DataParser

LIVEPERSON

LivePerson offers AI messaging platforms that connect brands to their consumers effectively.

DataParser is connector software to bring LivePerson data into any archive or eDiscovery system in use.

LivePerson DataParser lets you chat and collaborate while still meeting your compliance and security policy requirements.

KEY DIFFERENTIATORS

- Captures both LivePerson Conversational Cloud LiveChat and direct message campaigns.

- Threads messages to replicate appearance in LivePerson for easy viewing.

- Collects Chats, Surveys, Campaigns, and Engagement data.

- Supports automated date range requests and configurable data sets.

- Ability to limit number of messages returned from a query.

How does it work?

DataParser pulls LivePersons chat data directly from the LivePerson APIs. The individual chats are threaded into conversations and formatted into an email. Any shared files are attached to the email. All appropriate compliance metadata and user information are included. DataParser then delivers the processed messages to your specified location. All major archiving, eDiscovery and Supervision technologies are supported. There is no need to add another repository or new review procedure.

DataParser is configured to automatically process data on a daily schedule. All new data is collected on each day's process. DataParser can also be used for specific legal matters or eDiscovery requests with the ability to create custom collection criteria for one-off runs.

The 17a-4 Testing team is your feedback resource through POC/trials and manages any feature requests. 17a-4 Support installs and configures DataParser according to your use case and deployment choice.

COMMON QUESTIONS

- **How do I set up a free trial?**
  - Request a free trial from sales@17a-4.com. The LivePerson DataParser Requirements must be in place and the output destination credentials must be provided to 17a-4 Support.

- **Can we collect files shared through LivePerson?**
  - Yes, you can allow agents to share files on LivePerson and use the DataParser to collect them to stay in compliance.

- **How does the LivePerson data get into my archive?**
  - DataParser can send LivePerson data to your archive via SMTP, through a mailbox or to a file location for pickup.

- **How do we know if there is an issue?**
  - Summary reports are generated with each run. If you see errors in the report or are not seeing the data in the archive, our Support Team will review.

- **How much is a license to collect 50 users of LivePerson?**
  - Annual licenses for 50 users are $1,900.

On-premise or Cloud: Which deployment is right for you?

DataParser Server is an on-premise solution for clients with strict security and compliance policies. Benefits include the ability to monitor daily processing and create one-off and custom collections.

On-prem Server Requirements

DataParser Cloud is for clients that don't want to manage servers but need to get data into an archive. 17a-4 Support handles daily monitoring and upgrades. Benefits include quick deployments and no administration.

DataParser Cloud Deployment

Request a Demo or Free Trial

17a-4

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