



Administrator's Manual

Absolute Live Support V1.2
The Complete Live Customer Support Software
Developed by XIGLA SOFTWARE
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INTRODUCTION

Congratulations! You've just purchased one of the most powerful and practical live customer support systems available today.

The Absolute Live Support is a powerful and feature-packed software solution for increasing your sales, providing technical assistance and increasing your customers satisfaction by delivering Live Customer Service on your own web-site!

With the Absolute Live Support system you'll be empowering your site visitors to instantaneously communicate with your customer service personnel. Web site visitors simply click a Live Support button and are connected with one of your customer service representatives. Your company representative then assists the visitor by providing information, links, graphics, or even guiding them through your web site.

Working with the Absolute Live Support system is extremely easy and full of benefits. By forging a stronger connection to the customer, the one-on-one exchange provided by Absolute Live Support will result in bigger order sizes and better customer retention for ongoing sales.

Absolute Live Support will help you to close the sale with customers who may be skeptical about purchasing online or from an overseas supplier. Your live, personal attention demonstrates your commitment to providing great customer service.

With live, one-on-one interaction, you can better explain complex products and services and confirm that your explanations truly answers the customer's questions. Absolute Live Support makes it easy to provide real time customer support for both your prospects and your existing customers.

No matter where are you located, you can conduct business with anyone anywhere in the world, the only thing required is an Internet connection and a web browser for one on one interaction.

Absolute Live Support allows your sales personnel to do what they do best: sell your products and services. Your customers will appreciate the convenience of knowing that help is just a click away and that they don't have to wait for a return phone call, e-mail or fax.

The Absolute Live Support system is very easy to set up and administer. It utilizes 100% Active Server Pages (ASP) script; there are no DLL's to install on the server. The simple, intuitive and user-friendly Web-based administration

interface has been specially designed to allow your customers and representatives to get what they need easily and quickly.

The Absolute Live Support System comes ready to run with either MS Access (you don't need to own a Microsoft Access License in order to use the software) or SQL Server 2000 databases (the full SQL Server Script is included in case you want to use MS SQL Server 2000 for greater scalability). The System also supports a wide range of third party e-mail server components used by most hosting providers.

We hope the functionality and versatility we've built into the Absolute Live Support System excites and inspires you. We've made our best effort to provide you with what we believe is the one of the best Live Customer Support systems on the web.

We hope you'll enjoy using the Absolute Live Support System in many ways. Please e-mail us with any questions you may have regarding this program, including any wishes you have for additional features. We're committed to making the Absolute Live Support the best live customer support tool on the web.

Juan David Arbeláez R.
XIGLA SOFTWARE
<http://www.xigla.com>

ABSOLUTE LIVE SUPPORT FEATURES

The Absolute Live Support system comes packed with everything you need to provide live customer service on your site and enjoy the the benefits of face-to-face selling on the web. Here are just some of the features we've packed into this powerful system:

- ❑ 100% Active Server Pages (ASP) Script; there are no DLL's to install on the server and you can fully customize the code to suit your needs.
- ❑ Both Microsoft Access AND SQL Server databases supported. Easily scale your System with no additional cost (at least, not from us).
- ❑ User-friendly, web-based interface to administer the System from anywhere in the world. No matter if you're out of the office, on a business trip or at home, all you need is a web browser and an Internet connection!
- ❑ Support for virtually unlimited number of representatives and departments. Get your whole company to work with the application. You can set an unlimited number of departments and assign unlimited users to each departments. As much as your server can handle.
- ❑ Graphic charts and statistics let you see exactly the number of requests per day, request distribution per department, representative performance, and more!
- ❑ Add just a line of code to your pages to enable Absolute Live Support. By inserting just a line of code, your visitors will see the Live Support button which once clicked puts them in contact with your representatives and departments.
- ❑ Canned Responses and Commands : add any number of predefined replies and commands, push images, messages and URL's by just selecting the command from a list box! This powerful feature was only available on the most expensive systems until now.
- ❑ Automatic request handling : Absolute Live Support automatically balances your calls to evenly distribute them among your on-line representatives per department! , additionally you can set how many requests each of your staff members can handle.
- ❑ Transfer calls to other operators with just a click. Your representatives will be able to transfer their calls to the right department by just selecting it from a drop-down list.

- ❑ Support for multiple requests and chats at the same time.
- ❑ Automatic notifications let you know when the user is typing, has left the session or has timed-out.
- ❑ If customers can't reach you (your whole staff is busy or off-line) the system prompts them to leave you a message.
- ❑ Offline/Online Status Icons : your customers will immediately know whether you're online or offline.
- ❑ Automatic Logging of transcripts and extensive log management : review past conversations and requests.
- ❑ Rating system : your customers can rate the support session at any time during the chat, plus your representative gets immediate feedback on how is he doing.
- ❑ Push Pages : send your visitors directly to the pages they're looking for.
- ❑ Total integration : Easily Integrate your Absolute Live Support with your knowledge base and FAQ System, your staff will have all the information they need to give your customers the support they deserve.
- ❑ CSS Styles let you change the look of the user's chat window by editing a single CSS file.
- ❑ Users can get printable versions of the chat transcripts with just a click.
- ❑ Fully compatible with a wide range of third-party components for sending e-mail. The Absolute Live Support system is compatible with ASPMail, ASPEmail, AspSmartMail, Jmail and SASMTPEmail (And CDONTS in case no e-mail component is installed).

At XIGLA SOFTWARE, we value our customers' feedback. If you have specific features you'd like to see implemented in the Absolute Live Support system, please e-mail us at info@xigla.com and tell us about them. We'll consider them, and maybe you'll see them in a future version.

Also if you found a bug or have a problem, please e-mail us immediately so that we can help you solve the problem and keep your system operating as desired.

INSTALLING ABSOLUTE LIVE SUPPORT

Installing the Absolute Live Support system is very straight-forward: just follow the instructions below and your new live customer support software will be running in no time.

The first thing you need to do is to decide which database you are going to use. By default, the Absolute Live Support system comes configured to run with a Microsoft Access database; however, we've included the full Microsoft SQL Server Script in case you want to use a more powerful database server.

If you want to use the Absolute Live Support with SQL Server, then read the following sections in order to set up the database. Otherwise, you may skip to the *Installing Absolute Live Support on your web site* section.

Setting Up the Database (MS SQL Server 2000 ONLY)

1. The Absolute Live Support database is e-mailed as a script file called absolutels.sql . Save this file somewhere on your local computer.
2. From within SQL Server Enterprise Manager, create a new database. Right-click on Database and select New database.
3. Enter the database name "absolutels", or any other name you may want for this new database.
4. Click OK when finished. An empty database named "absolutels" will be created.
5. Now, execute the absolutels.sql script in order to create the tables and queries in the new database. From the Tools menu of the Enterprise Manager, select SQL Server Query Analyzer.
6. From within the Query Analyzer, open the absolutels.sql script file. Make sure to select the "absolutels" database from the database drop-down menu.
7. Execute the script by clicking the Execute Query Button or pressing F5. If executed successfully, you'll see a "Query Batch Completed" message at the bottom of the screen.
8. In order to optimize the database, right click on the "absolutels" database from within Enterprise Manager. Select 'Properties' and under the 'Options' tab, check the "Auto shrink" property.
Now let's add a user for the database.

Note :

When executing the script some warnings may appear. This is a normal behavior and it is due to the fact that the database uses several variant fields.

Also, if you're running the script on a SQL Server 7, some syntax error messages may arise. However this seems to not affect the application performance and no problem has been currently reported by customers using this database server.

Adding a New User for the absolutels database (MS SQL Server 2000)

1. Within the SQL Server Enterprise Manager, expand the tree down to Security.
2. Right click on Logins and select New Login.
3. Enter the name as absolutels and select SQL Server authentication.
4. Enter an unique password (please take note of your password, **you'll need it later**).
5. Under 'Database' select the absolutels database and click on the "Database Access" tab.
6. Click the Permit check box for the absolutels database then check the db_owner box under "Permit In Database Role".
7. Click OK and enter your password confirmation.

Installing Absolute Live Support on your web site

Absolute Live Support and the MS Access database are e-mailed to you in a zipped file (.zip). Follow these instructions to set-up the Absolute Live Support System for your site :

1. Create a sub-directory in your site's root directory. This directory will house the Absolute Live Support Software so, it's a good idea to give it a name such as "absolutels".

For example, if your domain is <http://www.something.com>, then you might create a directory called <http://www.something.com/absolutels>

2. Extract the contents of the Absolute Live Support zip file into this directory. The Absolute Live Support system includes several sub-directories. **You must maintain this directory structure** and include those sub-directories.

Note:

Some hosting companies require you to place your databases in a specially assigned directory. If this is the case, you'll need to alter the Absolute Live Support Structure. Please refer to the troubleshooting section to see how to work around this.

WARNING! : DO NOT PLACE A COPY OF OUR ZIP FILES ANYWHERE ON YOUR SITE. By doing this you'll be allowing your users to download the application without owning a license. You'll be violating the License Agreement and intellectual property rights.

3. Now, set the permissions for the newly created absolutels directory to allow read and write permissions, allow files to be browsed and allow scripts to be run. You can optionally turn off browser permissions on the database folder (db folder) so that users cannot download the MS Access database.

4. If you are using the Access database then skip to step 5. Otherwise, if you're using a SQL Server Database use a text editor (Notepad will work fine), and open the databasedata.asp script file to configure it properly:

You'll see the following code (we have colored and numbered the lines for explanation purposes):

```
<%  
1  '/// Connection Using an Access Database ///  
2  database="db/absolutels.mdb"  
3  connection="Provider=Microsoft.Jet.OLEDB.4.0;Data Source="&  
   server.mappath(database)  
4  
5  '/// Connection Using a SQL Server database ///  
6  'connection="PROVIDER=SQLOLEDB;DATA  
   SOURCE=YOUR_SERVER;DATABASE=absolutels;USER  
   ID=USERNAME;PASSWORD=PASSWORD;"  
%>
```

You'll note there's an apostrophe (comment) before the red line (line 6), you need to remove that apostrophe to "un-comment" that line and place an apostrophe (comment) before each of the green lines (Just before the database and connection variables (Lines 2 and 3).

Then in the red line (line 6), you'll need to replace **YOUR_SERVER**, with the name of the SQL Server where the database resides. Also you'll have to replace the **USERNAME** and **PASSWORD** with the corresponding username and password you previously set in order to access the server, now the code may look like this (without the numbers) :

```
<%  
1 '/// Connection Using an Access Database ///  
2 'database="db/absolutels.mdb"  
3 'connection="Provider=Microsoft.Jet.OLEDB.4.0;Data Source="&  
  server.mappath(database)  
4  
5 '/// Connection Using a SQL Server database ///  
6 connection="PROVIDER=SQLOLEDB;DATA  
  SOURCE=YOUR_SERVER;DATABASE=absolutels;USER  
  ID=user_name_here;PASSWORD=Password_here;"  
%>
```

Note:

Absolute Live Support uses a DSN-Less connection to both the Access and SQL Server database. In case that you want to set up and use a DSN, create it in your control panel and replace the connection string in the DATABASEDATA.ASP file with the name of the DSN.

I.E: connection="YOUR DSN NAME"

5. Start the Absolute Live Support System in your web browser by accessing the directory where you installed Absolute Live Support and login using **admin** as both the username and password and click the login button: e.g. <http://www.yourdomain.com/absolutels>.

Click on the Users button in the Top Menu. You'll see only a user named "Default Administrator". Click on its EDIT button (the pencil icon in front of it) in order to update the default administrator info with your own information.

6. Enter your name, your e-mail address, a new username and password, an alias (nick name) for your support sessions, the number of simultaneous requests that you'll be able to handle, select Administrator for the user level, type a welcome message to welcome your customers, leave the Departments field untouched and provide any additional info about you or the new System Administrator. From now on, you'll use your new user name and password to access the System (The old "admin" account won't be available again, so make note of your new username and password).

7. Click on the Options button from the top menu, and click OK on the confirmation message. You'll be accessing the system configuration options.

8. In the "Licensed To" field, enter your name or the name of the company that purchased and will be using the Absolute Live Support System.

9. In the "Site URL" field, enter the URL to your site:

e.g. <http://www.youdomain.com>

10. In the "Application URL" field, enter the full URL to the Absolute Live Support system in your site (this is the same URL you defined in step 1 and used in step 5 to access the application).

11. Scroll down the screen to the e-mail options. You can modify the other fields and settings if you want (check the "Options" section for more information on these other fields).

12. The E-Mail options are used for sending e-mails from within Absolute Live Support (For example, when a customer wants to leave a message) please fill these fields with the appropriate information :

- **Default E-Mail:** The e-mail address used to send e-mails from the system. This must be a valid e-mail address on your SMTP Server.
- **SMTP Server:** The SMTP Server that the system will use to send e-mails.
- **Subject:** The default subject for the messages e-mailed from the application.

13. Click on the "Save Settings" button in order to save the changes (If you have problems, be sure that the Absolute Live Support directory has "write" permission enabled in order to be able to update the settings).

Note:

For security reasons, many hosting providers do not allow write permissions to their directories. If this is your situation, the Absolute Live Support will show you the code necessary to update your settings. Follow these directions:

*Copy and paste this code into a blank .txt file (use Notepad)

*Rename this file to **configdata.asp**

*Upload this file to your Absolute Live Support root directory, replacing the existing default file, and your new settings will take place.

Now, let's configure the correct Include Libraries to make the Absolute Live Support system work with your server components to send e-mail.

Setting the Include Libraries to make Absolute Live Support work with your server components

The Absolute Live Support system supports a wide range of third party components for sending e-mail.

In order for the Absolute Live Support System to work with the e-mail component installed on your server, you must set and configure its corresponding Include Library file.

An Include Library is a file that tells the Absolute Live Support system how to work with the available component in order to accomplish the e-mailing tasks.

These Include Libraries can be found in the Include-Libraries.Zip file provided within the Absolute Live Support Zip file you were sent. These Include Libraries use a naming convention in the form of incEmail.COMPONENT where COMPONENT is the name of the commercial component for which that Library was developed (e.g. incEmail.ASPMail for ASPMail).

To configure these Libraries all you need to do is know which component your hosting provider currently has available for you on their servers, and then rename the corresponding Include Library file to incEmail.asp and move this file to the Absolute Live Support root directory
<http://www.yourdomain.com/absolutels>.

Below is a list of e-mail components supported by the Absolute Live Support system and their corresponding Include Libraries.

E-Mail Components Supported

- ASPEmail: from Persits (<http://www.persits.com>)
Library: incEmail.ASPEmail
- ASPMail: from ServerObjects (<http://www.serverobjects.com>)
Library: incEmail.ASPMail
- AspSmartMail: from ASPSmart (<http://www.aspsmart.com>)
Library: incEmail.AspSmartMail

- JMail: from Dimac (<http://www.dimac.net>)
Library: incEmail.Jmail
- SASMTPMail: from SoftArtisans (<http://www.softartisans.com>)
Library: incEmail.SASMTPMail
- CDONTS: in case that no e-mail component is installed on the server, CDONTS is supported by a lot of servers and should work for sending e-mail.
Library: incEmail.CDONTS

Setting Up the Correct E-Mail Library:

Once you know which e-mail component is installed on your server, all you need to do is **rename its corresponding Include Library to incEmail.asp** and move or upload it to the Absolute Live Support root directory. E.g. (<http://www.yourdomain.com/absolutels>)

If no e-mail component is installed, the incEmail.CDONTS should work as CDONTS is widely supported by many hosting companies. Just rename it to incEmail.asp and move it to the Absolute Live Support root directory.

Configuration Sample :

Suppose that your hosting provider currently has installed the JMail e-mail component. All you have to do is take the incEmail.Jmail library rename it to incEmail.asp and move it to the Absolute Live Support root directory, and you are all set!

Note :

Many Hosting Providers support more than one e-mail component. If that is your case, just select the one that you think is the best and set its corresponding include library as explained. Just use ONE e-mail include library.

Also if your server supports e-mail components that have no include libraries developed, you'll have to create your own library. Just pick one of the provided libraries and modify it to suit your components. They are really easy to customize.

Enabling the Live Support Button on your web pages

In order to allow your visitors to contact and interact with your support staff, you need to enable the live support button on each page where you want it to be displayed.

The Live support button lets your visitors know if you're currently on-line or off-line and they only need to click on it in order to get your help or leave a message.

To enable the button, click on the Stats button from the top menu. The Stats screen will be displayed, this screen shows several stats regarding the system which will be explained later.

Scroll down the page to see the Live Support button code, a code similar to the one below will be shown on a text box at the bottom of the screen (make sure that you typed the complete and correct URL to the application in the "Options" screen) :

```
<script language=JavaScript  
src="http://www.yourdomain.com/absolutels/als.asp"></script>
```

Just copy and paste this code into the HTML code of every page where you want to enable the live support button.

Now, when your visitors browse your pages they'll see the live support button and all they have to do is click on it in order to get in contact with your on-line representatives.

If you want to have your own buttons, you'll need to replace the default buttons found in the "files" subfolder of the Absolute Live Support directory.

The default buttons are :



online.gif



offline.gif

Now Your Absolute Live Support system has been fully configured and it is ready to run. All you have to do now is log into the application, register some departments, add some representatives and launch the live monitor for incoming requests!

Quick Start Guide

1. Configuration	<p>The first thing you must do when using the Absolute Live Support system for the first time is to set your configuration settings as explained in the preceding chapters:</p> <ul style="list-style-type: none">❑ Set the Absolute Live Support to work with your selected database (MS Access or SQL Server): Edit the databasedata.asp file to select the proper connection string.❑ Log into Absolute Live Support at http://www.yoursite.com/absolutels using the default administrator username and password (admin)❑ Click on the USERS option from the top menu and edit the default administrator with your own information (select a new username and password)❑ Click on the OPTIONS button from the Top Menu and configure the Absolute Live Support System by providing the necessary information.❑ Set the appropriate Include Libraries to allow the system to send e-mails (create an incEmail.asp file from the Libraries Zip file and move it to the Absolute Live Support root directory).❑ Copy and paste the Live Support button code into each of the pages where you want to enable Absolute Live Support.
2. Define Your Departments	<p>Set the departments of your organization that your customers will be able to reach by using the Absolute Live Support system.</p> <ul style="list-style-type: none">❑ To create a Department, click the "Depts" button in the Top Menu and then click on the "Add Department" button.❑ Enter the New Department Name and a short description of the Department (optional) in the corresponding fields.❑ If the department has an URL and e-mail assigned, type them on the appropriate fields (an e-mail is required for sending messages).

	<ul style="list-style-type: none"> ❑ Assign Representatives to the Departments: The users will be able to provide support when a customer wants to contact their departments. ❑ Press the Save Department Button. ❑ The Department will be created and its name will be added to the Departments list. ❑ You can add as many Departments as you want and further assign users to any department.
3. Register your Representatives and Administrators	<p>Representatives are the users in charge of providing live support to your customers.</p> <p>Administrators are the users in charge of maintaining the application and they can also provide support for their departments.</p> <p>Administrators can freely add as many users as they want and assign them to any departments at any time.</p>
4. Create Canned Commands	<p>Canned commands are predefined actions that let your representatives quickly interact with their customers.</p> <p>A Canned command can be a message, a link, an image, an e-mail address, a Push action or a Quick Link.</p> <p>A Push action lets your representatives push pages and files to the customers, a Quick Link is a reference link or bookmark for your representatives so that they can access your Knowledge base and other resources.</p>
5. Once ready to accept support requests, launch the Live Monitor	<p>The Live Monitor is in charge of monitoring your incoming calls. By launching the Live Monitor, your status will be set to On-Line, the Live support button will display the on-line image and your site visitors will be able to reach you.</p> <p>To launch the live monitor, simply click on the Monitor button from the top menu.</p> <p>When a call is assigned or transfered to you, the Live Monitor will alert you and you'll be able to start talking to your customers.</p>
6. Provide Support	<p>Now that everything is ready and the monitor is looking for incoming calls, you can start to provide Absolute Live Support to your customers and enjoy the benefits of closing more sales and providing support on-line.</p>

ABSOLUTE LIVE SUPPORT OPTIONS

The Absolute Live Support System is extremely easy to use. In order to operate the System, you just need the menu at the top of the screen. There, you'll find all the system options, which are explained below.

Login Screen

To access the Absolute Live Support system, point your browser to <http://www.yourdomain.com/absolutels>

Once there, use your username and password to access the application. By default, Absolute Live Support comes configured with both "admin" for the administrator's username and password. If you set a different username and password you'll have to use it in order to access the application.

Enter your username and password



Login Button



Stats Screen

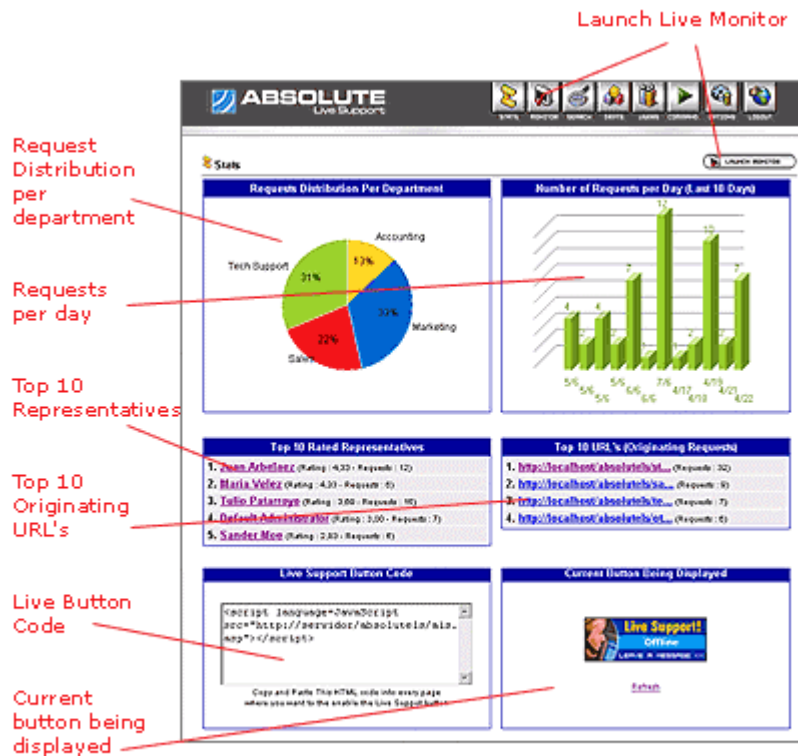
Use this option to watch the system stats

The stats screen, shows several statistics regarding the system performance :

- ❑ **Request distribution per department** : Displays in percentages the number of requests for each of the registered departments.
- ❑ **Number of Requests per day** : Displays the number of requests attended during a selected timeframe.

- ❑ **Top 10 Representatives** : Displays the top rated representatives of the system.
- ❑ **Top 10 URL's** : Displays the Top 10 Requests originating URL's (the pages from which the support call was made).
- ❑ **Live Support Button Code** : The code required to display the support button on your pages.
- ❑ **Current Button Being Displayed** : Shows the actual button being shown on your site.

Clicking the "Launch Monitor" will open the Live Monitor to receive your incoming calls.



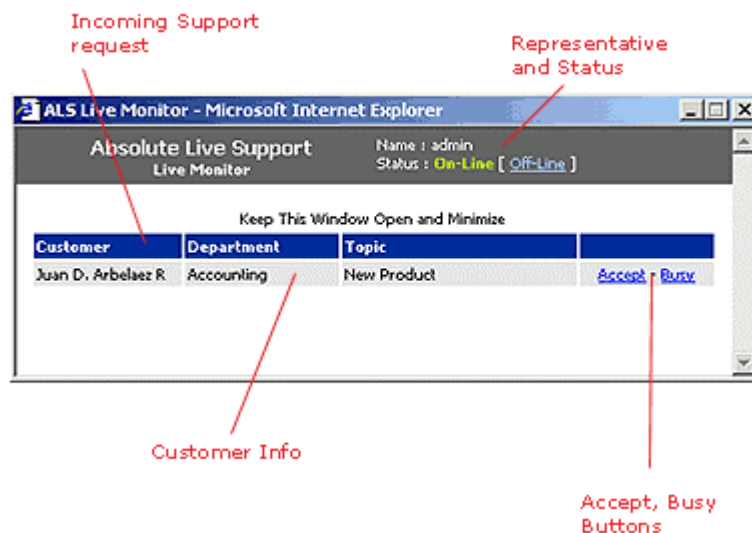


Live Monitor

Sets your status to on-line and launches the Live Support Monitor.

The live support monitor, is the tool that your representatives use to accept incoming calls. It is a small pop-up window which looks for new incoming calls and displays them to the representative.

To launch the live monitor, simply click on the “Monitor” button from the top menu. A pop-up window will appear, the representative can leave this window minimized and it'll maximize and alert him if an incoming call has been received and assigned to him.



When an Incoming support request is assigned, the representative will see the name of the customer, the Department that he wants to talk to and his request topic.

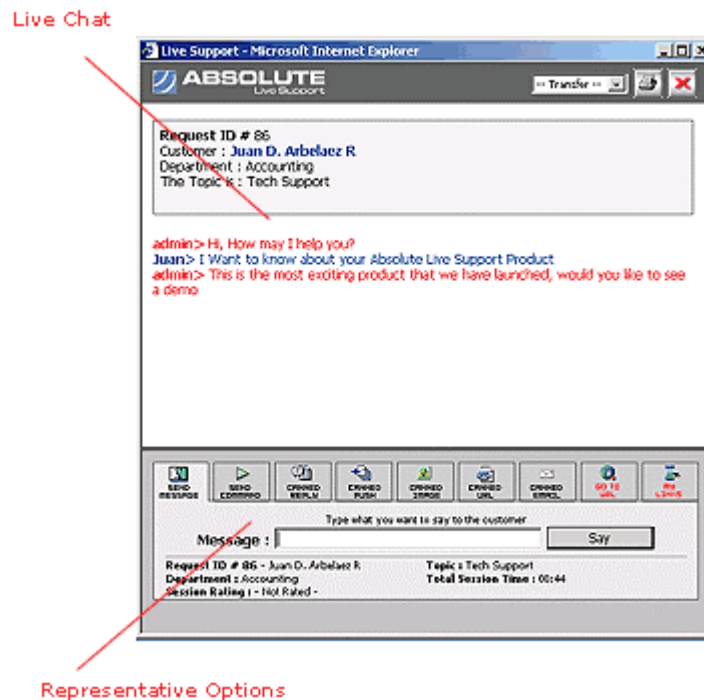
By clicking on the “Accept” button, the representative will start a live chat session with the customer and the Chat Window will be opened.

By clicking the “Busy” button, the request call will be transferred to another representative from the same department that the customer wants to reach.

Note :

If you have launched the live monitor, even if you log out from the Absolute Live Support system, the live monitor will remain working and your status will be Online. In order to stop the monitor and set the

representative's status to offline, the representative needs to click on the Off-Line link and then close the window.



The representative's chat window is explained in detail later.



Search / View Requests

This option lets you browse and export your requests

The Search screen, allows you to search the logged requests by providing any search criteria combination in the search box:

- ❑ **Customer Name / E-Mail / ID** : Enter part of the name, e-mail or the Customer ID to display requests made by this selected customer.
- ❑ **Topic / Keywords** : Displays requests containing the provided phrase in the session transcript or topic.
- ❑ **Representative Assigned / ID** : Type part of the name or the representative's ID to see his attended requests.
- ❑ **Requested From Page** : Type the URL (or part of it) to list requests originated on the selected page.
- ❑ **Assigned to Department** : Lists requests assigned to the selected department.
- ❑ **With Rating** : Displays requests with a selected rating.

- ❑ **Request ID** : Type the ID (or lists of ID's separated by commas) of the request that you want to list.
- ❑ **Received Between** : Check this option and select two dates to list requests made during the selected period.


Click the "Search Requestss" button to list all the requests that fit your search criteria.

The Absolute Live Support System will list the found requests and display the following information:


- ❑ **Requests Found:** Number of Requests that match your search criteria.
- ❑ **Request Information:** The name of the customer, originating page and topic of the request. Click the Name of the customer to view the full request info.
- ❑ **Date:** Date that the request was made.
- ❑ **Department:** Assigned Department.
- ❑ **Rating:** Request Rating.
- ❑ **ID:** The Request ID.
- ❑ **View:** Click the View button to view the request information and session transcript (if available).
- ❑ **Delete:** Click the Delete button to delete a request from the database. Only Administrators will be able to delete the request.

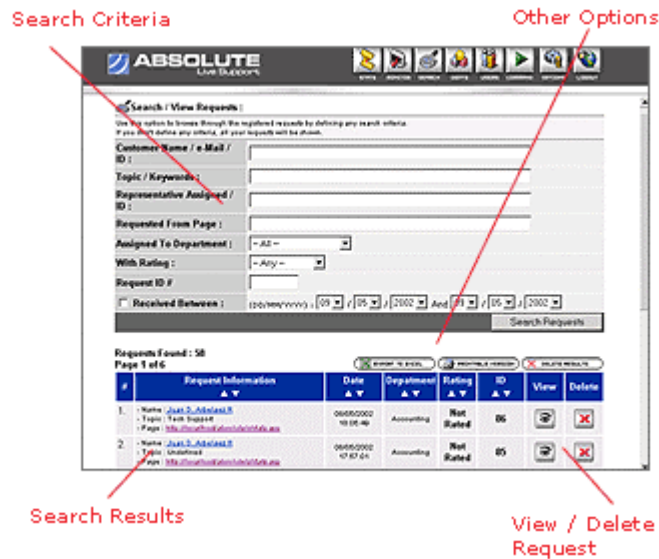
You can sort the search results by clicking on the corresponding icon below each of the request's properties

Also, there are additional buttons on this screen available to the system administrators when the search results are displayed :

 **Export To Excel:** Use this option to export the search results to an Excel file.

 **Printable Version :** Displays a printable version of the search results.

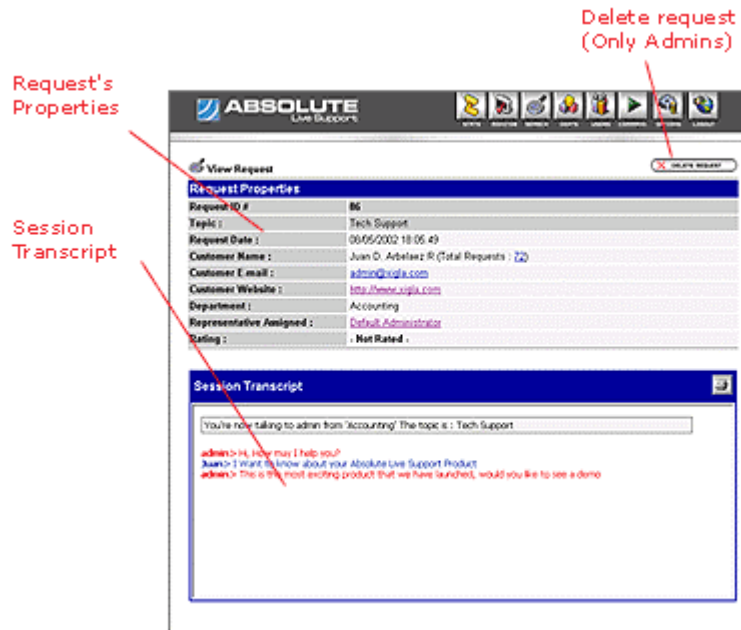
 **Delete results:** Use this option to delete the results found from the database.



Clicking on the “Name” of the customer or the view button next to the request, you’ll be able to access the request information screen.

In this screen, the following information is displayed :

- ❑ **Request ID** : ID assigned to the request.
- ❑ **Topic** : the request topic.
- ❑ **Request Date** : date the request was made.
- ❑ **Customer name** : Name of the customer that made the request and total number of requests made by him.
- ❑ **Customer E-mail**
- ❑ **Customer Web Site** : The customer’s web site (if any).
- ❑ **Department** : Department that the customer wanted to contact.
- ❑ **Representative Assigned** : Name of the representative that attended the user request.
- ❑ **Rating** : Session rating.
- ❑ **Session Transcript** : If the session transcript has been saved to the database, it’ll be displayed here.

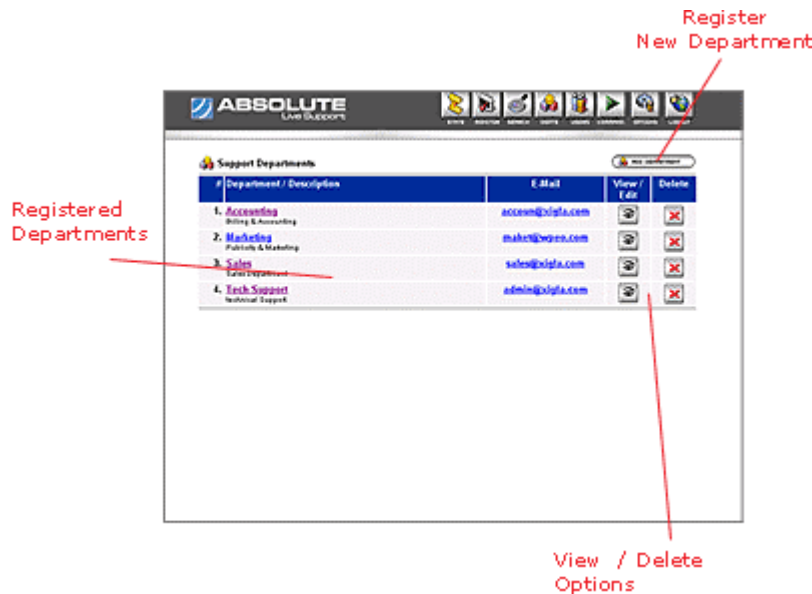


Departments

This option lets you list and register new support departments.

With the Absolute Live Support System, you can have an un-limited number of registered departments and users. The Departments screen can be accessed by clickin the "Depts." Button from the Top menu.

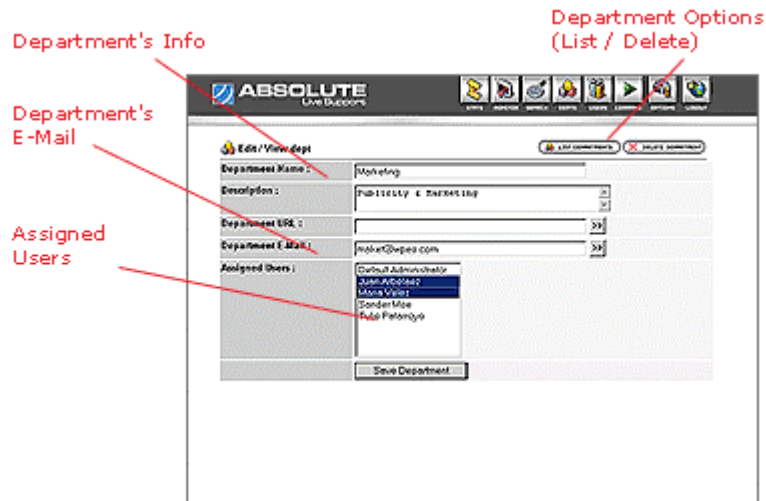
This screen lists your current departments and some additional information. To view or edit a department's information, click the "View" button in front of each department.



Registering New Departments

You can register a new department by clicking the "Add Department" button :
You'll need to provide the following information to register a new department.

- ❑ **Department Name** : Type a name for the department.
- ❑ **Description** : You can provide a short description about the department.
- ❑ **Department URL** : If the department has a web page or Intranet, you can type it here.
- ❑ **Department E-Mail** : Required. An e-mail address to send the messages left by customers when the department's representatives were busy or off-line.
- ❑ **Assigned Users** : Select the representatives that will provide support for the new department. You can also assign users to a department when registering new users.



Users

This option lets you register representatives and assign them to your departments.

The Absolute Live Support System lets you have an unlimited number of users for providing support on your site. There are two user levels: System Administrators and Representatives.

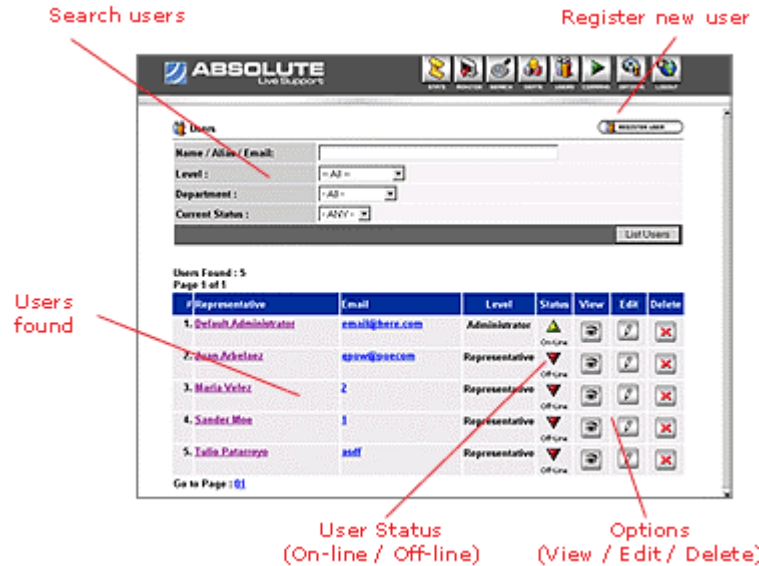
You can assign any number of users to any department, so that they can provide support to their assigned departments.

You can list your different users by providing a search criteria to the search engine:

- ❑ **Name / Alias / E-Mail** : Type part of the name, alias or e-mail of the representative to search.
- ❑ **Level** : Representative's level.
- ❑ **Department** : Assigned department.
- ❑ **Current Status** : List users depending on the status selected (On-Line or Off-line).

Press the "Search users" button to get a list of users matching your search criteria.

You can access each user information by clicking on the representative's name or the View button.



Registering New Representatives (and Administrators)

Only System Administrators will be able to edit and register new users. To do so, just click on the "Register User" button, and you'll be taken to the Edit User Screen.

You'll need to provide the following information :

- ❑ **Name, E-Mail:** Enter the name and e-mail of the new representative.
- ❑ **Username and Password:** type a username and password for the new user.
- ❑ **Alias :** A short name to use during the sessions with the customers.
- ❑ **Simultaneous requests :** Type the total number of requests that the user will be able to handle simultaneously. You can type 0 (Zero) for an un-limited number, but please note that if too many requests are received by this user at any given time, he won't be able to provide the correct level of support to each of the customers.
- ❑ **Level:** Select if the user will be a representative or an administrator.
- ❑ **Starting Message :** A Message to be displayed to the customers when a session is started (I.E : Hi, My Name is Juan. How May I help you?)
- ❑ **Assigned Departments:** The departments that the user will be assigned to provide support.
- ❑ **Additional Info:** Enter any additional info for the user (phone number, address, notes, etc).

ABSOLUTE Live Support

Edit user

Name : Default Administrator

E-mail : admin@here.com

Username : admin

Password :

Alias (Screen Name) : admin

Simultaneous Requests : 0
Max. Number of simultaneous request assigned to user
 Type 0 (Zero) for unlimited (Not Recommended)

Level : ☒ Representative ☐ Administrator

Starting Message : Hi, How may I help you?
Type a message to send by default when starting a chat session

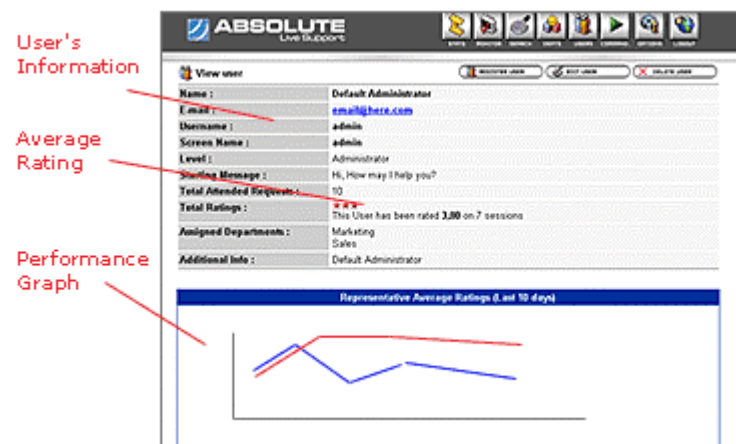
Assigned Departments : ☒ Accounting ☒ Marketing ☒ Sales ☐ Tech Support

Additional Info : Default Administrator

Click the "Save User" button. The new user will be created and you'll be taken to the "View User" screen where you can see all the representative's information and his performance (rating) information.

View User (representatives and Administrators)

This screen displays the user information, rating and average performance. You can compare the user's performance against the department's overall performance during a selected time frame (Set on the options screen).





Canned Commands

Add and Register predefined actions to quickly interact with the customers

The Canned commands is one of the powerful features of the Absolute Live Support system. By using canned commands, you can set predefined actions for better and faster interaction with your customers.

The canned commands used by Absolute Live Support are :

- ❑ **Reply**: A predefined message or reply.
- ❑ **Push** : Used to push files or URL's to the customer. A push command will open a file or window to the customer during a session.
- ❑ **Image** : Displays an Image to the customer.
- ❑ **URL** : Displays a URL to the customer.
- ❑ **E-Mail** : Display an e-mail address to the customer.
- ❑ **Quick-Link** : URL's Bookmarks for the representative, use Quick Links to allow your representatives quick access to your web pages, knowledge base, FAQ's and applications.

Also, a Canned Command can have a Scope. The scope defines which representatives can access which commands. You can set a command to be available to each user independently, to the whole departments or to all the users on the system.

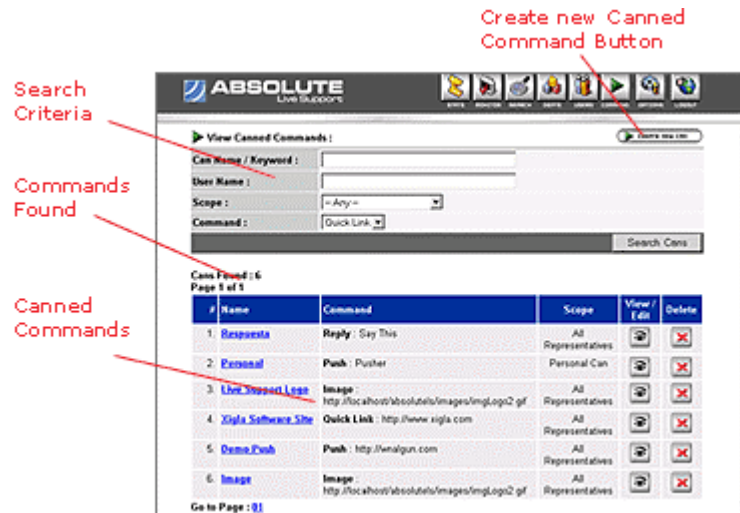
View Canned Commands

Use this option to browse through the system canned commands by providing a search criteria :

- ❑ **Can Name / Keyword**: Lists canned commands containing the selected keyword.
- ❑ **User Name** : For displaying cans assigned to a special representative.
- ❑ **Scope** : the can's scope.
- ❑ **Command** : the type of command.

Clicking the "Search Cans" command will display the canned commands that match your search criteria.

You can access these cans by clicking on their can name or the view button.



Creating and Editing Canned Commands

To create a new canned command, click on the "Create New Can" button from the canned commands screen.

You'll need to provide the following information :

- ❑ **Name:** Type a name for the can. The name should be something that easily reminds you about the action of the can. I.E : Send Specs (Digital Camera) for pushing a document regarding specifications about a digital camera.
- ❑ **Command :** Select the type of command and type the URL, link or message to be used in the command. For example :

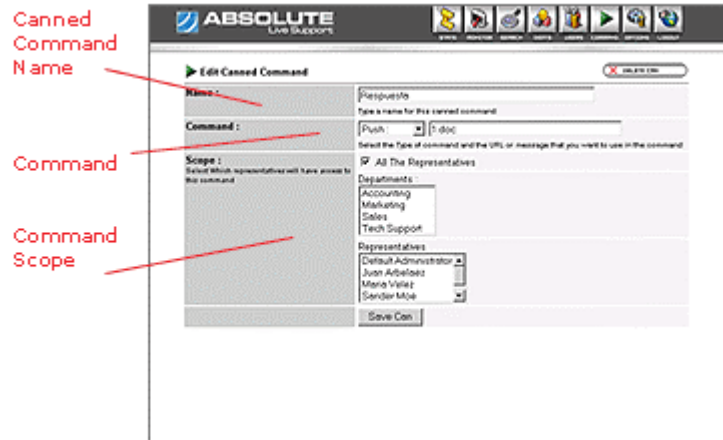
PUSH : <http://www.xigla.com>

Will push the page <http://www.xigla.com> to the customer (A window will be automatically opened to this URL)

IMAGE : files/photo.gif

Will display to the customer the image photo.gif located in the "Files" directory of Absolute Live Support.

- ❑ **Scope :** Select the scope of the canned command. A scope sets which representatives can use the canned command. By using the scope, you can assign different cans to each of your departments. Also, the representatives will be able to have their own canned commands if they need to.



Note:

Absolute Live Support has a subfolder named "Files". You can upload files and document to this folder in order to make them available for your canned commands.

For example, you can upload a pdf document named Specs.pdf to the "files" folder containing some specifications about your product.

If you want to create a canned command that pushes this file to the customer, you'll select the "PUSH" command and in the Url, you'll type : Files/specs.pdf



Options

Set and configure your Absolute Live Support System.

The configuration settings define several properties that the Absolute Live Support System needs for its proper working:

- ❑ **Licensed To:** Enter the name of the person/company that the Absolute Live Support system was licensed to.
- ❑ **Site URL:** Enter the full URL to your site.
- ❑ **Application URL:** Full URL to the Absolute Live Support system. I.e. <http://www.yourdomain.com/absolutels>
- ❑ **Session Timeouts :** You can set how many minutes of inactivity on a chat session are required to consider it a timeout. I.E : Representatives 4 Minutes , Customers 3 Minutes

- ❑ **Chat Refresh Rate** : Select the refresh rate in seconds for the messages in the chat.
- ❑ **Live Monitor Refresh rate** : Sets the time interval for the Live Monitor to look for new incoming requests.
- ❑ **Max. Customer Wait Time** : The max number of seconds that a customer may wait to get in contact with a representative.
- ❑ **Customer Chat Window** : Type the title for the customers chat window and enter its dimensions in pixels.
- ❑ **Representative Chat Window** : Type the representative's window dimensions in pixels.
- ❑ **Other Options** : Lets you select several options over the system like :
 - Requiring the customers name and e-mail before starting a support session.
 - Save Sessions Transcripts to the database.
 - Allow Customers to rate the sessions.
 - Save the complete URL's from where the request came from.
 - Play a sound alert to the representatives.
 - Focus the Chat window to the customer on each representative's reply.
 - Notify when the representative or the user is typing : Be aware that this option will consume many of your server's bandwidth and it may hang the server.
- ❑ **Default Customer Alias** : provide a default alias for your customers.
- ❑ **Database Options** : lets you compact the database. This option is only available if you're using an Access database with a DSN-less connection.
- ❑ **Welcome Message** : A system message to display to the customers to welcome him to the chat session. You can use the special keyword `$$NAME$$` to insert the name of the customer in the message.

For example, a welcome message like : Welcome `$$NAME$$` To the support session. Will be displayed like : Welcome Juan To the support session if the customer's name is Juan.

- ❑ **Accepted Request Message** : A system message to display to the customer when his request has been accepted and assigned to a representative.

You can use the special keywords `$$NAME$$` (Which will be replaced

with the name of the representative), \$\$DEPT\$\$ (Which will display the representative's department) and \$\$TOPIC\$\$ (Which displays the topic entered by the customer).

- ❑ **Bye Message** : if you want, you can display a bye or thanks you message to the customer once the session is finished. Otherwise, leave this field blank.
- ❑ **Default E-mail Address**: A default e-mail used for sending e-mail from the Absolute Live Support system.
- ❑ **SMTP Server** : SMTP server used for sending e-mails
- ❑ **Message Subject** : Default e-mail subject used on the e-mails sent.

Configuration Settings

Session Timeouts

Chat Refresh Rate

Other Options

Licensed to :	Your Company Name Administrator Name / Company
Site URL :	[http://domain.com/] Enter your site's URL
Application URL :	[http://domain.com/absolute/] Full URL to the Application
Session Timeouts :	Representatives : 15 Minutes Customers : 15 Minutes
Chat Refresh Rate :	1 Seconds Refresh the Chat Message every n seconds
Live Monitor Refresh Rate :	10 Seconds Look for new requests every n seconds
Max. Customer Wait Time :	30 Seconds Maximum time to have a customer on hold before assigning a Representative
Customer Chat Window :	Window Title : Live Support Dimensions : Width : 520 - Height : 340
Representative Chat Window :	Width : 520 - Height : 340
Other Options :	<input checked="" type="checkbox"/> Customer Name and E-Mail are required fields <input type="checkbox"/> Save Session Transcripts To database <input checked="" type="checkbox"/> Allow Customers to Rate the Support Sessions

Press the Save button to save the new settings. Write permission is required on the Absolute Live Support root directory in order to save the settings. Otherwise, the application will present you with the necessary code for uploading to your site. This code must be copied and pasted into a blank .txt file. Rename this file to configdata.asp and upload it to your Absolute Live Support root directory and your new settings will take place.



Log Out

Once finished, click the Log Out button to finish your Absolute Live Support Session and you'll be taken back to the login screen.

If you have launched the live monitor and you click the Log Out button, the live monitor will keep on working and monitoring incoming requests and you'll still be able to provide on-line support unless you click the off-line link and close the monitor.

ABSOLUTE LIVE SUPPORT INTERACTION

Absolute Live Support, provides face to face interaction, by means of a real time chat between customers and representatives.

The chat windows for your customers and representative's provide everything required to have a rich experience using the system.

The Customer's chat

The customer's chat screen has been specially designed so that customer can easily and intuitively work with the system and have a pleasant experience when receiving customer support.

When a user requires support, all he has to do is click on the support button displayed on your web pages.

If there are representatives on-line, a special form will be shown asking for some preliminary information about the request. This form captures the customer information and saves it to the database.

Customer's Info

Department that the customer would like to reach

Topic

Live Support - Microsoft Internet Explorer

YourSite.com

Welcome to our live support help desk

In order to serve you better please provide the following information

* Denotes required field

Your Name : Juan D. Arbelaez R *

Your E-Mail : admin@xigla.com *

Your Web Site URL : http://www.xigla.com

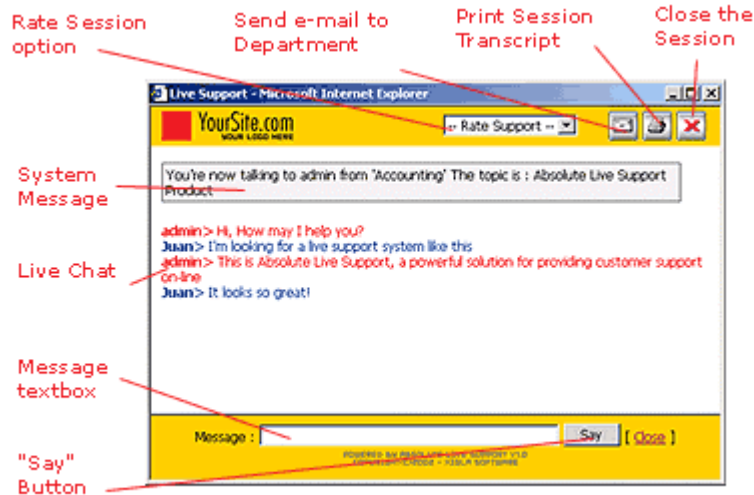
With Whom would you like to talk : Accounting

Type a Screen name for the session : Juan

Session Topic :

Close Window Submit >>

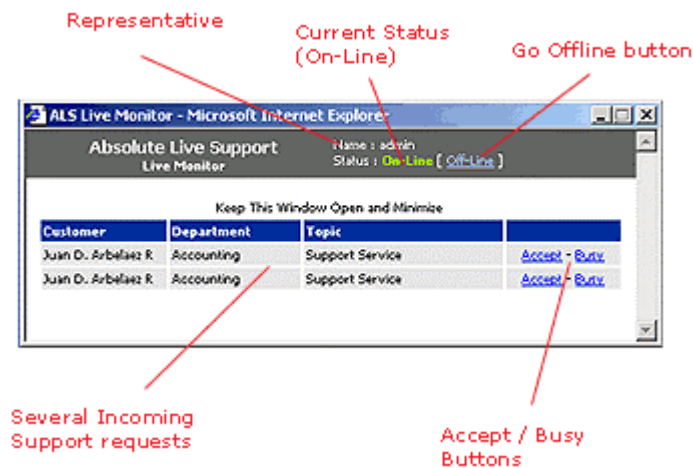
When the user submits the form, he'll be presented with the chat window where he will be connected to a representative. At this point, the system will assign his request to an on-line representative of the selected department and the representative's Live Monitor will alert the representative of an incoming request.



If no representative is on-line or the customer decides to send an e-mail to the selected department, a form will be shown asking for the some information to be sent to the department.

Representative's Chat

When a representative is On-line (The Live Monitor is turned on) and an new request is made by a customer, the live monitor will alert the representative about it so that he can accept the incoming request.



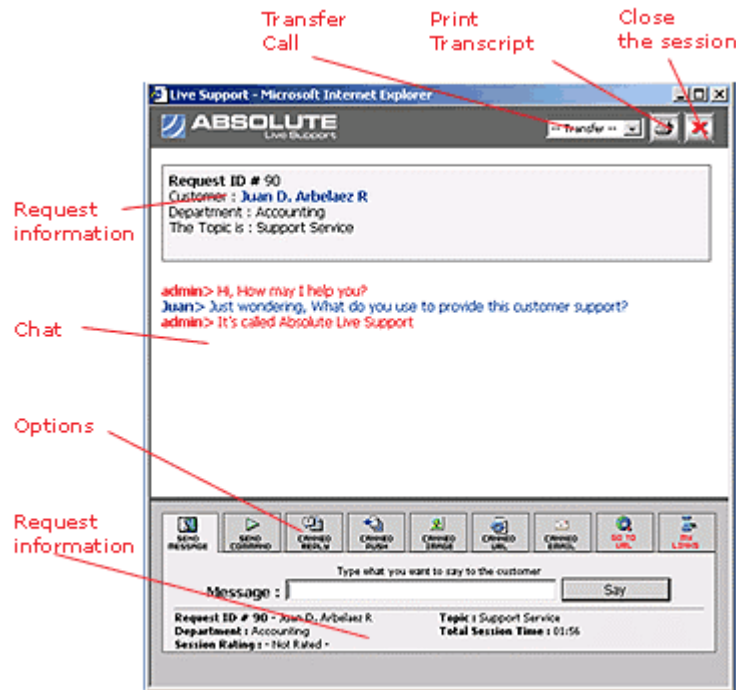
When the Live Monitor is tuned on, the representative can just **minimize** the window and let it work on the background, when a new incoming request is detected, the monitor will alert the representative so that he can attend the request.

Note:

Do not Close the Live Monitor by clicking the window [x] icon!
The Live Monitor requires the representative to click the Off-line link in order to set his status to off-line and stop assigning him incoming requests.

The representatives must click this link before closing the Live Monitor

Once a request is accepted, the representative's chat window is displayed. This window has been specially designed to provide your representatives with all the tools required to provide support quickly and easily.



When a support session begins, the representative has access to the following options :

- ❑ **Transfer Call** : Allows him to transfer the call to another department by selecting the department from the list.
- ❑ **Print Button** : Allows the representative to get a printable version of the chat transcript.
- ❑ **Close button** : In order to finish the session, this button must be clicked.
- ❑ **Chat** : Displays the support session.
- ❑ **Options** : Displays the several options that the representative can get access to.

- ❑ **Request's Information** : Information regarding the customer and the support session. The representative can also get immediate feedback about the session rating and the session time.

Representative's Options :

These are the options that the representatives have access to :



Send Message : Used to write and send messages to the customer. Just type the message in the text box and click the "Say" button.



Send Command : Allows the representative to send a command to the customer. He can select the command and type the message or URL to be used for the command (I.E : Push <http://www.xigla.com>)



Canned Reply : Displays the canned replies assigned to the representative. By selecting a canned reply, the message will be shown to the customer.



Canned Push : Displays the predefined push commands assigned to the representative. By selecting a canned push, the predefined file or URL will be sent (opened) to the customer.



Canned Image : Displays the canned images assigned to the representative. By selecting a canned image, the corresponding graphic file will be displayed in the chat window.



Canned URL : Displays the canned URL's assined to the representative. By selecting a canned URL the Hyperlink will be shown in the chat window.



Canned E-Mail : Works exactly as the canned URL but displays e-mail hyperlinks instead.



Go to URL : Lets the representative browse the web or your local Intranet by typing the URL address. This URL won't be displayed to the customer.



My Links : Displays all the Quick-Links assigned to the representative. Quick links work as bookmarks which will let the representative easily access your intranet and web resources (you can set as quick-links your knowledge base and FAQ systems URL's).

THE LIVE MONITOR DESKTOP LAUNCHER

The core of the Absolute Live Support system is the Live Monitor application which alerts the representatives of new incoming requests that they can attend.

To launch the Live Monitor, the representatives need to log into the system click the Monitor button and then, they can exit the application and leave the monitor working.

We have included a special utility that installs on your desktop and lets you connect to your Absolute Live Support system when on your PC startup without requiring you to browse to the the Absolute Live Support System. This utility installs an HTML application (HTA) which connects to the Absolute Live Support system launching the Live Monitor directly after you provide your username and password.

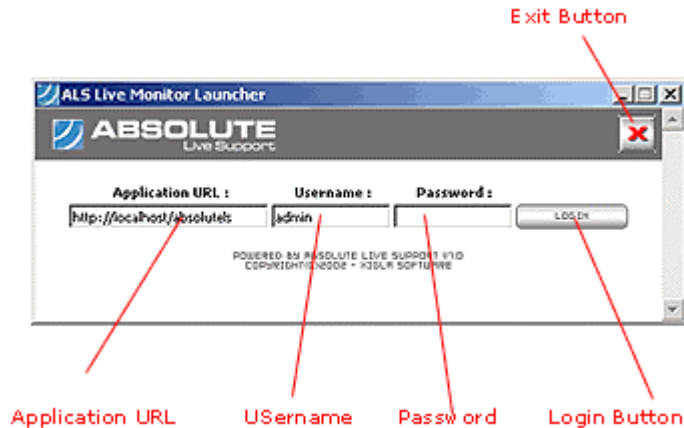
Note:

In order to execute HTML Applications (HTA's) you need to have Internet Explorer 5.0 or higher installed on your PC. Otherwise, the Live Monitor Launcher won't work appropriately.

You can find this utility inside the ALSLiveMonitor.zip file sent with the application. Un-zip this file and double click the setup.exe file and follow the instructions on the screen.

This, will install the Live Monitor Desktop launcher on your local PC. It'll create a program group and will install on your Windows "Start" folder from the programs menu.

From now on, every time you turn on your PC, the Live Monitor launcher will be opened.



When the Live Monitor Launcher is opened for the first time, you'll need to provide the full URL to the application (The complete URL to the Absolute Live Support system) make sure to add an slash at the end of the URL (I.E : <http://www.yourdomain.com/absolutels/>) , type your username and password and click the login button.

The system will connect to the Absolute Live Support system and the live monitor will be opened and you'll be ready (On-Line) to accept incoming requests

If you don't want the program to run on startup, you can delete the shortcut created on the "Start" folder from the programs menu.

You can uninstall the system from the control panel "Add/Remove Programs" option.

CUSTOMIZING THE CUSTOMER'S CHAT WINDOW

You can easily customize the customer's chat window colors and fonts by just editing a single CSS file : styles.css

To have your own logo displayed on the chat window, just replace the logo.gif file found on the "files" folder of the Absolute Live Support root directory with your own file.

TROUBLESHOOTING

- 1) **Q: I've uploaded all the files to my site and maintained the directory structure. However, I'm getting an error. Microsoft JET Database Engine error '80004005' Operation must use an updateable query.**

A: This error is due to write permission restrictions on the database. Many hosting companies provide their users with a special directory to place their databases in.

To solve the problem, move the database to the assigned directory (often named "databases" and located at the root of your site—Please check this with your host provider's Administration).

With a text editor open the file named databasedata.asp in your Absolute Live Support root directory.

There's a variable named "database".

Change the value of this variable to reflect the new database location. I.E: The current location is db/absolutels.mdb. If your database directory is named databases and it's located at the root of your site, you should change the value of this variable to:
database="../databases/absolutels.mdb"

Another way to solve the problem is to create a DSN to the database located in a directory with write permission.

- 2) **Q: I'd like to create a DSN to the Database, what do I have to do?**

A: Place the database in your assigned database directory. Your hosting company should provide you with a control panel to set DSN's or they will be able to set them for you. Select a name for the DSN (I.E : absolutels). With a text editor, edit the configdata.asp file in the following way:

In the corresponding connection (Access or SQL Server), replace the value of the connection variable with the name of the DSN:

```
connection="DSNNAME"
```

You must enclose the DSN Name in double quotes ("")

3) Q: I've configured everything, and after pressing the Login Button I get an error telling me that the database cannot be found.

A: In this case you'll have to set up a DSN to the database as explained in Question 2 above. Make sure that your database directory has write permissions.

4) Q: I'm trying to configure Absolute Live Support from the Options Menu. However, every time I press the 'Save Settings' button I get an error message saying that the directory has no write permission and that I must create and upload a file.

A: Some hosting companies don't allow write permissions due to security restrictions. If that's your situation, you'll have to manually configure your Absolute Live Support system and upload the changed configdata.asp file to your site.

To do this, copy and paste into a blank .txt file the code provided by the system, rename this file to configdata.asp and upload it to your Absolute Live Support root directory.

You'll have to do this everytime you want to make a change to the application settings.

5) Q: I Have several e-mail components supported by Absolute Live Support, which Include Libraries do I have to set in the Absolute Live Support Directory?

A: You must configure only one Include Library for sending e-mail. Select the component that you'd like Absolute Live Support to work with and configure its corresponding library as described in the installation instructions.

6) Q: I've placed the live support button code on several pages but it does not show up.

A: Make sure that you have provided the correct application URL in the options menu. The application URL is the full URL to the Absolute Live Support system (<http://www.yourdomain.com/absolutels>), get again the button code and paste it into your pages.

Also, make sure that you're executing the system on a Windows Server with Internet Information Server 5.0 or higher.

7) Q: After some minutes chatting I no longer receive any messages, neither does the customer and the monitor is showing a blank screen.

A: This behavior has been experienced on medium to high traffic sites using Absolute Live Support or sites with too many representatives on-line using a MS Access database.

Even though this system supports MS Access, this database has not been designed to work on a client server environment. For medium to high traffic sites or sites having more than 4 on-line representatives at a time, SQL Server is recommended instead.

8) Q: I'm using Windows XP. When I get to the Stats screen, I get an error about Virtual Machine. What can I Do ?

A: Absolute Live Support uses Java only on the stats page to display the charts. Even though, Microsoft is not including it on Windows XP, It's a good Idea to have it installed. You can download it from :
<http://java.sun.com/getjava/>

9) Q: When launching the Live Monitor (With the Desktop utility) I get an error message.

A: The Desktop utility is an HTA application. In order to execute this type of applications, you must use Internet Explorer 5.0 or higher. Also, make sure to type the correct application URL in the proper field.

If the problem persists, check your browser's privacy level. And set it to MEDIUM . To access your privacy settings click on Tools > Internet Options > Privacy and move the slide to the MEDIUM level.

10) Q: How can I Integrate Absolute Live Support with our Knowledge base and FAQ system?

A: Create a Quick-Link Canned Command!. Type the Url to the Knowledge base system and your representatives will always have your information handy.

11) Q: Is there a way to disable the Page Refresh Sound?

A: The refresh sound in Microsoft IE is not controlled by this product but by your browser settings on your PC, usually under: Control Panel > Sounds > Windows Explorer > Start Navigation.

12) Q: Some users have reported that their chat window does not display / render properly or that it does not even work.

A: Absolute Live Support uses Javascript 1.2 extensively. Browsers using outdated script engines may not properly work with this application. For the administration of the program, Internet Explorer 5+ is required. This application has been tested on Microsoft Internet Explorer 4+, Netscape 6+ , Mozilla 1+.

13) Q: I've been providing support and the system is suddenly hanging

A: If you have enabled the option to notify the user and representative when each one is typing, this may lead to a server hang. Uncheck this option and try again

14) Q: Even though my status is On-Line, I'm not receiving any requests

A: Make sure that you have at least one department assigned. Otherwise, when a user requests support, he won't be able to reach you on the selected department.

15) Q: How Can I change the alert sound of the Live Monitor?

A: This sound file can be found on the "files" folder of your Absolute Live Support directory. It is named "beep.au". Select the sound file that you want to use (It must be a .AU file) rename it to beep.au and place it on this folder.

16) Q: I'm having problems not listed here. What can I do?

A: Contact us! We're more than happy to help you. You can reach us at: <http://www.xigla.com/absolutels> or e-mail us at: info@xigla.com. Please refer to the license agreement for our support terms and conditions

FOUND A BUG? LET US KNOW!

We've tried our best to make this a bug-free solution, however, with all the different server configurations out there, some minor problems may arise. If you find that something isn't working the way it should, please e-mail us ASAP so that we can quickly work to resolve the problem. This won't cost you and you'll be helping to improve the System and to deliver a better program to all of our current and future users.

The best way to report a bug is by contacting us at the Absolute Live Support web site: <http://www.xigla.com/absolutels> .

OTHER APPLICATIONS BY XIGLA SOFTWARE



Introducing Absolute Poll Manager

The most complete, robust and easy-to-use web-based poll administration system that will allow you to dynamically add and manage polls on your web site while creating interest among your site's visitors and gathering valuable information about what they think.

Generate interest, increase retention, drive traffic, make sales, tempt visitors to stay on your site... Invite them to voice their opinion!

Absolute Poll Manager is a ready-to-run, out-of-the-box solution that will allow you to easily create professionally-looking questionnaires, collect instant feedback and business intelligence from your site's visitors and customers.



Absolute Poll Manager
The Most Complete and Easy to use
Web Based Polling Software

Features:

- 100% Active Server Pages (ASP) script, there are no DLL's to install on the server.
- Easy-to-use HTML-based interface to let you administer the application from anywhere in the world. You only need web access!
- Only one(1) line of code is needed to insert your polls on your pages.
- Polls are displayed and rotated on Zones which you previously define allowing you to completely control the look and feel of your polls.
- Add unlimited questions per poll.
- Polls can be scheduled to appear and disappear at a future date by defining Start and Ending Dates.
- Supports 3 types of questions : Radio Button, Multi-Select Check Boxes and Drop Down Lists.
- Option to export the poll's results and information to MS Word and MS Excel formats.
- Full system configuration through the control panel.
- Works with both Microsoft Access and SQL Server Databases (Full Script Included).
- Free minor upgrades included, plus Xigla Software's Full Support and more!

This is a really powerful application that you won't want to miss!

**To get your
Absolute Poll Manager
go now to:**

<http://www.xigla.com/absolutepm>

Absolute Poll Manager By XIGLA SOFTWARE
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Introducing Absolute Banner Manager!

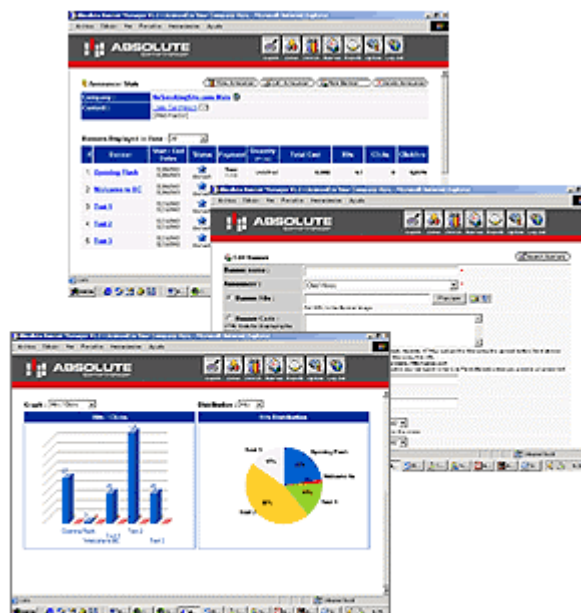
The most complete, robust and easy to use web based banner management solution specially designed for webmasters who need fast, reliable, flexible, easy-to-use and full-featured ad serving and management front-end.

With features like trackable rich-media delivery, independent client statistical area, comprehensive activities reporting, unlimited content creations and auto-generate ad codes, Absolute Banner Manager simplifies your advertising tasks while maximizing your advertising revenues.

An Application That Pays by Itself

Absolute Banner Manager is a comprehensive system for maintaining a set of rotating banner ads on your site. Its price/feature/performance comparison is unequalled in the current market and we are committed to maintaining this position while constantly improving the application :

- ❑ Completely Developed Using Active Server Pages, no DLL's to install and supports both MS Access or SQL Server
- ❑ Multiple zones can be established, allowing certain banners to appear only on certain parts of your pages.
- ❑ Absolute Banner Manager keeps track of exposures and click-thrus for each banner, as well as of the average total number of exposures per day.
- ❑ Individual passwords allow each of your advertisers to log into the application to view their own advert stats by using beautiful Pie and Bar Charts and generating detailed reports in HTML and MS Excel Format.
- ❑ Banners can be weighted to control how often they are displayed, and can automatically be expired from the rotation after a designated number of exposures, click-thrus or date.
- ❑ Multiple types of ads supported : Use GIFs, JPEGs, Animated GIFs, Text ads, HTML banners, Flash banners, Java Applets, Rich Media banners, and 3rd party ad serve.
- ❑ Register as many advertisers, banners and zones as your server can handle
- ❑ The perfect solution for small and medium sites and powerful enough for higher traffic portals.



Absolute Banner Manager
Powerful Banner Administration System

"This is a really powerful system that you won't want to miss!"

GET IT NOW AT:

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Fast and Easy Article Web Publishing

Do you need a quick and easy to use solution for updating and editing massive amounts of articles on your website?

Absolute News Manager makes it really easy for you or your company staff to perform in-house updates to your online schedules, information bulletins, announcements, tour schedules, sale specials, internal company information, news breaks, daily restaurant menus, as well as articles and public information.

You will save precious time and work by easily updating your website with fresh and up-to-date content that will keep your visitors coming back for more!



Absolute News Manager
The powerful web based system for easily publishing News and articles on your site

- Perfect for any site constantly requiring to update articles, news, stories, headlines, editorials, etc.
- Add any type of multimedia content to fully enhance your articles.
- Template Driven, By editing a template file, your articles will be published with the exact look and feel that you want.
- Save time, work, and money by not having to make hundreds of HTML changes and tons of time consuming FTP uploads.
- Create multiple zones to add your articles to. (I.E. Business, Sports, Music, Entertainment, etc.)
- Supports multiple publishers with different access level. Get your entire staff to work with the application!
- 100% ASP, there are No DLL's to install on the server, customize the code to suit your needs
- Visual HTML Editor Integrated : Publishers don't need to know any HTML
- Option to send articles by e-mail : Attract more visitors as they send links to your articles.
- Implement a full article search engine with only 3 lines of code.
- Syndicate your content to attract more traffic
- Works with both Microsoft Access and SQL Server Databases (Full Script Included)

Plus More!, This application is so feature rich that you won't believe it!

"Absolute News Manager is the complete tool for easy article publishing on your web site or corporate Intranet"

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The Perfect Tool to Start Your Own Web-Based Multimedia Gallery

The powerful and feature rich, database driven Image Gallery administration system totally developed using Active Server Pages Technology.

Absolute Image Gallery, makes creating and maintaining pictures and multimedia galleries a snap!. It resides on your web server and searches your web server drive for new images and files to add to your gallery! all from within the powerful (and very easy to use) administration area.

Support for all Kinds of Multimedia Content
The Absolute Image Gallery is a state of the art digital assets administration system that will let you have and maintain any kind of multimedia content on your site : Pictures, Animations, Movies and Videos, MP3's, Wavs, Real Media, Word, Excel, Flash, all of these file types and much more are supported, plus you can add support for any file type that you want, the Sky is the limit!

- 100% Pure Active Server Pages (ASP) Script, there are no DLL's to install on the server.
- Supports unlimited Categories and Sub-Categories. You can have as many as your server can handle. Plus virtually unlimited files per category.
- Batch Thumbnailer utility included : you'll receive a powerful batch thumbnailer program (.EXE) for easily creating your thumbnails, Totally Free!
- Not just for picture administration : you can have image galleries, video galleries, audio files, office documents, flash, PDF's, ANYTHING!.



Absolute Image Gallery
Create Full-Blown Multimedia Galleries

- Favorite Files: users can mark their favorite files and then have them sent to their e-mail addresses, and you can keep a log of the e-mails addresses entered.
- Images and Files can be uploaded via FTP or from within the application. Absolute Image Gallery also comes with its own upload script.
- Default Thumbnails : If a file has no thumbnail assigned, a default thumbnail is displayed detailing the file type.
- Hit Tracking and Rating System : the system keeps a record of the number of hits that each file receives plus users can rate your files!

Plus Much More!

"Absolute Image Gallery is a complete digital assets administration system!"

GET IT NOW AT:

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Absolute Live Support V1.2
The Complete Live Customer Support Software
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Absolute Live Support Administrator's Manual
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