

# Cisco WebEx Support Center

With Cisco WebEx™ Support Center, provided by InterCall, you can:

- + Measurably improve productivity and customer satisfaction as you reduce costs.
- + Enable support or IT teams to view and control any customer's desktop in real time—regardless of location, platform, or firewalls.
- + Deliver hands-on support without costly visits.
  - Minimize travel by offering convenient remote support.
  - Speed resolution and cut costs by delivering personalized service.
- + Solve more problems on the first call.
  - Give customers fast, intelligent support.
  - Troubleshoot and fix issues directly on your customer's remote desktop.
  - Invite a subject matter expert to join your session instantly.
- + Optimize support with recording and reporting.
  - Provide better customer service and improve compliance using network-based recording to document sessions, expedite incident resolution, and train new support staff.
  - Access recordings easily from your WebEx site.
  - Analyze and improve support processes using the detailed reporting function.

## Resolve More Tech Support Issues in Less Time

### Pre-Session Features:

#### INBOUND ONLINE REQUEST: CLICK-TO-CONNECT

- + Make it easy for customers to initiate a session with a button on your website, product, or email signature. Automatically route to a TSR's queue or a customized request form.

#### OUTBOUND REQUEST

- + Start a session from email or the Cisco WebEx One-Click desktop client.

#### CALLBACK AND WAIT TIMES

- + Give customers the option to request a callback, and show them the estimated wait time.



#### For more information:

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## **In Session Features:**

### **DESKTOP, APPLICATION, AND CO-BROWSING ACCESS**

- + View or control a customer's desktop or apps, or let them view or control yours. Co-browse a browser window when a session starts.

### **CUSTOM SCRIPTS**

- + Save a library of frequently used scripts. Push and run scripts with a click for easy patches and updates.

### **FILE TRANSFER**

- + Drag and drop files to and from a customer's system to patch or update.

### **LOG ON TO A CUSTOMER'S DESKTOP AS ADMIN**

- + Sign on to a customer's machine as an administrator.

### **REMOTE PRINTING**

- + Print from a customer's computer to a local printer.

### **CHAT**

- + Chat with several TSRs and customers at once.

### **MULTI-SESSION CLIENT**

- + Easily support multiple customers at once from a tabbed client interface.

### **SYSTEM INFORMATION**

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

### **REBOOT AND RECONNECT**

- + Maintain the same session even after reboot and in safe mode.

### **AGENT INBOX**

- + Get a notification when a customer is in your queue. Control personal settings and availability status.

### **REAL-TIME STATUS OF OTHER AGENTS**

- + TSRs can see all other agents' queues and availability for easy escalations.

### **POST-SESSION SURVEY AND NOTES**

- + Take customer surveys and save TSR session notes.

## **Manager Tools:**

### **WEBACD QUEUE MANAGER**

- + Set up queues with rules-based routing, by availability or skill set. Distribute a large number of requests by allocating to sub-queues by percentage.

### **WEBACD MANAGER DASHBOARD**

- + Monitor all sessions and agent activity at both the queue and TSR levels.

### **SESSION RECORDING AND EDITING**

- + Record support sessions manually or automatically.

### **MANAGEMENT REPORTING**

- + Measure help desk and support statistics including number of sessions, session time, and session feedback.

## **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.