



## GroupChat Web Solution Product Features

The THINK5 GroupChat Web Solution allows a new dimension of communication on the own website. With the help of a just 5 line HTML/JavaScript Code, a social network can be easily integrated to each website. With GroupChat Web Solution the users are able to communicate with each other and companies can come into contact with their customers and business partners in real-time. For the users the chat software runs out of the browser, and can also be used by smartphone chat (text chat). The possibility of using the companies owns corporate design raises the recognition value and the user's identification with the company. With the help of this software every website-operator can create his own community easily, where up to 5.000 user simultaneously can communicate.

### Properties overview

- Users can meet on website and communicate with the help of the chat software
- Communication with business-partners and customers on own website
- Real-time text-, audio- and video-chat
- Fast and easy installation of website chat with a just 5 line HTML/JavaScript Code or another module
- No installation for website visitors – chat software runs out of the browser
- Integration in each website possible
- Using of own corporate design possible
- Text-chat up to 5.000 users simultaneously possible
- Real-time status updates (after stopping the chat, all users will be informed immediately)
- Setup of any numerous chat rooms possible
- Video-chat rooms with up to 25 users simultaneously possible
- Initiation of moderators
- Text chat via smartphone possible
- Upgrade of the website to a social network
- Also useful via other messenger programs, e.g. like Miranda



## Explanation of product features

### Characteristics:

- Because of the GroupChat Web Solution, each Website gets the functionality of a social network, where users can meet and communicate via text-, audio- or video-chat (community chat). The website gets more interactive and consequently more attractive for the user.
- The users can be appeal pro-actively – this leads to a support-possibility of the website-operator.
- The own website can be used for online video conferences and meetings via webcam chat.
- The integration of the chat software GroupChat Web Solution raise the user's retention time on the website (positive effect of social network).
- The possibility of using the companies owns corporate design raises the user's and employee's identification with the company.

### Chat:

The Real-time text-, audio- and video-chat leads to a fast and direct communication on a website and achieves a new and an effective quality. Users can also attend the text-chat via smartphone.

### Usage:

The users of websites do not have to install the GroupChat Web Solution; the chat software runs out of the browser and opens up transparent in the website. No Pop-up or something like that will be opened, so the user does not have to leave the website.

### Installation:

For the installation of this chat software, a just 5 line HTML/JavaScript Code or another module (e.g. for DotNetNuke users) have to be integrated into the code of the website. After including this code, the chat software is ready for use, immediately.



## **Design:**

There are two possibilities to change the software's design:

- The color of the chat software can be changed self-contained.
- In cooperation with THINK5 the program-design can be adapted to corporate design of each company and brand.

## **User:**

- Up to 5.000 users can communication simultaneously in the text-chat of the GroupChat Web Solution.
- Up to 25 users can communicate simultaneously in one chat room via video-chat. The number of users is just limited, because of the scope of the several clients.
- The chat software can be added unlimited user-profiles.
- The users can choose between one-to-one-chat and several chat rooms.

## **Log files:**

- The complete written traffic, whether single contact- or room-level will be saved. These Log files can be imported to MS Excel.
- Your advantage: all conversation records will be created to documentation fast and easy.

## **Message store:**

However a user is offline, other users can send him a message. After the next registration the user will get the message with timestamp.

## **Versions:**

The GroupChat Web Solution is available as a hosted- as well as a setup-version. The script for website integration communicates optionally with one of the two versions. In the hosted-version, all chat-services are provided by the THINK5 Server, this includes:

- Server hardware
- Software licenses
- Software setup and maintenance



- Scope of network
- Traffic

In the setup-version, the chat software will be installed and adjusted by the customer (similar to an email server) and operates it in his own network.

### **Licenses:**

- 50 users
- 100 users
- 250 users
- 500 users
- 2500 users
- 5000 users
- More than 5000 users (on request)

### **Twitter:**

A Twitter-account can be linked to any chat room; every entry will be published then on Twitter. On this way, users can get into contact with the chat via Twitter.

### **Moderation:**

The several chat rooms can be guided by moderators. The moderator is able to control each entry before publication and to delete or to edit the entries, as needed (censorship). Furthermore it is possible to exclude several users for specific period or on a continuing basis, if an erratic behavior is on hand.

### **Video recording:**

With the use of a webcam there is the possibility, to record videos up to three hours length. These videos can be allocated to several or all users. Furthermore they can be sent by email to any other person or to be integrated into the website (like Youtube).



## **Profile:**

Besides self-created user names, also avatars, e.g. images, icons or graphics can be included. Avatars from existing, foreign systems can be linked easily to the chat, e.g. gravatar.com.

## **Inviting friends:**

Friends can be invited out of the chat, therefore an email will be sent over the chat program, including a link to the chat.

## **Contact list:**

In the contact list, there are three modi:

- Everyone sees everyone
- Operators (users with more rights) see user
- Community modus: Request friends and build up contact lists

## **Rolls and rights:**

The users can be allocated to different right categories:

- Moderators
- Registered users
- Guests

## **Rooms:**

The Admin has the possibility to create several chat rooms, e.g. exclusive rooms for registered users.

## **Availability status:**

Different statuses can be chosen in the chat:

- Away
- Extended away
- Offline
- Online
- Do not disturb



The real time availability status effects, that if one user leaves the chat, the chat software immediately reports him as "offline". As a result: Users will not be connected, if they are offline.