

LIVEperson

Technical FAQ



Timpani

Interactions orchestrated by LivePerson

Contents

Functionality	2
How is the LivePerson solution deployed on my site?	2
What information can LivePerson track?	2
How are rules added?	2
How many rules can be added?.	2
How do I route chats to the correct agent?	2
Can different agents be set-up to take different numbers of chats?	2
What kinds of reports are available?	3
How do I access the reports?	3
How do I track customer history?	3
What aspects of customer history are tracked?	3
Can LivePerson archive chat transcripts?	3
How long can the chat transcripts be archived?.	3
Platform	4
Is the communication secure?	4
How does the above communication work?.	4
What happens to my site when LivePerson is down?	4
What are the performance implications of having the LivePerson tags on my pages?	4
How big are the tags?	4
Do my agents need to have software on their computers?	4
What are the minimum software requirements?	4
How do I add more agent capacity?.	5
How long does it take LivePerson to make changes to our account? .	5
Do my customers need to install any software or plug-in to interact with my website?	5
Architecture	5
Is LivePerson a hosted solution?	5
Where is LivePerson hosted?	5
What sort of hardware is LivePerson using?.	5
Does LivePerson have a standard maintenance or down schedule? .	6
How does LivePerson secure its hosted servers? .	6
How many interactions is the LivePerson infrastructure capable of handling?	6
Does LivePerson have redundant backup? .	7

Functionality

How is the LivePerson solution deployed on my site?

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

- ◆ Download the client (Operator Console) to the agent's computer.
- ◆ Copy and paste HTML code and the LivePerson Monitoring Tag (includes JavaScript) to 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 support team may assist in the deployment. If so, an estimate will be provided according to the project scope.

What information can LivePerson track?

While a chat agent is in an active chat session, session monitoring information is presented in the Operator Console. This includes, but is not limited to, specific pages visited, length of time on pages, total length of session time, date of last visit, visitor browser, geographical location, connection type (dialup, cable), etc. In addition, LivePerson is capable of receiving any other data in JavaScript format and can then display it to the agent or use it in business rules.

How are rules added?

Rules are added through the LivePerson Admin Console. The Admin Console is web-based and is accessible using a supported web browser.

How many rules can be added?

There is no limit to the number of rules that can be added. 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 or 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 kinds of reports are available?

LivePerson includes a robust reporting console that includes: Chat Operations reports, Email Management reports, Knowledgebase reports, Conversion (Sales) reports, Traffic reports, Custom reports, and a complete chat and ticket transcript database.

How do I access the reports?

LivePerson offers a full set of online reports (charts and sortable tables) that are generated based on the collected statistics and parameters. To run a report use the intuitive web-based interface in the Admin Console and select the report that you wish to run. You can also view real-time information about operator status in the Operator Status screen/Scoreboard.

How do I track customer history?

Customer history is tracked using cookies. The cookie provides the LivePerson solution with the customer's unique ID, last visit date and last chat date. Using this unique ID, LivePerson can obtain all past chat transcripts.

What aspects of customer history are tracked?

LivePerson tracks the entire chat transcript, name and IP address. 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.

Can LivePerson archive chat transcripts?

Yes

How long can the chat transcripts be archived?

Chat data is archived for 13 months. During this time, the transcripts can be accessed through the Timpani Admin Console. There is also an option to download the transcripts to XML format. After 13 months, chats are deleted from the database and stored as files in XML format. These files can be retrieved by LivePerson upon request.

Platform

Is the communication secure?

The communication from the LivePerson facility to the customer and to the agent is secure. An option exists in the Admin Console to apply 128-bit SSL encryption to all interactions.

How does the above communication work?

During the SSL chat session, the visitors' browser initiates communication with the LivePerson web server, which then responds by sending a Verisign certificate. The browser then analyzes the server certificate and generates the 128-bit session key to encrypt the session.

What happens to my site when LivePerson is down?

If the LivePerson application servers are down, there will be no effect on your website.

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. 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 anywhere between 10–25 kilobytes and therefore, has the same implication as adding a 20 kilobyte image to a page. The Monitor Tag is usually hosted by LivePerson, so this additional traffic does not affect your web servers.

How big are the tags?

The typical Monitor Tag is anywhere between 10 – 25 kilobytes and depends on the type and number of rules 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 agent's desktop.

What are the minimum software requirements?

The minimum system requirements are as follows:

- ❖ Pentium II 450 MHz
- ❖ 128 MB RAM (high-traffic sites may require 256 MB)
- ❖ Windows® 98, Windows® NT, Windows® 2000, or Windows® XP
- ❖ Internet Explorer 5.5 and later
- ❖ Windows-compatible sound card and speakers

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).

How long does it take LivePerson to make changes to our 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 my website?

No

Architecture

Is LivePerson a hosted solution?

Yes

Where is LivePerson hosted?

LivePerson's servers are hosted by Verio in Virginia for primary hosting, and by Rackspace in Texas for secondary backup. We also have a third server farm in London, UK.

What sort of hardware is LivePerson using?

- ❖ **Load Balancer** – An Alteon Load Balancer balances the requested load among multiple web servers using a round-robin scheme.
- ❖ **Firewall** – LivePerson uses a redundant Cisco firewall system that secures the environment from unauthorized access. In addition, LivePerson uses its own proprietary security application, which wraps around Internet Information Server (IIS) to verify and analyze incoming web server data for any security breaches.
- ❖ **Web Servers** – The web servers are Windows 2003 machines. A proprietary ISAPI extension runs on each of the web servers for connection to the back-end application servers. The ISAPI was designed for optimized throughput and is superior to other commercially available ISAPI interfaces. All web servers are identical.
- ❖ **Application Servers** – The application servers are Windows 2003 machines running pure Java applications (Sun Hot Spot). Each server serves a predefined group of customers. These groups are dynamically allocated to the application servers using a main site allocation table. Allocation is dependent on the application server's resource usage. All application servers use a hardware controlled redundant array of disks (RAID) for data protection and storage.
- ❖ **Database** – LivePerson current uses an Oracle 10g database.

Does LivePerson have a standard maintenance or down schedule?

Our typical maintenance window is on Sunday between 2–4am EST.

How does LivePerson secure its hosted servers?

There are several security layers in place to protect the data center from undesirable access.

- ❖ **Physical** – All machines are maintained in a secure facility with restricted physical access.
- ❖ **Firewall** – A state-of-the-art Cisco Firewall provides a high level of protection of our data and network resources.
- ❖ **VPN (Virtual Private Network)** – Access to the database and to the production servers is available only from the LivePerson offices or using a secured VPN to LivePerson offices.
- ❖ **Passwords** – System access is protected by complex passwords, which are randomly generated and periodically replaced. Access to passwords is restricted to key LivePerson employees only.
- ❖ **Encryption** – Critical data is encrypted before being stored on our servers. (e.g., credit card numbers).

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 current infrastructure can handle up to 5,000 concurrent chat sessions per account and 20,000 concurrent visitors per account.

Does LivePerson have redundant backup?

Provided below is a summary of the monitored potential failure points of the LivePerson application and network infrastructure, as well as our redundancy plan for each and the potential impact on our customers.

Failure Mode	Redundancy Plan	Client Impact
1. Web Servers	<ul style="list-style-type: none"> ◆ An ISAPI filter runs on each of the web servers for connection to the application servers. 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
2. 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"> ◆ No impact on client website ◆ Current chat conversations may be dropped ◆ Limited disruption in chat and proactive capability
3. Database Servers	<ul style="list-style-type: none"> ◆ The Oracle 10g database runs on Sun 420 servers. ◆ 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
4. Load Balancer	<ul style="list-style-type: none"> ◆ LivePerson utilizes a dual, redundant load balancer configuration, eliminating any downtime if the AlteonLoad balancer fails. 	<ul style="list-style-type: none"> ◆ No impact on client website ◆ No impact on customer interactions or other functionality
5. Firewall	<ul style="list-style-type: none"> ◆ LivePerson utilizes a dual, redundant Cisco firewall configuration, eliminating any downtime if a firewall fails. 	<ul style="list-style-type: none"> ◆ No impact on client website ◆ No impact on customer interactions or other functionality
6. Complete Server Facility Disruption	<ul style="list-style-type: none"> ◆ Customers may embed the regular LivePerson tag and receive LivePerson 99.95% uptime. ◆ Customers may host the LivePerson JavaScript file on their own web servers. ◆ 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"> ◆ LivePerson application is not available until failure is resolved ◆ Limited impact on client website ◆ LivePerson application is not available until failure is resolved ◆ No impact on client website ◆ LivePerson application is not available for up to 30 minutes during server transition