

Intelligent Assistance Suite™

SupportSoft (NASDAQ: SPRT) is a global provider of software and services that automate the resolution of technology problems. Our best-in-class, scalable solutions enable both end users and analysts to detect, diagnose and correct problems at home, in the office or anywhere in between.

The Intelligent Assistance Suite helps support professionals remotely diagnose and resolve common end-user problems. With three integrated technology components—online multisection chat for high-volume service desks, robust remote diagnostic tools and remote control with firewall traversal—end users can interact seamlessly with service desks. And your IT service desk analysts can more easily access technical answers, automate problem solving and speed the time to resolution. The result is reduced call-handling times, increased first-call resolution rates and more effective help desk staff.



Detect

Gathers real-time diagnostics from an end user's machine.



Diagnose

Provides analysts with a simple, easy-to-use compliance check.



Resolve

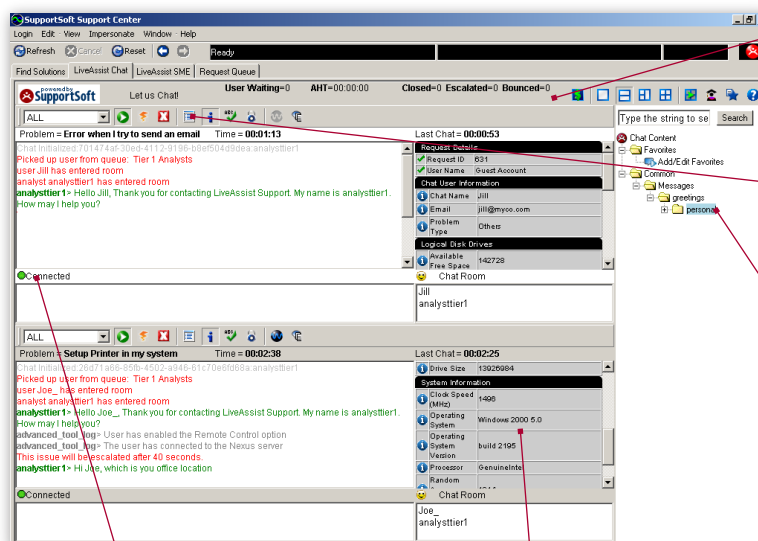
Analyst resolves the problem via multiple channels—including chat or remote control.



Report

Automatically collects and reports information on all user issues to track effectiveness.

Live Assist



Personal SLA monitor and banner messages

Access to powerful analyst tools

Searchable canned messages

Handles up to four simultaneous sessions

Automated collection of diagnostic information

Key Advantages of SupportSoft's Intelligent Assistance Suite

- Lower service cost due to increased first-call resolution and reduced average handling time. SmartIssue data and SupportActions streamline resolution with diagnostic data capture and automated resolution.
- Seamless transition between self- and assisted service for end users to ensure smooth escalation and no lost interactions.
- Ability to handle multiple issues concurrently via a highly scalable, web-based, multi-chat solution.
- Works and integrates with popular call-tracking software.
- Ensures analysts actions are recorded, incidents are never lost, and the end-user experience is consistent throughout the entire support process.
- Remote control with firewall traversal crosses diverse systems using patented Nexus technology.

“The ability to capture detailed and up-to-date information about an end user’s system at the outset of a service desk call is crucial to increase the accuracy of incident diagnosis. Increasing diagnostic accuracy can lead to both decreased resolution time and increase first contact resolution: two key service desk metrics.”

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Key Patented Technologies

SmartIssue dynamically collects diagnostic information directly from an end user’s machine in real time. When a user has a problem or question, the SmartIssue system automatically collects only the relevant, permission-based information specific to the user, system and incident.

SupportActions are scripted automated fixes that can be securely delivered to end users’ computers. SupportActions reduce errors and resolution times by enabling an analyst to push a button and resolve a problem remotely.

Nexus technology is a patented server process that provides a secure gateway to allow remote connection between the end user and service desk, regardless of location, NAT protections or firewall configuration.

Web-Based Chat Support

Web-based chat supports both inbound and proactive outbound chat and fits naturally into any high-volume support organization, enabling each analyst to handle up to four simultaneous chat sessions. With our web-based chat capability:

- Service histories and diagnostic data are displayed with the chat request, so analysts can quickly resolve issues.
- Chat interactions automatically reconnect in the event that the user must restart or reboot.
- Analysts are able to resolve issues faster through integration with advanced diagnostics and resolution tools — including web-based remote control — resulting in higher user satisfaction.
- CSR productivity improves thanks to the ergonomically designed, color-coded, high-volume, multi-chat interface.

Advanced Diagnostics and Resolution Tools, Including Web-Based Remote Control

Increase first-call resolution and improve handling time by providing faster diagnosis and reduce costly desktside visits — speeding the time to resolution. Web-based remote control capability eliminates expensive and time-consuming in-person visits with both indirect and direct connections to offsite computers, allowing remote maintenance and resolution for local or remote employees. With analyst tools and advanced web-based remote control:

- Analysts can access remote diagnostic data, tools and solutions from other channels to accelerate problem identification and resolution.
- Level 1 analysts can solve more complex problems, that historically would be escalated, with SupportActions (1-click fixes) that can be pushed directly to the user’s computer.
- Administrators can grant discrete remote capabilities (such as system tools or network utilities) to groups of analysts and IT administrators.
- Companies can deliver high-touch, personalized service — regardless of location, firewall or Network Address Translation (NAT) protections — using SupportSoft’s patented Nexus technology.
- Remote users enjoy all the tools and benefits of onsite support staff, including multi-session efficiencies and remote push of automated tools with SupportActions.

For more information, visit www.supportsoft.com/solutions/assisted_service.asp