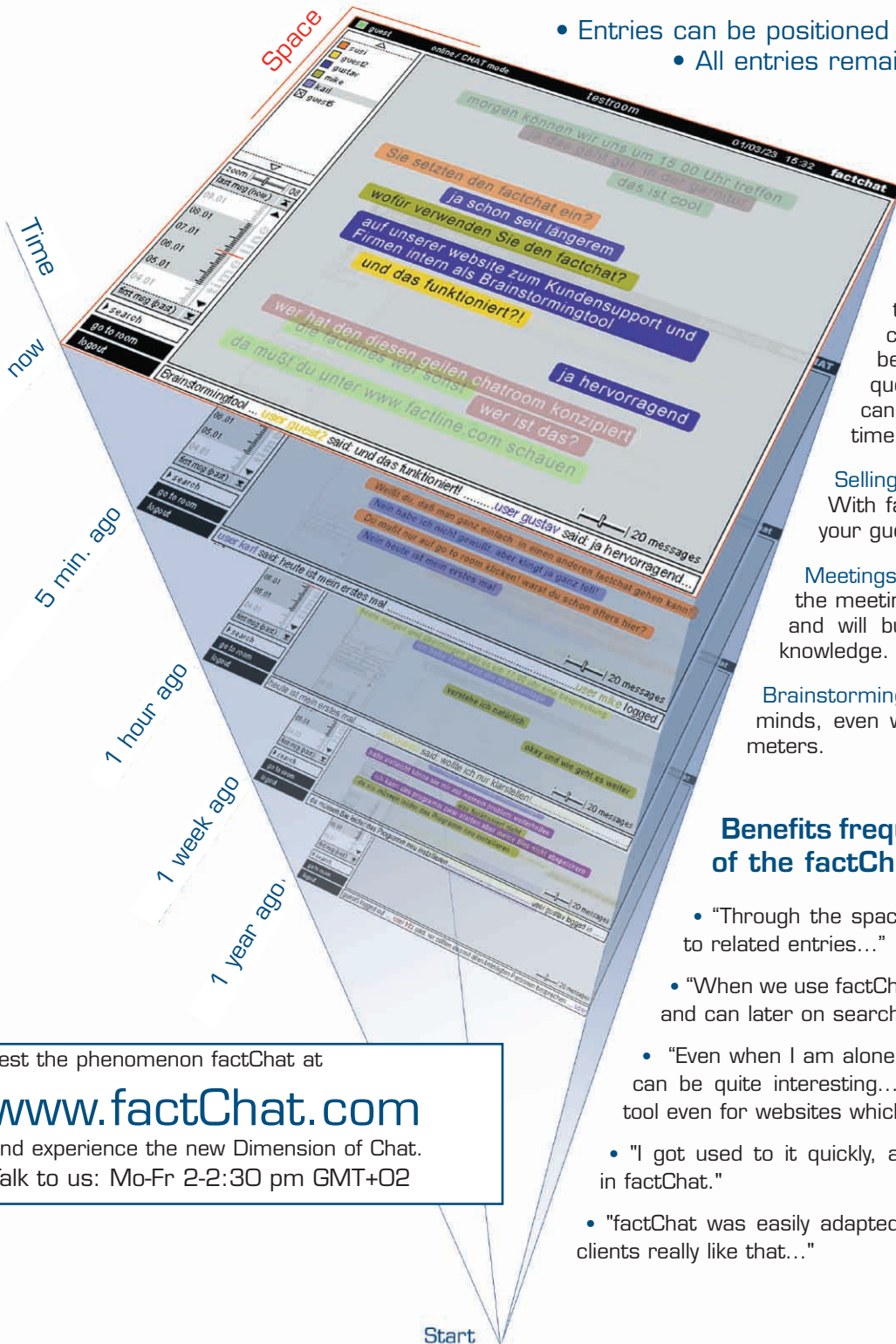# factchat
chat in time and space

Use factChat as your virtual meeting room

There are many chatrooms in the Internet. Mostly they are used "for fun". In order to make chat a powerful tool in the working environment, factChat has been enhanced with two additional "dimensions":

• Entries can be positioned freely (Space).
• All entries remain accessible (Time).

Working environments in which factChat is used:

Support - combine the advantage of telephone & email support: immediate communication without time delay. In addition, the support conversation is documented and can be re-used for clients with similar questions. Also, a support person can help more than one client at a time.

Selling - create an additional salesroom: With factChat you can personally "meet" your guests, leaving a strong impression.

Meetings - regular meetings can be held, the meeting protocol is written automatically and will build up to a "fountain" of shared knowledge.

Brainstorming - collaborate with your best minds, even when separated by 1000s of kilometers.

Benefits frequently mentioned by users of the factChat:

• "Through the spacial positioning I can easily respond to related entries…"

• "When we use factChat we don´t have to write protocols and can later on search our brainstorming sessions."

• "Even when I am alone `browsing the past conversations´ can be quite interesting…" (This makes factChat a suitable tool even for websites which are visited less frequently)

• "I got used to it quickly, and love the lively communications in factChat."

• "factChat was easily adapted to the look&feel of our site. Our clients really like that…"

Test the phenomenon factChat at

www.factChat.com

and experience the new Dimension of Chat.
Talk to us: Mo-Fr 2-2:30 pm GMT+02

factline

factchat

The main functions at a glance.

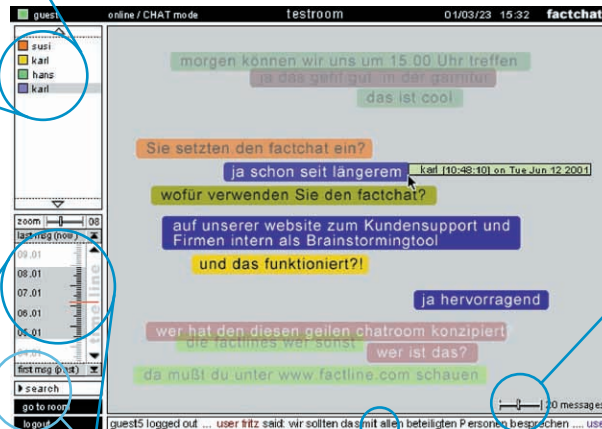chat in time and space

Users Online

Shows all users currently online. Users that have been online in earlier times are shaded grey. If you want to ignore a user, click on the coloured box next to the name.

Entering Text

Position your text anywhere in the grey area - insert the text - and press enter. You may change the text or move the position, so long as you have not pressed enter. Pressing enter displays your text for the other users. You can only insert text in chat mode (= in the present time). As soon as you browse the past, you are in view mode and cannot write.
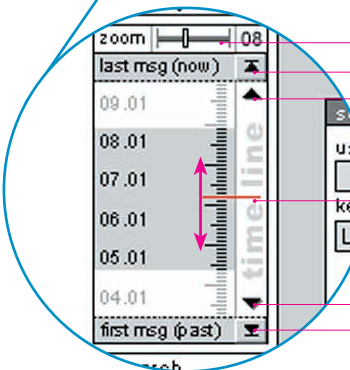
Quantity of Messages Displayed

Can either be reduced or enlarged by shifting the little tab.

Footer

Informs you of the current activity in factChat while browsing the past.

Timeline

Searching the past

scaling the Timeline
jump to present time (now)
one message forward (-> Present)

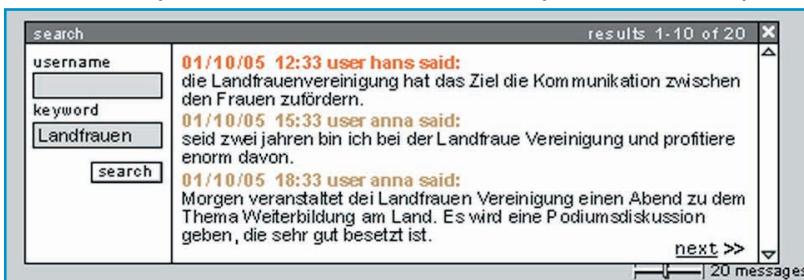the red line shows when the last visible message has been entered.

one message back (-> Past)
jump to the very start of the chatroom

Searching

Allows you to search the whole archive by username or keyword.

Changing Rooms

One click brings you to a list of all the available rooms. The level of activity in the various rooms will be displayed.