

# NTRsupport April Release Notes

## New NTRsupport Features Include:

- Billing System Within the HelpDesk Module
- Full Vista ® Compatibility with Enhanced Speed & Connectivity
- Complete Customisation of Client Consoles

### Billing System Within the HelpDesk Module

NTRsupport has redesigned its HelpDesk module to include a new billing system that allows for greater clarity, control and security at both ends of the support exchange. You can now provide your customers with a detailed breakdown of all their support activity via a secure login, validated within the HelpDesk to eliminate any possibility of third party intrusion. This secure login leads customers to a personalised portal where they can access information such as date and length of individual support sessions and total hours accrued within a particular billing period. This data can also be exported into your own in-house billing system. Your customers will have a greater awareness of their support needs and expenses, and you can begin to think of support given in terms of revenue generated.

### Full Vista ® Compatibility with Enhanced Speed & Connectivity

NTRglobal is continually seeking usability improvements that bring customers the fastest, most stable and secure connectivity possible. Users will experience enhanced connection speed, with the elimination of any intermediary steps, bringing even greater connectivity.

### Complete Customisation of Client Consoles

You now have the freedom to easily customise the consoles your clients view. Easy drag-and-drop repositioning allows for simple redesign of the console layout. Changes in console appearance, such as font, color, and sizing, can be saved in a portfolio of skins. As NTRsupport clients, you can even incorporate your own preconfigured CSSs and select exactly which window a given chat button is connected to. A multiproduct company, for example, may design a window for each of its products to which clients are directed. This feature allows you to continuously tailor NTRsupport to adapt to the growth of your enterprise, which means the product is scalable and will increase in value over time.

### Need more information?

Chat with our support department or dial the support hotline for any questions you might have about NTRsupport.

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|-----------------------|---------------------------------------------|
| <b>UK/Europe:</b>     | <b>+44 (0) 1483 688155/+ 34 93 445 0700</b> |
| <b>North America:</b> | <b>+ 1 866 459 2543</b>                     |
| <b>Asia:</b>          | <b>+ 81 3 3414 0008</b>                     |

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