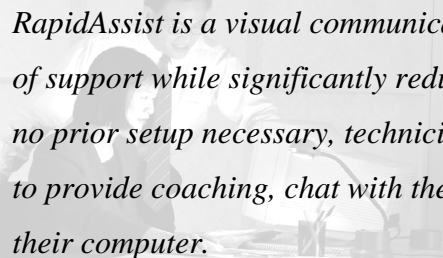




RapidAssist

The quickest way to help remote users.



RapidAssist is a visual communication tool that allows technicians to provide a higher standard of support while significantly reducing call times. With just a simple click on a web link, and with no prior setup necessary, technicians can remotely view the user's desktop, draw on their screen to provide coaching, chat with the user through a chat window, and optionally share control of their computer.

See What They See

It is easier for support technicians to diagnose problems by seeing them rather than having users try to describe what they are seeing. Most support calls require some degree of coaching and training to resolve the issue and prevent repeat incidents. This coaching and training can be accomplished while on the phone or by using RapidAssist's chat session capabilities. Complex issues often require the technician to remote-control the user's mouse and keyboard to solve the problem quickly.

Instant Visual Collaboration

RapidAssist streamlines the support process, allowing technicians and users to focus on solving the problem rather than trying to describe the screen. Drawing tools allow technicians to quickly and effectively guide and coach users when the problem is really a training issue. To resolve more difficult problems, users can allow the technician to securely share control of the mouse and keyboard. Most problems are solved in a fraction of the time it would take without RapidAssist.

Bottom-Line Benefits

- Improve customer satisfaction.
- Resolve problems more quickly and in full view of the user.
- Faster problem resolution means shorter hold times.
- More calls can be handled by front-line technicians.
- Reduce the number of repeat incidents.
- Reduce onsite visits by support technicians.

RapidAssist

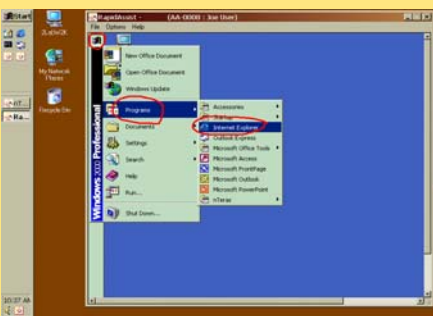
Support your entire
PC infrastructure in
three easy steps!



Step 1: The user clicks on a link and a dialog box displays the message that the user is being connected to your support center.



Step 2: The support technician answers their incoming call and selects them from a user list.



Step 3: The technician can remotely view, annotate and control the user's desktop, either solving the problem or guiding the user through step-by-step.

RapidAssist is the quickest and easiest way to enhance the value of your support organization. It offers the best combination of ease of use, remote screen sharing and control, collaboration, and security.

FEATURE	BENEFIT
Easy, Instant Connection	Users immediately connect by simply clicking on a web link.
Remote Desktop Viewing	Support technicians can remotely view the user's screen.
On-Screen Highlighting	Draw and highlight on the user's desktop for more effective communication and coaching.
Remote Control	Provides technicians with the ability to share control of the user's mouse and keyboard.
Browser-independent	Client software runs independently of the browser, so RapidAssist can be used to troubleshoot browser issues.
Security	Provides password protection and encryption to protect sensitive data.
Scalability	Use RapidAssist for a single technician or a large team.
Permission Based	Users retain full control over the level of access authorized — view only or remote control.
Cost-effective licensing	Licensed per concurrent technician, there is no limit on the number of tech logins, and technicians can share available licenses.
Installed or Hosted	RapidAssist can be installed locally or can be used as a hosted application.
Seamless Firewall and Proxy Support	Works with virtually all firewall and proxy configurations.
Hot Backup	If installed instead of hosted, a hot backup will be provided at our data center.
Connect Via e-mail or instant messenger	RapidAssist can be launched from a link in an email, eliminating the need for a user to navigate through a web page.

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