



 **limondesk**[®]





We **DO NOT
DREAM**
But Plan

**AKIN[®]
ROBOTICS**

Worths to human...



We are AKINSOFT

MISSION

Our mission is to deliver high technology to all sectors and establish solution partner network in Turkey and all over the world in order to support our customers in the best possible way.

VISION

Our vision is to be the pioneer of high technology in Turkey and say "We are here" to the world by taking "There should be no place left where human and humanity are not valuable" as our principle.

AKINSOFT has been established;
in a 15m² office
with a computer without a hard disk
without any financial support
on April 12, 1995.

Our Vision Defined In 1995

2000 vision; **✓ACHIEVED**

Establishing AKINSOFT İstanbul Regional Directorate,

- Buying a car,
- The first visit solution partner network visit,
- Focusing on software instead of hardware and software

2005 vision; **✓ACHIEVED**

- Becoming the highest tax payer in Konya,
- Reaching the potential of employing 300 people,
- Laying the foundations of foreign trade,
- Being the pioneer of software in Turkey.

2010 vision; **✓ACHIEVED**

- Starting R&D activities regarding robotic technologies,
- Opening AKINSOFT Istanbul Plaza,

(We achieved the goals of starting R&D activities on robotic technologies and setting up AKINSOFT Istanbul Plaza, one year before the expected time which is 2010. We started to get into the act in the media sector in 2009 by publishing INOVAX magazine.);
Our company is planning to actualize Satellite City Project as well as intending to be the pioneer of software in the world and increase the staff number to 30.000.

2015 Vision; **✓ACHIEVED**

- Starting mass production of the robotic technologies that are designed with artificial intelligence to make people's lives easier.

2023 Vision;

(On 26 December 2015, we have announced our 2023 vision which we have been keeping as a secret since 1995.);

- Establishing R&D Center of Space Technologies,
- Establishing AKINSOFT High Technology University.



OUR VISIONS 1995-2023



WHAT IS LIMONDESK?



- Limondesk is the fastest way to help your customers. Start chatting with your website visitors who need your help.
- Limondesk works perfectly on your mobile or desktop devices with all screen sizes. It is optimized with mobile devices for fast and ergonomic usage.
- User-friendly perfect design. Everything can be set with a single click. Use our operator panel easily on all modern browsers.

SAFE PROTECTION

- We use a strictly safe data center and a system structure only reachable by you. We develop with the newest and ergonomic software technology.





CUSTOMER HISTORY

- Check your chats in the chat history section. We offer you a timed chat history retention service depending on your package. You can transfer the saved chat by sending it to any e-mail address you want.

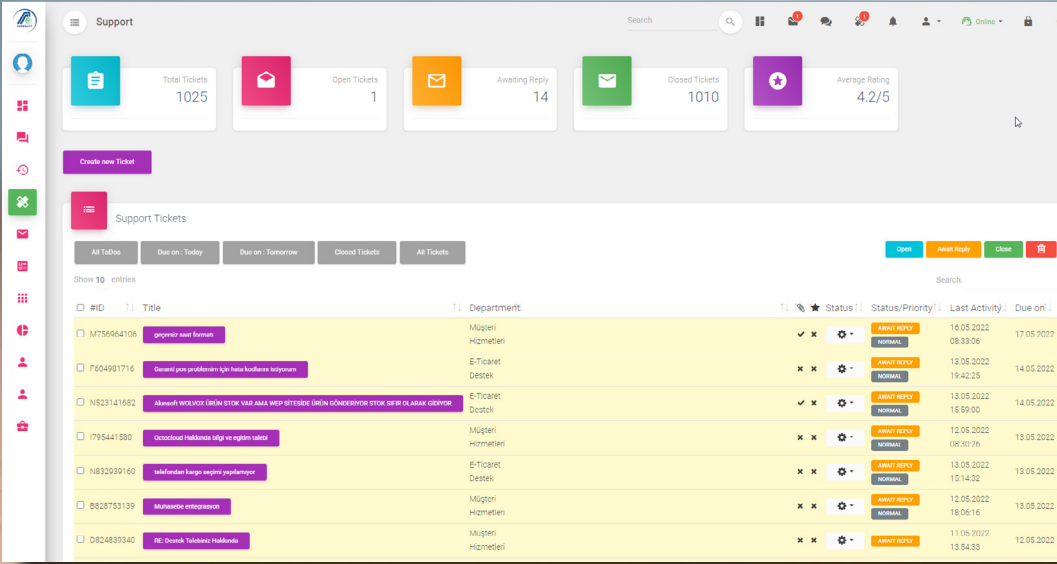
STATISTICS AND REPORTS

- Statistics, chat durations, feedbacks, locations, operators with the most points and more. All under your watch.

DEPARTMENTS

- Determine departments and relate and forward operators with related departments. Let your website visitors find the solution by speaking to correct person.





SUPPORT MANAGEMENT



Enjoy the comfort of monitoring your customers' maintenance, repair, and all support transactions by viewing all details with our LimonDesk Support tracking program, which we have developed for easy use by all businesses.

- Ability to view detailed customer information such as link address, IP, name/surname, etc. on the support screen,
- Sending notifications to customer during the support,
- Taking notes regarding the conversation,
- Allowing customers to upload a document during the conversation,
- Ability to forward the conversation to another operator,
- Ability to create a customer record for supported customer without ending the conversation,
- Ability to search within the chat messages,
- Listing the documents, shared during the conversation, in another section,
- Ability to list the previous conversations of the supported customer during the conversation,
- Receiving feedback at the end of the conversation, (scoring, comments, requests, etc.)
- Receiving the conversation document in email format,
- Sending email to the customer directly from chat history,
- Ability to list the previously sent emails to the same support ticket,
- Ability to send support panel login information to the customer after the conversation
- Receiving reports according to support status (open, pending, closed) on the support history screen,
- Ability to notify the customer when the support ticket ends,
- Ability to send notifications to operators when a new support ticket or response is received,
- Determining the maximum open support ticket on a customer basis,
- Ability to set a reminder for support tickets,
- Ability to automatically close support tickets that remain open for a certain period of time,
- Ability to display similar support tickets while entering a new one,
- Enable customers to rate the meeting with the support scoring system,
- Offering paid support service with VIP Support System (credit or subscription-based),
- To be able to view the records marked as public by other visitors,
- Ability to send reminder e-mails for records not answered by the customer.

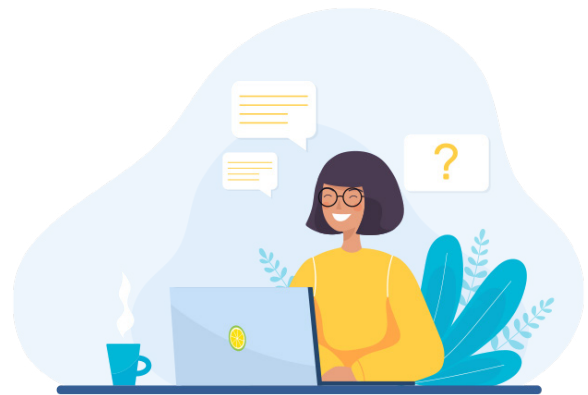


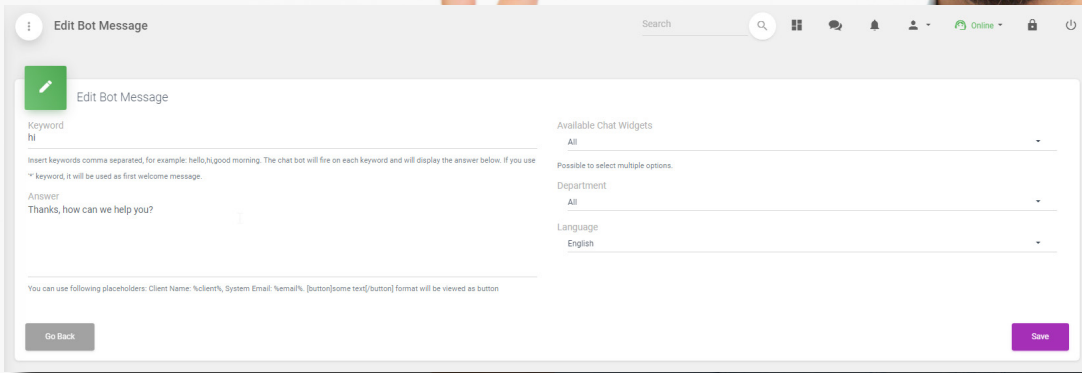
WORKING HOURS

- With LimonDesk, you do not have to be 24/7 online, specify your business hours and at other times direct your customers to automated forms.

BLOG

- Blogs are communication channels where companies present their news and announcements to their customers in a more sincere way by providing information about their products and services.
- FAQ (Frequently Asked Questions)
- Create your content page by answering questions your customers may ask about your business with LimonDesk Frequently Asked Questions module.
- With the FAQ module, let every user get information without having to tell the same things over and over again. Save time and personnel costs to provide support.





COMPONENT MANAGEMENT



Keep your customers on your site and let them get help faster with the help of Bot and ProActive features. Have the opportunity to contact them later by having them fill out the form in case there is no available operator.

- Ability to add chat buttons for multiple language options, departments or operators,
- Ability to customize style of the chat button, background colour, and font,
- Ability to transfer customer to contact form if the operator status is "Busy" or "Offline",
- Transferring customer to another link if there is no operation within the specified time,
- Contacting via WhatsApp for online and offline conversations,
- Ensuring mandatory selection of phone number, e-mail or message fields to be forwarded,
- Starting a conversation without asking for any information before the support,
- Ability to classify departments as chat and support,
- Ability to save department-specific guest access, e-mail user, URL and description,
- Ability to specify different titles, URLs and descriptions in all supported languages for a department definition,
- Determining categories for Frequently Asked Questions (FAQ),
- Managing the files that can be used continuously during support (zip, 7z, rar, jpg, jpeg, png, gif) in a different area,
- Ability to use ready-made chat and support responses that can be used on a departmental basis,
- Ability to send chat invitation to the customers who spend certain time in your website with Automatic ProActiv feature,
- Creating BOT messages on the basis of department, language and chat button with the keywords you specify,
- Creating priority definition for support,
- Being able to see the pages that the customer switches during the chat,
- Ability to create URL blacklist,
- Ability to block customers using IP or e-mail addresses,
- Converting incoming emails to defined e-mail addresses into support records,
- Associating the replies sent to the defined e-mail addresses with the support record,
- Ability to create Blog Posts that can convey more intimate information to customers about news, announcements, products, or services.



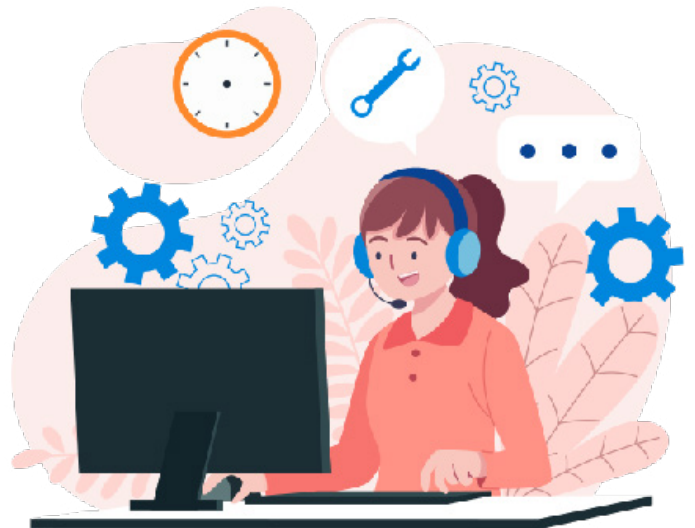
Currently Online (15)

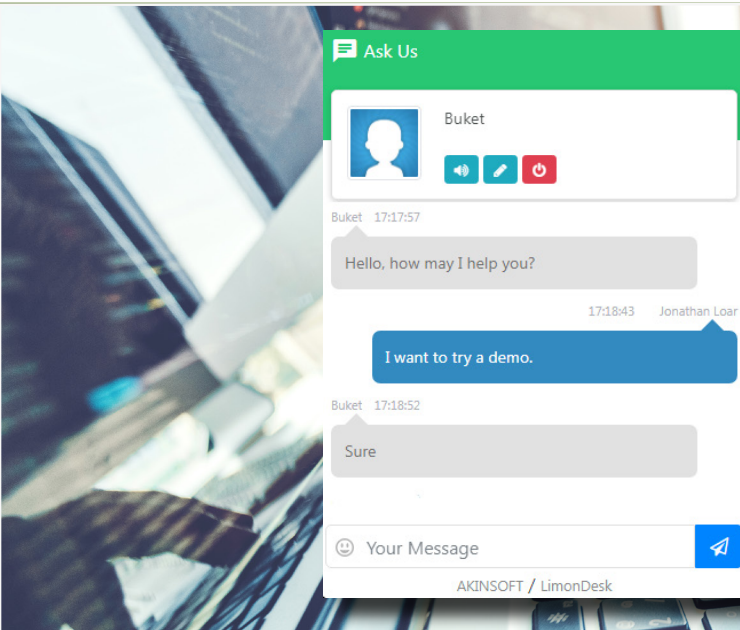
Currently Online (15)

Location	Referrer	Browser/System	Hits	IP	First Visit	Last Activity	
Turkey - Samsun/Mazda	AKINSOFT: mer ilgimeye vishik voshik (020001) 444 40 80 https://www.akinsoft.com.tr/iletisim-iletisim-yolunu-izle	Android - Chrome 101	1	212.2	17.06.2022 08:53:49	17.06.2022 08:53:49	Chat now
Russian Federation - Moscow/Moskva	Sanal Ofis Nedir? Sanal Ofis Nasil Kiralari? Sanal Ofis Ne Ise Yapar? AKINSOFT OtoCloud https://otocloud.akinsoft.com.tr/otopetay-sanal-ofis-nasil-kiralari-sanal-ofis-ne-ise-yapar-201	Windows - Firefox 99.0	1	46.242	17.06.2022 09:53:32	17.06.2022 09:53:32	Chat now
Russian Federation - Moscow/Moskva	CRM Program AKINSOFT Müşterilerinizi Yönetin https://www.akinsoft.com.tr/programlar/iletisim-iletisim	Windows - Chrome 98.0	7	46.34	14.02.2022 12:54:10	17.06.2022 08:53:22	Chat now
Germany - Gunzenhausen/Bayern	En İyi ERP Programı ERP İncelimi WUOLIX ERP Sistemleri AKINSOFT https://www.akinsoft.com.tr/programlar/iletisim-iletisim	unknown - Mozilla 5.0	1	168.119	17.06.2022 08:52:59	17.06.2022 08:52:59	Chat now

LimonDesk not only allows you to talk to your visitors instantly, but also which channel path your visitors take to your site (via Google, website, etc.), how many people log into your site and which pages they visit.

- Seeing online customers in your registered domains from the Online Visitors window,
- Starting a conversation from Online Visitors list,
- Ability to view online visitors map,
- Ability to list which page the customer is on, the date of the first visit and the time of the last activity in the Online Visitors window,
- Ability to start a chat with online people on the site,
- Getting statistics on country, operator, feedback score, button clicks,
- Ability to list all transactions performed by users in the log tab.





USER OPERATIONS



Our LimonDesk support module has been developed to help businesses provide a good experience to their customers with its simple and easy-to-use feature and functional architecture.

- Turkish, English, German, Russian, Italian, Spanish and French language support,
- Responsive operator and customer screens,
- Android and IOS apps,
- Windows desktop application,
- Advanced operator authorization,
- Ability to activate Holiday Mode,
- Emoji support,
- Ability to use Google CAPTCHA verification system,
- Ability to remove copyright on the customer side,
- Ability to use IP/Navigation service,
- Ability to change the collective support ticket status,
- Ability to send notifications by e-mail when a new customer arrives while offline,
- Ability to block customers on the basis of IP or e-mail,
- Ability to activate chat buttons between the hours you specify, even if there are online operators,
- Ability to customize alert sounds for operators and customers.





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