

Cisco WebEx solutions for customer and IT support

Solve issues fast and deliver quality
support online

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Web conferencing technology has revolutionized customer support. It delivers an effective, quick, and cost-effective way to provide remote support for customers anywhere in the world. Skip the frustrating back-and-forth emails and phone calls. Use the power of web conferencing to reduce support costs, provide higher service quality, and boost customer satisfaction.

- Increase first-call issue resolution and provide clients with a quality support experience.
- Increase customer satisfaction and maximize support revenue by minimizing costly onsite service visits.
- Differentiate your business by providing superior customer support.
- Improve customer loyalty.

Use web conferencing throughout your business to provide remote support, share information, engage prospects, collaborate with colleagues, or train employees and customers. Join the thousands of successful companies that choose Cisco WebEx™ online solutions to save money, increase efficiency, extend their reach, improve communication, increase customer satisfaction, and take their success to new levels.

Quality, on-demand customer support

Customer satisfaction is key to business success. Happy customers stay loyal to your company, drive repeat business, and spread the good word about you to others in the industry. But it's not easy to keep customers happy—especially when they need help with your products or are experiencing problems. When a customer calls your support line, your priority is to get their issue resolved as quickly as possible—preferably on the first call—to keep the customer's business running smoothly and minimize your support costs.

Improve the speed and quality of your remote support with WebEx® online solutions from Cisco.® If you're already using Cisco WebEx Meeting Center for web conferencing, project management, or sales presentations in your organization, or if supporting customers is just a part of your job, you can use the same service for providing basic support. Use WebEx Meeting Center to experience all the essential functions for quick and efficient customer support sessions:

- Connect instantly through firewalls—no need for customers to install software.
- View and control desktops or applications to diagnose and solve problems in real time.
- Share your desktop with customers to demonstrate features, solutions, or videos.
- Transfer files or install patches to provide an instant fix.
- Bring subject matter experts into calls instantly to resolve issues even faster.

For support professionals, Cisco WebEx Support Center offers a superior remote support solution complete with advanced features for tracking, routing, and managing support cases from a central dashboard.

- Route online customer support requests to the next available or best-skilled agent.
- Maximize agent efficiency, giving them the ability to hold multiple simultaneous chat sessions with customers.
- Provide a web support portal and ticketing system that reduces call and email volume by up to 80%.
- Encourage self-support with FAQs, online support forums, and a knowledge base that stores answers in a central repository.
- Offer support downloads with permission-based access: software, patches, product manuals, audio files, and movie clips.
- Use a management dashboard and tools for real-time visibility and continuous improvement.

Which solution is right for you?	Cisco WebEx Meeting Center	Cisco WebEx Support Center
Description	Primarily for online meetings; serves basic support needs	Designed specifically for customer support
Remote visibility and control of another desktop	✓	✓
Real-time file transfer during session	✓	✓
Ability to work across firewalls with no customer software installation	✓	✓
Customer view of your desktop, if allowed	✓	✓
Click-to-connect feature that simplifies customer access		✓
WebEx WebACD feature, which routes customers to next available agent		✓
Multi-session interface that lets one agent support multiple customers		✓
Co-browsing feature that shows agent which pages a customer was viewing		✓
Custom scripts to push and run patches, updates, and other files with a single click		✓
Integration with a full application set for advanced support: <ul style="list-style-type: none"> • Cisco WebEx Remote Access • Cisco WebEx System Management • Service Desk by Parature, also available as a Cisco WebEx offering 		✓
Management dashboard with real-time team visibility		✓

Fast, efficient, reliable IT support

Take advantage of the same innovative features that WebEx offers for external customer support to provide IT help for your own company's employees. Reduce downtime and save money by responding to problems faster, supporting compliance, and keeping applications current with the latest security patches and updates.

- View and control remote desktops to resolve problems in real time.
- Transfer security patches and updates.
- Connect instantly through firewalls, delivering instant support to remote employees.

Facing new compliance requirements? Have major systems upgrades coming up? Use WebEx to reach out to your employees and give them information about upcoming IT changes or schedule training sessions on using the new systems or applications. This will greatly cut down on support calls and will give your internal customers the sense of being on top of their company's IT changes.

Cisco WebEx solutions — the right choice for any organization

Choose from four tightly integrated Cisco WebEx packages designed to address all major remote support challenges. Buy just the solutions you need to meet immediate objectives, and add more services as your support organization continues to grow.

- **Cisco WebEx Remote Support:** Deliver live, personalized support to remote users inside and outside the company. Solve support issues faster and with fewer resources. Save on travel while delivering high-quality service to customers—wherever they're located.
- **Cisco WebEx Remote Access:** View and control unattended servers, desktops, and POS systems in real time. Accurately troubleshoot and resolve issues, running patch updates from a centralized dashboard. No need to travel to remote sites. WebEx Remote Access gives helpdesk reps the functionality they need to respond to IT issues right from their browsers.
- **Cisco WebEx System Management:** Deliver updates automatically to every system on your IT network. Keep up with rapid changes in technology, software licensing, and regulatory issues. Push the latest virus protection and patches from a centralized dashboard and eliminate travel to remote sites.
- **Service Desk by Parature:** Track, route, and manage user support using a centralized dashboard. Distribute help desk tickets from a single repository for faster resolution. Reduce the amount of incoming requests. Make it easy for employees to find the answers they need in a knowledge base using a self-service portal. Maintain a high level of service as you handle large volumes of inbound service requests.

Why WebEx? SaaS, security, reliability, performance

Cisco WebEx solutions are delivered as software-as-a-service (SaaS) over the web, so they're easy to access from anywhere in the world, on any computer platform.

- Get started quickly, with no large upfront investment.
- Count on enterprise-grade security, reliability, and performance.
- Leave maintenance and upgrades to us so you can focus on your business.

Count on great meetings—whenever you need them. The Cisco WebEx Collaboration Cloud delivers superior performance and always-available reliability, providing the best, most reliable, and secure web collaboration.

- Unmatched levels of fault tolerance for seamless and transparent performance.
- Reliable meetings with colleagues everywhere—even behind firewalls—without the delay and uncertainty of server-based, store-and-forward models.
- Enterprise-grade security—from strict physical site security to tough data encryption standards.

Customers around the world trust their online meetings to WebEx. It's easy to make WebEx solutions part of your business. WebEx is always available when you need it, on demand. This makes WebEx the ideal choice to fulfill your most ambitious goals for marketing, sales, meetings, and events.

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Learn more about Cisco WebEx solutions.

Request a consultation with a solution specialist by email at sales@webex.com. Or visit us online at www.webex.com.