

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:

In the U.S.:
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AAP/EDE

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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.