



“The ability to see what is happening on the end-user’s machine with WebEx is quite powerful. The customers ask for WebEx because they get back to productive use faster. In just one call center, we are saving well over 100 hours per month in call time.”

— Harry Coit, Director of Technical Support, Epicor

## Resolve customer technical issues faster with Cisco WebEx Support Center Remote Support.

### Highlights:

- Boost Technical Support Representative (TSR) productivity with an easy-to-use solution.
- Accelerate diagnosis and problem solving by working directly on remote customer desktops.
- Decrease call times, increase first-call resolution, minimize on-site visits, and reduce overall support costs.
- Meet or exceed service level agreement (SLA) objectives and increase customer satisfaction.
- Depend on the most manageable, reliable, and secure remote access support solution.

Measurably improve productivity and customer satisfaction as you reduce costs with Cisco WebEx® Support Center Remote Support. 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 with streaming VoIP and video.

### Solve more problems on the first call.

Give customers fast, intelligent support with WebEx. Troubleshoot and fix issues directly on your customer’s remote desktop. Speak with them using VoIP or teleconferencing. 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.

### Count on Cisco for secure, scalable WebEx service.

WebEx services are delivered on demand over the global Cisco WebEx Collaboration Cloud. No new software or hardware is required, making these services easy to implement and scale as your needs change. The WebEx Collaboration Cloud offers better than 99.99% reliability, as well as robust security, to meet your strict requirements. Your session content is never stored on our servers, and 128-bit SSL and 256-bit AES encryption ensures privacy during transmission. WebEx services are stringently audited against ISO-17799 standards with compliance details provided in a SAS 70 Type II report and other third-party security reports.

# 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 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. The TSR and customer can join an audio conference after receiving an immediate callback from WebEx.

## In Session

### [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.

### [Integrated VoIP, Video, and Teleconference](#)

Stream live video to personalize or enhance support. Speak with customers via teleconference or integrated VoIP.

### [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.

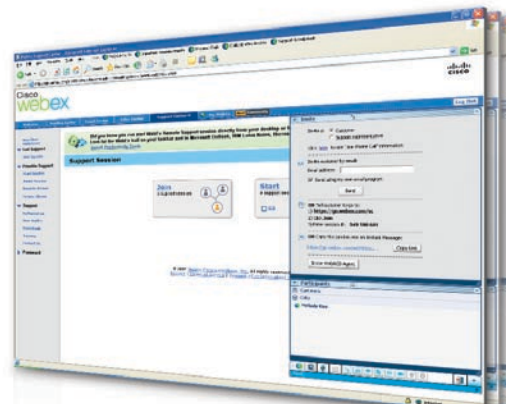
## Manager Tools

### [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.



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

### [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.

WebEx Support Center Remote Support is updated regularly to meet the latest system compatibility needs. Please visit [www.webex.com](http://www.webex.com) to see system requirements.

### **Languages supported:**

English, Spanish, Brazilian Portuguese, French, Italian, German, Japanese, Korean, and Chinese (simplified and traditional)

**WebEx Remote Support is part of WebEx Support Center, a suite of web-based support and IT applications. Learn more about WebEx Support Center and other WebEx solutions, all from Cisco. Speak with a solution specialist at 1.877.GOWebEx (469.3239) or visit [www.webex.com/solutions](http://www.webex.com/solutions).**