Improve Customer Satisfaction and Reduce Support Costs with Cisco WebEx Remote Support

Cisco WebEx Support Center: **A FedRAMP℠-Authorized Service**

Cisco WebEx Support Center: A FedRAMP-Authorized Service allows you to:

- Provide more personalized support with high-quality video.

- Accelerate diagnosis and problem solving by working directly on remote customer desktops.

- Decrease call times, increase first-call resolution, reduce the number of onsite visits, and reduce overall support costs.

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

Offer Hands-On Support without Costly Onsite Visits

With Cisco WebEx Support Center, a FedRAMP-Authorized Service, your agency can reduce travel and costs by remotely offering support and service to employees and external users. Accelerate resolution and cut costs by delivering personalized service with integrated Cisco WebEx audio or streaming VoIP, and high-quality video. Easily monitor, queue, and route support requests with a fully integrated Cisco® WebACD automated-call-distribution (ACD) system. With this high-quality support, you'll resolve issues on the first call more often, which can enhance user satisfaction. Your support team will be able to troubleshoot and fix issues directly on remote desktops, anytime, anywhere. It's easy to invite a subject-matter expert to instantly join your session.

Optimize Support with Recording and Reporting

Provide faster issue resolution and improve compliance using network-based recording to document sessions, expedite incident resolution, and train new support staff. Access recordings easily from your Cisco WebEx® site and analyze and improve support processes using the detailed reporting function.

Secure, Scalable WebEx Service that Works Across Firewalls

Cisco WebEx Support Center: A FedRAMP– Authorized Service is a software-as-a-service (SaaS) solution delivered through the Cisco Collaboration Cloud and is easy to roll out and scale as your agency grows. The Cisco Collaboration Cloud is an enterprise scale network designed specifically to provide highly secure on-demand conferencing capabilities. It offers a scalable architecture, consistent availability, and multilayer security, which is validated and continuously monitored to the rigorous government standards of FedRAMP. Additionally, Cisco WebEx service datacenter operations holds SOC 2 Type II attestation and ISO 27001 compliance.

The Importance of FedRAMP

The Federal Risk and Authorization Management Program (FedRAMP) outlines a cost-effective, risk-based approach for the adoption and use of cloud services by U.S. government entities, helping them meet Federal Information Security Management Act (FISMA) requirements for cloud systems. By standardizing on security assessment, authorization, and continuous monitoring for cloud products and services, this program delivers cost savings, accelerated adoption, and increased confidence in security. To learn more about FedRAMP, visit fedramp.gov.

CISCO WebEx

The Features You Need to Deliver High-Quality Support for Less

Pre-session

Inbound Online Request:
Click-to-Connect
Anybody can easily initiate a session by hitting a button on a website, product, or email signature. Automatically route support requests to a support representative's queue or a customized request form.

Outbound Request
Start a session from email or the Cisco WebEx desktop client.

Callback and Wait Times
Provide the option to request a callback, and show the estimated wait time. The support representative and user can join an audio conference after receiving an immediate callback from Cisco WebEx.

In Session

Desktop and Application Access
View and control a user's desktop or applications, or allow the user to view or control yours.

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 provide patches or updates.

Log on to a User's Desktop as Admin
Sign on to a user's machine as an administrator.

Remote Printing
Print from a user's computer to a local printer.

Integrated VoIP and High-Quality Video
Speak with users via teleconference or integrated VoIP. Provide more personalized support using live high-quality video.

Chat
Chat with several support representatives and users at once.

Multisession Client
Easily support multiple users at once from a tabbed client interface.

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

Reboot and Reconnect
Maintain the same session even after reboot and in safe mode.

Agent Inbox
Get a notification when a user is in your queue. Control personal settings and availability status.

Real-Time Status of Other Agents
Support representatives can see all other agents' queues and availability for easy escalations.

Post-session Survey and Notes
Take surveys and save support representative session notes.

Manager Tools

Cisco WebACD Queue Manager
Set up queues with rules-based routing, by availability or skill set. Distribute a large number of requests by allocating them to subqueues by percentage.

Cisco WebACD Manager Dashboard
Monitor all sessions and agent activity at both the queue and support representative 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
Learn more about FedRAMP-Authorized Services from Cisco at cisco.com/go/fedramp, email to COLLAB-USGOV@cisco.com, or contact your Cisco representative.

Cisco WebEx Support Center: A FedRAMP-Authorized Service is updated regularly to meet the latest system compatibility needs. Please visit www.webex.com to see system requirements.

Languages currently supported include Chinese (Simplified and Traditional), Danish, Dutch, English, French, German, Italian, Japanese, Portuguese (Brazilian), Russian, Spanish (Latin American and European), and Turkish on the Microsoft Windows platform. The Mac in-meeting experience is available only in English.

* Supported only in the Microsoft Windows environment

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