

Increase Customer Satisfaction and Lower Customer Service Costs



Why WebEx Support Center?

- ▶ Boost customer satisfaction and maximize retention with decreased time to resolution
- ▶ Gain a competitive advantage with a superior customer experience
- ▶ Improve self service and reduce escalation to assisted service, by creating multimedia content using session recording
- ▶ Slash call center costs by solving complex problems online, avoiding expensive on-site visits, call escalation and long handle times
- ▶ Improve communication with development team on bugs and usability issues

WebEx™ Support Center™ allows your technical service representatives (TSRs) to instantly and easily view, diagnose, and resolve issues online with any user, anywhere in the world. Support Center improves customer satisfaction and lowers costs by putting a secure, reliable, browser-based interactive customer support environment at the fingertips of every TSR.

With WebEx Support Center, your TSRs are no longer limited to talking over the phone or actually visiting customers to solve problems. Instead, WebEx Support Center allows your TSRs to launch a remote, interactive session right from their desktops. With on-demand viewing and permission-based control, TSRs can proactively solve support issues right on the customer's desktop, without delay, unnecessary escalation, or additional costs.

WebEx Support Center works over standard http/https ports and works through virtually all firewalls. WebEx Support Center is designed for security from ground up. Data is transmitted using industry standard 128-bit SSL encryption over standard https ports. Customers approve each action and are in full control of sessions at all times. Support sessions can be auto-recorded and archived for future use.

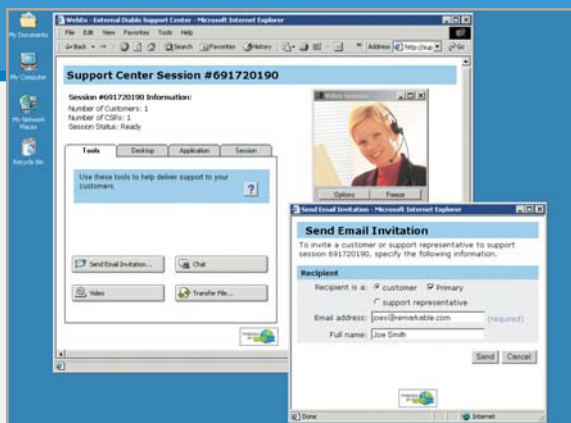
Trust WebEx for a Secure, Scalable, and Global Solution

Only WebEx utilizes WebEx MediaTone™ technology, a high-speed global network specifically designed for real-time Web communications, assuring scalability, security, performance, and reliability across the globe. With its unique information-switching technology, multimedia capabilities and standards-based APIs, MediaTone is the dial tone for Web support and communications.

“At today’s run rate of 1200 WebEx sessions per month, this translates to an annual savings of nearly \$600,000 and an ROI in excess of 700%!”

Jeff Quast,
Quality Programs Manager, Lawson Software

WebEx Support Center Features & Benefits



WebEx Support Center has all the tools TSRs need to efficiently and effectively solve problems online.

MINIMUM SYSTEM REQUIREMENTS:

Windows 95, 98, NT, 2000, XP:

Intel Pentium, 166 MHz

32 MB RAM

Microsoft Internet Explorer 4.x, 5.x, 6.x

Netscape Communicator 4.x

JavaScript and cookies enabled

56K Internet connection

Mac OS X 10.2 or higher:

Microsoft Internet Explorer 5.2 or higher

Safari 1.0 or higher

Mozilla 1.4.1 or higher

JavaScript and cookies enabled for browsers

56K or better internet connection

Solaris 8.0 or higher

Mozilla 1.4.1 or higher

JavaScript and cookies enabled for the browser

56K or better internet connection

RedHat Linux 8.0 or higher

Mozilla 1.4.1 or higher

For more information on WebEx Support Center go to www.webex.com/applications



Features

Benefits

Two-Way Desktop & Application Control or View

A TSR can request view or control of the customer's desktop. TSR can also show view, or allow control of, TSR's desktop. Customers can choose to share only selected applications with the TSR to maintain privacy.

File Transfer

Files can be transferred to and from the customer's system. The TSR can apply patches and updates during the session or get customer data files for further in-depth analysis.

System Info

No need to hunt for critical information in Registry Editor, Task Manager and Help-About to find the information you need to solve customers issues. Simply click on System Info to see critical information like system information, hardware information, browser information, and applications in one place.

Remote Printing

The TSR can re-direct printouts from the customer's computer to a local computer for offline analysis.

Session Recording & Editing

Data and audio can be recorded for use in archival or training purposes. Sessions can be auto-recorded.

Remote Control

TSRs can take control of the customer's system or application, with the customer's permission, to fix problems while the customer can watch and learn.

Video

Live video can be streamed, enabling TSRs to personalize support sessions and solve hardware related problems.

Scale to Fit

TSR can view the customer's desktop without scrolling, reducing the handle time.

Call Escalation

Deliver maximum benefit from each call by easily adding support personnel or experts as needed.

Annotation

TSR and customer can annotate the screen to better explain the issue and drive towards faster resolution.

Copy & Paste

Improve efficiency by simply copying and pasting data between machines rather than transferring files back and forth.

Persistent Re-boot

Customer can join the same session even after the reboot.

Firewall Friendly

Support Center works over standard http and https ports and hence can work through almost all firewalls without opening additional ports.

Post Session Survey

Survey customers at the end of sessions and report on survey data, to measure and improve TSRs performance.

Chat

Chat with customers and TSRs in session to enhance communication.

Transfer & Conference

Increase First Call Resolution (FCR) by transferring to, or conferencing in, other TSRs and subject matter experts.

Management Reporting

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

CORPORATE HEADQUARTERS: WebEx Communications, Inc., 307 West Tasman Drive, San Jose, CA 95134 USA
Tel: +1.408.435.7000 Fax: +1.408.435.7004

Note: Certain features and capabilities may not be available for all services. Contact a WebEx service consultant at +1.877.50.WEBEX or +1.408.435.7048 for a complete description.

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