise** – A monthly $199 that works best for larger companies with a large number of customers needing round-the-clock assistance.

**What happens if no one is signed in to receive messages?**

Thankfully, eZnetCHAT remains open for customers to still start communication. They are called Offline Messages and are recorded and placed in a queue for your team to address as soon as someone signs on. No messages are lost, even after business hours!

**PRIVACY**

Welcome and thank you for applying the eZnetCHAT widget to your website or program! As your information and shared files are securely gathered and managed, we lay it all out here how we do it with your privacy in mind.

It is important to Virtual Stacks Systems, LLC., a Florida corporation (“Virtual Stacks”) to help our customers retain their privacy when they take advantage of all the Internet has to offer. Your privacy is important to you and to us. To protect your privacy, Virtual Stacks follows different principles in accordance with worldwide practices for customer privacy and data protection. Virtual Stacks Systems™ may change this privacy policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This privacy policy is effective from November 17, 2015. Virtual Stacks won’t sell or give away your name, mail address, phone number, email address or any other information concerning your privacy to anyone. Virtual Stacks Systems™ uses security measures to protect your information from unauthorized users.

**NOTICE**

eZnetCHAT will ask you when we need information that personally identifies you (personal information) or allows us to contact you. Generally, this information is requested when you, engage Virtual Stacks Systems™, create a Registration ID on the site or when you download free software, enter a contest, order email newsletters or join a limited-access premium site. We use your privacy concerned Personal Information for four primary purposes: To make the site easier for you to use by not having to enter information more than once. To help you quickly find software, services information. To help us create content most relevant to you. To alert you to product upgrades, special offers, updated information and other new services from Virtual Stacks Systems™.

**CONSENT**

If you choose not to register or provide personal information, you may not be able to use many of our services and you will not be able to access areas that require registration. If you decide to register, you will be able to select the kinds of information you want to receive from us by subscribing to various services, like our electronic newsletters. If you do not want us to communicate with you about other offers regarding Virtual Stacks Systems™ products, programs, events, or services by email, postal mail, or telephone, you may select the option stating that you do not wish to receive marketing messages from eZnetCHAT. eZnetCHAT occasionally allows other companies to offer our registered customers information about their products and services, using postal mail only. If you do not want to receive these offers, you may select the option stating that you do not wish to receive marketing materials from third parties.

**ACCESS**

We will provide you with the means to ensure that your personal information is correct and current. You may review and update this information at any time at the Visitor Center. There, you can: View and edit personal information you have already given us. Tell us whether you want us to send you marketing information, or whether you want third parties to send you their offers by postal mail. Sign up for electronic newsletters about our services and products. Register. Once you register, you should not need to do it again. Wherever you go on Virtual Stacks, your information stays with you.

**SECURITY**

Virtual Stacks Systems™ has taken measures to protect the security of your personal information and to ensure that your choices for its intended use are honored. We take strong precautions to protect your data from loss, misuse, unauthorized access or disclosure, alteration, or destruction. We guarantee your e-commerce transactions to be 100% safe and secure. When you place orders or access your personal account information, you're utilizing secure server software SSL, which encrypts your privacy concerned information before it's sent over the Internet. SSL is one of the safest encryption technologies available. In addition, your transactions are guaranteed under the Fair Credit Billing Act. This Act states that your bank cannot hold you liable for more than $50.00 in fraudulent credit card charges. If your bank does hold you liable for $50.00 or less, we'll cover your liability provided the unauthorized, fraudulent use of your credit card resulted through no fault of your own and from purchases made from us over our secure server. In the event of unauthorized use of your credit card, you must notify your credit card provider in accordance with its reporting rules and procedures. Virtual Stacks protects your privacy and honors your choices for its intended use. We carefully protect your data from loss, misuse, unauthorized access or disclosure, alteration, or destruction. Your personal information is never shared outside the company without your permission, except under conditions explained above. Inside the company, data is stored in password-controlled servers with limited access. You also have a significant role in your information privacy. No one can see or edit your personal information without knowing your username and password, so do not share these with others.

**NOTICE TO PARENTS**

Parents or guardians: we want to help you guard your children's privacy. We encourage you to talk to your children about safe and responsible use of their Personal Information while using the Internet. eZnetCHAT’s site does not publish content that is targeted to children.

**I Cloud, They Cloud…Let’s All Cloud!**

**ENFORCEMENT**

If for some reason you believe eZnetCHAT has not adhered to these principles, please notify us by email at info@eznetchat.com, and we will do our best to determine and correct the problem promptly. Be certain the words Privacy Policy are in the Subject line.

**ELECTRONIC PRODUCT REGISTRATION**

When you buy and install a new product, we may ask you to register your purchase electronically. When you do, we merge your registration information with any information you've already left with us (we call that information your personal profile). If you haven't previously registered with us, we create a personal profile for you from your product registration information. If you ever want to review or update that information, you can visit the Profile Center, click on Update Profile, and edit any of the Personal Information in your profile. If you haven't already created a Registration ID, we will ask you to do so. This ensures that only you can access your information.

**CUSTOMER PROFILES**

As mentioned above, every registered customer has a unique personal profile. Each profile is assigned a unique personal identification number, which helps us ensure that only you can access your profile. When you register, we create your profile, assign a personal identification number, and then send this personal identification number back to your hard drive in the form of a cookie, which is a very small bit of code. This code is uniquely yours. It is your passport to seamless travel across our website, allowing you to download free software, order free newsletters, and visit premium sites without having to fill out registration forms with information you've already provided. Even if you switch computers, you won't have to re-register – just use your Registration ID to identify yourself.

**WHAT WE DO WITH THE INFORMATION YOU SHARE**

When you join us, you provide us with your contact information, including your email address. We use this information to send you updates about your order, questionnaires to measure your satisfaction with our service and announcements about new and exciting services that we offer. When you order from us, we ask for your credit card number and billing address. We use this information only to bill you for the product(s) you order at that time. For your convenience, we do save billing information in case you want to order from us again, but we don't use this information again without your permission. We occasionally hire other companies to provide limited services on our behalf, including packaging, mailing and delivering purchases, answering customer questions about products or services, sending postal mail and processing event registration. We will only provide those companies the information they need to deliver the service, and they are prohibited from using that information for any other purpose. Virtual Stacks Systems™ will disclose your privacy concerned personal information, without notice, only if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on eZnetCHAT or the site; (b) protect and defend the rights or property of Virtual Stacks Systems™ and its family of websites, and, (c) act in urgent circumstances to protect the personal safety of users of eZnetCHAT, its websites, or the public.

**TERMS**

Please read these Terms and Conditions “Terms” carefully before using the [http://www.eznetchat.com/](http://www.eznetchat.com/ )Storage Services website operated by Virtual Stacks Systems, LLC, a Florida corporation (“Virtual Stacks”).

Your access to and use of the online storage site is conditioned on your acceptance of and compliance with these Terms. These Terms apply to all visitors, users and others who access or use the online storage site.

By accessing or using eZnetCHAT, you agree to be bound by these Terms. If you disagree with any part of the Terms then you may not access the storage services.

**Termination**

We may terminate or suspend access to our Service immediately, without prior notice or liability, for any reason whatsoever, including without limitation if you breach the Terms. All provisions of the Terms which by their nature should survive termination shall survive termination, including, without limitation, ownership provisions, warranty disclaimers, indemnity and limitations of liability.

**Links to Other Web Sites**

Our Service may contain links to third-party web sites or services that are not owned or controlled by Virtual Stacks Systems™, Inc.

Virtual Stacks Systems™, Inc has no control over, and assumes no responsibility for, the content, privacy policies, or practices of any third party web sites or services. You further acknowledge and agree that Virtual Stacks Systems™ shall not be responsible or liable, directly or indirectly, for any damage or loss caused or alleged to be caused by or in connection with use of or reliance on any such content, goods or services available on or through any such websites or services.

We strongly advise you to read the terms and conditions and privacy policies of any third-party web sites or services that you visit.

**Governing Law**

These Terms shall be governed and construed in accordance with the laws of the United States of America, without regard to its conflict of law provisions.

Our failure to enforce any right or provision of these Terms will not be considered a waiver of those rights. If any provision of these Terms is held to be invalid or unenforceable by a court, the remaining provisions of these Terms will remain in effect. These Terms constitute the entire agreement between us regarding our Service, and supersede and replace any prior agreements we might have between us regarding the Service.

We reserve the right, at our sole discretion, to modify or replace these Terms at any time. If a revision is material we will try to provide at least a 15 day notice prior to any new terms taking effect. What constitutes a material change will be determined at our sole discretion.

By continuing to access or use our Service after those revisions become effective, you agree to be bound by the revised terms. If you do not agree to the new terms, please stop using eZnetCHAT.

**Contact Us**

If you have any questions about these Terms and Conditions, please contact us.