



Show presentations directly from your office
For your application demos , training activities or your business presentations, don't leave your office and just do it remotely.

Remote Demo: demonstrations and training on the Internet

Remote Demo is the Liveware Support solutions designed to run demo sessions and remote training of applications and Windows documents that your customer will be able to view simply and effectively, using only an Internet connection and a browser.

Running remote training sessions for your customers has never been so easy

Resulting from Icona's extensive experience in designing communication services via the Internet, Remote Demo is the most popular solution to optimise pre-sales commercial support and after-sales technical support through the combined management of Chat, remote demo, document pushing and activities linked to the running of sessions with a view to maximising customer satisfaction.

Managing activities via the Internet

Easy to implement and simple to use for the sales reps/instructors in your facility, Remote Demo makes it possible to activate the remote demo function on any application via the Internet.

Remote Demo does not require the 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.).

Access to the demo and training via the Internet function is granted by selecting a link on your website. In just a few seconds, a Chat or Voice-over-IP communication is established between Instructor and customer, who will initially be prompted to sign in; once the connection is set up, the Instructor sends the customer a Java Applet or an ActiveX that activates the image of the Instructor's desktop on the customer's desktop.

With Remote Demo the training activity is characterised by an extensive level of interactivity: once the Remote Demo session has been set up, the Instructor can transfer control of the application to the customer for improved performance of the interactive session and can regain control of it at any time. In order to optimise the activities, the system offers the possibility of managing up to ten customers at the same time.

The Remote Demo 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 training centre has never been so efficient

Remote Demo allows you to manage demo and training activities even via asynchronous contact methods such as Call me back and Web Form, enabling you to distribute over the course of the day the online activities of your sales reps and instructors and thus guarantee improved organisation and greater efficiency of your sales department and of your company's Help Desk.

The combined use of Remote Demo and Contact Manager, the CRM Web solution by Livecare, makes it possible to open, monitor and share information and to manage calls to the support centre in a uniform environment. Accordingly, the very potential of Remote Demo is enhanced, guaranteeing maximum efficacy and efficiency for the service offered to your customers.

The solution is available on the market in two ways: in Outsourcing, with the annual supply in ASP of the licences, and "by product", with the installation of the Remote Demo server directly on the company premises. In both cases, the solutions afford ample freedom of setup and the scalability required to strengthen your service according to your real needs.

Since the server is based on open technology and on the Linux™ operating system, you won't need to purchase any expensive operating system licences.

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 demo and training services.

Remote Demo is part of the Livecare platform and it is natively compatible with all the add-on solutions in the suite.

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
- Audio/Video
- Chat
- Desktop or Application sharing
- Document Pushing
- File Transfer (Upload + Download)
- Instructor / Demonstrator can transfer control to the customer
- Compatibilità with Firewall and Proxy
- Up to 4 simultaneous Training / Demonstration session
- Security and privacy

