

EOL (END OF LIFE) ANNOUNCEMENT

WebsiteAlive/AliveChat and Migrating to Alive5.com

Platforms: [WebsiteAlive](#) / [Alive5](#)

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WebsiteAlive will be transitioning to Alive5, our new business chat platform for the future. If you are using WebsiteAlive/AliveChat currently, you'll have until the **end of this year (12/31/21)** to completely switch over. Don't worry, we'll help guide you along the way to ensure a smooth transition. The key is to start reaching out to us as soon as it's convenient for you to ensure you'll have more than enough time to transition over.

FREQUENTLY ASKED QUESTIONS

- Why do we need to migrate?

- Alive5 is our next-generation platform built on the latest technologies, ensuring the highest performance, reliability, security (Alive5 is SOC2 compliant), and user experience for the future. Read more: <https://www.alive5.com/intro-to-alive5-business-chat-sms>
- Consolidating and streamlining platforms will allow our organization to accelerate development of new features.
- The WebsiteAlive technology platform will no longer be supported by our datacenter next year.

- How do I get started with migration?

- Reach out to support@alive5.com to schedule a Zoom call with one of our migration specialists.
- In the next few days, we will be offering a DIY guide which should reduce your migration/setup steps.

- Will WebsiteAlive/AliveChat be operational on January 1st, 2022?

- No, all WebsiteAlive/AliveChat services will be shut down on December 31st, 2021, 11:59PM.

- **Will I be able to access previous chat transcripts from WebsiteAlive/AliveChat while I am using Alive5?**
 - You will be able to access both platforms up until the last day of 2021, in which WebsiteAlive/AliveChat services will then no longer be available. Be sure to export your data via CSV downloads or API access before then.

- **Will any Operator, Administrator, Hotkeys, Chat Labels and Data be transferable to Alive5?**
 - No, it's a fresh start - everything will need to be set up from the ground up in Alive5.

- **How will migration work? Is there downtime?**
 - The first step is to transfer the Operators, Departments, and Chat Window design to the new system. The second step is to log into the new platform and take chats. For updating the chat code on your website, you'll need to update the "WebsiteAlive Tracking Code" with "Alive5 Widget Code". Both are similar in structure (Javascript snippet).

- **What are the differences between WebsiteAlive and Alive5?**
 - <https://www.alive5.com/how-features-from-websitealivetranslate-to-alive5>
 - <https://www.alive5.com/websitealive-vs-alive5-comparison-and-migration-plan>

- **How will billing work? Do I have to set up everything again?**
 - Nothing changes with the billing - you'll continue to pay your bill as normal. If you decide to upgrade or downgrade your account, you'll just add more or less costs proportional to your current WebsiteAlive license. For example, if you have 10 WebsiteAlive Operator licenses, you will have 10 Agent licenses in Alive5.

- **What changes do I need to make for my website?**
 - There's 2 ways to get Alive5 live chat on your website. The first method requires no website change - just update a setting in the WebsiteAlive Administrator backend. The other way is to update your website HTML with the new Alive5 Widget JS/HTML code. The preferred method is to use the Alive5 code as it has more features suited with the new system.

- **Do we need to install new software?**

- The core requirement to use Alive5 is a modern web browser such as Google Chrome (preferred), Firefox, or Safari. Alive5 also offers mobile apps on Apple App Store for iOS and Google Play for Android devices.
- Optionally, Alive5 offers a downloadable desktop application for Windows (and coming soon, Macs)
- More details: <https://support.alive5.com/apps-downloads.html>
- **How will previous AliveChat Operators access Alive5?**
 - New Alive5 Admin and Agent accounts will need to be created in Alive5. There
- **Will the migration take place at once?**
 - You can migrate all Operators at once to Alive5 by simply switching out the WebsiteAlive AliveTracker code with Alive5 Widget code on your website and have your team log into Alive5 to take chats. If you have multiple websites, departments and teams, you can migrate at different times, it's up to you.
- **Do I have to retrain my agents and admins?**
 - There is minimal retraining of your staff to use the new Alive5 system as it's built with even more simplicity in mind, and a lot of the workflows are based on AliveChat. Essentially it's a simpler version of AliveChat, but with more functionality and expandability.
- **What if I need a feature that is not in Alive5?**
 - Please review the [Roadmap](#) to see if the feature you need is currently offered in Alive5. The Roadmap lets you see when a specific feature is planned to be released so you can also plan when to schedule your migration. If there are features that you need which are not available on this sheet, please reach out to us at support@alive5.com.
- **Will Alive5 be WCAG Compliant?**
 - Currently, Alive5 is not WCAG Compliant, but we will be offering a separate, WCAG compliant version of Alive5 in October 2021. If you require WCAG compliance, don't hesitate to start testing on the current Alive5 platform, which can help prepare you for the release of the WCAG version.