



# Cisco WebEx Support Center

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*Everest Communications, LLC  
Sales & service of audio, web  
and video conferencing  
services since 2003.*

**With** Cisco WebEx™ 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.

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### 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.

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## Cisco WebEx Support Center

### 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.

