

Release Notes NTRsupport – May 2007

Features in This NTRsupport Release Include:

- New Operator Welcome Page
- New Administrator and Operator Console Design
- Visibility of Remote Session Connectivity
- Remote Session Sound Alert
- Notes Section for Session Assignment

New Operator Welcome Page

The Operator Welcome Page provides extensive information about current NTRsupport functionalities, directly accessible upon login or with one click on the left-hand side of the Operator console. Four sections in a single page give you a synopsis of the latest product enhancements, a list of Tips & Tricks, a link to NTRsupport tutorials and an FAQ section. An alert section also informs you of platform changes or events that demand particular attention.

New Administrator and Operator Console Design

Refinements to the design of both Administrator and Operator consoles greatly improve the screen appearance and usability. The horizontal upper bar has been narrowed to allow more space for remote support activity, and a reordering of particular buttons and menus makes all pages faster to read and easier to use.

Visibility of Remote Session Connectivity

Operators now get real-time visibility of the connectivity status of each step in the connection sequence. The remote control session screen appears as a list of steps with an indication of the progress of each step, and the screen disappears once the connection is established. If there is a stall in the process, the exact cause can be pinpointed so it can be immediately addressed, thus eliminating potential downtime.

Remote Session Sound Alert

Remote support sessions are now accelerated by a feature that keeps end-users engaged in the support process only when their input is required. Customers may continue working while the support session is in progress, confident that any Operator communication will be accompanied by a sound alert. The Operator will know if a particular message has not been received or is pending end-user attention. Both ends of the support exchange work more productively, interacting only as the support exchange demands.

Notes Section for Session Assignment

Each remote control session that is initiated via session assignment now contains a Notes section where Operators can log important details. Notes are automatically saved at the end of the support session and may be accessed at any time by the Administrator or any of your Operators via the "Conversation List" in the console menu. This elevates the quality of support over time by allowing NTRsupport users to organise, keep track of and exchange information about particular support sessions.

Need more information?

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

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