

Improve your business together with remote assistance

Record the amount of time spent in remote assistance and information becomes a precious ally to account for your customer support.



Remote Assistance: remote assistance via Internet

Remote Control by Livecare Support is the ideal solution to offer your Customers remote assistance services, simply and effectively and using only an Internet connection and a Web browser.

Intervening on software applications remotely and providing support for your Customers has never been so easy

Resulting from Icona's extensive experience in designing communication services via the Internet, Remote Control is the most popular solution to provide remote assistance services focused on maximising customer satisfaction through the combined use of Chat, remote control, file transfer, management of trouble-ticketing activities and VoIP communication through integration with Skype.

Simplicity and effectiveness

Easy to implement and simple to use for the Operators of your Help Desk, Remote Control makes it possible to activate the remote assistance function on any application via the Internet. Remote Control does not require the pre-installation of software on your customers' work stations nor does it envisage any limitations as to the available bandwidth (as it can even be used via modem) or the network configuration used by the Customer (Firewall, Proxy server, NAT etc.).

The customer accesses the remote assistance service via the Internet by sending an email that activates the connection with the operator; the customer's screen opens in the form of a window for the operator thanks to which the latter has full control over the applications and operating system installed.

The Control Panel feature guarantees that the assistance is provided in full observance of the customer data security and privacy protection requirements; once the remote assistance service has been activated, the customer can at any time during the provision of the assistance regain control of his/her PC at the push of a button, putting the operator on pause, and interrupting the remote assistance session.

Moreover, every assistance session can be recorded on file and viewed at a later date to check internally or with the customer the correct provision of the remote assistance service.

Remote Control features several functions: Sharing (remote assistance and file transfer), Demo (demo remote), Audio Chat (VoIP communications), Internet Agent (remote assistance on server) and Contact Manager, designed to enhance the quality of the service with the recognition of the Customer through the master file and the trouble ticketing procedures, such as the assignment of a problem to an Operator and the related management of the statuses of the same.

The Remote Control service is compatible with all the software applications running on the Windows™ operating system (Win 2000, Win2003, WinXP, Vista), Apple™ (Mac OSX 10.4) and Linux™.

Your web-assistance service has never been so efficient

For more demanding companies, Remote Control can also be extended to Livecare Contact, allowing you to create a multi-channel Help Desk service to guarantee your Customers improved organisation and greater efficiency in the assistance services provided.

The solution is available on the market in two ways: in Outsourcing, with the annual supply in ASP of the licences, and in the "by product" version, with the installation of the Remote Control server directly on the company premises. In both cases, support can be provided to an unlimited number of customers (there is no customer licence) without having to purchase any expensive operating system licences: indeed, the server is based on open technologies and on the Linux™ operating system.

A proprietary administration system allows you to configure your service completely and independently (operators, groups, 1st and 2nd level operators, etc) and to view details of the calls made with their respective assistance session durations in order to make subsequent service charging easier.

Please feel free to contact the Icona after-sales service over the Telephone, by e-mail and Chat, where an operator will be ready to offer you assistance and maintenance services for all problems linked to the correct use of the system.

Concentrate on your business

Livecare Support is the very best investment you could make in terms of optimisation of pre- and after-sales customer services because it cuts down transfer costs, assistance session durations as well as the call-out costs of skilled staff and, likewise, it allows you to focus more on the service provided and apply new commercial logics linked to the remote assistance service.

Don't wait any longer to get in touch with us; we will be delighted to provide any sales and technical information you may require.

TABLE OF FUNCTIONS

- Customer Invitation
- Chat
- Audio / Video
- Web Form
- Call me Back
- Available on USB memory stick
- File transfer (upload + Download)
- Document push
- Assisted remote assistance activation
- Unassisted remote assistance activation (Remote view)
- Compatibility with firewall and proxy
- Control panel (user side)
- Security and privacy
- Assistance session recording
- Compatibility with the following operating systems: Windows, Mac, Linux



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