

Multiply your support. Cut your expenses.



WebInteractive™

Your Remote PossibilitySM

Now you can handle a greater call volume with the same staff.

WebInteractive™ is a browser-based, real-time remote software tool that provides an efficient way for support professionals to quickly manage and resolve online support requests right from their desktops. Support technicians are able to see, monitor and diagnose the users' computer over the Internet as if they were right there. Plus, they can transfer files, push HTML content directly to the customer's browser and backup system files. All without installing software on the representative's or end user's personal computer.

WebInteractive also performs as a sales tool for real-time, one-on-one, live customer service to help reduce sales cycles, lower operating costs and resolve support questions.

WebInteractive Key Features

- **File Transfer**
Support professionals can transfer required necessary file directly to customers.
- **System Recovery**
Restore a working configuration from a previously saved snapshot of a PC.
- **Remote Control**
Assume control of a remote PC to diagnose and troubleshoot issues.
- **Communications Tools**
Keyboard and voice chat allow support professionals to interact with customers.

Permission Tools

WebInteractive offers support tools for monitoring and controlling a remote PC. To protect against unwanted intervention, WebInteractive prompts customers before initiating any remote control or monitoring sessions. Customers can further customize their remote control permissions to selectively allow or disallow control features as they apply to specific files or applications on their PC.

Once WebInteractive's remote control has been allowed, support professionals can view a customer's PC as if they were sitting right in front of it. No time is wasted by the customer describing a problem, or by the representative trying to visualize the problem.

File Transfer Tools

WebInteractive offers file transfer capabilities. This way, support professionals can transfer required files from their PCs directly to the customer or vice versa.

Co-browse Tools

WebInteractive's co-browse capabilities makes it easy for support representatives to direct customers to specific online resources where they can find useful information or important support tools. Using co-browse, supports reps can "push" html content directly to the customer's browser. Customers can instantly view these pages and bookmark them for future reference.

System Recovery Tools

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

Web-based Design

Requires no client software installation. Customers log in to your Web site and are instantly have access to interactive PC support.

Online Request Distribution

Provides a simple online login and queuing process for customers who wish to receive online support. Routes a web-based support request to the appropriate support representative.

Screen Sharing/Remote PC Monitoring

Supports viewing of a remote PC to a support professional. Alternately, support staff can broadcast a view of their PC desktops for training purposes.

Voice Chat

Allows customers with microphone and speaker-equipped PCs to communicate with support reps across their Internet connection.

Keyboard Chat

Provides a simple, direct way for customers and support professionals to communicate online in real-time while resolving support issues.

Online Reports

Access daily reports to track industry standard support metrics.

Call Escalation

Another representative or supervisor can join a session to assist with challenging issues.

Outlook E-mail Integration

This feature offers the ability to import names and e-mail addresses from the Outlook (2000 or higher) contacts into the WebDemo address book. This allows a meeting session to be scheduled in Outlook from a link in the invitation produced by WebDemo. Once the meeting is scheduled in the Outlook calendar, the default meeting notices and reminders within Outlook will be utilized.

Conducting an Online Support Session with WebInteractive

To facilitate a real-time support session, the WebInteractive server's ConnectionPoint application coordinates the routing of data between the support representative and the customer. ConnectionPoint actively manages all connections, precluding conflicts that might be caused by corporate network firewalls.

Both the support representative and the customer may participate through a browser-based client. The representative must use a PC running a Windows-based operating system (Windows 98/ME/NT/2000/XP), while presentation attendees may run any Windows based OS of their choice.



A division of SpartaCom Technologies, Inc.

One South Church Avenue, Suite 2200 • Tucson, AZ 85701
Tel: 520 670-7100 • Fax: 520 670-7101
www.linktivity.com • www.spartacom.com