

Increase Customer Satisfaction and Lower Customer Service Costs



InstaAssist

Why InstaAssist?

- ▶ Boost customer satisfaction and maximize retention with decreased time to resolution
- ▶ Gain a competitive advantage with a superior customer experience
- ▶ Improve self service and reduce escalation to assisted service, by creating multimedia content using session recording
- ▶ Slash call center costs by solving complex problems online, avoiding expensive on-site visits, call escalation and long handle times
- ▶ Improve communication with development team on bugs and usability issues

InstaAssist allows your technical service representatives (TSRs) to instantly and easily view, diagnose, and resolve issues online with any user, anywhere in the world. InstaAssist improves customer satisfaction and lowers costs by putting a secure, reliable, web-based interactive customer support environment at the fingertips of every TSR.

With InstaAssist, your TSRs are no longer limited to talking over the phone or having to actually visit customers to solve problems. Instead, InstaAssist allows your TSRs to launch a remote, interactive session right from their desktops. With on-demand viewing and permission-based control, TSRs can proactively solve support issues right on the customer's desktop, without delay, unnecessary escalation, or additional costs.

InstaAssist works over standard http/https ports and works through virtually all firewalls. InstaAssist is designed for security from the ground up. Data is transmitted using industry standard 128-bit SSL encryption over standard https ports. Customers approve each action and are in full control of sessions at all times. Support sessions can be auto-recorded and archived for future use.

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InstaAssist is a premium offering from Sabeer Bhatia's InstaColl, the technology leader in collaboration solutions. InstaAssist is designed for real-time communications, assuring scalability, security and reliability across the globe. With its unique architecture, delivery model and its affordable pricing options, InstaAssist enables you to convert support into a competitive advantage for your company.

“We haven't missed an SLA in two years. [Remote support] is a big part of that.”

– Manager, Software Support, Test and Measurement Company

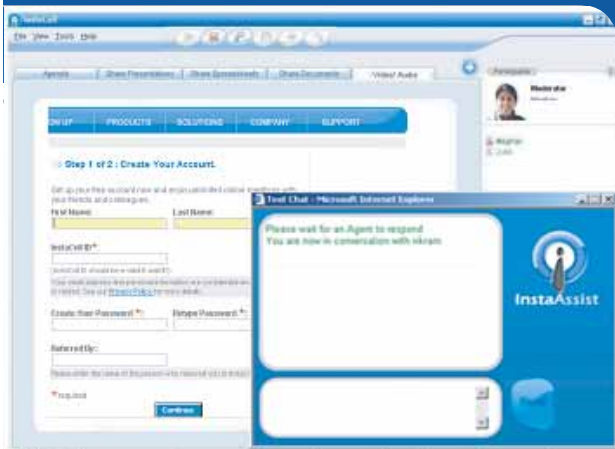
“We saw a 50% reduction in average close time in just a few months.”

– Customer Service Coordinator, Professional Services Software Company

“The issues that were taking 4 hours of effort were now taking 20 minutes.”

– Director, North America Technical Support, Enterprise Software Company

InstaAssist Features & Benefits



InstaAssist has all the tools TSRs need to efficiently and effectively solve problems online.

SYSTEM REQUIREMENTS:

Windows NT, 2000, XP,
Intel Pentium, 166 MHz
32 MB RAM
Microsoft Internet Explorer 4.x, 5.x, 6.x

For more information on InstaAssist, visit <http://assist.instacoll.com/>

Features

Benefits

Two-Way Desktop & Application Control or View

Remote Screen Sharing/Viewing empowers your representative to immediately assess issues by remotely viewing the customer's or employee's computer and sharing control of the mouse and keyboard.

File Transfer

Files can be transferred to and from the customer's system. The TSR can apply patches and updates during the session or get customer data files for further in-depth analysis.

Zero-download Chat

Enables your representative and customer or employee to immediately connect and chat in real time and seamlessly escalate to remote screen sharing or screen viewing.

Session Recording & Editing

The entire session can be recorded for use in archival or training purposes. Sessions can be auto-recorded.

Remote Control

TSRs can take control of the customer's system or application, with the customer's permission, to fix problems while the customer can watch and learn.

Video

Live video can be streamed, enabling TSRs to personalize support sessions and solve hardware related problems.

"Live" Document sharing

Share any Microsoft Office document (PowerPoint, Excel or Word) and collaborate at the data level with customers. This sharing mechanism requires little bandwidth and allows for powerful collaboration scenarios that no other application offers.

Call Escalation

Deliver maximum benefit from each call by easily adding support personnel or experts as needed.

Annotation

TSR and customer can annotate the screen to better explain the issue and drive towards faster resolution.

Co-browsing

Allows your representative to walk through any web content in consort with a remote customer with full support for advanced features such as joint form-filling and cookie-sharing.

Firewall Friendly

InstaAssist works over standard http and https ports and hence can work through almost all firewalls without opening additional ports.

Session Survey

Survey customers and TSRs at the end of sessions and report on survey data, to measure and improve TSR performance.

InstaAlert routing

Powerful routing technology automatically sends customer inquiries to the appropriate support department and personnel.

Transfer & Conference

Increase First Call Resolution (FCR) by transferring to, or conferencing in, other TSRs and subject matter experts.

Management Reporting

Measure the help desk and call center statistics, including number of sessions, session time, and session feedback to track and improve performance.