OVERVIEW

Cisco WebEx Support Center

With Cisco WebEx^{TM} Support Center, 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.

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.

For more information please contact a conferencing specialist at Today's Conferencing, 847.749.2565