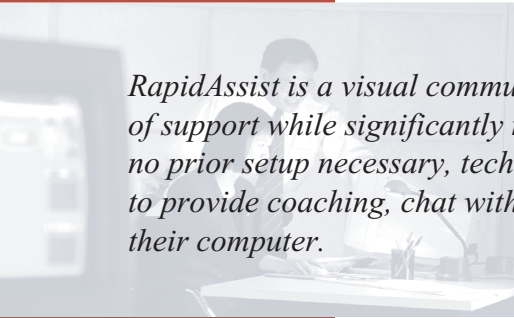




RapidAssist

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

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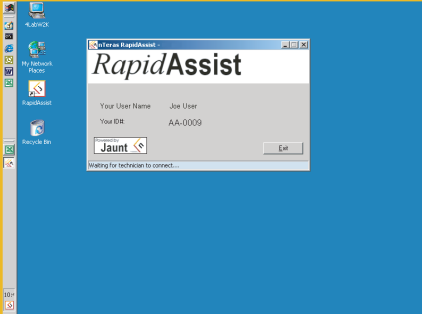


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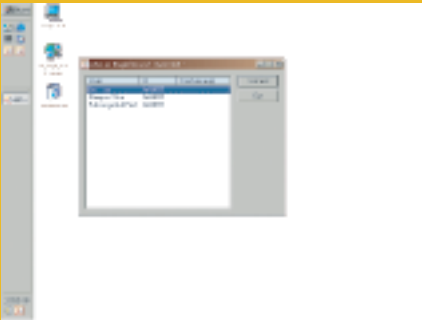
Support your entire PC infrastructure in three easy steps!

RapidAssist™

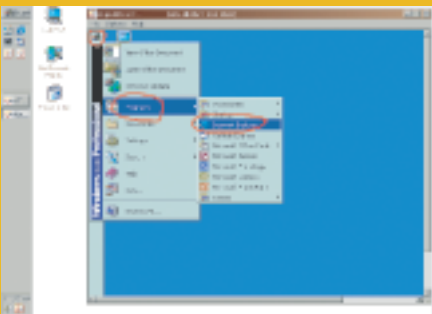
RapidAssist is the quickest and easiest way to enhance the value of your support organization. It offers the best combination of ease of use, remote screen sharing and control, collaboration, and security.



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.

FEATURE

BENEFIT

Hassle-Free 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

Support technicians can draw and highlight on the user's desktop.

Security

Provides technicians with the ability to share control of the user's mouse and keyboard.

Remote Control

Works with existing Windows security features and provides password protection and encryption to protect sensitive data.

Chat capabilities

Gives the ability for the user and technician to chat through a secure connection and not worry about the phone or long distance charges.

Scalability

RapidAssist is powered by Jaunt, a reliable, scalable technology platform.

Permission Based

Users retain full control over the level of access authorized view only or remote control

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

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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