

NTRsupport March Release Notes

New Features in this NTRsupport Release Include:

- Windows Vista Compatibility
- Personalisation of E-mail Accounts
- Installable Remote Control Diagnostics
- Multilingual Installation Option
- Usability Enhancements

Windows Vista Compatibility

NTRsupport can now be used with Windows Vista® and is in its final stage toward full compatibility.

Personalisation of E-mails

Operators may now send outgoing e-mails to clients from personalised e-mail accounts. When clients want to reply to incident updates from Operators, the Reply To field automatically displays the personalised e-mail address configured in the Administrator console. Clients are assured that their requests will be sent directly to their support provider, promising a quicker response time and ultimately increasing overall client satisfaction.

Installable Remote Control (IRC) Diagnostics

IRC devices now allow you to easily gather diagnostic information about the customer's computer, such as operating system details, service packs, IP configuration and memory capacity with no need for physical access to machines.

Multilingual Installations

In line with NTRglobal's commitment to creating fully global solutions, installation of executable files can now be performed in 14 languages. Administrators can select the language right from their console, making the process easier for international clients and thus increasing their overall satisfaction with the quality of support.

Usability Enhancements

This version of NTRsupport boasts a variety of subtle, yet noticeable enhancements to the usability of our NTRsupport Operator console. More precise redirection of support calls, faster console reload, enhanced socket server selection process and refinements to the overall functionality of the Operator console are but a few of the improvements that make NTRsupport ever more complete, secure and easy to use.

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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