

Inter-Tel® Remote Support

Meetings, Presentations, Collaboration, Remote Support
Live Technical and Sales Support Over the Internet

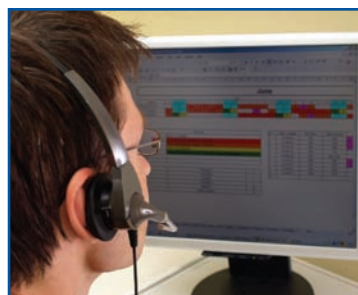
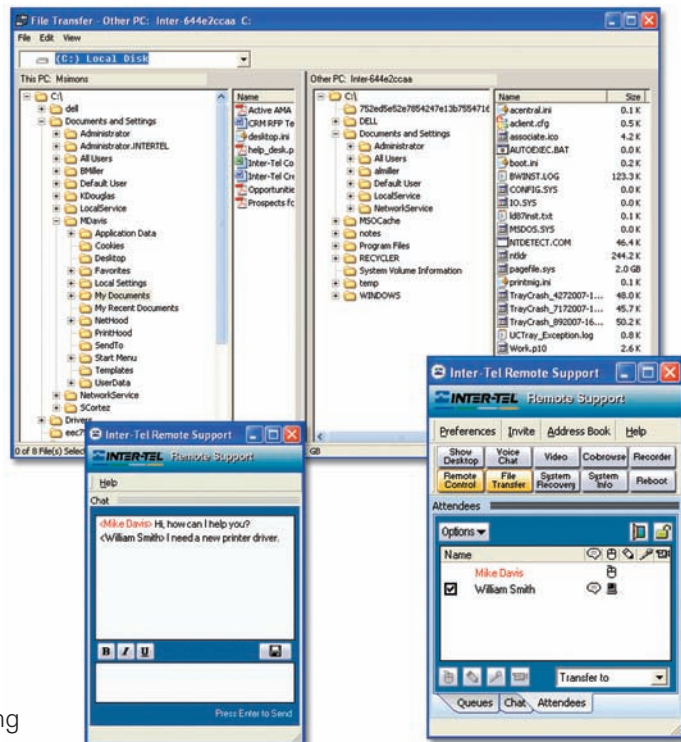
Inter-Tel Remote Support is a Web-based, real-time sales and support tool that provides a simple way for professionals to quickly manage and resolve online PC support and demonstration requests via the Internet. Remote Support provides all the tools needed to communicate with customers, and monitor and control a customer's PC to resolve issues. This Web-based solution provides live assistance, on demand. It offers support and sales professionals the tools that help increase productivity and lower operating costs.

Using Remote Support, sales and support professionals can:

- Manage multiple support requests from online queues
- Communicate with customers in real-time via voice or keyboard chat
- View and control a customer's PC and monitor activity remotely
- Illustrate and annotate problems using an online whiteboard
- Upload customer files for analysis and download software patches
- Restore a remote user's PC to a previously working configuration
- Direct a remote customer to a Web site using co-browse features
- Obtain remote system information without relying on customer feedback
- Record sessions for training and quality monitoring
- Reboot and reconnect capability

As a result, Remote Support allows professionals to quickly and easily resolve customer request by focusing more on solving problems and educating customers and less on visualizing problems and blindly guiding customers toward a solution.

- Increased productivity
- Shorter support calls
- Increased problem resolution rates
- Increased customer satisfaction



Remote Support Features

Remote Support

Empowers support representatives to escalate a session by remotely viewing the user's computer. Customers are able to see exactly what an agent is doing, including all mouse movements and keyboard inputs.

Desktop Application Sharing

Support and sales representatives can share any software application in a live, full-screen demonstration. Use the markup tools to emphasize a point right on the live application.

Keyboard and Voice Chat

Enables representatives to communicate with end user via microphone and speaker-equipped PC (VoIP) or keyboard text chat.

Security and Permission Tools

Remote Support offers tools for troubleshooting and controlling a remote PC. Once remote control has been granted, support and sales professionals can view a customer's PC as if they were sitting in front of it. The user actively participates in the screen-sharing process and observes every step that is taken to resolve the technical issue through a Dynamic CAST 128-bit Encrypted session with SSL support.

Queue Transfer and Escalation

All inbound customer requests are displayed in a window visible to all representatives in the queue. A simple mouseover for each request shows relevant information such as the customer's e-mail address and the initial question. Requests can be easily transferred among sales and support representatives to ensure the most relevant agent is helping a customer.

File Transfer Tools

Remote Support enables sales and support professionals to transfer files from their PCs directly to the customer and vice versa.

System Recovery Tool

If a customer's problem has resulted from the corruption of an application, file or the system registry, Remote Support offers a system recovery feature. Using system recovery, representatives can access a previously saved snapshot of the customer's PC and restore the PC to the most recently functional configuration.



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Internet Co-browsing

Remote Support co-browse capabilities make it easy for support and sales representatives to direct customers to specific online resources where they can find useful information or important sales and support tools.

Multi-point Videoconferencing

The representative can use a webcam to conduct a videoconference with the customer or use the videoconferencing feature to broadcast a pre-recorded AVI file or a live image.

Reports and Record/Playback

Record all sessions for training and development. Representatives can create real-time online management reports such as agent, customer and session activity daily, weekly, monthly, and ad-hoc information to track industry standard metrics.

User Interface Wizard

Change the colors of the agent and customers' user controls as well as manage the banner graphic, homepage graphic and colors of the user interface.

Minimum Client Requirements

Connection	56kbps with 40kbps connectivity, Broadband, DSL, Cable, T1 or Higher
OS (host)	Windows® 2000, XP, 2003, Vista™
OS (attendee)	Windows 2000, XP, 2003, Vista
Browsers	Internet Explorer 5.5 or later, Mozilla and Firefox

Minimum Server Requirements

Processor	Pentium 4, 1.0 GHz or higher
Hard Drive	1 GB available disk space
RAM	256 MB for 3 connections; 512 MB or higher for more than 10 users
OS	Windows® 2000 Server with SP3 or higher; Windows® 2003 Server
Web Site	Internet Information Services® (IIS)
Controls	Internet Explorer® 5.5 or later, Mozilla® and Firefox®
Protocol	TCP/IP with static IP address or static DNS
Connection Bandwidth Requirement	Minimum 76kbps per concurrent user required (56kbps connection per user plus 10kbps network overhead per user). For example: A meeting, or set of meetings with a total of 10 connections to the server would require an available bandwidth connection of approximately 760kbps, or 1/2 of a T1 connection.