

## RightNow November '07 Capabilities and Benefits

Capability	Description	Benefit
<b>Knowledge Syndication Widget</b>	Ability to place relevant knowledge/answers on any web page (outside of Support page)	<ul style="list-style-type: none"> <li>• Makes knowledge more readily accessible for customers</li> <li>• Supports e-commerce interactions</li> <li>• Easy to update knowledge – don't need a web developer</li> </ul>
<b>End-User Page Redesign</b>	New look-and-feel leverages common and accepted web navigation paradigm for user-friendly consumer-facing web pages	<ul style="list-style-type: none"> <li>• Familiar navigation drives online usage and better online experience</li> </ul>
<b>12 Additional Languages – now support 33 total</b>	<ul style="list-style-type: none"> <li>• Russian</li> <li>• Hungarian</li> <li>• Lithuanian</li> <li>• Estonian</li> <li>• Latvian</li> <li>• Greek</li> <li>• Romanian</li> <li>• Bulgarian</li> <li>• Ukrainian</li> <li>• Slovenian</li> <li>• Croatian</li> <li>• Serbian</li> </ul>	<ul style="list-style-type: none"> <li>• Broadest international language support of any on demand CRM</li> <li>• Drives global customer experience best practices through consistent knowledge proliferation</li> <li>• Essential for competing in today's global economy</li> </ul>
<b>Platform Support, Vista agent desktop</b>	<p>Premise platforms:</p> <ul style="list-style-type: none"> <li>• Linux/MySQL 5</li> <li>• Linux/Oracle 10g</li> <li>• Windows 2003 Server R2 /SQL Svr 2005</li> <li>• Windows 2003 Server R2 /Oracle 10g</li> </ul> <p><b>Note</b> – products not supported on premise:</p> <ul style="list-style-type: none"> <li>• RN Live (chat) 8.2 or newer. <i>RN Live 8.1 is available on premise.</i></li> <li>• New Nov '07 End-User Pages</li> <li>• RightNow Voice</li> </ul>	<ul style="list-style-type: none"> <li>• Current premise customers can upgrade to RN8</li> <li>• Premise prospects (e.g. Gov) can buy RN8</li> <li>• MS Vista customers can take advantage of RN8</li> </ul>
<b>Analytics Enhancements</b>	<ul style="list-style-type: none"> <li>• Additional chart types—funnel, pyramid, donut</li> <li>• In-line report editing</li> <li>• In-line gauges for progress indication</li> <li>• Add'l best practice admin reports</li> </ul>	<ul style="list-style-type: none"> <li>• Improved usability</li> </ul>

<b>Feedback Enhancements</b>	<ul style="list-style-type: none"> <li>• Web survey proofing</li> <li>• Drill to survey page in advanced mode</li> </ul>	<ul style="list-style-type: none"> <li>• Improved usability</li> </ul>
<b>Workspace Designer Enhancements</b>	<ul style="list-style-type: none"> <li>• Preview workspace</li> <li>• Multi-select fields to set their properties</li> <li>• Set profile access for a workspace area as read-only</li> </ul>	<ul style="list-style-type: none"> <li>• Improved usability</li> </ul>
<b>Voice Enhancements</b>	<ul style="list-style-type: none"> <li>• Call data available to programming prompts</li> <li>• Make FAQ custom answer data available</li> <li>• Add support for prompt attributes</li> <li>• Add ability to play a prompt prior to searching in query adapter</li> <li>• Peg counts on transfer numbers</li> <li>• Allow query adapter to return dynamic grammars</li> <li>• Add optional explicit confirmations to routing</li> </ul>	<ul style="list-style-type: none"> <li>• Customer requested enhancements (minor)</li> </ul>
<b>Remote Deployment Support</b>	Delivers a single package of all required RightNow installation files	<ul style="list-style-type: none"> <li>• Useful for installations where operating system user admin privileges are tightly locked down</li> </ul>