



Your specialist for custom live chat deployments

Robust live chat software for organisations who need a secure, tailored solution



Solving your live chat challenges

WhosOn is the solution of choice for brands who need more from chat. We specialise in niche chat projects, with a particular focus on:



Highly regulated environments

WhosOn is designed for easily achievable compliance.



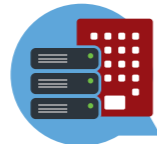
International rollouts

Veterans when it comes to tiered global chat projects.



Custom feature needs

In-house developers craft your commissioned work.



On-premises installations

Keep your sensitive chat data in-house, not a public cloud.



Multi-site projects

Tailored chat across your portfolio of brands.



Multilingual implementations

Get the application in the language(s) you need.

Putting your security paramount

We're leaders in chat security. As well as a setup that offers either state of the art data centres or controlled self-hosting, we offer:



Secure connections

Any chat session powered by WhosOn is established via a secure connection.



Encryption

Your live chat conversations are protected at every possible touchpoint.



Intrusion prevention

Brute-force attacks won't work against WhosOn.



Credit card masking

WhosOn comes with added security to detect and protect sensitive data.



User management

Run a tight ship by fine-tuning access rights and permissions to WhosOn.



Ongoing safeguarding

Running regular vulnerability scans and penetration tests against WhosOn.



The perfect blend of ready-made & tailor-made

We're fully flexible when it comes to customisation. However, you also get a sophisticated live chat feature-set out of the box with WhosOn. Some of our more advanced features include:



Real-time translation

Chat to your customers in over 100 languages



Chatbot services

Inject AI into your chat with our bot framework integrations



Sentiment analysis

Automatically calculate customer satisfaction



Custom reporting

Leverage the power of Power BI for your reporting



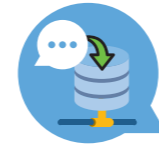
Omnichannel calling

Switch channel seamlessly from chat to call



Management toolset

A kit for supervisors to monitor, manage and refine the chat service



CRM integration

Smoothly sync data between WhosOn and your CRM



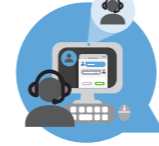
Analytics engine

Offering real-time visitor tracking and web analytics



Inbuilt help desk

A feature-rich customer service suite to speed agent handling times



Video chat

Give face to face service online via your chat channel



Co-browsing

Scroll, click, and type alongside your chat users



WhatsApp integration

Receive and reply to WhatsApp messages inside WhosOn



Messenger integration

Pull in Messenger queries and reply with smart chat features



In-chat payments

Take secure payments inside your chat sessions



Live chat in a modern call centre

WhosOn - Live Chat

WhosOn

Good morning David Smithson. How may we help you today? 09:51

Yes I need support with the GS4000 please 09:52

Sure, the GS4000. I'll re-direct you to Mark, our GS4000 expert. In the mean time you can also check out GS4000 specific FAQ's by clicking <here> 09:54

Good morning David. My name is Mark I'm the GS Series technical manager. I understand your question is about the GS4000? 09:51

Enter your reply here...

CLOSE SEND REPLY

Powered by WhosOn

Your customer's view

Need help with the GSuite?

A bot triages the chat request

It can answer FAQ, or transfer to the relevant agent

Smart auto-text speeds up agent handling time

WhosOn analyses chat mood and customer sentiment

WhosOn tracks your web visitors

Agents can chat in any language, exchange files, and switch to call or video

Chat session data syncs into your CRM and reporting suite

Mark Wheatley (On Line) | WhosOn

My Status My Chats 1

David Smithson United Kingdom (Stoke-on-Trent)
GSuite (Technical Support)
Chatting To: Mark Wheatley

Conversation Previous Chats CRM Visitor Follow Page Contact

Company: Clean.com
Department: Technical Support

09:51
Good morning David. My name is Mark I'm the GS Series technical manager. I understand your question is about the GS4000?

David Smithson 09:52
How do I create a user please?

Canned Responses Available

Here is a helpful guide showing you how to create a user on the GS4000. [How to create a user on the GS4000.pdf]

Canned Responses
create user gs4000
create, user, gs4000

GS4000
Thanks for choosing the GS4000. It has a great range of handy features. All the new 2019 v2.0 features are listed on our web site here. <http://gs4000.com/new-version-2>

User profiles
All user profiles can be set online for ease of use. An administrator can login here <http://www.gs4000.com/user-manager>

Create a user
Here is a helpful guide showing you how to create a user on the GS4000. [How to create a user on the GS4000.pdf]

My Status Chats Closed Chats Missed Chats Team Monitor All Sites Files Settings Feedback Options

Your agent & operator view

The chat button / invitation changes based on the visitor's profile

Supervisors can monitor sessions and intervene as needed



Recycle Bin



WhosOn Client



About us

When you partner with WhosOn, you're partnering with a small force of specialists. Live chat software has been our forte since the technology's conception in the early 2000s. So, we know our business. And, more importantly, we know how best to cater to yours.

17 years
specialising
in chat

98%
retention rate
with 10,000
niche customers

50+
combined years'
experience in chat
programming

100
countries of
deployment

1000+
chat projects
delivered

10%
of Fortune
500 brands
trust us

Whatever your live chat challenge, we'll work with you to deliver the right solution. That might entail a large-scale project, or it might simply mean setting you up with a quick usage demo and free trial.

Start scoping
your chat
project

Proud to work with:

worldpay



AON



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