

## WebEx™ Support Center Remote Support

### Diagnose and solve customer problems faster with remote support capabilities.

Improve the speed and quality of your support and reduce support calls. Invite customers into support sessions or provide a click-to-connect button on your product, website or email signatures so they can initiate a session. Then, view and control their remote desktops in real time. Upload files to install patches and updates or download files for in-depth analysis. Ask subject matter experts to join calls instantly. WebEx™ Remote Support makes it easy – and it will measurably improve your productivity and customer satisfaction

#### **Solve more remote problems on the first call.**

Quickly launch a support session to see exactly what's happening on a remote desktop. Then demonstrate functions or take action to provide an immediate fix. Your customers get fast, intelligent support without having to endure multiple calls to diagnose simple issues.

#### **Deliver hands-on support without costly site visits.**

Eliminate the need to travel offsite for most problems—and avoid the frustrating back-and-forth of talking customers through solutions by phone. Slash both your call resolution times and your support costs significantly. Use the detailed reporting function of WebEx Remote Support to analyze and optimize your support processes for even better results.

#### **Count on WebEx for a secure, scalable solution.**

WebEx Remote Support is delivered on demand over the WebEx MediaTone™ Network, a private global network. No new software or hardware is required, making it easy to implement and easy to scale as your support needs change. The MediaTone Network offers better than 99.99% reliability, as well as robust security. Your information is never persistently stored on our servers and 128-bit SSL and AES encryption ensures all your support calls are private and secure. And WebEx is SAS 70 and WebTrust™ certified.

#### **Get the features you need to resolve more tech support issues in less time.**

##### *Pre Session*

##### **Inbound Online Request: Click-to-Connect**

Make it easy to start a support session by putting a button on your web-site, product, or email signature. Automatically distribute requests to an individual queue, or route them from a customized request form.

##### **Outbound Request**

Initiate a session from a one-click desktop client, or from your email app.

##### *In Session*

##### **Two-Way Desktop and Application Control or View**

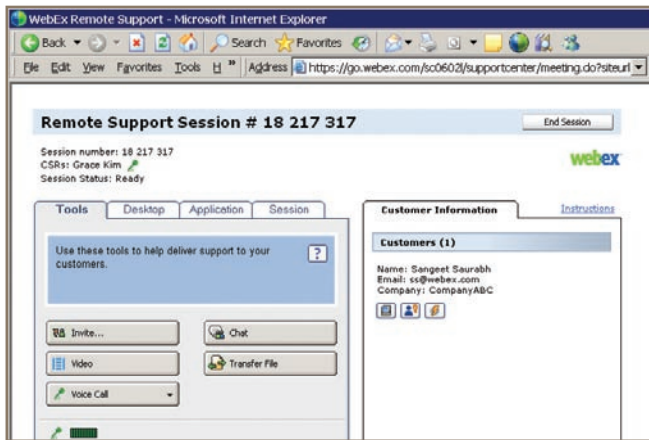
View or control a customer's desktop or applications or let a customer view or control your desktop or applications.

##### **File Transfer**

Transfer files to and from a customer's system instantly to apply patches and updates or retrieve customer data for in-depth analysis. Just drag and drop.

##### **Log On to 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.



*It's incredibly easy to start a support session using WebEx. Just send a quick invite for your customer to meet you online.*

### Remote Printing

Redirect printouts from a customer's printer to a local printer for offline analysis.

### Integrated VoIP and Video

Stream live video to personalize or enhance support. Converse with customers with integrated VoIP on Windows, Mac, Linux, and Solaris platforms.

### Chat

Communicate easily with customers and other TSRs during a session.

### System Information

Collect system information with one click. Print and save for future reference.

### Reboot and Reconnect

Allow a customer to join the same session even in Safe Mode.

### Agent Inbox

Get instant notification when there's a customer in your queue. Each agent can control personal settings, set their availability status, and view other agents' status.

### Real-Time Availability Status of Other Agents

Enable all agents to see all queues and status of all CSRs, so they can escalate a call to 2nd or 3rd level by inviting someone to join the call or by transferring it.

### Post Session Survey

Survey customers at the end of sessions and use data to improve TSR performance.

## Manager Tools

### WebACD Queue Manager

Set up queues with rules-based routing (availability, skill set) to maximize productivity.

### WebACD Manager Dashboard

Monitor all sessions and agent activity at both the queue and CSR level.

### Session Recording and Editing

Record support sessions manually or automatically for archival or training purposes.

### Management Reporting

Measure help desk and call center statistics, including number of sessions, session time, and session feedback to track and improve performance.

## Architecture

### Firewall Friendly

Work through most firewalls using standard http and https ports.

### CRM Integration

Initiate sessions right from Salesforce.com, Remedy, and other CRM applications.

## About Premiere Global Services

Premiere Global Services, Inc. is a global provider of on-demand business process improvement solutions that enable businesses to automate and simplify their business processes and to communicate more efficiently and effectively with their constituents.

Our *Premiere Global Communications Operating System* offers hundreds of industry-specific business applications within the following solutions: Conferencing & Collaboration, Desktop Document Solutions, Enterprise Document Solutions, Notifications & Reminders and eMarketing.

Headquartered in Atlanta, Georgia, and with presence in 23 countries worldwide, Premiere Global delivers solutions to an established customer base of over 50,000 companies, including nearly 95% of the *Fortune* 500. Additional information can be found at [www.PremiereGlobal.com](http://www.PremiereGlobal.com).

### For More Information

Check out [premierglobal.com](http://premierglobal.com) for customer videos, testimonials, white papers and rich media demonstrations explaining how Premiere Global helps you improve, automate and create better business processes.

WebEx Remote Support is regularly updated to meet the latest system compatibility needs.

Please visit [www.webex.com](http://www.webex.com) for a current listing of system requirements.

**Languages supported:** English, Spanish, Brazilian Portuguese, French, German, Japanese, Chinese (Simplified and Traditional), and Korean. .

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