

Technical FAQ

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Data Sheet



LIVEPERSON

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Functionality

How is the LivePerson solution deployed on my site?

The requirements to deploy the LivePerson integrated solution are as follows:

- ◆ Download the client (Agent Console) to the agent's computer.
- ◆ Copy and paste the LivePerson Monitor Tag (includes JavaScript) into your web pages.

Note: *If additional customization is required, such as integrating with a CRM system or passing variables from your database to LivePerson (for customer segmentation), LivePerson's Professional Services team may assist in the deployment. If so, an estimate will be provided according to the project scope.*

What information can LivePerson track?

Standard session monitoring information presented in the Agent Console includes specific pages visited, length of time on pages, total length of session time, date of last visit, visitor browser type, geographical location, and connection type (dialup, cable). In addition, LivePerson is capable of receiving other custom data through the Monitor Tag and displaying it to the agent as well as using it in business rules and reports.

How are rules added?

Rules are added through the LivePerson Admin Console. The Admin Console is web-based and is accessed using a supported web browser. For additional assistance with rules, contact your LivePerson Professional Services team.

How many rules can be created?

There is no limit to the number of rules that can be created. LivePerson's Professional Services support team will coordinate with you to optimize the rules.

How do I route chats to the correct agent?

LivePerson has a built in Automatic Chat Distribution system (ACD) that distributes chats to agents based on the agents' load/capacity ratio and idle times. Chats can be routed to skill groups, agent groups or specific agents based on the skill of the chat, the properties of the customer, the page that the chat originated on, or rules that you set.



Can different agents be set up to take different numbers of chats?

There is no technical limitation to the number of chats an agent can take. However, LivePerson assists you in defining best practices around optimum effectiveness and efficiency for the agents. The maximum number of sessions per agent is configurable in the Admin Console.

What reports are available?

LivePerson includes a robust reporting engine that includes reports on the following areas: Chat and Call Operations, Conversion (Sales), Email Management, Knowledgebase, Rules, Traffic, and a complete transcript database for chats, calls and tickets.

How do I access the reports?

LivePerson offers a full set of online reports, including charts and sortable tables. To run a report use the intuitive web-based interface in the Admin Console and select the report that you wish to run, or schedule a report for regular delivery to your email inbox. You can also view real-time information about agent status in the Agent Status Screen/Scoreboard.

How do I track customer history?

Customer history is tracked using cookies. These cookies provide LivePerson with the customer's unique ID, last visit date and last chat date. Using this unique ID, LivePerson can retrieve all past chat transcripts. For further information on how LivePerson uses cookies, refer to the *LivePerson Security Model and Policy* document.

What aspects of customer history are tracked?

LivePerson tracks the entire chat transcript, name (if submitted by the visitor), IP address, browser and computer configuration information, and any custom data associated with the visitor's session. All of these are searchable and available through the reporting engine. All survey answers attributed to a chat session and any variables added to this chat session are tracked. All browsed pages are listed, providing that the LivePerson Monitor Tag is added to those pages.

Does LivePerson offer voice features, such as click-to-talk?

Yes, LivePerson does provide robust voice interaction functionality such as click-to-talk, invite-to-talk, and Scheduled Callback.



How do I take the call?

The most common method is to have the LivePerson service call your customer first, then your agent, and then connect the two calls together. This method avoids complicated integration with a corporate phone system. Other integration options are also available. For further details please contact your LivePerson Professional Services team.

How do I know who I should invite to talk?

The same rules engine used to monitor visitor behavior for LivePerson's chat service is also used for our voice services.

Are there any other ways to take a call?

LivePerson offers two alternate options, depending upon your needs:

- ◆ **Softphone:** The agent uses the Agent Console with headphones, while the visitor uses a physical phone.
- ◆ **External Skill:** The agent uses a physical phone while the visitor uses a computer and headphones.

For how long are the chat and call transcripts stored?

Transcript data is typically stored for 13 months (the actual duration depends on your LivePerson account type). During this time, the transcripts can be accessed through the Admin Console. There is also an option to download the transcripts to XML format. After 13 months, transcripts are deleted from the database. It is possible for the customer to set a different retention period.

How does Scheduled Callback work?

The Scheduled Callback feature enables you to offer Scheduled Callbacks to visitors and agents. It extends the Click-to-Talk capability by including delayed as well as Scheduled Callback options. Customers can choose when they would like to be called. Controls are included so that you can limit the number of calls which are scheduled for a specific time.



What is LivePerson's accessibility policy?

LivePerson is committed to meeting the requirements set forth in the Twenty-First Century Communications and Video Accessibility Act of 2010 (CVAA). Our objective is to deliver value through quality products and services that meet the guidelines in the CVAA and address the needs of users with disabilities.

LivePerson strives to meet all current guidelines for compliance. By addressing these accessibility standards, LivePerson provides a better experience so that users with vision, hearing or mobility disabilities gain greater access to the Internet.

Your LivePerson Professional Services team can assist you in your review of any additional customizations that you may need to meet your organization's specific web accessibility guidelines and obligations under the CVAA.

Platform

Is the communication secure?

Yes, the communication between the visitor, agent and LivePerson servers is established over standard HTTP and HTTPS communication. Chat traffic is always encrypted with 128-bit SSL version 3. Monitoring data (visitor activity on the website) is communicated to LivePerson with the same protocol as the page that hosts the LivePerson Tag (if required, HTTPS can be enforced as well).

How does the communication work?

During the SSL chat session, the visitors' browser initiates communication with the LivePerson web server, which then responds by sending an authorized certificate (for example, Verisign). The browser then analyzes the server certificate and generates the 128-bit session key to encrypt the session. For further details, refer to the *LivePerson Security Model and Policy* document.

What happens to my site when LivePerson is down?

If the LivePerson application servers are down, this will have no effect on the experience of your customers on your website.

With older versions of the LivePerson Monitor Tag, if all the LivePerson web servers are down or there is a DNS issue – since the LivePerson tag is JavaScript based and is placed at the end of every page – there will be no visible effect on your web pages. However, the page loading process may not be considered as "complete" or "done" by the browser until the JavaScript time-out is reached.



What are the performance implications of having the LivePerson tags on my pages?

The typical Monitor Tag is usually under 2 kilobytes in size. This tag creates a JavaScript *Include* command for a JavaScript utility file, and attaches the loading of this file to the *onLoad* event of the page. As a result, requesting the external file does not affect the loading time of the page because the script downloads after your web page finishes loading. The *Included* file requested by the Monitor Tag is usually hosted by LivePerson, so this additional traffic does not affect your web servers.

How large are the tags?

The typical Monitor Tag is usually under 2 kilobytes in size. The utility file it requests is 50 - 60 kilobytes depending on the type and number of features that are used in the system.

Do my agents need to have software on their computers?

Yes. The Agent Console is a 2.7 MB downloaded application that is installed on the agents' desktop. Its installed size is approximately 11 MB.

Note: *LivePerson offers an Agent Console that is launched from a web browser, eliminating the need to install the Agent Console directly onto your computer.*







What are the supported Operating Systems and Browsers?




Visitor Side Requirements

Notes:

- i. LivePerson only supports the generally-available browser versions.
- ii. To benefit from the full functionality of LivePerson, cookies must be enabled.

Browser	Version	OS
	Internet Explorer 7.0 and higher	Windows XP and later
	Firefox 3.6 and higher	Windows XP and later OS 10.6 and later
	Chrome 5.0 and higher	Windows XP and later OS 10.6 and later
	Safari 5.0 and higher	OS 10.6 and later

Administrator Environment Requirements

Browser	Version	OS
	Internet Explorer 7.0 and higher	Windows XP and later
	Firefox 3.6 and higher	Windows XP and later OS 10.6 and later
	Safari 5.0 and higher	OS 10.6 and later

Agent Environment Requirements

The Windows/Mac system requirements are displayed below:

Item	Requirements
Processor	PIII 1200 MHz or equivalent
Memory	According to the Operating System requirements
Operating System	Windows 7 (32 & 64 bit), Windows Server 2003, Windows Vista, Windows XP (32 bit) Mac OS X 10.7, Mac OS X 10.6, Mac OS X 10.5 - Java 1.6 (32 bit) update 30 and above Mac 10.8 - Java 7 update 13 and above
Internet Browser (Required for launching the application)	Internet Explorer 6, 7, 8, 9 Firefox 3.5, 3.6, 4 Safari (Mac only) 4, 5 Chrome 5, 6, 7, 8, 9, 10
Internet Connection	For the Chat and the Ticketing services: The bandwidth should be 20 Kbps (download) per Agent for every 100 visitors in the visitors filter For the Voice services: The bandwidth should be 40 Kbps (upload and download) multiplied by the maximal number of Agents that can take calls during the shift For example: If the maximal number of Agents who can take calls during a shift is 20, the bandwidth should be $40 \times 20 = 800$ Kbps
Disk Space	150MB

Citrix System Requirements

The LivePerson Agent Console (version 9.x), supports up to 50 agents per server with the following configuration:

Item	Requirements
Operating System	Windows 2008 SR2 VM
CPU	Intel Xeon X5670 3Ghz, using 8 cores
Memory	16GB RAM

For up to date details on supported Operating Systems and Browsers, please refer to the [LivePerson Knowledgebase](#).

How do I add more agent capacity?

You will need to fill out an authorization form and the additional seats are added to the account (usually within 4–6 hours of receipt). Contact your LivePerson Account Manager for additional details.

How long does it take LivePerson to make changes to my account?

Depending on the changes, most changes are done within 24 hours.

Do my customers need to install any software or plug-in to interact with me on my website?

No installation or plug-ins are needed. LivePerson is HTML/JavaScript-based. All of your visitors who are using one of the support browsers with JavaScript enabled will be able to chat with you or request a call. There is no need for the visitor to download or install anything.

Architecture

Is LivePerson a hosted solution?

Yes, LivePerson manages all of the hosting and software deployment and maintenance processes, thereby freeing up your technical operations teams to focus on your core business needs.

Where is LivePerson hosted?

LivePerson's servers are located at an Equinix data center in Virginia for primary hosting, and hosted by 360 Main for secondary backup. LivePerson also has two additional hosting facilities for EU companies that are located in London, UK and Amsterdam, Netherlands (these facilities are operated by Equinix).

Does LivePerson have a standard maintenance or downtime schedule?

For details on your account's maintenance window refer to the *LivePerson Support and Escalation Policy* document. Contact your LivePerson Account Manager or our Technical Support if you have any additional questions.

How does LivePerson secure its hosted servers?

There are several layers of physical, application and process security in place to protect the LivePerson hosting facilities, services, and data from unauthorized access. For specific details refer to the *LivePerson Security Model and Policy* document.



How many interactions is the LivePerson infrastructure capable of handling?

The LivePerson infrastructure handles many different types of interactions. We are constantly upgrading it to meet the demands of new customers, and the growing demands of existing customers who are constantly expanding their partnership with LivePerson. Our infrastructure currently tracks more than half a billion visitors per month and enables more than 7.8 million interactions (chats, calls and tickets) per month. Some individual customers have more than 500 concurrent agents and 500,000 monthly customer interactions.

Does LivePerson have redundant backup?

Provided below is a summary of the redundancy plan for key components of the LivePerson architecture and the potential impact on our customers in the event of a failure.

Failure Mode	Redundancy Plan	Customer Impact
Web Servers	<ul style="list-style-type: none">◆ There are multiple web servers in the network configuration.◆ All web servers are connected to a load balancer. Should a failure occur within a web server, the interactions are automatically routed to alternate servers.	<ul style="list-style-type: none">◆ No impact on client website◆ No impact on customer interactions
Application Servers	<ul style="list-style-type: none">◆ All application servers use a hardware controlled redundant disk array (RAID) for data storage.◆ Should a failure occur within an application server, it will either be automatically corrected or the accounts will be routed to one of our hot-spare application servers.	<ul style="list-style-type: none">◆ Typically no impact on customer website◆ In some cases current chat conversations may be dropped and there will be limited disruption in chat and voice capabilities.
Database Servers	<ul style="list-style-type: none">◆ Should a failure occur within the database, corrective action can be taken offline to resolve the issue.◆ LivePerson has a standby database in place.	<ul style="list-style-type: none">◆ No impact on client website◆ No impact on customer interactions◆ There may be no access to reports or transcripts until the failure is resolved
Load Balancer	<ul style="list-style-type: none">◆ LivePerson utilizes a redundant load balancer configuration, eliminating any downtime if the load balancer fails.	<ul style="list-style-type: none">◆ No impact on client website◆ No impact on customer interactions or other functionality
Firewall	<ul style="list-style-type: none">◆ LivePerson utilizes a redundant firewall configuration, eliminating any downtime if the firewall fails.	<ul style="list-style-type: none">◆ No impact on client website◆ No impact on customer interactions or other functionality
Complete Hosting Facility Disruption	<ul style="list-style-type: none">◆ If disruption is determined to be of potentially long duration, all traffic will be redirected to the backup server facility.	<ul style="list-style-type: none">◆ No impact on customer website◆ LivePerson application is not available for up to 30 minutes during server transition



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