

InstaAssist Real-time Customer Support Solutions "Show, Don't Tell"

InstaAssist - An InstaColl offering

An investment in your customers gives the greatest return, but in today's business climate, you're asked to maximize results with minimum resources.

Brought to you by Sabeer Bhatia's InstaColl, InstaAssist is a Web-based virtual on-site support solution that enables your technical-support, call-center and help-desk support representatives to interact with customers and employees in real time via secure, remote-support technology.

True One-to-One Interaction

InstaAssist is the easiest and most affordable way to provide technical support. With just a few clicks, your representatives can see what your customers sees, and vice versa. Representatives have the flexibility to chat with customers in real time; guide them through a product demo; "push" a Web page, images, flash presentation or video files; co-browse and help customers fill in web forms or even take permission-based control of the customer's mouse and keyboard to show how to resolve a problem.

Easy for Your Representatives and Customers

You don't have to pre-install software on end-user machines or deploy any additional infrastructure or IT resources. InstaAssist works automatically through virtually all firewalls and primarily uses a unique data-centric approach that performs well even over dial-up connections.

Instant Measurable Results

Customers will enjoy outstanding support while you dramatically reduce the amount of time it takes to handle and resolve problems. InstaAssist helps your organization resolve more calls faster with the same number of staff, which results in substantial time and cost savings.

Seamless Integration

The InstaAssist architecture provides the complete view of the support life cycle your organization requires to directly integrate into your existing infrastructure, enabling you to view, track and optimize the entire support experience from beginning to end - including the results. InstaAssist can be integrated with your customer relationship management (CRM) systems, giving you the detailed granular metrics you need to optimize your support center's performance, analyze your group's efficiency and improve service levels immediately.

Quick Deployment and Administration

We know that providing immediate customer service is essential to your success. That's why we've developed InstaAssist to deploy quickly and seamlessly. InstaAssist is fast, effective and easy for your representatives to learn, so you'll be up and running in hours, not weeks. And an intuitive web-based Administration Center provides quick and easy access to administrative tools and comprehensive reporting utilities. InstaAssist is the only remote-support solution that you can purchase as a managed hosted offering or as a premise-located solution - giving you unmatched flexibility.



Use InstaAssist to:

- Integrate virtual on-site support to enhance your current system
- Experience quick, seamless deployment
- Reduce costs by dramatically shortening call times and increasing productivity
- Improve customer satisfaction and loyalty
- Assess results quickly with the Web-based Administration Center

InstaAssist is especially useful for customers who need to:

- Handle increasing call volume with the same or a reduced support budget
- Reduce handling time for longer, more complex incidents
- More efficiently support novice end users
- Replace an existing, less secure remote-support solution
- Reduce incident escalations
- Support business-critical applications and environments
- More accurately measure customer satisfaction and agent performance

How it works

Step 1:



Step 1: Users submit questions through a customized point on your support Web site that appears in your support rep's queue. Or users can move directly from a phone-support session with their support reps to an InstaAssist session. When the end user's query appears in the queue, the InstaAssist thin-client is downloaded to the end user's device with the end user's permission.

Step 2:



Step 2: Your representative can immediately diagnose, troubleshoot and resolve the incident using a variety of incident-resolution tools. In the event that advanced collaboration functionality such as remote desktop control and video/voice conferencing is needed, the representative can on-demand escalate to an InstaColl session that seamlessly provides these powerful features to the end-users. All communication is secure and encrypted end-to-end using the most advanced 128-bit ciphers.

Step 3:

Customer Post-chat survey

How would you rate this session?

Were you satisfied with the performance of this representative?

Given a choice, would you be willing to use this tool again?

Please provide any other comments that you might have.

Step 3: At the end of the session, the end user immediately evaluates the support experience and your representative can enter resolution details, enabling your organization to capture session metrics and maintain a high standard of customer satisfaction and loyalty that meet or exceed mandated service levels.

POWER UP YOUR PERFORMANCE WITH VIRTUAL ON-SITE SUPPORT

- Be up and running in just a few hours.
- Reduce costs while improving the quality of service.
- Increase customer satisfaction and loyalty.
- Improve first-call resolution rates.
- Assess results with comprehensive reporting functionality.
- Experience total security, flexibility and scalability.



InstaColl™

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