

# iLiveSupport™



## 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 simply contact us via [support@myvillage.us](mailto:support@myvillage.us). There is no software to install.

### iLive Support(tm) Operator Login

Operator ID

Password

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

myVillage, Inc.

Tracking Window SignOut

Welcome albert!

Home

Services

Welcome to Operator Area of iLive Support(tm)

**User Messages**

You have 1 UnRead Message(s). To view [Click here](#)

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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”.

iLive Support(tm) Operator Monitor Window - Windows Internet Explorer

http://www.ilivesupport.us/Company/Operator/OperatorTracking.aspx

Welcome albert!

[Refresh Window](#)

Traffic Monitor

**Chat Users**

**Visitors**

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 <a href="#">Initiate Chat</a>
	Hits: 2 Elapsed Time: 04:32:14 Browser/OS: IE6 v.6.0 / WinXP

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	<a href="#">Accept</a> <a href="#">Reject</a>	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.

iLive Support(tm) Operator Monitor Window - Windows Internet Explorer

iLive Support(tm) Live Chat - Windows Internet Explorer

http://www.ilivesupport.us/Company/Operator/OperatorChat.aspx?User

welcome to live chat

Chat Transfer Chat Canned Responses

[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.

Send