

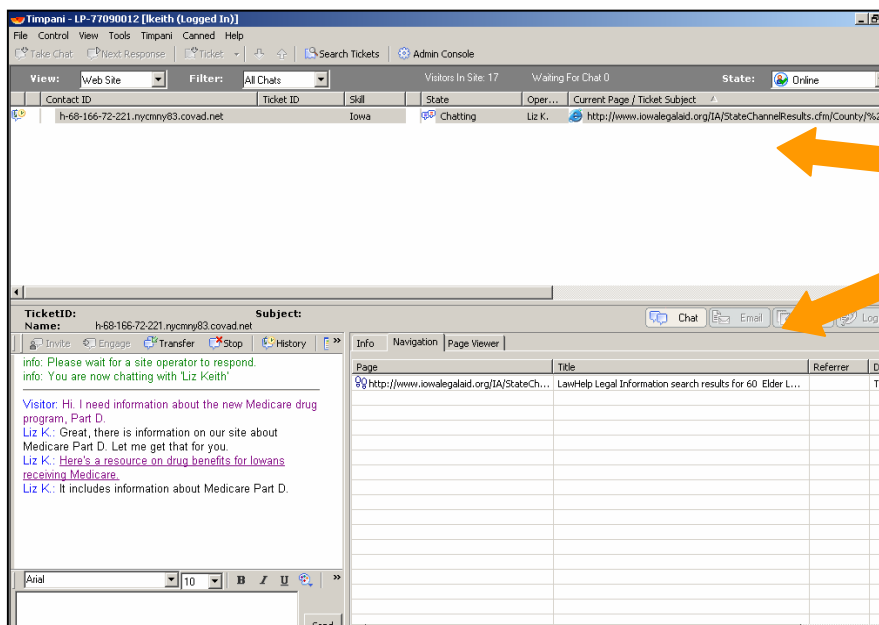
How Does Live Help Work?

Live Help is a pilot project to allow MontanaLawHelp.org and IowaLegalAid.org Web site visitors to ask remotely-located volunteers for help finding online legal information and resources, including with intake. Live Help has been implemented with LivePerson's Timpani software.

A visitor to MontanaLawHelp.org or IowaLegalAid.org clicks on the Live Chat button to initiate a chat with a legal services staff member or trained volunteer.

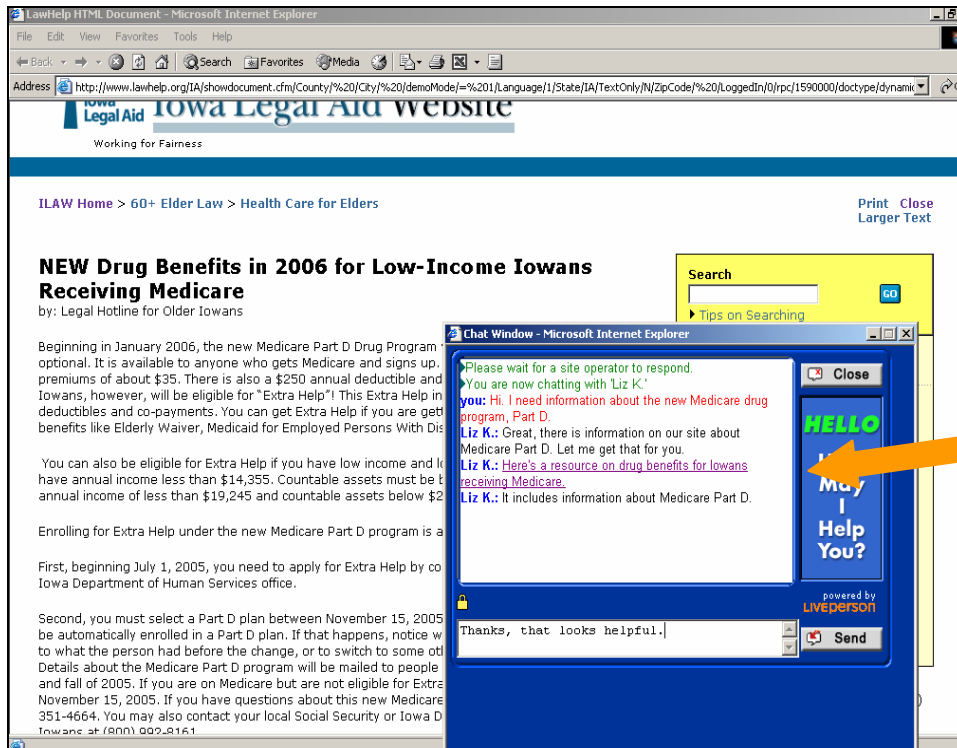


A remotely-located staff person who is logged in to the Timpani operator dashboard hears an audio signal indicating that a Web site visitor would like to chat. They accept the chat request and begin chatting with the visitor through the operator dashboard below.



The top half of the operator dashboard displays visitors to the website who have requested a chat.

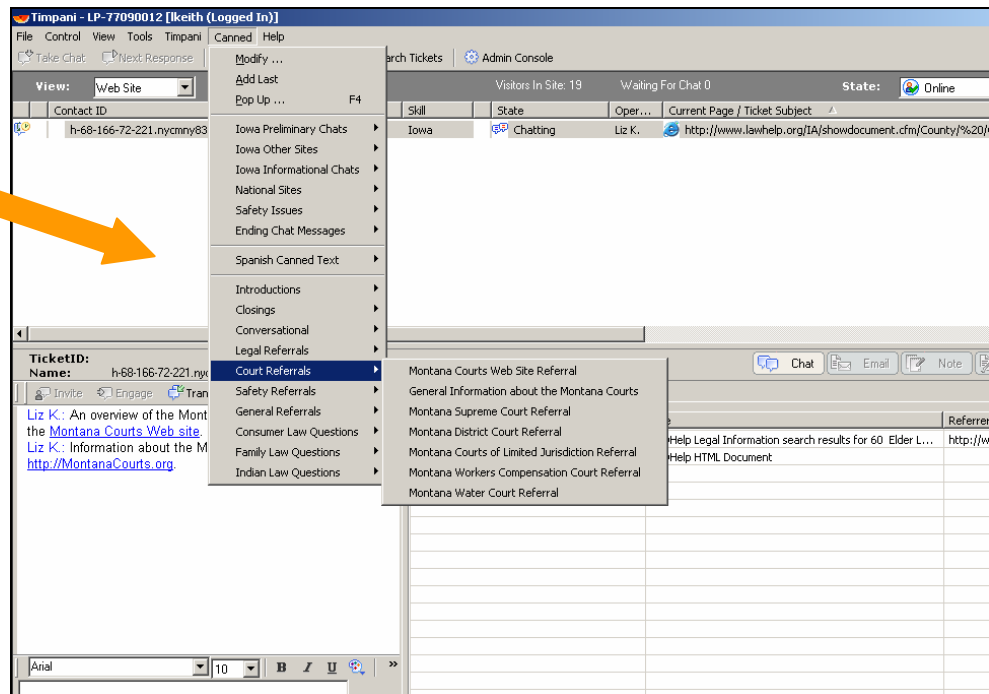
The lower half contains the chatting area and tabs that display various information about the visitor, including geolocation data, pages the visitor has seen on the website, and any referral details.



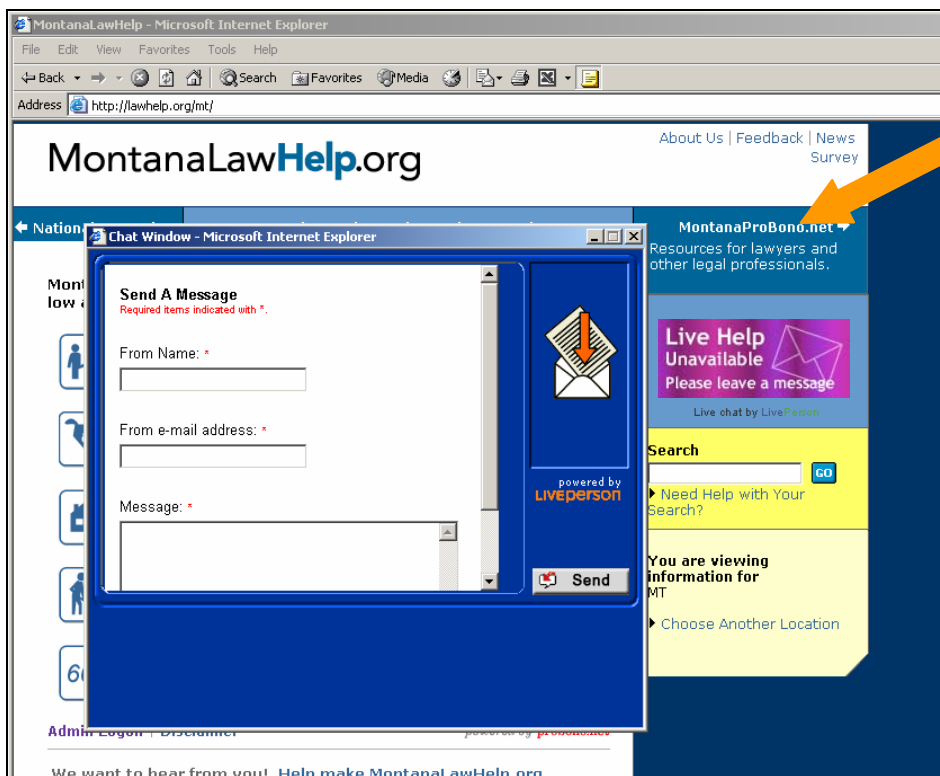
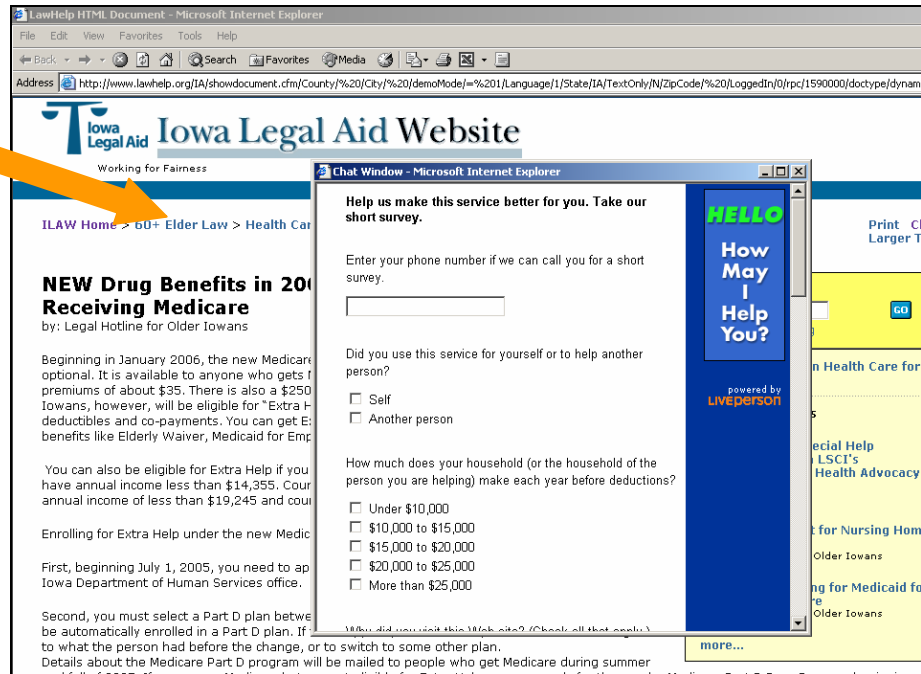
The Web site visitor and the staff person chat about the online legal information and resources the visitor needs help finding.

The staff person can send the visitor URLs to specific resources through the chat box, or escort them to a particular page on the Web site using a co-browse feature.

The staff person also has the option of using canned responses for frequently asked questions or referrals to other Web sites, such as local courts, libraries, or lawyer referral services.



Pre- and post-chat surveys allow the staff person to gather visitor information before they chat and get feedback from visitors on the help they received.



If a staff member is unavailable, the visitor can choose to leave a message and receive the information in an e-mail.

To learn more about Live Help or see a demonstration, contact:
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