

## Easy Setup

Be up and chatting in minutes.

No experience necessary. Setup is a piece of cake (or easy as pie, whichever you prefer). No software to install and no coding knowledge required. Install the code on unlimited websites and configure your settings to fit your business needs.



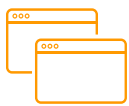
### Fast

SnapEngage will not impact your website's initial-load performance thanks to asynchronous loading.



### Simple Offline Forms

Your live chat support team may not be available 24 hours a day. That's okay. Visitors can leave a message for your team to follow up with later.



### Unlimited Websites

SnapEngage works across all of your internet properties. Install your code on as many websites as you like with no extra expense.



### Hours of Operation

Set your team's hours and schedule, then offer visitors different contact options when your agents are offline.

	Business	Plus	Premier	Enterprise
Easy to Install	●	●	●	●
Fast	●	●	●	●
Unlimited Websites	●	●	●	●
No Ugly Pop-Up	●	●	●	●
Persistent Chat	●	●	●	●
International	●	●	●	●
Hours of Operation	●	●	●	●
Simple Offline Forms	●	●	●	●
Flexible Assignment Rules	●	●	●	●
Agent training	×	×	●	●
Multiple Admins	×	×	●	●
Professional Services	×	×	×	●

# Advanced Chat Portal

Tools of engagement.

Engage, Support, Convert. Sign in from any web browser and you're ready to chat! Our easy and powerful interface gives your agents the tools and information they need to engage, support and convert your website visitors.



## Comprehensive Visitor Information

Discover all kinds of useful information about your website visitor: their location, local time, weather, current webpage, entry page, OS and browser, and more are available.



## Multiple Widgets

Setting up different chat widgets for different departments, websites, and languages will help you provide more targeted and efficient service to your visitors.



## Shortcut Messages

Set up canned responses for commonly used messages to cut down on keystrokes and increase agent efficiency.



## Sneak Peek

Know what your visitor is typing before they send their message so you can prepare an appropriate response.

	Business	Plus	Premier	Enterprise
Comprehensive Visitor Information	●	●	●	●
Social Discovery	●	●	●	●
Easy Chat Transfers	●	●	●	●
Shortcut Messages	●	●	●	●
Sneak Peek	●	●	●	●
Concurrent Chats	●	●	●	●
Knowledge Database Integration	●	●	●	●
Multiple Widgets	●	●	●	●
Agent Tag Routing	✘	✘	●	●
Agent Priority Tiers	✘	✘	●	●

# Power Tools

Innovating chat one feature at a time.

Built to make your job easier. Whether using live chat for sales, support or both, our advanced features arm you with all the tools you need to engage, convert and support your visitor.



## Proactive Chat Invitations

Automatically invite your website visitors to chat based on specific rules that you configure. This allows your live chat team to focus only on those visitors who want or need to chat, instead of wasting time with site monitoring and manual invites.



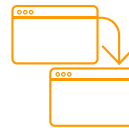
## File Exchange

Your agents and visitors can upload and download files directly with one another in the chat window without having to resort to using email or another service.



## Call-Me Requests

With the click of a button, visitors can request to be connected directly to your agents on the phone.



## Co-Browsing

Instead of trying to explain where to find the answer, simply direct your visitor's web browser straight to the page they've been looking for.

	Business	Plus	Premier	Enterprise
Proactive Chat	●	●	●	●
File Exchange	●	●	●	●
Call-Me Requests	●	●	●	●
Co-Browsing	●	●	●	●
Team Chat	●	●	●	●
Post-Chat Surveys	●	●	●	●
SMS-to-Chat (\$25/month per line)	●	●	●	●
Secure Data Transfer	✘	●	●	●

# Custom Design

Chat with your brand's voice.

Make it your own. SnapEngage offers complete customization of your chat box and buttons, from simple out-of-the-box solutions to full scale design implementations.



## Custom Branding

Select a predefined style, or completely customize your Chat Box and Pre-Chat Form. You and/or your designers provide us with your design and we'll do the coding for you.



## Configurable Click-to-Chat Buttons

Use one of the click-to-chat buttons provided by SnapEngage, or create your own.



## Agent Photos

Create a more personal engagement experience with a smile. Upload your own agent photos to instantly connect with your visitors.



## White Label

Starting with the Plus plan, you have the option to remove all SnapEngage logos from your chat forms and brand your forms with your own logos.

	Business	Plus	Premier	Enterprise
No Ugly Pop-Up	●	●	●	●
Configurable Click-to-Chat Buttons	●	●	●	●
Pre-Chat Form	●	●	●	●
Custom Branding	●	●	●	●
Agent Photos	●	●	●	●
White Label	✘	●	●	●

# Mobile Live Chat

Chat anytime, anywhere.

Never miss another opportunity to engage. SnapEngage offers mobile-friendly live chat for your website visitors and your team.



## Mobile Optimized Visitor Chat

Our mobile-optimized visitor chat window automatically detects when users are on a mobile device and allows your visitors to seamlessly interact with your agents.



## Mobile App

With the SnapEngage Mobile App for iOS and Android, you'll never miss another opportunity to engage with your prospects and customers.



## SMS-to-Chat

Our Text-to-Chat feature allows your visitors to initiate a chat and communicate with your agents via SMS text message while maintaining the same user-friendly chat portal interface for your agents.



## Push Notifications

The SnapEngage mobile app will notify you of new chats via a push notification, even when the application is running in the background.

	Business	Plus	Premier	Enterprise
Mobile-Optimized Visitor Chat	●	●	●	●
SnapEngage Mobile App	●	●	●	●
Push Notifications	●	●	●	●
SMS-to-Chat	●	●	●	●

# Developers

Build your own chat functions.

Our product is designed to be flexible. We provide well-documented access to our API so you can develop your own functions, plugins and extensions to fit your workflow.



## Open API

SnapEngage's live chat API allows you to customize the code to fit your needs. We provide detailed documentation for our Javascript API, REST API and more.



## Javascript Variables

Collect additional visitor information (i.e. account details) to display to chat agents and map these variables to your preferred integrations.

	Business	Plus	Premier	Enterprise
Open API	●	●	●	●
Javascript Variables	●	●	●	●

# Social Engagement

Beyond the like button.

Chat with your followers. Take engagement to new heights with social discovery and other powerful plugins that enable live chat within your social media pages.



## SnapEngage App for Hootsuite

Boost customer support by using the SnapEngage App for Hootsuite to send custom chat URLs to Twitter users.



## Facebook Fan Page Chat

Chat directly with your fans and followers from inside Facebook while still taking advantage of the unique features SnapEngage provides.



## Social Discovery

We can pull information about your visitors from Facebook, LinkedIn, Twitter, Google+, Klout and 22 other potential profiles.

	Business	Plus	Premier	Enterprise
Social Discovery	●	●	●	●
SnapEngage App for Hootsuite	●	●	●	●
Facebook Fan Page Chat	●	●	●	●

# Reporting & Analytics

Data-driven success factors.

Metrics to help you succeed. SnapEngage offers all the reporting tools you need to monitor and optimize your engagement efforts. From robust in-app live chat analytics to Google Analytics integration and more, we'll provide the data you need to make informed decisions.



## In-App Reporting Tools

Adjust date ranges and select widget(s) to access granular reports on chat activity, agent performance and visitor breakdowns.



## Real-Time Activity Monitoring

Our real-time live chat dashboard gives your team leader an overview of agent activity at any given time.



## Weekly Summary

Receive weekly summary reports directly to your email. Choose from basic or detailed overviews of your chat activity and performance.



## Google Analytics Integration

Track live chat events in Google Analytics to measure engagement and performance statistics.

	Business	Plus	Premier	Enterprise
In-App Reporting Tools	●	●	●	●
Real-Time Activity Monitoring	●	●	●	●
Weekly Summary	●	●	●	●
Google Analytics Integration	●	●	●	●
Chat Transcript Data	●	●	●	●
Audit Logs	✘	✘	●	●



# Security

Conversations in confidence.

We take security seriously. With SnapEngage, you can rest assured that your live chat data is safe. All communications between the web client and servers are SSL encrypted as well as being encrypted with our own algorithms.



### SSL Encrypted

All communications between the web client and servers are SSL encrypted as well as being encrypted with our own algorithms.



### Secure Data Transfer / PCI Compliance

Agents can safely collect credit cards, social security numbers and secure notes “off the record” directly in the chat window.



### HIPAA Compliance

SnapEngage supports our customers’ compliance with the U.S. Health Insurance Portability and Accountability Act of 1996 (HIPAA).



### SafeHarbor Compliance

SnapEngage complies with the U.S.-E.U. Safe Harbor framework and the U.S.-Swiss Safe Harbor framework as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of personal data from European Union member countries and Switzerland.

	Business	Plus	Premier	Enterprise
SSL Encrypted	●	●	●	●
SafeHarbor Compliance	●	●	●	●
Secure Transfer / PCI Compliance	✘	●	●	●
HIPAA Compliance	✘	●	●	●
Password Rules	✘	✘	●	●
Access Rules / Permissions Settings	✘	✘	●	●
Audit Logs	✘	✘	●	●

# Intelligent Integration

Working with your flow. Flowing with your work.

Integrations: CRM, Help Desk, Email, Project Management, Marketing, Social Media, Knowledge Base. Increase your site functionality by quickly and seamlessly connecting to hundreds of third-party services like Salesforce, HubSpot, Zendesk, Basecamp, HootSuite, Facebook to name a few, with more added regularly.

## CRM Integrations

Better lead and customer management.



### Salesforce

Salesforce is a CRM solution that helps you manage customers and close more deals.



### UserVoice

UserVoice HelpDesk is a simple way to track and respond to customer issues, without all the stuff you don't need.



### HubSpot

HubSpot is an inbound marketing and sales platform that helps companies attract visitors, convert leads, and close customers.



### Zendesk

Zendesk is a web-based help desk with an elegant ticket system. Stay on top of all your customer conversations.



### Microsoft Dynamics CRM

MS Dynamics CRM solution helps you manage and engage with your customers.



### Desk.com

Desk.com helps you deliver awesomely responsive customer support.

## Help Desk Integrations

Support tickets made easy.



### Basecamp

Basecamp is an online project collaboration tool for entrepreneurs, freelancers, small businesses and groups inside big organizations.



### Jira

Atlassian Jira provides issue tracking and project tracking for software development teams.

## Project Management Integrations

More effective activity tracking.



### Bizible

With SnapEngage + Bizible, you can accelerate and optimize your marketing tactics using multi-channel campaign tracking.



### LeadFormix

LeadFormix Marketing Automation helps you identify and create sales opportunities.