

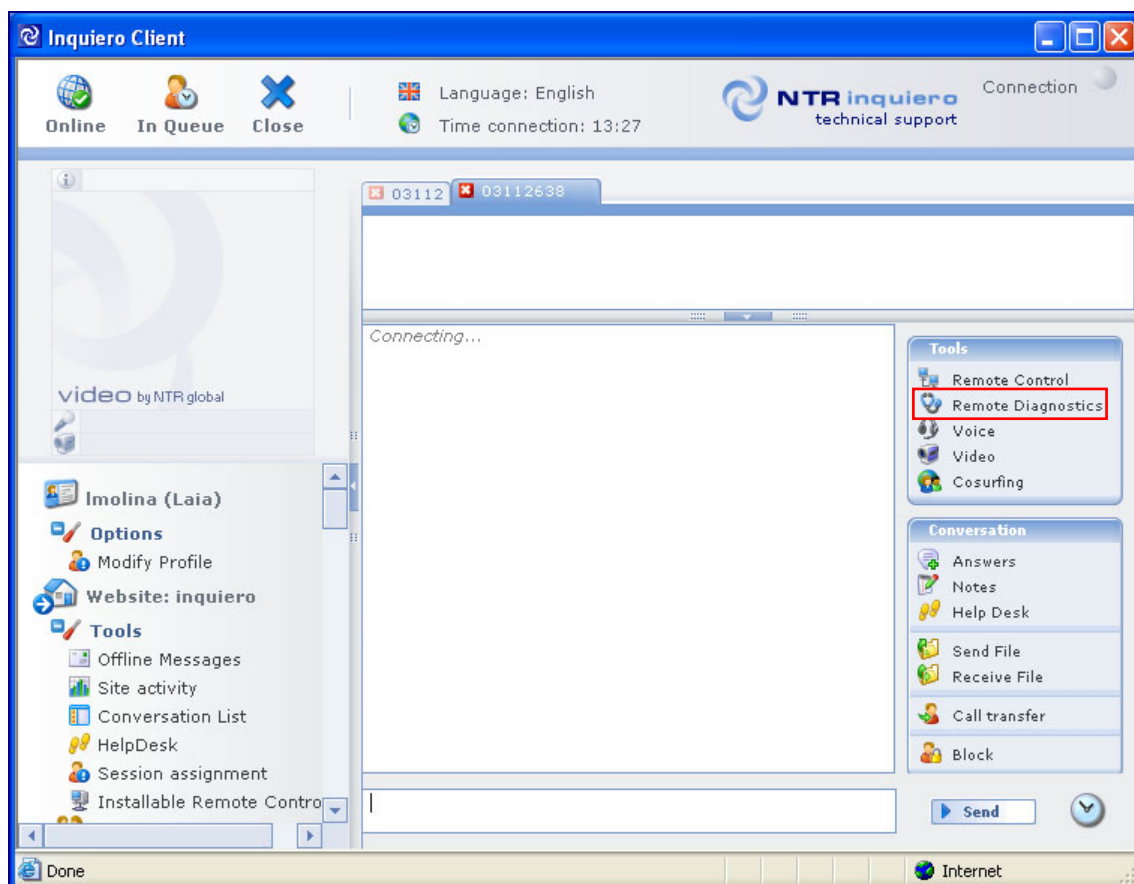
Remote Diagnostics

Remote Diagnostics is a new feature which will give the Operator more information about the customer's computer such as User Name, Company Name, OS Version, Service Pack, Local IP, IP Config, Free RAM, Total RAM and more.

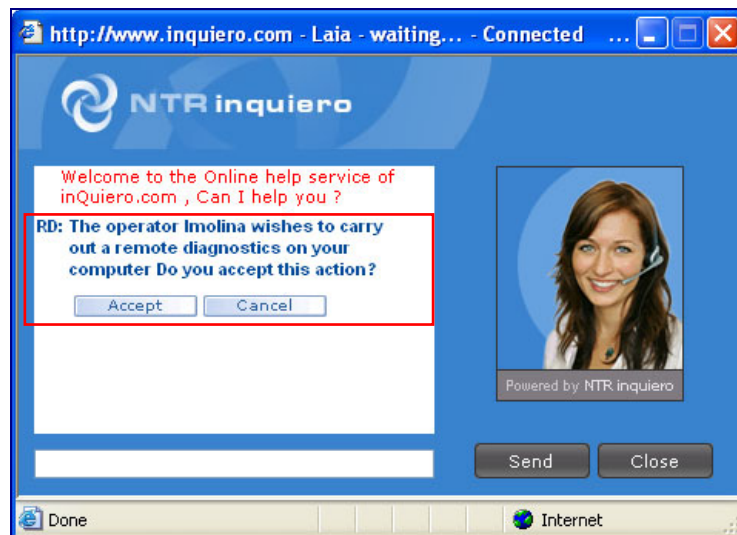
As you can see, this feature provides essential information to assist the Operator and Administrator in resolving incidents without having to ask the user.

1. Operator Toolbar

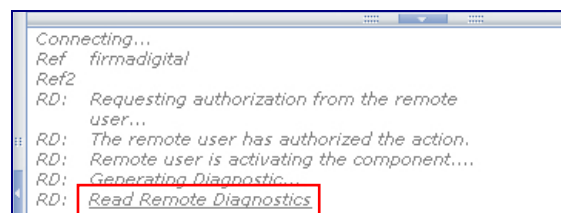
It appears as a feature in the Operator's Toolbar



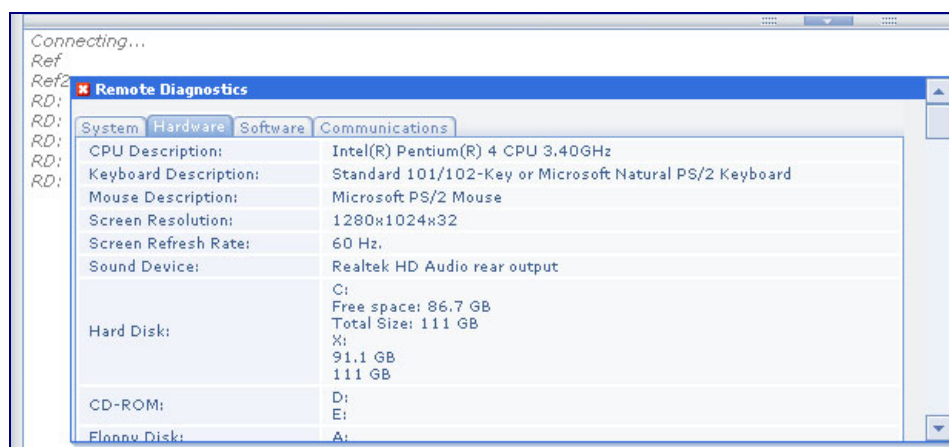
When selected, the customer will be asked whether they wish to allow Remote Diagnostics.



When accepted, the Operator will be able to see a report of the customer's computer by clicking the link **Read Remote Diagnostics**.



A pop-up window will appear showing the Screen Resolution, PC name, User name, Domain name etc.



2. Administration Center

The Administrator can review the Remote Diagnostics performed by the Operator in the menu option **Information & Statistics/ Remote Controls**.

In the transcript of the Operator's conversation, a link will be displayed showing any Remote Diagnostics performed during the session.

