

iLiveSupport™

<http://www.iLiveSupport.us>

What is iLiveSupport™?

iLiveSupport™ is an online system that helps you interact with your current or prospective patients on line . With this system you can make appointments for them or answer any questions that they may have. The system also takes messages from your website visitor when your office is closed.

How do I use this service?

Simply follow the five steps listed in the next two slides or contact us via support@myvillage.us. There is no software to install, the application runs as an Internet cloud application.



iLive Support(tm) Operator Login

Operator ID

Password

1. Login to iLiveSupport™ from the link on your website.

The screenshot shows the top portion of a website. At the top, there is a decorative banner with a green and blue pattern and a close-up image of a human eye. Below the banner, the text "myVillage, Inc." is centered. Underneath, there is a blue navigation bar with the text "Tracking Window" on the left and "SignOut" on the right. Below the navigation bar, the main content area is light blue and contains the text "Welcome to Operator Area of iLive Support(tm)". On the left side of this area, there is a vertical blue sidebar with the text "Welcome albert!", "Home", and "Services". On the right side, there is a small "User Messages" pop-up window that says "You have 1 UnRead Message(s). To view Click here". At the bottom of the page, there is a copyright notice: "Copyright © MyVillage Inc., Cambridge, MA USA".

2. Check for any messages and contact the patient via phone or email regarding a new appointment or follow up, then click on the “Tracking Window”.

The screenshot shows a browser window titled "iLive Support(tm) Operator Monitor Window - Windows Internet Explorer". The address bar shows "http://www.ilivesupport.us/Company/Operator/OperatorTracking.aspx". The main content area has a yellow background and contains the following sections:

- "Welcome albert!" with a "Refresh Window" link.
- "Traffic Monitor" section.
- "Chat Users" section.
- "Visitors" section with a table:

Location	Visitor Details
71.178.143.45	Hits: 1 Elapsed Time: 02:03:30 Browser/OS: IE8 v.8.0 / WinNT Current Page: http://wilkinschiropractic.net/home.htm Initiate Chat
	Hits: 2 Elapsed Time: 04:32:14 Browser/OS: IE6 v.6.0 / WinXP

At the bottom of the page, there is a section for "Company Operators".

3. “Tracking Window” link will launch the support window above. From this window, you will see your website visitors currently on your website

Welcome albert!
[Refresh Window](#)

Traffic Monitor

Chat Users

User IP	User Name	Operator	
71.174.178.32	David	Accept Reject	00:05

Visitors

Location	Visitor Details
	Hits: 1

4. You will hear a ring from your PC speakers if a patient needs to make appointment or help. Accept or Reject from the support window.

5. If you accept, a support window will pop out. Help them per your office policy or make appointment.

The screenshot shows a live chat window titled "iLive Support(tm) Live Chat - Windows Internet Explorer". The URL is "http://www.ilivesupport.us/Company/Operator/OperatorChat.aspx?User". The chat history shows the following messages:

- [David] says: Need to make an appointment.
- [Operator] says: Please wait, let me check
- [Operator] says: David, can you come in tomorrow at 2PMP
- [David] says: Yes, great, see you then.

At the bottom of the chat window, there is a text input field and a "Send" button.