

NTRsupport Release Notes – September 2007

This NTRsupport Release Includes:

- Remote Printing
- Exportable Remote Diagnostics
- Plugin for Firefox Users
- Customer Queue Management

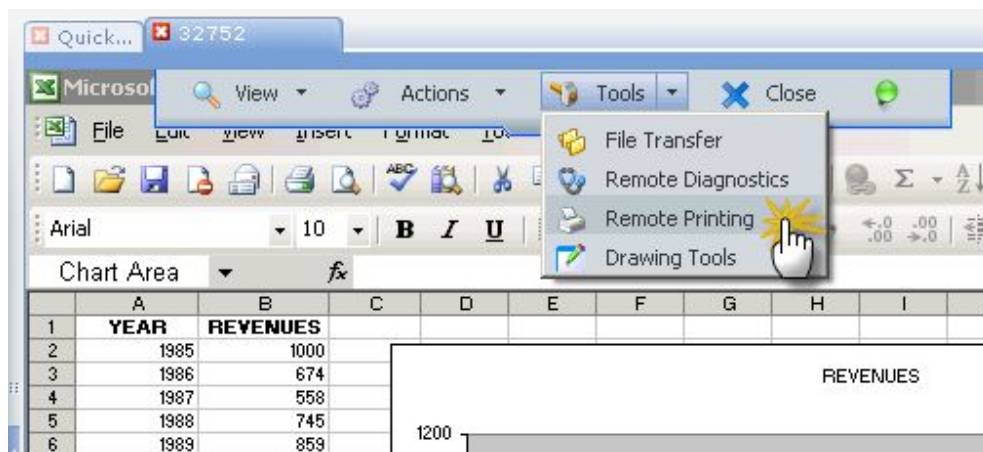
Remote Printing

Documents on remotely accessed computers may now be printed locally on the Operator's printer during remote control sessions. Once a remote session is initiated, an Operator may directly access any document on the client's remote computer and print it on his or her own local printer, without ever having to transfer or e-mail files. Activated with a simple click and requiring no printer configuration, the Remote Printing feature is available for on-demand remote control sessions.

How Does It Work?

To activate Remote Printing, the Operator simply clicks on Tools in the toolbar and selects Remote Printing. This activates the function during the remote control session, so whenever the Operator clicks on Print the job is sent to the Operator's local printer.

Operator Screen



Exportable Remote Diagnostics

Diagnostics taken during remote control sessions can now be easily exported to XLS, XML or CSV with a simple click on icon in the operator console. You can save the statistics to use for future reference or incorporate them into another XML-compatible proprietary system you use. Once a file is created, the diagnostics can be attached directly to a HelpDesk ticket in any

format, so information about the support session is more comprehensive and easy to understand.



Plugin for Firefox Users

Firefox users can now perform remote control sessions and take remote diagnostics without having to download and run an executable file each time a function is initiated. This plugin expands NTRsupport's multibrowser and multiplatform capabilities, making it even more accessible and easier to use. When a function requires the Firefox plugin, a prompt appears to guide users through three simple steps, after which the component will be installed in the computer. Once installed there, users don't have to run or download files when using NTRsupport and a Firefox browser from either a Mac or Windows environment.

Customer Queue Management

Customers waiting in queue for a support session now have more options that improve the quality of their support experience. Each time a customer is in queue for the preset maximum wait time, a prompt appears to ask if the customer wants to continue waiting or to leave an offline message and exit the queue. If a customer chooses to continue waiting, the timer is reset and the customer can continue to wait. The timer can be reset by a customer as many times as necessary or, if the customer chooses not to continue waiting, an offline message can be left, to ensure that a record of the support request remains.

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.