

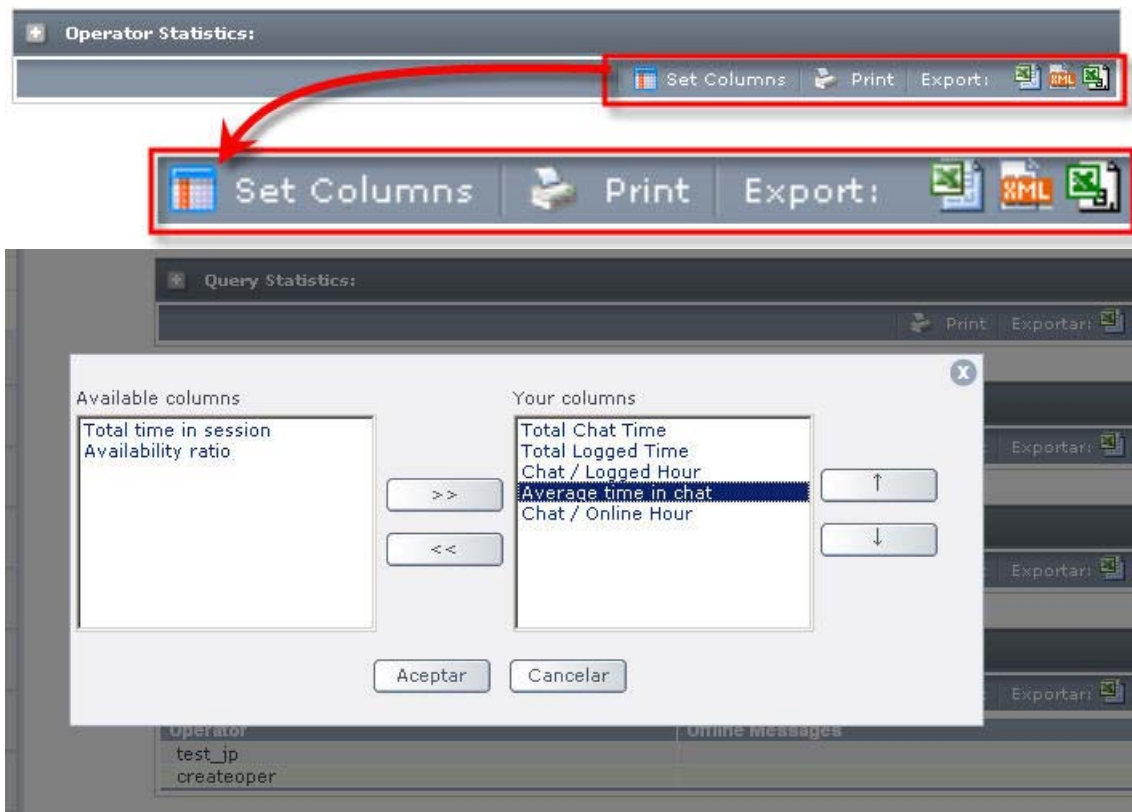
NTRsupport Release Notes – July 2007

This NTRsupport Release Includes:

- More Detailed Statistics Reporting
- Intuitive Auditing Tools
- Usability Enhancements

More Detailed Statistics Reporting

NTRsupport has fine-tuned its reporting capabilities to give you greater visibility of Operator session activity. The advanced auditing tools accessible from the Administrator console are more intuitive and easy to use, yet allow you to access even more detailed information. Statistics tables can be compressed or expanded and columns can be set and reset so you get customized statistics tables. When you click on *Set Columns*, a combo box appears that lets you select exactly the columns you want to view in exactly the order in which you want them to appear. Because statistics tables can be difficult to read at a glance, mouseover tooltips explaining individual statistics help you understand information quickly. All data can also be printed or easily exported to an xls, xml or cvs file and organized for future reference.



Intuitive Auditing Tools

An Operator activity comparison tool makes previously one-dimensional statistics more useful by allowing you to compare the activity of one Operator with another, an Operator with a group of Operators with another group of Operators. For example, you can compare the number of chat sessions between two Operators or average chat time between two groups of Operators. This comparative information will help pinpoint areas of inefficiency or productivity gaps so you can implement necessary training and better manage Operator workflow. Not only is it easier to customize the information you view, but the statistics screens are now more interactive, providing intuitive links to other, more detailed screens.



Information & Statistics: Activity Statistics

Operator selected: test_jp Compare with: None

Start Date: 4 April/2007 End Date:

Back Send

Date selected: 2007/04/04 - 2007/07/04

Operators

- @_test_@_12_@
- @test@10@
- äëïöû
- createoper
- InformaticaCPNL
- ivan
- ivan_multiside
- ivanwebcare_multi
- ivonne@ntr.es

Usability Enhancements

There are now a number of features that make NTRsupport more efficient and easier to use. More information has been integrated into the Remote Control set up menu and appears as the cursor moves over remote session settings. During remote sessions, the window within the chat screen containing answers to common questions is now moveable so Operators can easily go back and forth between the current question and the list of previous questions. On the customer side, the NTRsupport client console now blinks to announce the arrival of a new message or prompt requiring action when the customer is using Internet Explorer. This speeds up the remote control problem resolution process, so requests don't sit idle. It also lets final users continue to work while their requests are in process.

Need More Information?

If you have any questions, feel free to send us an e-mail to support@ntrglobal.com or use the NTRsupport Live Chat button at www.ntrsupport.com. We will be pleased to assist you.