Remote Support

webex support center

Diagnose and solve customer problems faster with remote support capabilities.

Improve Technical Support Representative (TSR) productivity with easy-to-use remote support capabilities.

Accelerate diagnosis and problem solving by viewing and controlling customer desktops.

Decrease call times, increase first call resolution, minimize costly on-site service visits—and reduce support costs overall.

Meet or exceed service level agreement (SLA) objectives and increase customer satisfaction.

Serve your clients with the most manageable, reliable, and secure remote access support.

Improve the speed and quality of your support, even as you reduce support costs. Empower your support team with WebEx™ Remote Support.

Invite customers into support sessions or provide a click-to-connect button on your product, website or email signature so they can initiate a session. Then view and control their remote desktops in real time. Upload files to install patches and updates or download files for in-depth analysis. Ask subject matter experts to join calls instantly. WebEx Remote Support makes it easy—and it will measurably improve your productivity and customer satisfaction.

Solve more remote problems on the first call.
Quickly launch a support session to see exactly what's happening on a remote desktop. Then demonstrate functions or take action to provide an immediate fix. Your customers get fast, intelligent support without having to endure multiple calls to diagnose simple issues.

Deliver hands-on support without costly site visits.
Eliminate the need to travel offsite for most problems—and avoid the frustrating back-and-forth of talking customers through solutions by phone. Slash both your call resolution times and your support costs significantly. Use the detailed reporting function of WebEx Remote Support to analyze and optimize your support processes for even better results.

Count on WebEx for a secure, scalable solution.
WebEx Remote Support is delivered on demand over the WebEx MediaTone™ Network, a private global network. No new software or hardware is required, making it easy to implement and easy to scale as your support needs change. The MediaTone Network offers better than 99.99% reliability, as well as robust security. Your information is never persistently stored on our servers and 128-bit SSL and AES encryption ensures all your support calls are private and secure. And WebEx is SAS 70 and WebTrust™ certified.

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

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 to start a support session by putting a button on your website, product, or email signature. Automatically distribute requests to an individual queue, or route them from a customized request form.

Outbound Request
Initiate a session from a one-click desktop client, or from your email app.

IN SESSION

Two-way Desktop and Application Control or View
View or control a customer's desktop or applications or let a customer view or control your desktop or applications.

File Transfer
Transfer files to and from a customer's system instantly to apply patches and updates or retrieve customer data for in-depth analysis. Just drag and drop.

Log on to Customer's Desktop as an Administrator
Sign on to a customer's machine as an administrator to access and install new applications and perform other activities that require administrative privileges.

Remote Printing
Redirect printouts from a customer's printer to a local printer for offline analysis.

Integrated Video
Stream live video to personalize or enhance support.

Chat
Communicate easily with customers and other TSRs during a session.

System Information
Collect system information with one click. Print and save for future reference.

Persistent Reboot
Allow a customer to join the same session even after a reboot.

Agent Inbox
Get instant notification when there's a customer in your queue. Each agent can control personal settings, set their availability status, and view other agents' status.

Real-time Availability Status of Other Agents
Give all agents the power to see all queues and status of all CSRs, so they can immediately escalate a call to 2nd or 3rd level by inviting someone to join the call or by transferring it.

Post Session Survey
Survey customers at the end of sessions and use data to improve TSR performance.

MANAGER TOOLS

WebACD Queue Manager
Set up queues with rules-based routing (availability, skill set) to maximize productivity.

WebACD Manager Dashboard
Monitor all sessions and agent activity at both the queue and CSR level.

Session Recording and Editing
Record sessions manually or automatically for archival or training purposes.

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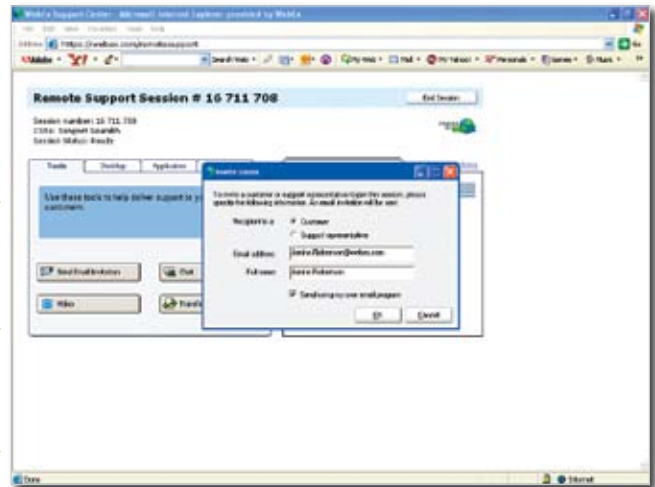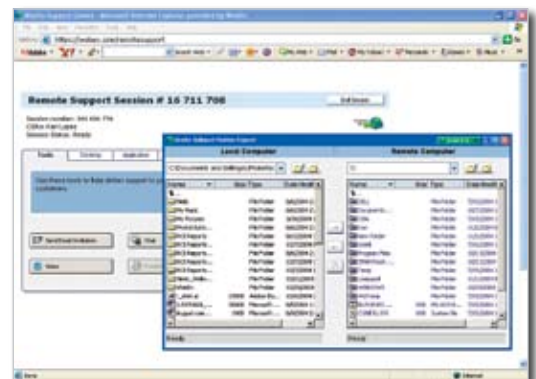
ARCHITECTURE

Firewall Friendly
Work through most firewalls using standard http and https ports.

CRM Integration
Initiate sessions right from Salesforce.com, Remedy, and other CRM appplications.

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

Transfer files and folders in an instant. Just drag and drop.

Minimum Windows system requirements:
Windows 98, Me, NT, 2000, 2003 server or XP; Intel x86 (Pentium 400MHZ +) or compatible processor with 128MB RAM; Microsoft Internet Explorer 6, Netscape 7, Mozilla 1.4 or Firefox 1.0; JavaScript and cookies enabled in the browser; 56K or faster Internet connection.

Other platforms supported:
Mac OSX 10.2 or higher, Linux, Solaris 8 and 9.
For the latest platform requirements, visit our web page.

The WebEx Remote Support application is part of WebEx Support Center, a suite of web-based support and system management applications. Learn how your IT support and technical customer support teams can deliver faster, more cost-effective service by visiting www.webex.com/applications.