

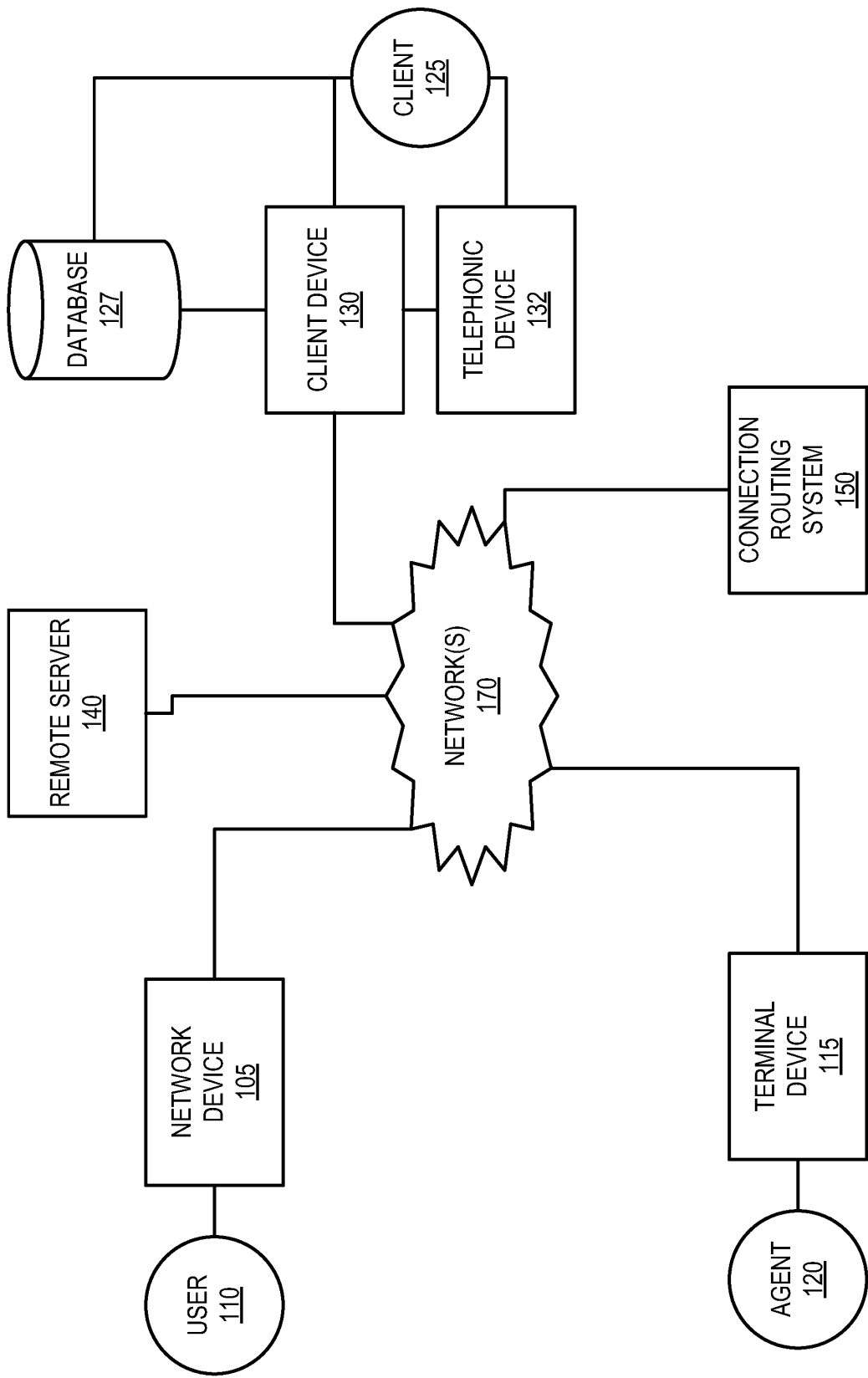


FIG. 1

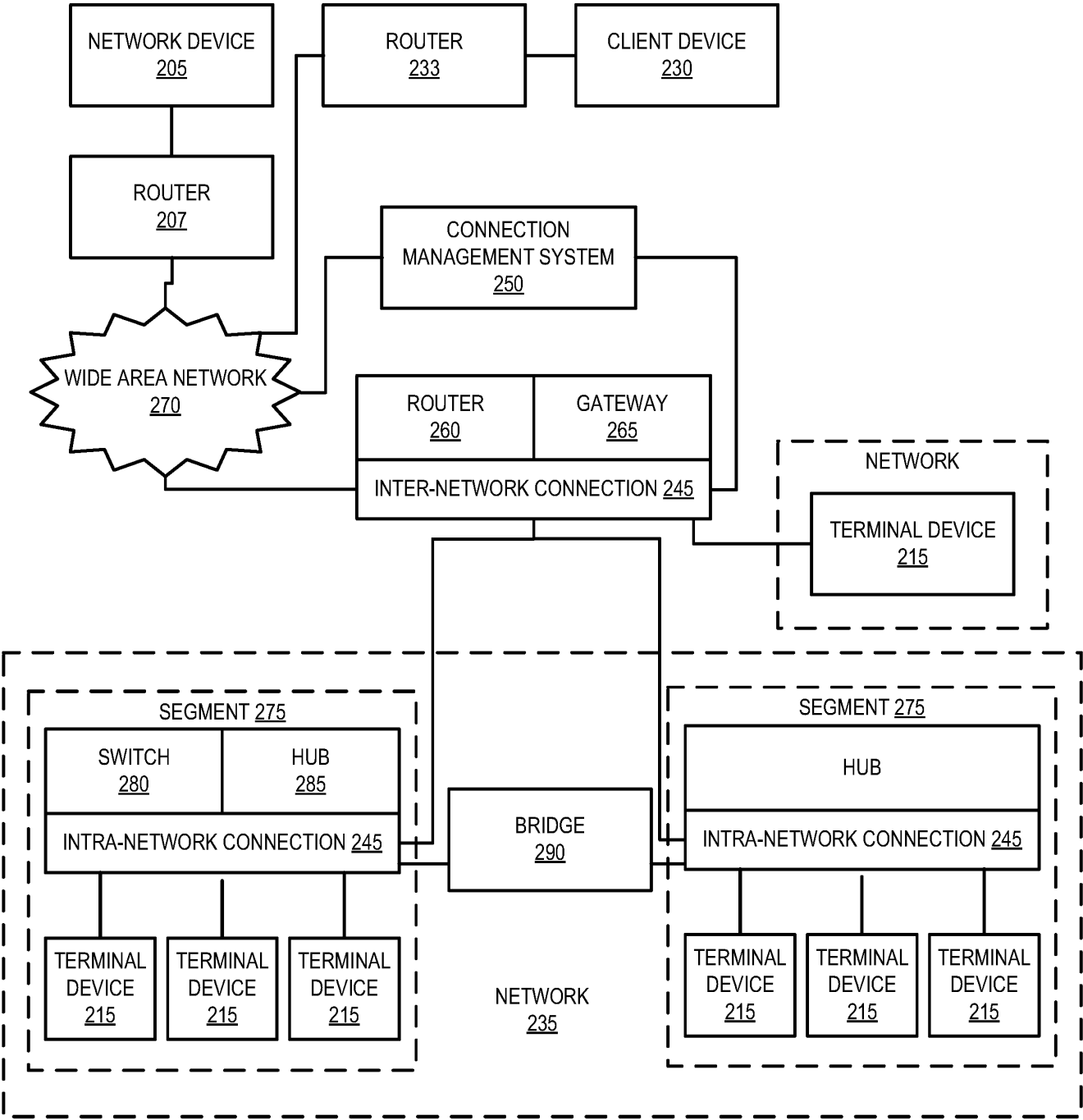


FIG. 2

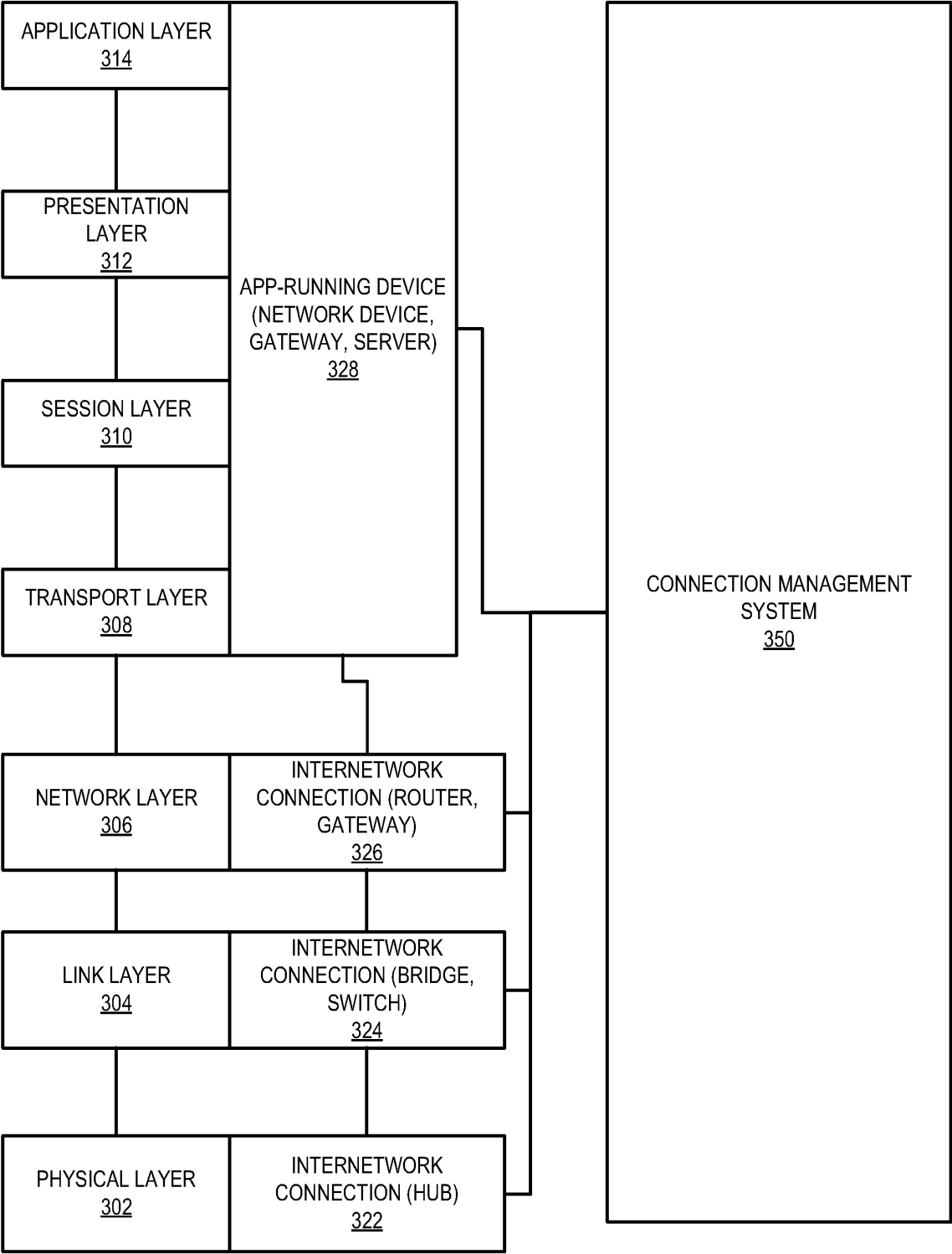


FIG. 3

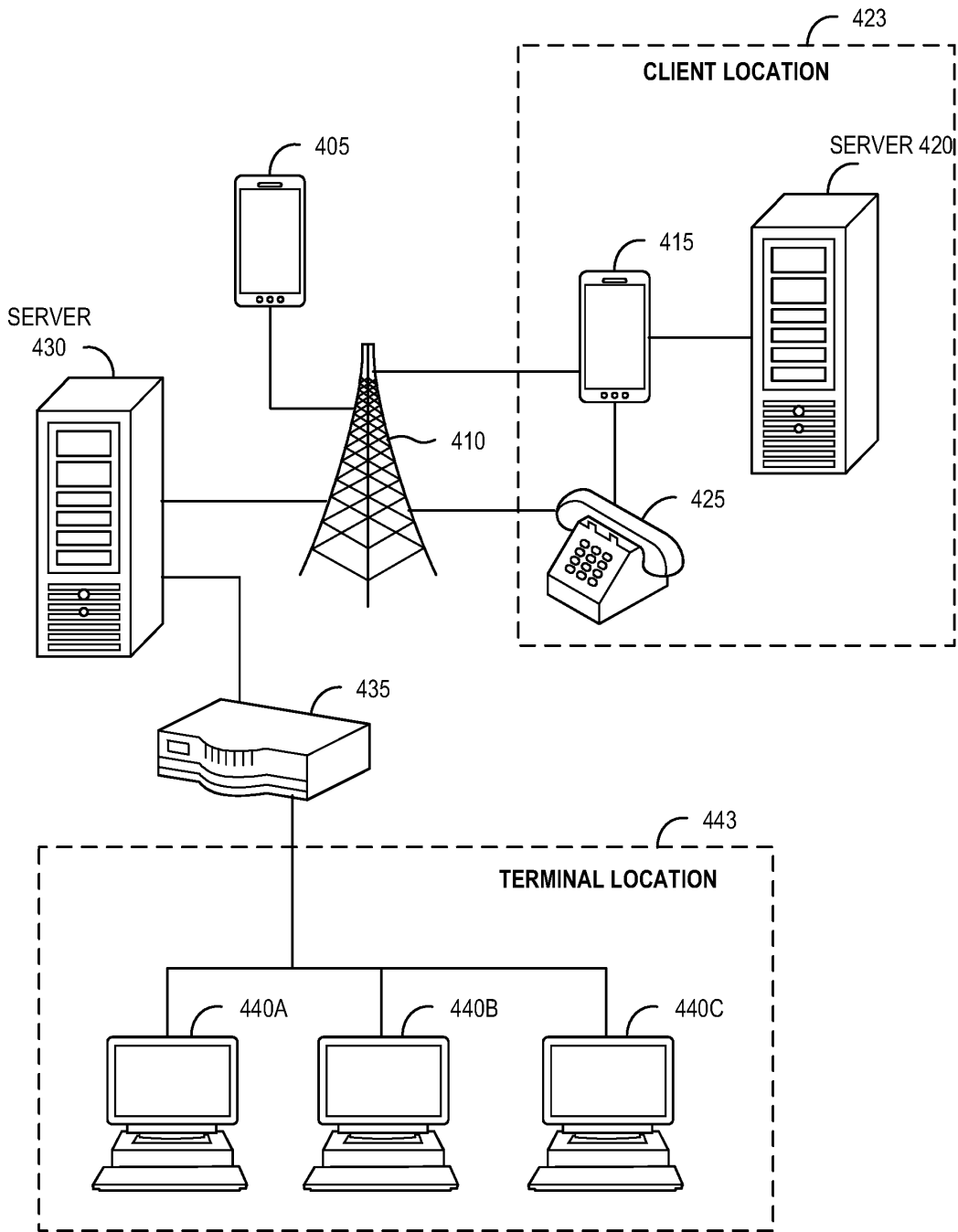


FIG. 4

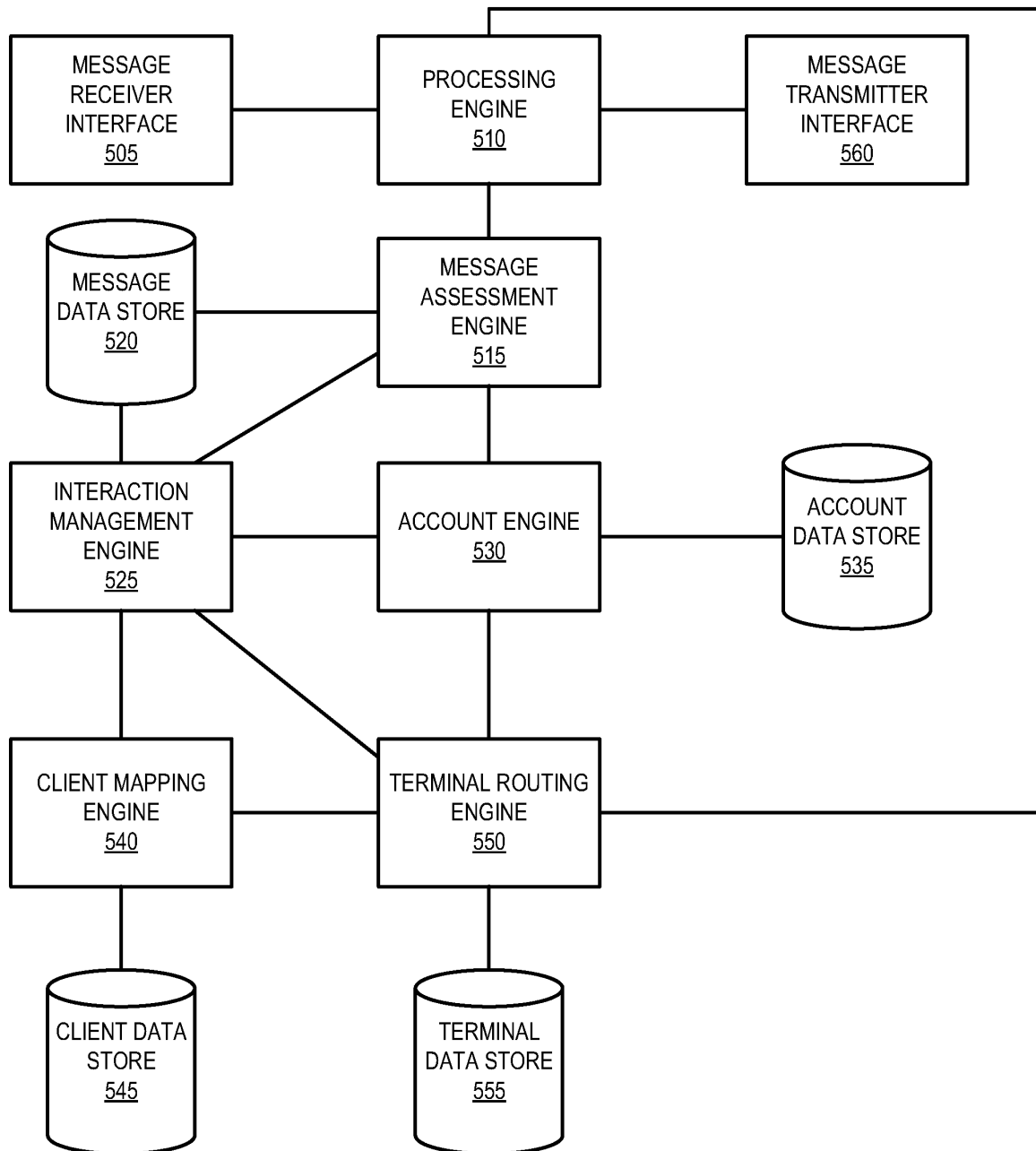


FIG. 5

600 →

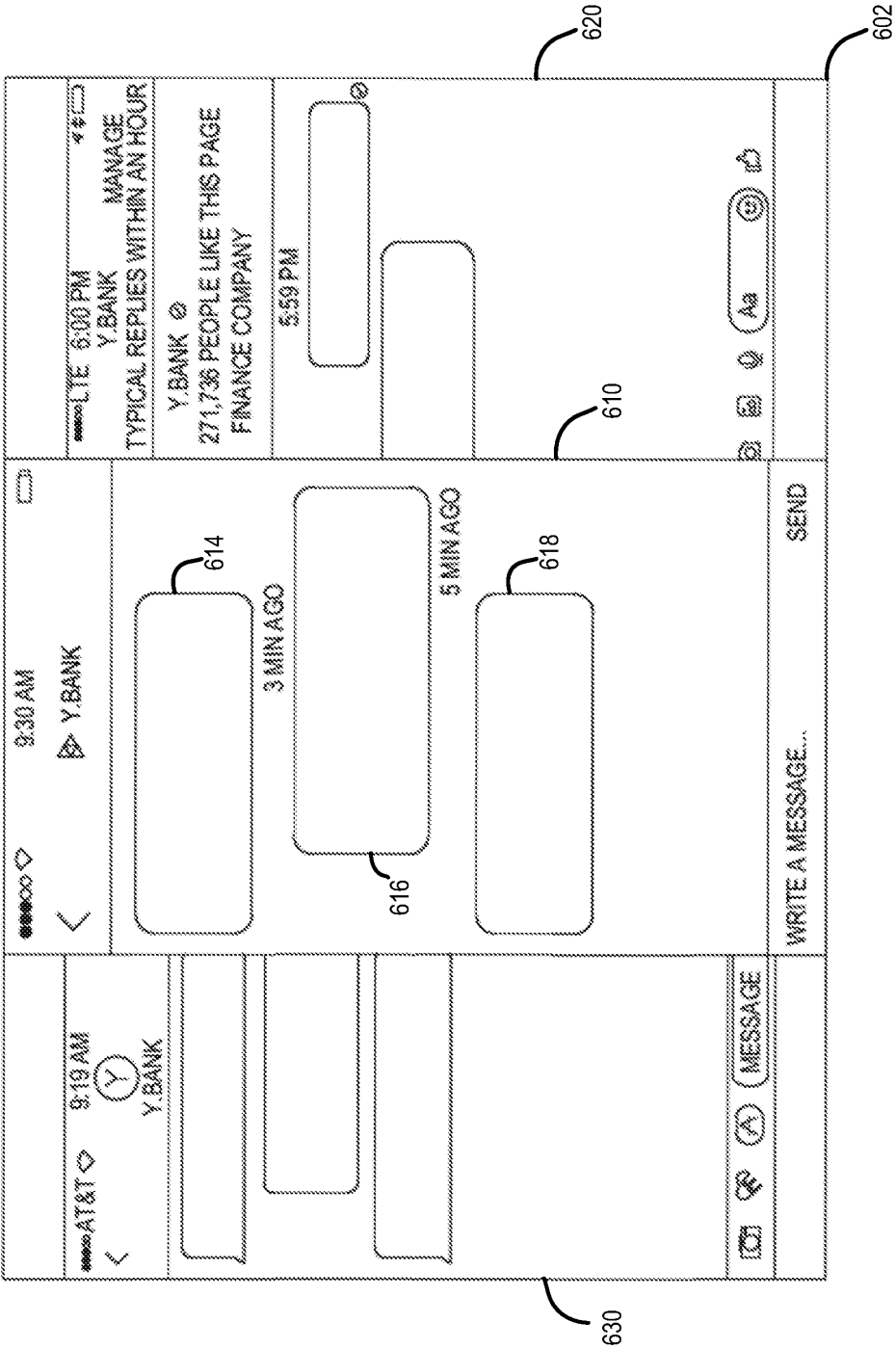


FIG. 6

700

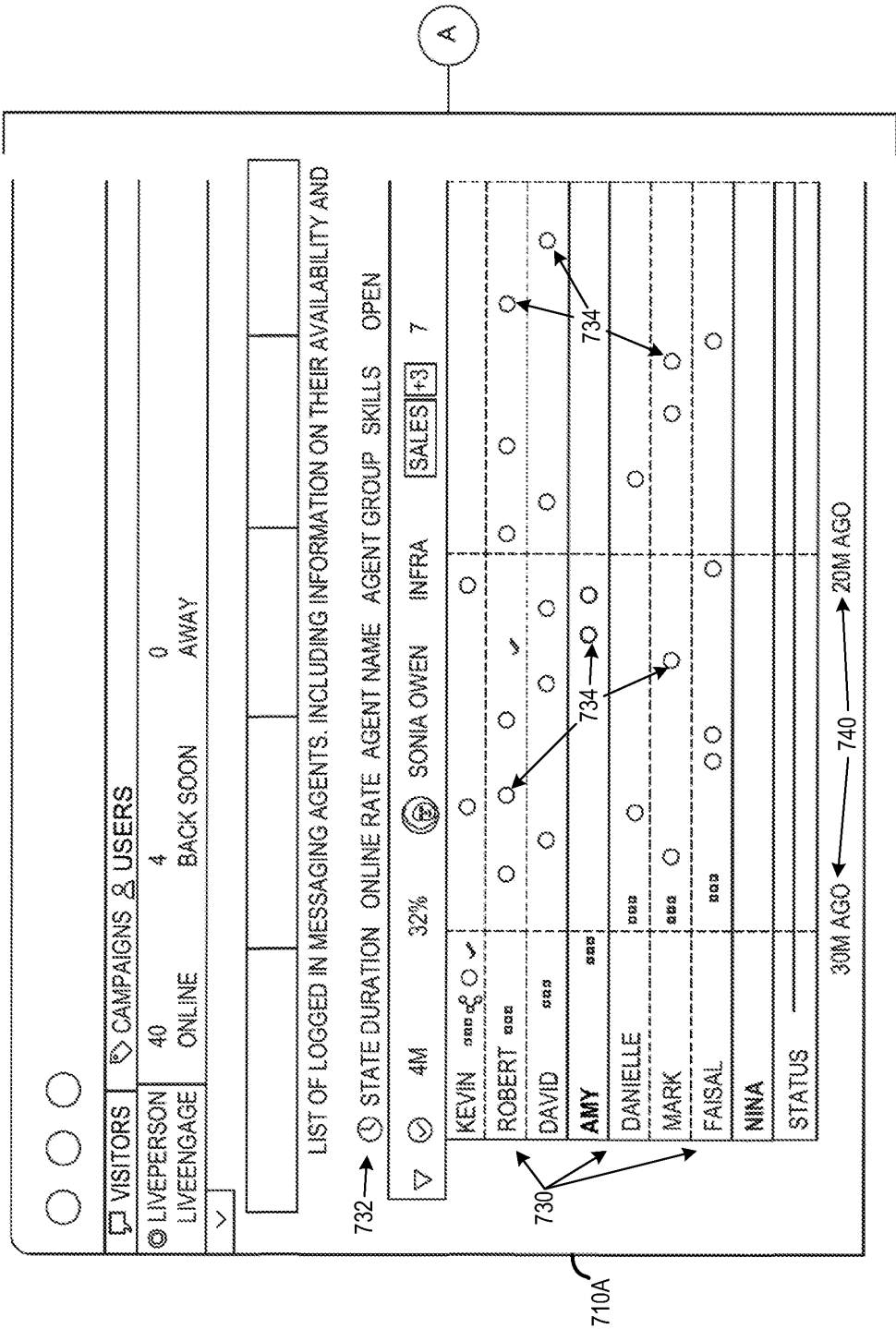


FIG. 7A

700 →

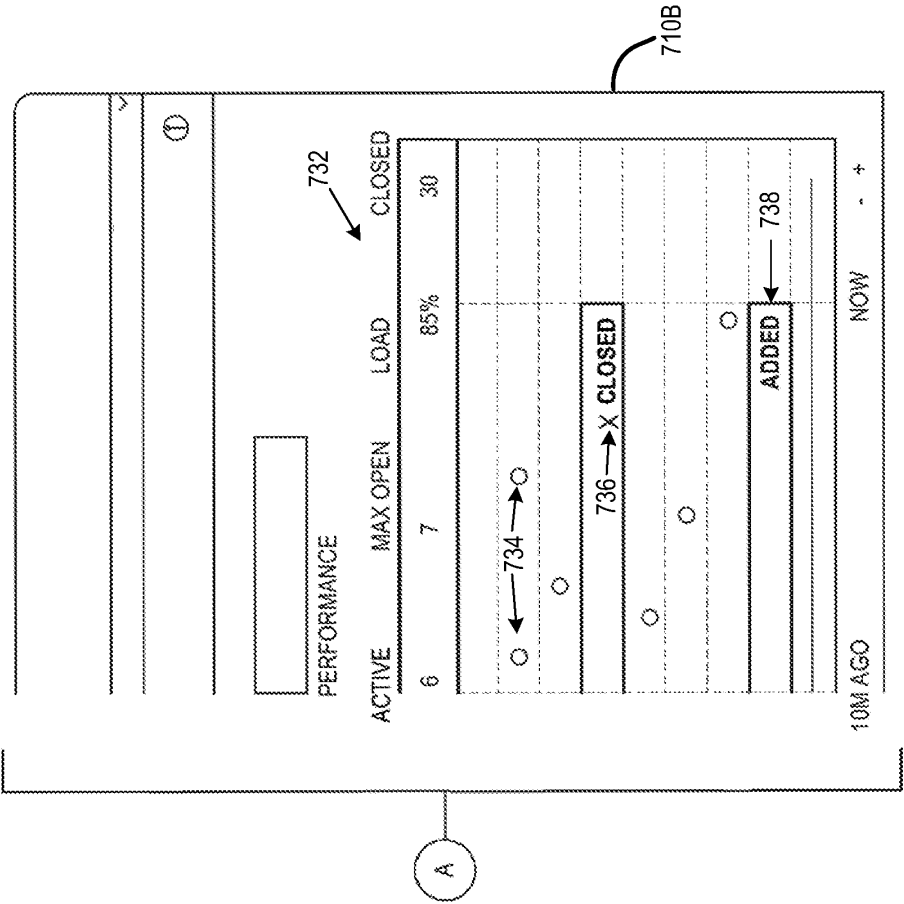


FIG. 7B

800 →

820 →

822 →

810A →

8

800

820 →

822 →

810A →

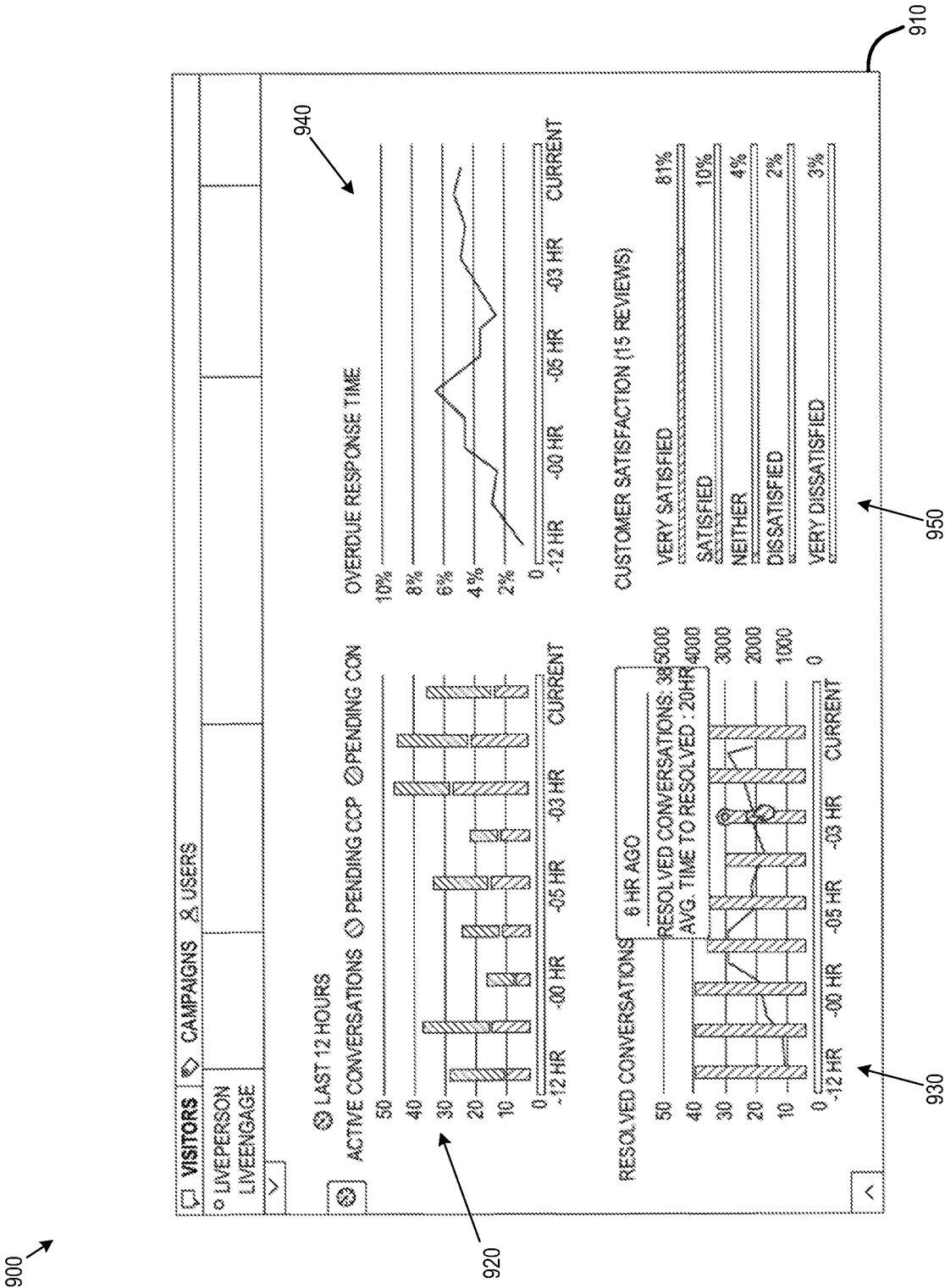
VISITORS		CAMPAIGNS		USERS	
LIVEPERSON LIVEENGAGE		ENGAGEMENTS		ENG. PER HOUR	
VIEW, SORT AND SEARCH CURRENT AND PAST CONNECTIONS AND CONVERSATIONS.					
START	STATUS	CONSUMER NAME	MCS		
13 OCT. 2016 - 11:4...	🔍	SAM SMITH	50		
13 OCT. 2016 - 3:07 ..	✓ (CONSUMER)	TOM DURBIN	78		
12 OCT. 2016 - 2:27 ..	✓ (AGENT)	SAM SMITH	50		
12 OCT. 2016 - 2:13 ..	✓ (AGENT)	SAM SMITH	33		
13 OCT. 2016 - 3:07 ..	✓ (CONSUMER)	TOM DURBIN	78		
12 OCT. 2016 - 2:27 ..	✓ (AGENT)	SAM SMITH	50		
12 OCT. 2016 - 2:13 ..	✓ (AGENT)	SAM SMITH	33		
12 OCT. 2016 - 12:4...	↔	MELISSA WYNN	12		
11 OCT. 2016 - 6:18 ..	✓ (CONSUMER)	TOM DURBIN	58		
11 OCT. 2016 - 4:55 ..	✓ (CONSUMER)	SAM SMITH	50		

YOU ARE VIEWING 22 CONNECTIONS

FIG. 8A

LPA-YEHIEIC				820
17				
SKILL AGENT NAME AGENT GROUP LAST MESSAGE TIME DURATION				
SALES	MEI	SALES CONSULTING	13 OCT. 2016 - 11:4...	125:14 HR
SALES	JAMES	SALES CONSULTING	13 OCT. 2016 - 3:08...	02:11 MIN
SUPPORT	MEI	SALES CONSULTING	12 OCT. 2016 - 6:07...	3:40 HR
SUPPORT	MEI	SALES CONSULTING	12 OCT. 2016 - 2:15...	10:49 MIN
SALES	JAMES	SALES CONSULTING	13 OCT. 2016 - 3:08...	02:11 MIN
SUPPORT	MEI	SALES CONSULTING	12 OCT. 2016 - 6:07...	3:40 HR
SUPPORT	MEI	SALES CONSULTING	12 OCT. 2016 - 2:15...	10:49 MIN
SALES	MEI	SALES CONSULTING	12 OCT. 2016 - 2:35...	146:08 HR
SALES	JAMES	SALES CONSULTING	11 OCT. 2016 - 6:19...	07:15 MIN
SUPPORT	MEI	SALES CONSULTING	11 OCT. 2016 - 5:00...	13:05 MIN

FIG. 8B



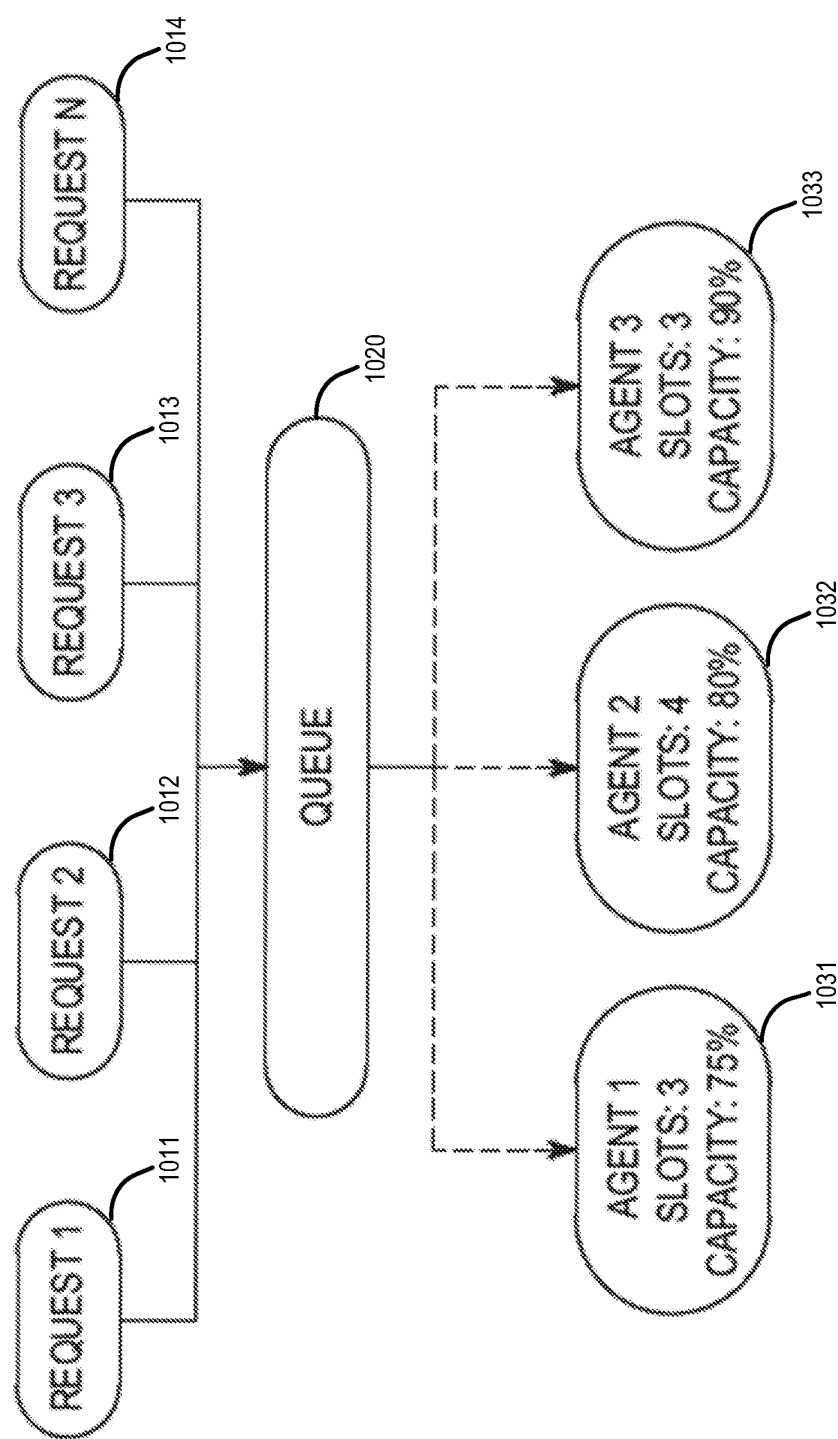


FIG. 10

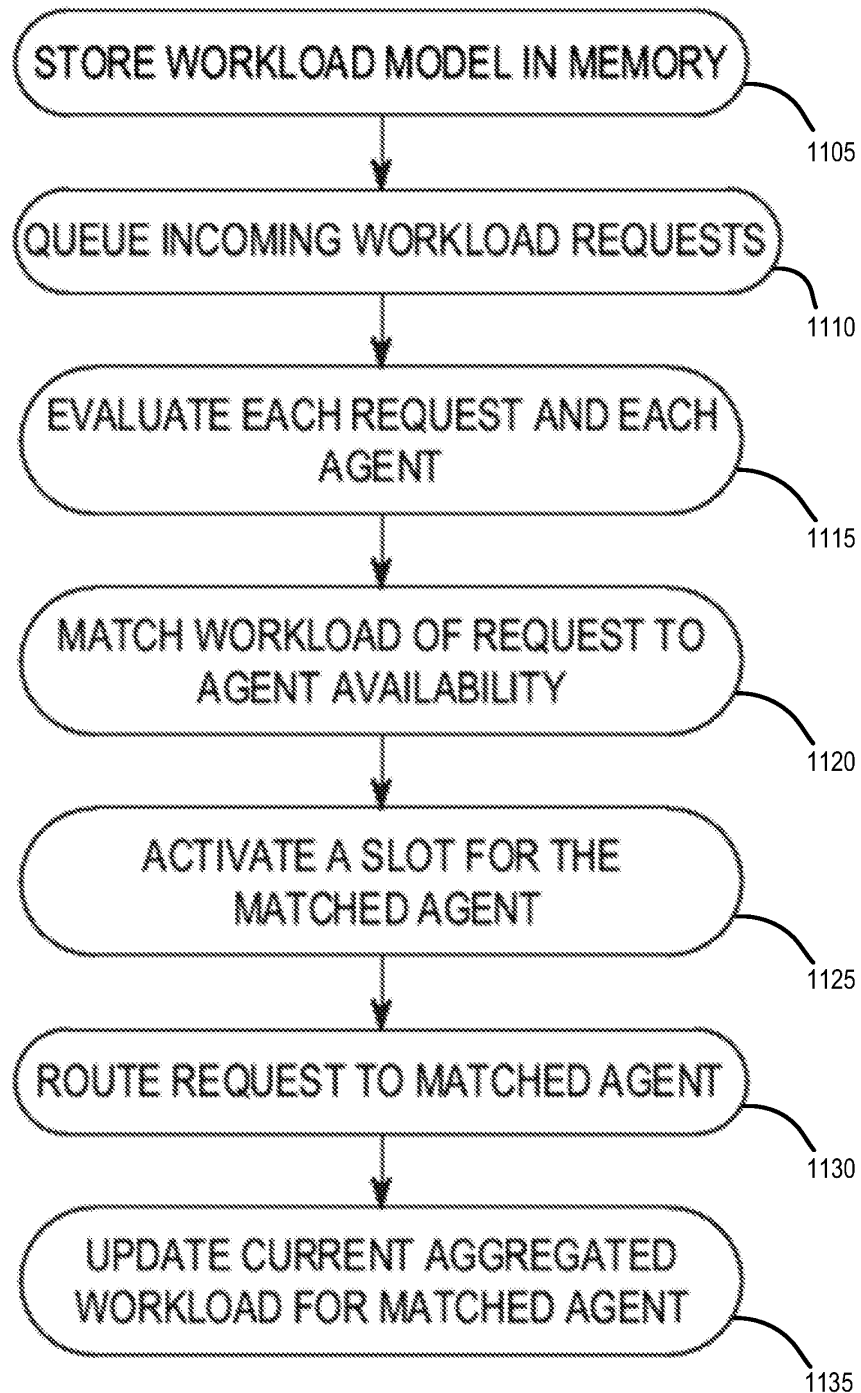
1100
↓

FIG. 11

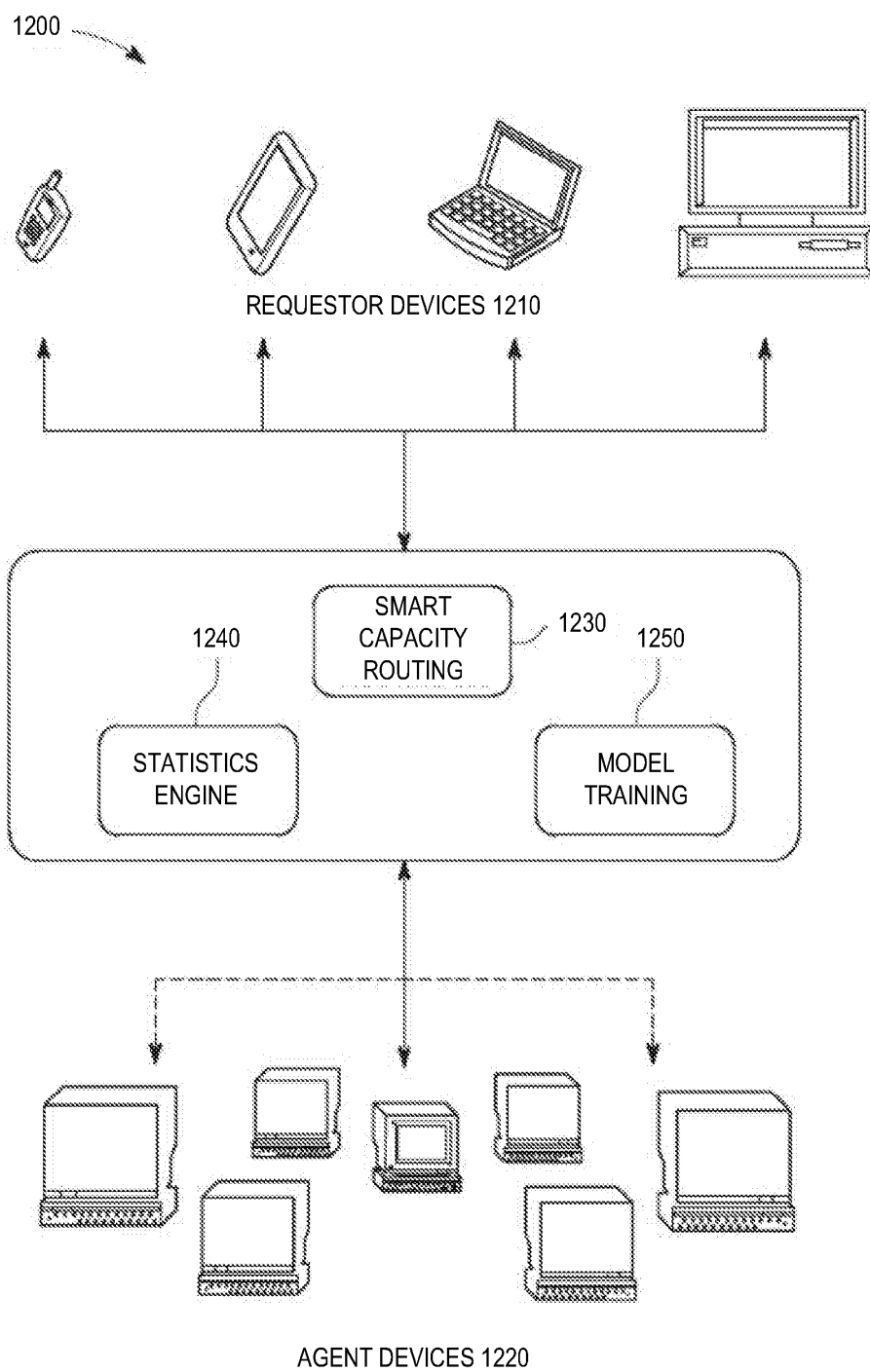


FIG. 12

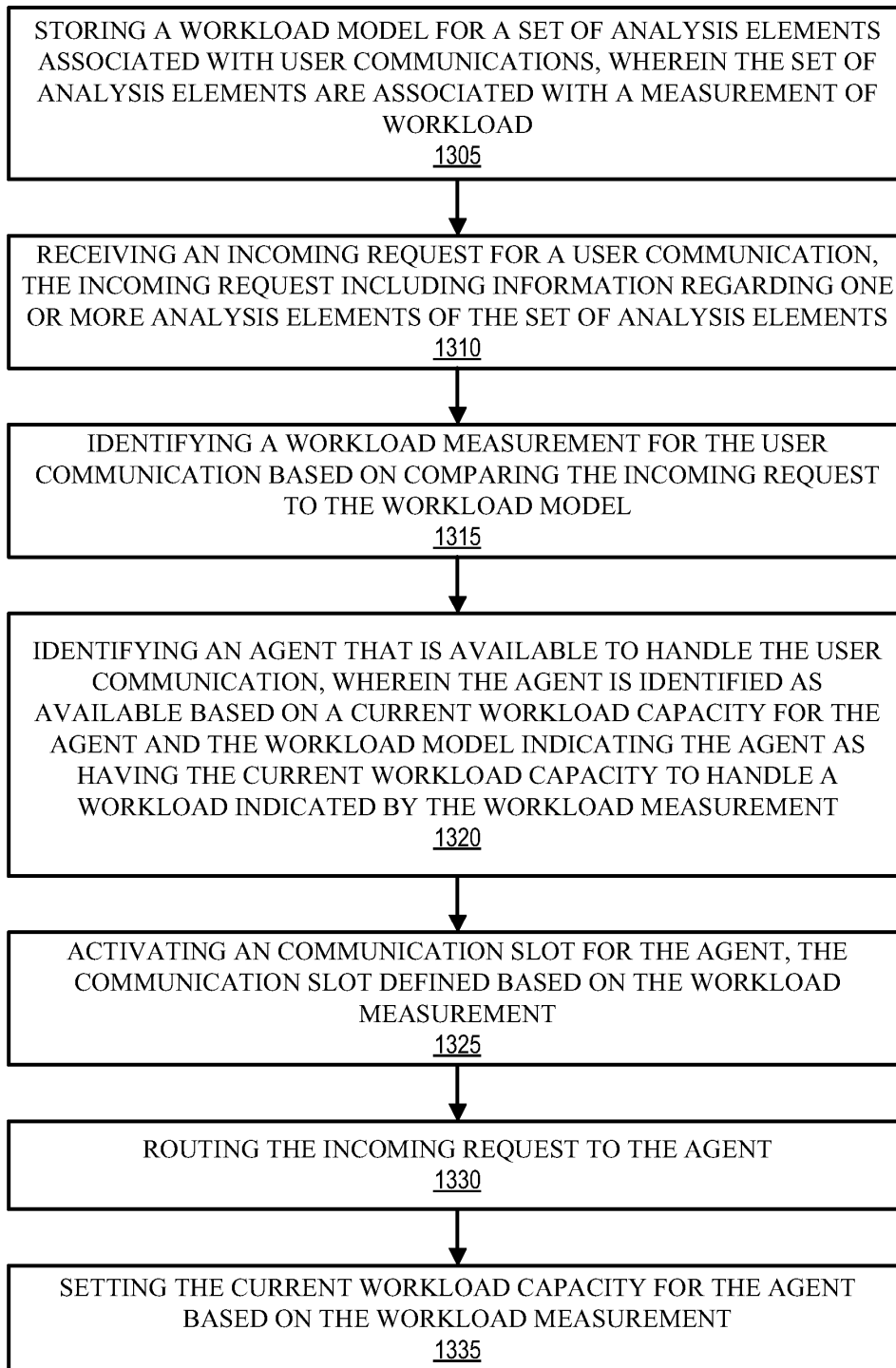
1300
↓

FIG. 13

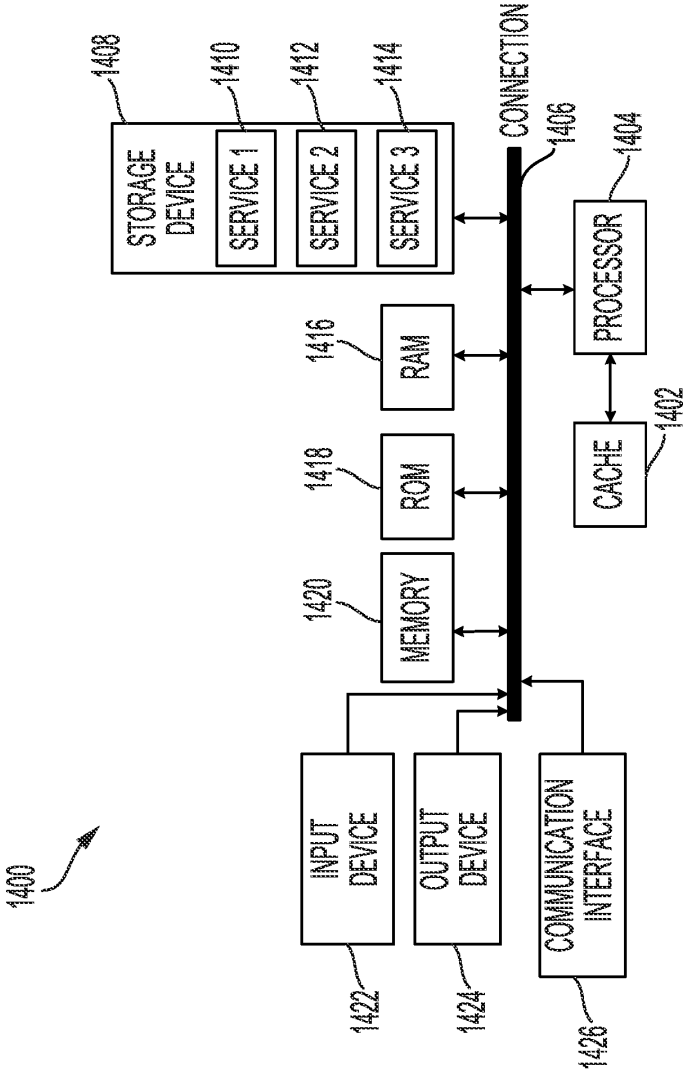


FIG. 14