

# SupportCentre



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## Diagnose and Solve Customer Problems Faster with Remote Access Support

In today's competitive business environment, providing high-quality customer support is not just a requirement, it can be a powerful competitive advantage. Budget and resource pressures make funding a first-class customer support operation difficult. You need solutions that will enable your customer support representatives to carry out their responsibilities while saving time and money doing so.

SupportCentre, powered by WebEx™, provides all the tools to make your Technical Support Representatives (TSRs) as efficient and effective when working remotely as they would be on-site. With SupportCentre, TSRs can view, diagnose and solve customer problems online. Customer files can be transferred for off-line analysis or, with permission, the TSR can actually run the customer's desktop and download patches or updates to the customer's computer. Your customers get fast, intelligent support without having to endure multiple calls to diagnose simple issues.

## Rely on SupportCentre

- + Accelerate diagnosis and problem solving by allowing TSRs to remotely view and control customers' desktops.
- + Increase customer satisfaction by instantly downloading and analyzing files or uploading patches directly to the customer's computer.
- + Decrease call times, increase first call resolution, minimize costly on-site service visits and reduce support costs overall.
- + Meet or exceed service level agreement (SLA) objectives.
- + Analyze call sessions to help refine and improve your process.

## SupportCentre Features

- + Streamlined join process
  - Meeting Info and Join pages are combined into one page and frequently used information such as name and email is automatically pre-filled.
  - Meeting password not required when joining from an email link.
- + Single client installer
  - Now there's a simple install for all of your productivity tools (i.e. Outlook integration, Lotus Notes integration, One-Click Meeting, etc.).



AAP/EOE

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- + Two-way Desktop and Application Control or View
  - View or control a customer's desktop or let a customer view or control your desktop. Customers can selectively share applications to maintain privacy.
- + File Transfer
  - Transfer files to and from a customer's system to apply patches and updates during the session or retrieve customer data files for in-depth analysis. No complicated processes – just drag and drop.
- + Log onto Customer's Desktop as an Administrator
  - Sign on to a customer's machine as an administrator to access and install new applications and perform other activities that require administrative privileges.
- + Rotate Documents in Landscape and Portrait
  - Via the Presentation Viewer, you have the ability to rotate documents in landscape and portrait and also have additional options for document sharing and viewing for improved user experience.
- + Session Recording and Editing
  - Record sessions manually or automatically for archival or training purposes.
- + Remote Printing
  - Redirect printouts from a customer's printer to a local printer for offline analysis.
- + Integrated Video
  - Stream live video to personalize or enhance support.
- + Scale to Fit
  - View the customer's desktop without scrolling to speed the support process.
- + Floating TSR Control Panel
  - Access all session controls during desktop or application sharing without obstructing the view or switching screens.
- + Call Escalation
  - Bring subject-matter experts into a session instantly when needed.
- + Chat
  - Communicate easily with customers and other TSRs during a session.
  - HTML chat and chat phrase library available and configurable by the Site Administrator
  - Complete chat logs that can be saved and accessed through the reports.
- + Transfer and Conference
  - Transfer calls or conference in other TSRs or subject-matter experts for faster resolution.
- + System Information
  - Collect system information with one click. Print and save system information for future reference. System information is permission-based and requires the customer's consent.



- + Annotation
  - Allows both the TSR and the customer to annotate on the screen to better explain and solve issues.
- + Persistent Reboot
  - Allow a customer to join the same session even after a reboot.
- + Firewall Friendly
  - Work through most firewalls without opening additional ports. SupportCenter operates through standard http and https ports.
- + Post Session Survey
  - Survey customers at the end of sessions and use data to improve TSR performance.
- + Management Reporting
  - Measure help desk and call center statistics, including number of sessions, session time and session feedback to track and improve performance.
- + Increased Operating System and Application Platform Support
  - Seamlessly collaborate with users across multi-platforms, including the latest versions. Supports Internet Explorer 7, Firefox 2.0, and Intel Mac.
- + New, improved CSR console which creates better utilization of space on the screen. The new and old console are both available and configured by the Site Administrator
- + Chat enhancements
  - o HTML chat and chat phrase library available and configurable by the Site Administrator
  - o Complete chat logs that can be saved and accessed through the reports.
- + System information is now permission-based and requires customer's consent.