Improve customer satisfaction and reduce support costs with Cisco WebEx® Remote Support

Cisco WebEx Remote Support Highlights

- Boost Technical Support Representative (TSR) productivity
- 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, minimize onsite visits, and reduce overall support costs
- Meet and exceed service level agreement (SLA) objectives and increase customer satisfaction

"Recently, we had a team in Asia who needed to troubleshoot an issue for a user located on a remote Indonesian island. It would have cost thousands of dollars to travel to the island, but with WebEx technology, we were able to log into the computer remotely and fix the problem."

— Adam Bricker, CIO, World Vision

Deliver hands-on support without costly onsite visits.

Minimize travel by offering customer support and service to both internal employees and customers remotely. Speed resolution and cut costs by delivering personalized service with streaming VoIP and high-quality video. Easily monitor, queue, and route support requests with a fully integrated WebACD system. Improve customer satisfaction by providing high quality support and resolving issues on the first call. 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.

Count on Cisco for secure, scalable WebEx service that works across firewalls.

WebEx services are delivered on-demand over the global Cisco Collaboration Cloud. No software or hardware installations are required, making these services easy to implement and scale as your needs change. Security of your support sessions is assured using encryption technologies such as SSL and AES. Beyond its own stringent internal procedures, the Cisco Office of Security engages multiple independent third-parties to conduct rigorous audits against internal policies, procedures and applications every year. These audits validate mission critical security requirements for both commercial and government deployments.

Cisco webex

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Get the features you need to deliver high quality support for less

Pre-Session

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 support requests 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. The TSR and customer can join an audio conference after receiving an immediate callback from WebEx.

In Session

Desktop and Application Access
View and control a customer's desktop or applications, or allow them 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 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.

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

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.

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.

Cisco WebEx Support Center Remote Support is updated regularly to meet the latest system compatibility needs. Please visit www.webex.com to see system requirements.

Languages supported: Brazilian Portuguese, Chinese (simplified and traditional), Dutch*, English, French, German, Italian, Japanese, Korean, Russian*, and Spanish (European* and Latin American). WebEx Remote Support is part of WebEx Support Center, a suite of web-based support and IT applications.

* only supported in the MS Windows environment

Learn more about WebEx Support Center and other WebEx solutions, all from Cisco. Speak with a solution specialist at 1.877.GOWebEx (469.3239) or visit www.webex.com/solutions

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