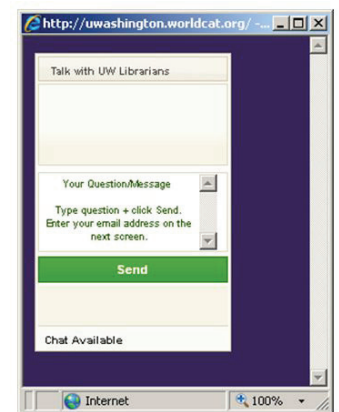
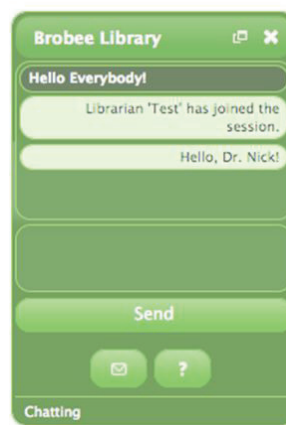
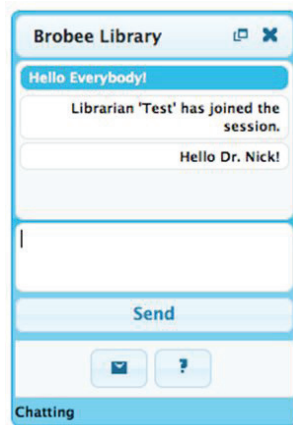
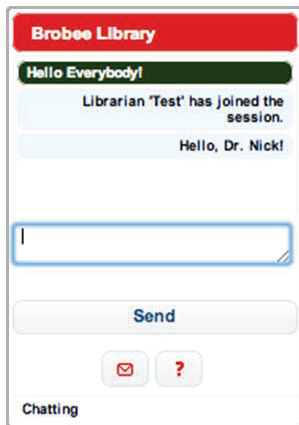


OCLC QuestionPoint Qwidget

Qwidget is the QuestionPoint® chat widget, a chat box you can place on your library's Web site, in your WorldCat® Local pages, on your Facebook page, or anywhere users are likely to need help. Qwidget is optimized for mobile devices, and users can bookmark it directly to their home screens. Qwidget is easy to set up—just select the style and options you want, preview it and add it to your Web site.



Why Qwidget?

Integrated with QuestionPoint chat

Qwidget is another entry point into the chat queue you already monitor—the only difference apparent to the librarian is the term “Qwidget” that displays at the beginning of the user’s name.

Monitor both the Qwidget and general chat in one interface, without opening multiple windows.

- Handle more than one Qwidget session at a time, or multiple Qwidget/general chat sessions simultaneously, through QuestionPoint’s chat interface
- Easy access to user information, including the Web site used to access Qwidget
- Ready access to local and global knowledge base
- Post-session referral capabilities for comprehensive, rapid session follow-up
- User can click an automatic link to get transcript e-mailed at conclusion of session
- User survey provided at the conclusion of session

Library control

Libraries control the transcripts and content under their QuestionPoint subscription rather than the licenses of commercial IM providers.

Post-session integration with QuestionPoint’s reference management capabilities

- Reports and statistics provide information on Qwidget usage within the context of the total reference service at your library or within your cooperative relationships, to compare Qwidget traffic with general chat, e-mail and walk-up traffic
- Qwidget session transcripts are available for review and analysis

Cooperatively staff the Qwidget with any librarians who share a Primary Queue

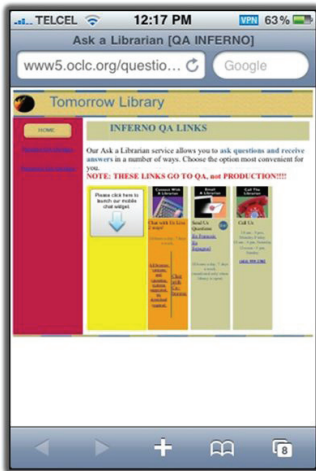
Multiple librarians within a single library, within a region or across cooperative groups

Access to the full suite of QuestionPoint cooperative tools

- Policy pages
- URLs and scripts
- Session transfer capability

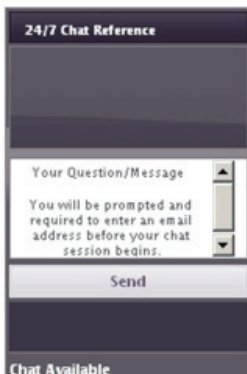
Optimized for mobile devices

Qwidget is automatically optimized for mobile users*—no special programming required. Mobile users with compatible devices can navigate to your library website and access your Qwidget through the mobile device, then bookmark it to their home screen for convenient access.



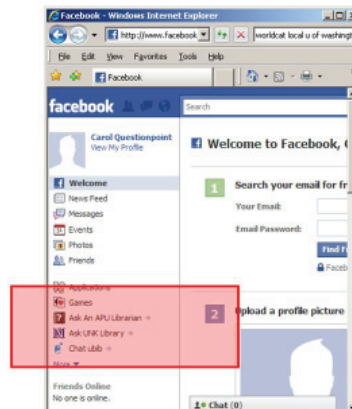
Customizable messages and options

- When chat is available: Require user to submit an email address (or just “nudge” them); or provide full anonymity with IP masking.
- When chat is not available: Give users the option of sending questions through e-mail. You can also provide live links in your “away” message.
- For a more customized look, we provide step by step instruction for creating your own CSS files to control size, colors, and fonts.



Qwidget in Facebook

Create a Facebook App for your users to download and have instant access from their own Facebook accounts.



**Need help creating
your Qwidget?
Just send an e-mail to:
support@oclc.org**