

NAVOMI File Sharing Widget for LiveEngage

Professional Edition v1.0

Introduction	2
Audiences	2
Overview	3
Features	3
Visitor Flow	5
Agent Flow	7
Deployment/Enablement Process	10

Introduction

The document provides a high-level overview of NAVOMI File Sharing Widget.

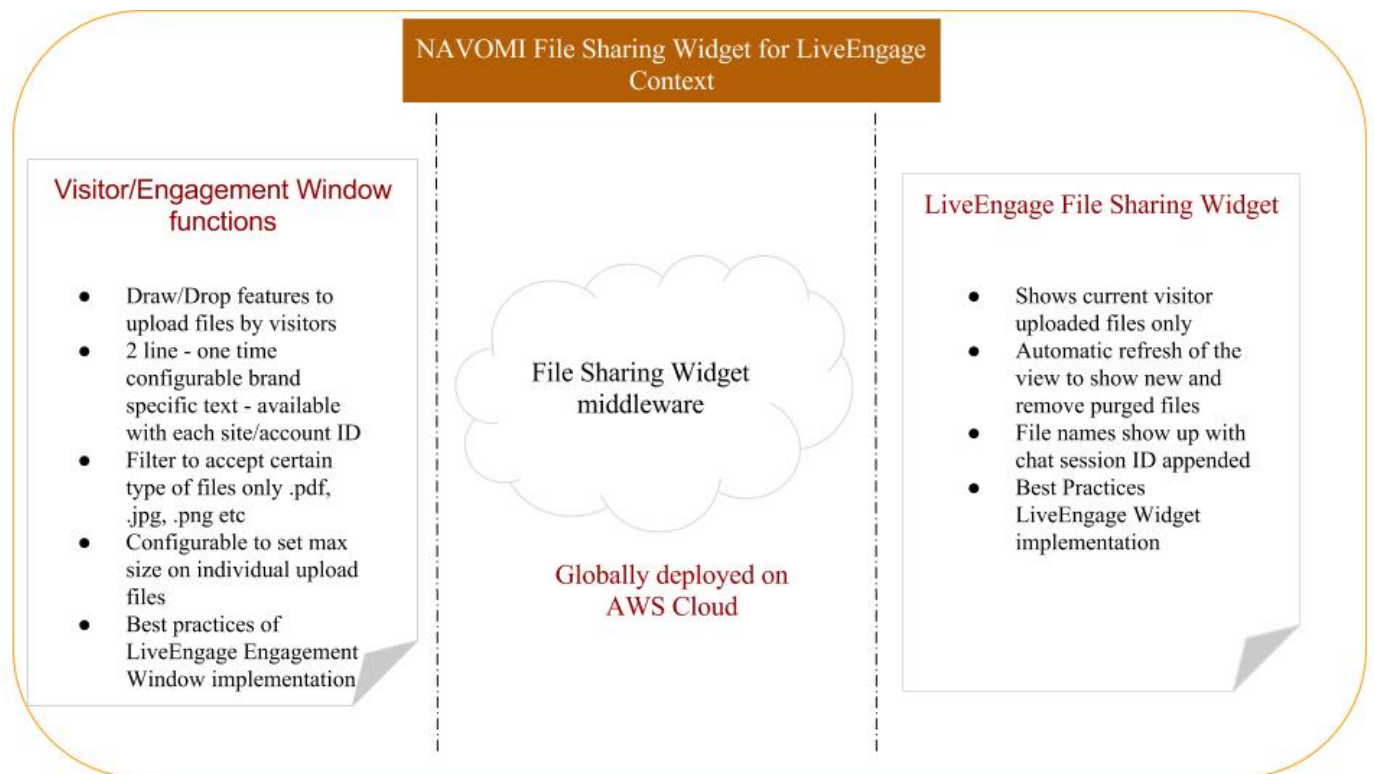
Audiences

- Organization evaluating the product part of LiveEngage deployment. Technology, Legal, Product, Contact Center SMEs, Business Analysts

Overview

The widget helps visitors of the chat transfer files to the respective agents to help promote a collaborative conversation that can ultimately lead higher FCR and high CSAT. Perfectly suited for use cases where agents can use visual to better understand and cater to visitor needs on demand. This not only helps with effectiveness of communications but also keeps it simple. Contact NAVOMI sales@navomi.com for a pricing/quote for a deployment.

Widget Context:



Features

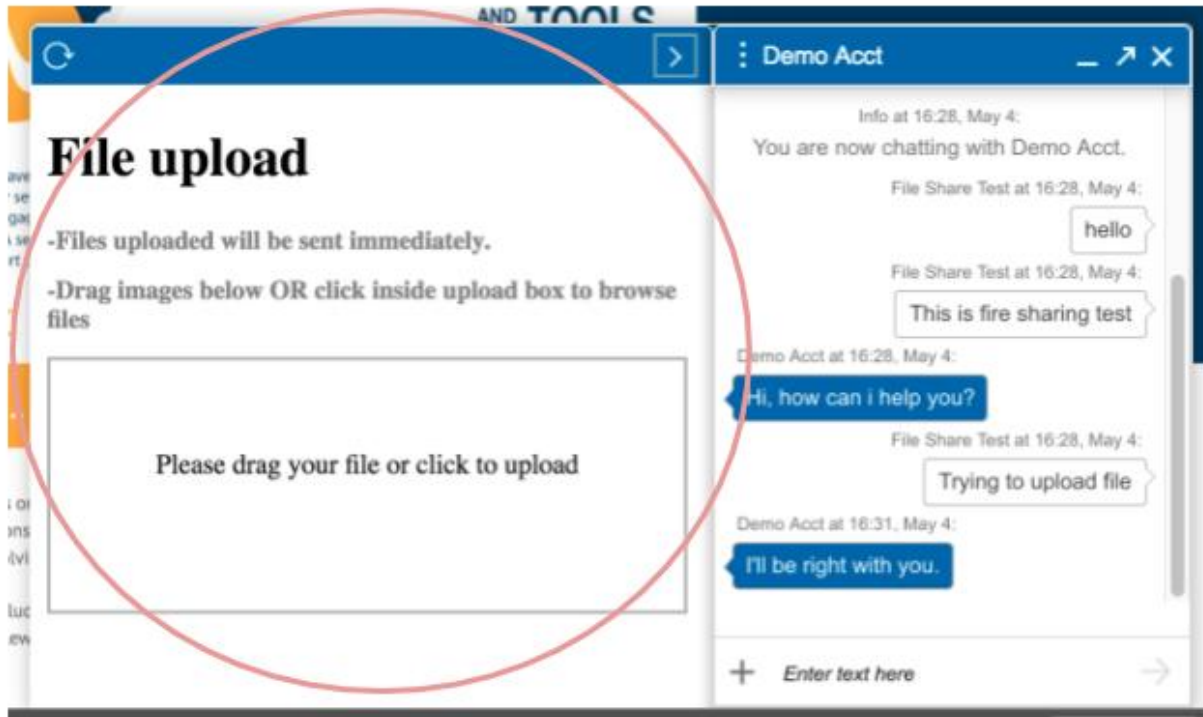
- Drag & Drop files in the engagement/chat window
- Static one-time configurable text (2-3 lines) in engagement window
- Simple Agent UI that shows files uploaded to the current chat

session in the last [x] minutes. Automatic purge of files prior to last [x] minutes in the cloud

- Multi-tenant architectures deployed globally

Visitor Flow

1. Upon request, Visitor/Engagement window expands and presents the drag-drop file upload UI



2. Visitor can upload a file either by simply dragging/dropping the same into the drop area or clicking the drop section that then prompts the file selection window for selection

AND TALKS

File upload

-Files uploaded will be sent immediately.
-Drag images below OR click inside upload box to browse files

26.9 KB
sa_samplebill...

Info at 16:28, May 4:
You are now chatting with Demo Acct.

File Share Test at 16:28, May 4:
hello

File Share Test at 16:28, May 4:
This is fire sharing test

Demo Acct at 16:28, May 4:
Hi, how can i help you?

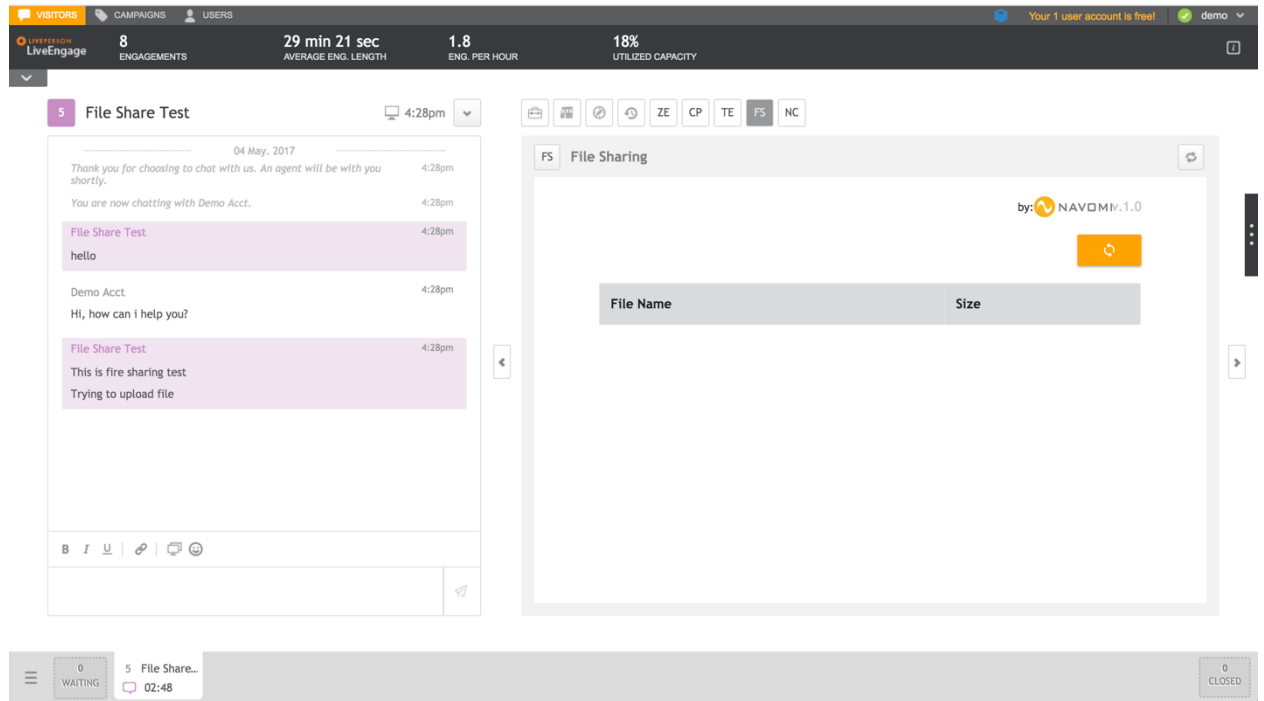
File Share Test at 16:28, May 4:
Trying to upload file

Demo Acct at 16:31, May 4:
I'll be right with you.

+ Enter text here

Agent Flow

1. The widget shows up as LiveEngage agent widget that the agent clicks to open. This automatically presents any files visitor uploaded during current chat session. The files section automatically refreshes to show any latest uploads during current chat session



2. Below view shows agent has received the file that was just uploaded by the visitor

The screenshot shows the LiveEngage interface. At the top, there are navigation tabs for VISITORS, CAMPAIGNS, and USERS. The main header displays: 8 ENGAGEMENTS, 29 min 21 sec AVERAGE ENG. LENGTH, 1.8 ENG. PER HOUR, and 17% UTILIZED CAPACITY. A status message says "Your 1 user account is free!".

The chat window on the left shows a session titled "5 File Share Test" dated "04 May, 2017". The chat history includes:

- 4:28pm: "Thank you for choosing to chat with us. An agent will be with you shortly." (Agent)
- 4:28pm: "You are now chatting with Demo Acct." (Agent)
- 4:28pm: "File Share Test" (Visitor)
- 4:28pm: "hello" (Visitor)
- 4:28pm: "Demo Acct" (Agent)
- 4:28pm: "Hi, how can i help you?" (Agent)
- 4:28pm: "File Share Test" (Visitor)
- 4:28pm: "This is fire sharing test" (Visitor)
- 4:28pm: "Trying to upload file" (Visitor)
- 4:31pm: "Demo Acct" (Agent, Automated)
- 4:31pm: "I'll be right with you." (Agent)
- 4:34pm: "I'm sorry for the delay. I'll be right with you." (Agent)

The file sharing window on the right, titled "File Sharing" by NAVOMI v.1.0, contains a table with the following data:

File Name	Size
4294973012_sa_samplebill.pdf	26.879 KB.

At the bottom of the interface, a status bar shows "0 WAITING" and "5 File Share... 06:23".

3. Below are more files agent has received from a visitor. Note that each files are preprending with chat session id.

This screenshot is similar to the first one, showing the same chat session. The file sharing window now displays three files:

File Name	Size
4294973012_foo.pdf	7.945 KB.
4294973012_sa_samplebill.gif	26.879 KB.
4294973012_sa_samplebill.pdf	26.879 KB.

The status bar at the bottom now shows "0 WAITING" and "5 File Share... 07:48".

4. Below is a preview of one of the file in the list. File will open in new tab for agent once agent click to see the content.

Secure https://file-share-dev.navomi.com/upload/4294973012_foo.pdf 4294973012_foo.pdf 1 / 1

Adobe Acrobat PDF Files

Adobe® Portable Document Format (PDF) is a universal file format that preserves all of the fonts, formatting, colours and graphics of any source document, regardless of the application and platform used to create it.

Adobe PDF is an ideal format for electronic document distribution as it overcomes the problems commonly encountered with electronic file sharing.

- **Anyone, anywhere** can open a PDF file. All you need is the free Adobe Acrobat Reader. Recipients of other file formats sometimes can't open files because they don't have the applications used to create the documents.
- PDF files **always print correctly** on any printing device.
- PDF files always display **exactly** as created, regardless of fonts, software, and operating systems. Fonts, and graphics are not lost due to platform, software, and version incompatibilities.
- The free Acrobat Reader is easy to download and can be freely distributed by anyone.
- Compact PDF files are smaller than their source files and download a page at a time for fast display on the Web.

⊕
+
-

Deployment/Enablement Process

NAVOMI team will work along with LivePerson or customers independently to provision the widget, either during LiveEngage deployment or thereafter. There is a one time setup/configuration followed by provisioning the customer account for support -

- ❑ NAVOMI responds to the project teams of LiveEngage or customers team request for evaluation/deployment
- ❑ NAVOMI and customer team's discovery the widget needs, deployment regions, need for special features and plan pricing, rollout, SLAs and communications
- ❑ NAVOMI team deploys the widget for validations followed by go-live
- ❑ NAVOMI team sets up support process, notifications email in the JIRA Service desk portal