TradeMate

User Guide

Version 7

Trademate Desktop Download

Trademate can easily be download by simply visiting http://trademate.tradekey.com and clicking on the download button.

http://trademate.tradekey.com
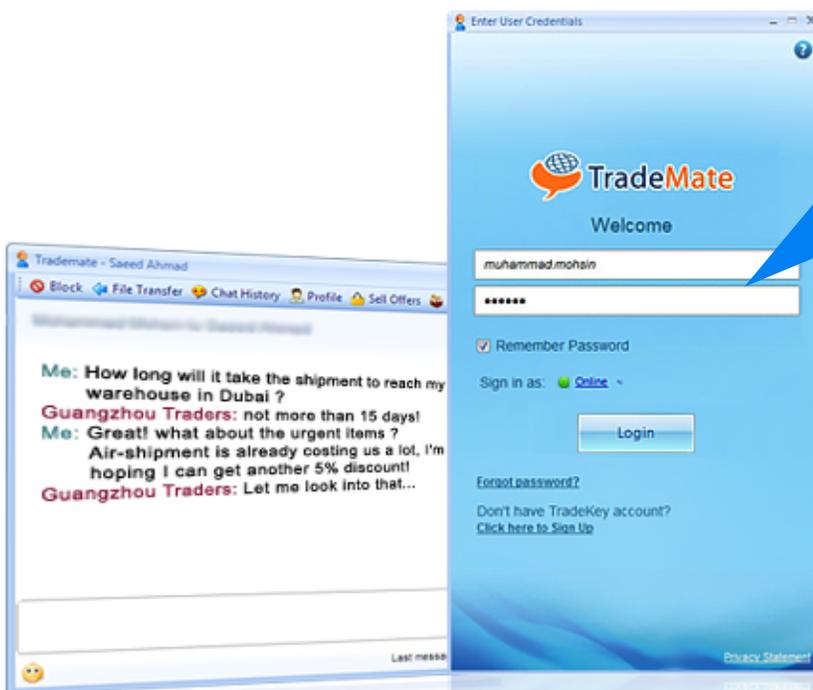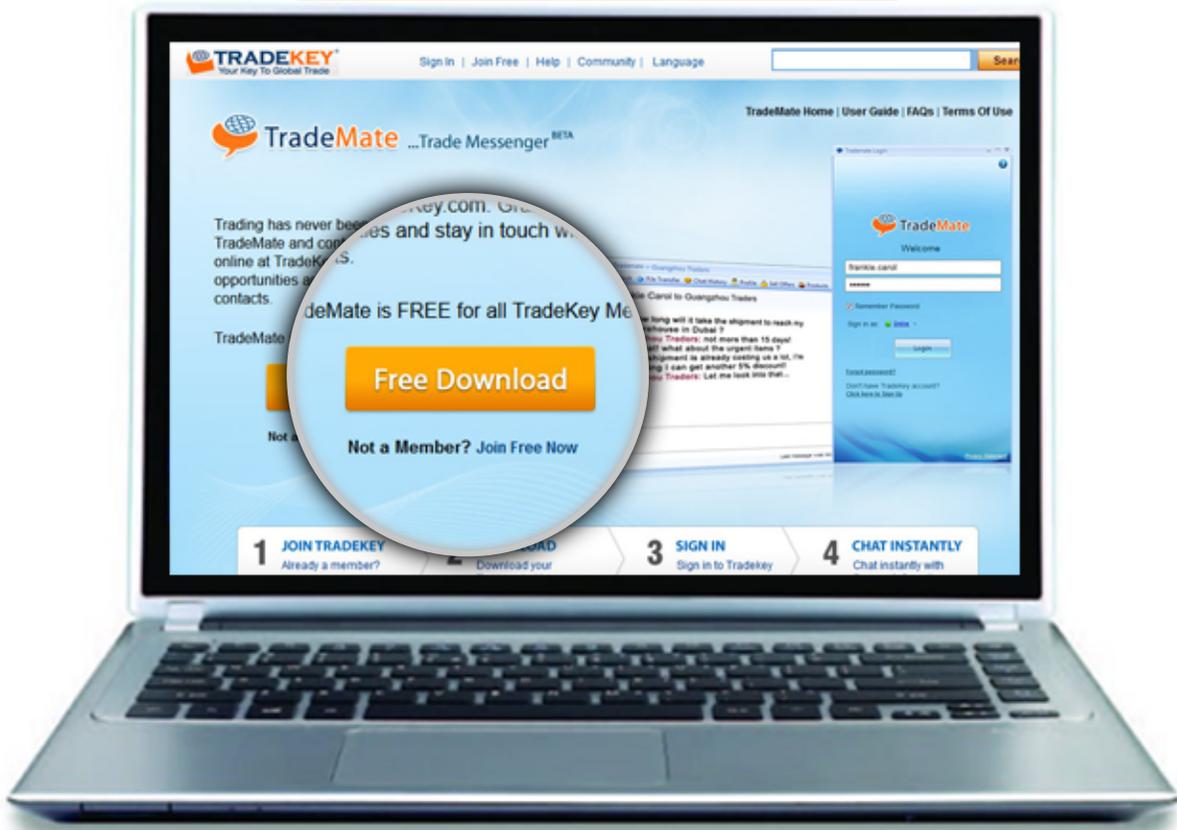
You can easily signin to trademate messenger by using your tradekey email address and password.

Visitor Alerts

Trademate equips you with the ability to know every time a potential client is viewing your product, not only that it provides you with information about his country, the page he is viewing so that you always have that edge over your client.

New Visitor On Your Site
Country: USA
Page: [business website]
http://yourdomain.com/rice

Chat Alerts

If a visitor decides to talk and provides his contact details, you will immediately be notified by a chat window and that is not all, you will also receive details about his country and the link to the page or product he is viewing just to give you a heads up when getting engaged in a conversation.

Live Assistant

An exclusive feature designed to expand your business by ensuring your online presence 24/7 . An agent will automatically represent you in your absence and will enlighten you (through Tradekey Inbox) about every conversation held while you were gone.

Indicates Live Assistant is representing you.
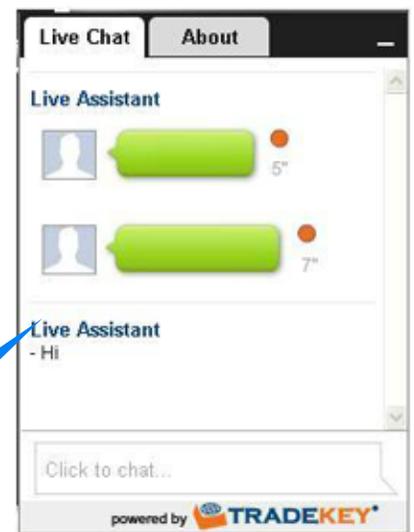
Trademate Webclient Integration

» Logon to Tradekey.com
» Click **Account Settings** Tab
» Click **Install Website Traffic Monitor** button on the left panel at the bottom.
» A form will appear, fill in your information that is missing and Click Show Script.
   Note: If all required information is not provided you cannot integrate Trademate to your site.
» Now you can just copy script from the box bellow and paste it on your site and enjoy our services.

Step 1 Click Account Settings Tab

Step 2 Click Install Website Traffic Monitor

Step 3 Copy script from the box and paste it on your site

Online Widget

Chat Tab

Compnay Information Tab

Company Information Page

Auto Messages

Text Area To Type Messages

Live Chat | About

Adnan khan
- Hi
- Nice to see you from Pakistan
- Which products are you looking for?

Click to chat...

powered by **TRADEKEY**

Live Chat | About

⊙ **Company Name:**
Nifra Industries

⊙ **Address:**
Kashmir Road Pacca Garah Sialkot
Punjab Pakistan

⊙ **Yearestablished:**
2000

⊙ **Employees:**
1-5

⊙ **Company's Product & Services:**
Goal Keeper Gloves, Foot Balls, Beach
Balls, Rugby Balls, Basket Balls,

⊙ **Industry:**
Outdoor Sports,

powered by **TRADEKEY**

Offline Widget

Live Chat | About

Wasif
- Hi working!

Introduce yourself *
Email, Phone, Message

Send

Click to chat...

powered by **TRADEKEY**

Live Chat | About

Wasif
- H

Introduce yourself *
Email

Phone

Message *

Send

Click to chat...

powered by **TRADEKEY**

Provide contact detail and send your message

Auto Messages

Automatic messages play a vital role in engaging conversation. Trademate is packed with both audio and text messages to help you get a better chance in engaging your visitor.
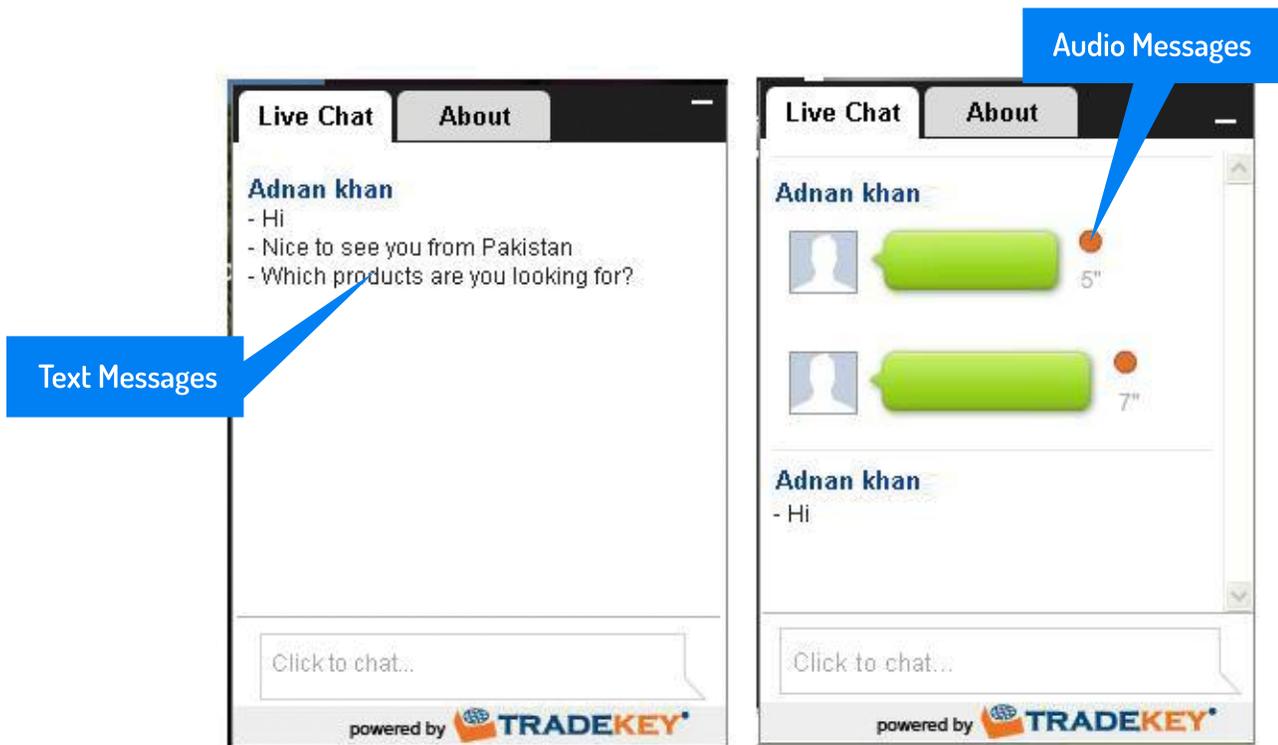
Offline Inquiry Generation

The offline widget offers your visitor the ability to communicate even when you are offline. It allows the visitor to post inquiries when our user is not available.

The user receives these messages along with the contact details so that he can get back to that potential client.
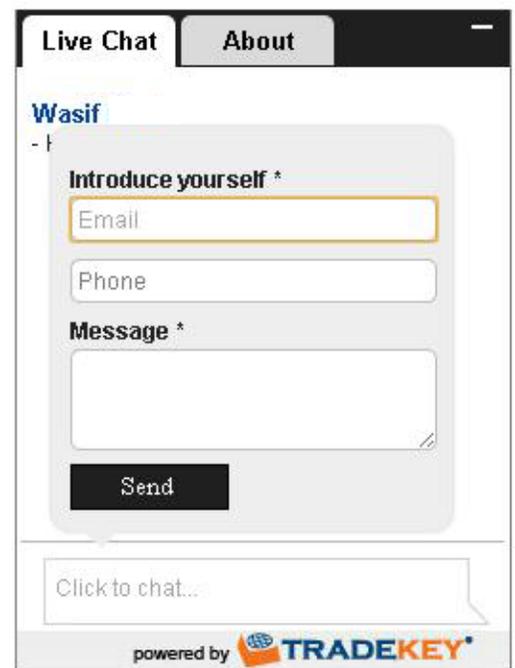
Visitor Contact Details To Chat

Whenever a visitor initiates's chat he has to provide his email address so that he can be contacted later. This enables the supplier to establish a close contact and keep in touch with his clients.

Type Your Email Address
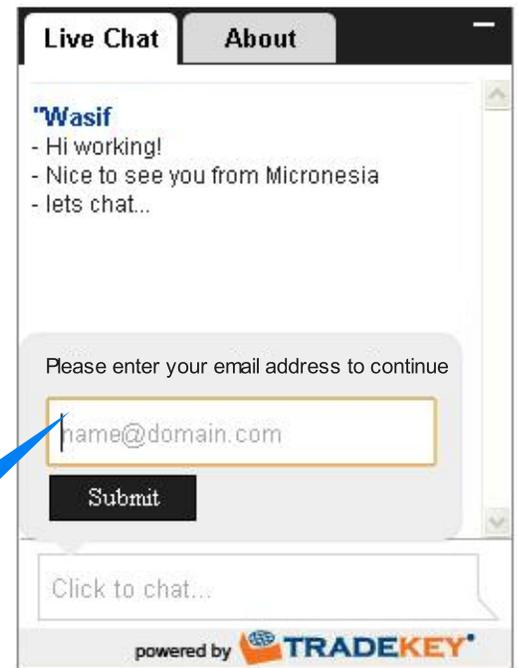
Automatic Assistance

Trademate increases your chances to seize a deal by not letting go of your potential client, when for some reason you were away or you didn't responded to an incoming message an agent will automatically be added to conversation (after 15 seconds) and will talk on your behalf to make sure you never miss even a single client.

**Message States
That an agent has been
added to conversation**
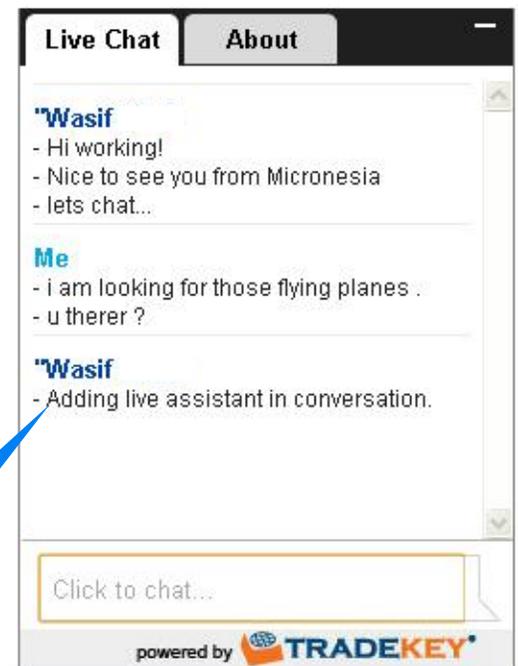
Subaccounts

Create Sub-Account

Creating sub accounts has never been easier. Just follow the following simple steps

» Log on to Tradekey.com
» Click on **Trade Tools Tab**
» Click on **Manage Sub Accounts** (Left Panel at the Bottom)
» Click on **Add New Sub Account** option, fill in a simple form to create a new sub account.
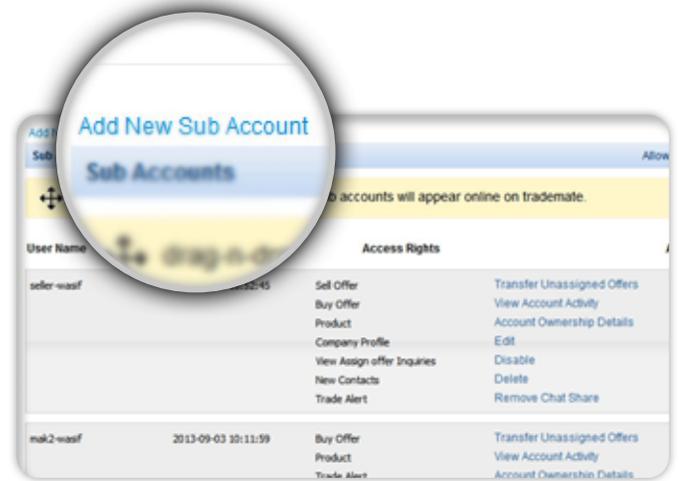
Priorities

Simply drag sub accounts and drop them to change priority. The top most subaccount is considered to have the highest priority.

Chat Share

The main account has the privilege to decide whether or not its sub account can receive his chats or represent him. The main account can enable disable chat share feature by simply clicking **(Share Chat)** or incase, it's already shared **(Remove Chat Share)** for every sub account it owns.

Subaccounts

Assign Products To Sub Accounts

A main account can even assign it's products among it's sub accounts.

» Click the link against each subaccount that says (Transfer Unassigned Offers)

» Select Activity (what you want to assign example product, selloffer e.t.c) from the dropdown labeled Sub Account Activity and hit submit button.

» Against activity selected a list (products, selloffer e.c.t) depending on the activity selected will be displayed. You can select from the dropdown under the heading of ownership and select from amongst your sub accounts to assign ownership rights to that account.

Initiate Conferencing

Conference chat enables you conduct online meetings and gives you the flexibility to talk to your contacts or clients from anywhere around the globe. While chatting with someone simply click on the invite button, select the person you want to add and click ok to confirm.

Notification

Blinking Notification

This notification alerts you when a potential client is viewing your product.

Missed Offline Conference Messages

This notification enlightens you about the chats you missed while you were gone.

TRADEKEY®
Your Key To Global Trade